

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 BigQuery Incident #18037

We've received a report of an issue with Google BigQuery.

Incident began at **2018-06-22 12:06** and ended at **2018-06-22 13:12** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✓ Jun 27, 2018	09:22	<div>ISSUE SUMMARY</div> <div>On Friday 22 June 2018, Google BigQuery experienced increased query failures for a duration of 1 hour 6 minutes. We apologize for the impact of this issue on our customers and are making changes to mitigate and prevent a recurrence.</div> <div>DETAILED DESCRIPTION OF IMPACT</div> <div>On Friday 22 June 2018 from 12:06 to 13:12 PDT, up to 50% of total requests to the BigQuery API failed with error code 503. Error rates varied during the incident, with some customers experiencing 100% failure rate for their BigQuery table jobs. bigquery.tabledata.insertAll jobs were unaffected.</div> <div>ROOT CAUSE</div> <div>A new release of the BigQuery API introduced a software defect that caused the API component to return larger-than-normal responses to the BigQuery router server. The router server is responsible for examining each request, routing it to a backend server, and returning the response to the client. To process these large responses, the router server allocated more memory which led to an increase in garbage collection. This resulted in an increase in CPU utilization, which caused our automated load balancing system to shrink the server capacity as a safeguard against abuse. With the reduced capacity and now comparatively large throughput of requests, the denial of service protection system used by BigQuery responded by rejecting user requests, causing a high rate of 503 errors.</div> <div>REMEDIATION AND PREVENTION</div> <div>Google Engineers initially mitigated the issue by increasing the capacity of the BigQuery router server which prevented overload and allowed API traffic to resume normally. The issue was fully resolved by identifying and reverting the change that caused large response sizes.</div> <div>To prevent future occurrences, BigQuery engineers will also be adjusting capacity alerts to improve monitoring of server overutilization.</div> <div>We apologize once again for the impact of this incident on your business.</div>
✓ Jun 22, 2018	13:32	The issue with Google BigQuery has been resolved for all affected projects as of Friday, 2018-06-22 13:30 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.
✓ Jun 22, 2018	13:15	Mitigation work is currently underway by our Engineering Team. We will provide another status update by Friday, 2018-06-22 14:15 US/Pacific with current details.
✗ Jun 22, 2018	12:51	We are investigating an issue with Google BiqQuery. Our Engineering Team is investigating possible causes. Affected customers may see their queries fail with 500 errors. We will provide another status update by Friday, 2018-06-22 14:00 US/Pacific with current details.
✗ Jun 22, 2018	12:51	We've received a report of an issue with Google BigQuery.

