

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 #18015

Google BigQuery issues

Incident began at **2016-05-18 11:49** and ended at **2016-05-18 12:30** (all times are **US/Pacific**).

DATE	TIME	DESCRIPTION
✓ Jun 01, 2016	09:38	<p>SUMMARY:</p> <p>On Wednesday 18 May 2016 the BigQuery API was unavailable for two periods totaling 31 minutes. We understand how important access to your data stored in BigQuery is and we apologize for the impact this had on you. We have investigated the incident to determine how we can mitigate future issues and provide better service for you in the future.</p> <p>DETAILED DESCRIPTION OF IMPACT:</p> <p>On Wednesday 18 May 2016 from 11:50 until 12:15 PDT all non-streaming BigQuery API calls failed, and additionally from 14:41 until 14:47, 70% of calls failed. An error rate of 1% occurred from 11:28 until 15:34. API calls affected by this issue experienced elevated latency and eventually returned an HTTP 500 status with an error message of "Backend Error". The BigQuery web console was also unavailable during these periods.</p> <p>The streaming API and BigQuery export of logs and usage data were unaffected.</p> <p>ROOT CAUSE:</p> <p>In 2015 BigQuery introduced datasets located in Europe. This required infrastructure to allow BigQuery API calls to be routed to an appropriate zone. This infrastructure was deployed uneventfully and has been operating in production for some time. The errors on 18 May were caused when a new configuration was deployed to improve routing of APIs, and then subsequently rolled back. The engineering team has made changes to the routing configuration for BigQuery API calls to prevent this issue from recurring in the future, and to more rapidly detect elevated error levels in BigQuery API calls in the future</p> <p>Finally, we would like to apologize for this issue - particularly its scope and duration. We know that BigQuery is a critical component of many GCP deployments, and we are committed to continually improving its availability.</p>
✓ May 18, 2016	12:37	<p>The issue with BigQuery API should have been resolved for all affected projects as of 12:30 US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence.</p>
✗ May 18, 2016	12:17	<p>We are currently investigating an issue with the BigQuery API. We'll provide an update at 12:30 PDT</p>

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