May 09, 2020 **All services available**

Google Cloud Status Dashboard

This page provides status information on the services that are part of Google Cloud Platform. Check back here to view the current status of the services listed below. If you are experiencing an issue not listed here, please contact Support. Learn more about what's posted on the dashboard in this FAQ. For additional information on these services, please visit cloud.google.com.

Google Cloud Console Incident #19003

Errors showing up in various areas in the Cloud Console

Incident began at **2019-05-02 07:10** and ended at **2019-05-02 09:03** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✅ May 10, 2019	09:51	**ISSUE SUMMARY** On Thursday 2 May 2019, Google Cloud Console experienced a 40% error rate for all pageviews over a duration of 1 hour and 53 minutes. To all customers affected by this Cloud Console service degradation, we apologize. We are taking immediate steps to improve the platform's performance and availability. **DETAILED DESCRIPTION OF IMPACT** On Thursday 2 May 2019 from 07:10 to 09:03 US/Pacific the Google Cloud Console served 40% of all pageviews with a timeout error. Affected console sections include Compute Engine, Stackdriver, Kubernetes Engine, Cloud Storage, Firebase, App Engine, APIs, IAM, Cloud SQL, Dataflow, BigQuery and Billing. **ROOT CAUSE** The Google Cloud Console relies on many internal services to properly render individual user interface pages. The internal billing service is one of them, and is required to retrieve accurate state data for projects and accounts. At 07:09 US/Pacific, a service unrelated to the Cloud Console began to send a large amount of traffic to the internal billing service. The additional load caused time-out and failure of individual requests including those from Google Cloud Console. This led to the Cloud Console serving timeout errors to customers when the underlying requests to the billing service failed. **REMEDIATION AND PREVENTION** Cloud Billing engineers were automatically alerted to the issue at 07:15 US/Pacific and Cloud Console engineers were alerted at 07:21. Both teams worked together to investigate the issue and once the root cause was identified, pursued two mitigation strategies. First, we increased the resources for the internal billing service in an attempt to handle the additional load. In parallel, we worked to identify the source of the extraneous traffic and then stop it from reaching the service. Once the traffic source was identified, mitigation was put in place and traffic to the internal billing service began to decrease at 08:40. The service fully recovered at 09:03. In order to reduce the chance of recurrence we are taking the following actions. We will implement improved caching strategies in the Cloud Console to reduce unnecessary load and reliance on the internal billing service. The load shedding response of the billing service will be improved to better handle sudden spikes in load and to allow for quicker recovery should it be needed. Additionally, we will improve monitoring for the internal billing service to more precisely identify which part of the system is running into limits. Finally, we are reviewing dependencies in the serving path for all pages in the Cloud Console to ensure that necessary internal requests are handled gracefully in the event of failure.
✅ May 02, 2019	09:41	The issue with Google Cloud Console has been resolved for all affected projects as of Thursday, 2019-05-02 8:58 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to help prevent or minimize future recurrence. We will provide a more detailed analysis of this incident once we have completed our internal investigation.
⚠️ May 02, 2019	08:57	We are experiencing an issue with Google Cloud Console where users are experiencing billing errors when trying to access products' dashboards beginning at 07:12 US/Pacific. An updated list of product dashboards that are affected is as follows; Google Compute Engine, Stackdriver, Google Kubernetes Engine, Google Cloud Storage, Firebase, Billing, App Engine, APIs, IAM, Cloud SQL, Dataflow, and Big Query. For everyone who is affected, we apologize for the disruption. We will provide an update by Thursday, 2019-05-02 10:30 US/Pacific with current details.
⚠️ May 02, 2019	08:17	The Google Cloud Console is experiencing errors when trying to access some dashboards within. Known dashboards include; Google Compute Engine, Stackdriver, Google Kubernetes Engine, Google Cloud Storage, and Firebase. Users will be experiencing billing errors when trying to access these pages. Gcloud can be used as a work around to interact with product APIs. We will provide another status update by Thursday, 2019-05-02 09:00 US/Pacific
⚠️ May 02, 2019	08:17	Errors showing up in various areas in the Cloud Console