ClubRunner

[Updated / Monitoring] ClubRunner Service Disruption - Email Sending Delays

2026-04-28 - Zach W. - Service Issues

Starting last night around 2:00 AM NAEST, 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.

[Apr 28 2026 12:30 PM]

We've identified the root cause of the issue and taken the necessary steps to restore email delivery. Emails resumed sending around **11:15 AM NAEST.** We're currently working through the backlog of messages that accumulated during the down time.

While we process this backlog, email statistics are temporarily delayed. Once all queued emails have been sent, statistics processing will resume as normal.

We'll continue to share updates as more information becomes available, and thank you for your patience in the meantime.

[Apr 28 2026 3:30 PM]

The email queue has been processed and new emails are sending with the expected statistics data.

We are continuing to review the impact on other modules and can confirm that data exports may take longer to process than usual for the time being.

We will provide updates as more information becomes available.

[Apr 29 2026 6:30 PM]

Since yesterday, our classic email systems also experienced a processing issue leading to a backlog of emails. We've addressed the issue, and all emails that were delayed have now been processed. We're no longer observing additional delays.

We'll keep monitoring the system to make sure everything continues to work as expected, and post additional updates as information becomes available.