ClubRunner

[Resolved] ClubRunner Service Disruption - Email Sending Delays

2025-12-23 - Zach W. - Service Issues

Starting last night around 5pm Toronto time, we started observing emails being queued and not being sent and delivered. We are currently investigating to identify the underlying issue and working to resolve it as soon as possible.

No action is required for emails that are currently in queue to be sent. Please rest assured that any queued emails will be sent once the email disruption is over.

We'll continue to provide updates as we are able to.

We appreciate your patience while we work to resolve this issue.

[2025 Dec 24 9:30 AM]
We've identified the root cause of the recent email delays and are working closely with our primary email service provider to resolve it. We understand how critical email delivery is and have taken steps to restore service as quickly as possible.

Our team worked through the night to bring our backup email provider online. Starting at 11:50 PM NAEST on December 23, emails began processing and by approximately 2:00 AM NAEST on December 24, the backlog from 11:00 AM NAEST on December 23 was cleared.

While most emails are now sending successfully please note that a backlog from 5:00 PM NAEST December 22 until 11:00 AM NAEST December 23 remains with our primary provider that will be processed once the issue is resolved.

Please note the following items while our backup provider is in use:

- **Email statistics** may be delayed or unavailable.
- **Click tracking** will not be available.
- **Magic Links** are not supported, so you'll need to log in manually.
- Emails like: **Request Member Updates** and **Dues and Billing statements** are not sending through the backup provider.

We'll continue to provide updates as more information becomes available.

Thank you for your continued patience and understanding while we work to fully resolve this disruption.

[2025 Dec 24, 1:00 PM]
We're pleased to report that the root cause of the email delays was fully resolved at 12:42 PM NAEST on December 24, and our primary email service is now back online and operating normally.

Please note the following remaining items:

- The backup email service experienced delays for emails sent between 9:30 AM and 11:00 AM NAEST on December 24. These messages are currently being monitored and will be processed shortly. We will provide confirmation once completed.

- The backlog of emails from 5:00 PM NAEST on December 22 through 11:00 AM NAEST on December 23 is actively processing and is expected to be fully cleared shortly.

- **Email statistics** are back online and will reflect new email activity. Historical statistics related to backlog processing may update progressively.

- **Magic Links**, **Request Member Updates**, and **Dues and Billing** statements have all been fully restored and are functioning normally.

Thank you for your continued patience and understanding. We will continue to monitor the system closely and provide updates if needed.