ClubRunner

[Resolved] ClubRunner intermittent website disruption – Jul 14 2022

2022-07-14 - Zach W. - Service Issues

We are currently experiencing intermittent interruptions to ClubRunner websites. Some customers may find that their websites are displaying a 502 error page or HTML code, prior to loading as expected.

We are actively working on fixing this issue and will post an update once this has been resolved.

We apologize for the inconvenience and appreciate your patience.

[Jul 14 2022 11:15 AM]

We have applied an update to our portal services to help resolve this matter, and are actively monitoring the impact of this update.

We will continue to update this post with more information as it becomes available.

[Jul 14 2022 1:00 PM]

Due the instability with today's update with portal services, we have rolled back to our previous release.

We are working to identify the root cause of the instability, and re-release the July 14th update.

[Jul 18 11:30 AM]

On Friday July 15th at 8 am, we deployed an updated version of our July 14th release with fixes intended to help address portal stability. While monitoring over Friday and throughout the weekend, we did continue to observe disruptions in portal. The frequency and duration of the disruptions has been improved, but not fully resolved.

We are actively working to resolve this matter, and appreciate your continued patience.