

Google Mini Incident Report

All dates/times relative to US/Pacific

Mini Incident Report while full Incident Report is prepared.

(All Times US/Pacific)

Incident Start: *Monday, 12 April 2021 05:54*

Incident End: *Monday, 12 April 2021 09:20*

Duration: *3 hours, 26 minutes;*

Affected

Services: *Google Docs, Drive, Classroom, Sheets and Slides*

Features: *Any action that requires a new document creation.*

Regions/Zones: *Multi-region*

Description:

Google Docs, Drive, Classroom, Sheet and Slides experienced a multi-region service disruption resulting in issues with creating new documents. The root cause was a service overload caused by a database replica move. We have mitigated the issue by stopping the change and resharding the database to handle the traffic.

Customer Impact:

Users experienced issues with any actions that required the creation of a new document on web, mobile and offline by any of the editors for a duration of 3 hours and 26 minutes. Some examples of actions that would require new document creation are making a copy of the document, importing a document, classroom assignments.

Additional Details :

Retrying the document creation, reloading the Google docs page or coming back to the page after a few minutes may have helped in some cases.