

Google Cloud Status Dashboard

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Google Compute Engine Incident #15065

400 errors when trying to create an external (L3) Load Balancer for GCE/GKE services

Incident began at **2015-12-08 09:29** and ended at **2015-12-08 12:22** (all times are **US/Pacific**).

	DATE	TIME	DESCRIPTION
✔	Dec 09, 2015	06:00	<div>SUMMARY:</div> <div>On Monday 7 December 2015, Google Container Engine customers could not create external load balancers for their services for a duration of 21 hours and 38 minutes. If your service or application was affected, we apologize — this is not the level of quality and reliability we strive to offer you, and we have taken and are taking immediate steps to improve the platform’s performance and availability.</div> <div>DETAILED DESCRIPTION OF IMPACT:</div> <div>From Monday 7 December 2015 15:00 PST to Tuesday 8 December 2015 12:38 PST, Google Container Engine customers could not create external load balancers for their services. Affected customers saw HTTP 400 “invalid argument” errors when creating load balancers in their Container Engine clusters. 6.7% of clusters experienced API errors due to this issue.</div> <div>The issue also affected customers who deployed Kubernetes clusters in the Google Compute Engine environment.</div> <div>The issue was confined to Google Container Engine and Kubernetes, with no effect on users of any other resource based on Google Compute Engine.</div> <div>ROOT CAUSE:</div> <div>Google Container Engine uses the Google Compute Engine API to manage computational resources. At about 15:00 PST on Monday 7 December, a minor update to the Compute Engine API inadvertently changed the case-sensitivity of the “sessionAffinity” enum variable in the target pool definition, and this variation was not covered by testing. Google Container Engine was not aware of this change and sent requests with incompatible case, causing the Compute Engine API to return an error status.</div> <div>REMEDIATION AND PREVENTION:</div> <div>Google engineers re-enabled load balancer creation by rolling back the Google Compute Engine API to its previous version. This was complete by 8 December 2015 12:38 PST.</div> <div>At 8 December 2015 10:00 PST, Google engineers committed a fix to the Kubernetes public open source repository.</div> <div>Google engineers will increase the coverage of the Container Engine continuous integration system to detect compatibility issues of this kind. In addition, Google engineers will change the release process of the Compute Engine API to detect issues earlier to minimize potential negative impact.</div>
✔	Dec 08, 2015	12:22	<div>The problem has been fully addressed as of 2015-12-08 12:22pm US/Pacific. We will conduct an internal investigation of this issue and make appropriate improvements to our systems to prevent or minimize future recurrence.</div>
✖	Dec 08, 2015	12:03	<div>We are currently testing a fix that hopefully will address the underlying issue. In the meanwhile please use the workaround provided previously of creating load balancers with client IP session affinity. We'll provide another status update by 2015-12-08 13:00 US/Pacific with current details.</div>
✖	Dec 08, 2015	11:05	<div>We've identified an issue in GCE/GKE when attempting to create external (L3) load balancers for their Kubernetes clusters. A proper fix for this issue is being worked on. Meanwhile, a potential workaround is to create load balancers with client IP session affinity. See an example here: https://gist.github.com/cjcullen/2aad7d51b76b190e2193 . We will provide another status update by 2015-12-08 12:00 US/Pacific with current details.</div>
✖	Dec 08, 2015	10:29	<div>We are still investigating reports of an issue with GCE/GKE when attempting to create an external (L2) load balancer for their services on GCE / GKE. We will provide another status update by 2015-12-08 11:30 US/Pacific with current details.</div>
✖	Dec 08, 2015	09:55	<div>We are investigating reports of an issue with GCE/GKE when attempting to create an external (L3) load balancer for their services on GCE / GKE.</div>

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