ClubRunner

ClubRunner widget update issue resolved & RSS feeds processing on pause.

2020-08-07 - Zach W. - Service Issues

Widgets Not Updating As Expected

Yesterday morning our team identified a trend with issues related to widgets not being updated based on customer reports. While investigating we had identified that most widgets were not updating as expected, and were able to identify the two causes.

Our team pushed out a hotfix last night to address the issue to ensure widgets would start to update normally once again. This did cause a 5-10 minute on average website update delay last night as the service processed the out of date widgets.

As of this morning we are seeing all widgets updating as expected, and no longer seeing any delays with website updates.

RSS widgets won't be updated until after Aug 14 2020

Part of the issue related to website widgets updating was a large number of RSS widgets that are linked to the Rotary International's news feed. This feed is currently unavailable due to maintenance on the MyRotary & Rotary websites. In order to ensure that these widgets do not impact other website updates we have paused all RSS feed processing until the Rotary RSS feed is back online.