ClubRunner

[Resolved] Service Interruption - Issues navigating crsadmin.com

2021-12-22 - Zach W. - Service Issues

[Dec 24 2021 9:00 AM]

Our team was able to identify another event regarding crsadmin.com navigation at 8:40 AM NAEST.

We were able to correct the issue, and restore normal operation for crsadmin.com.

The previous updates, did not improve the issue and have been reverted. We believe we have identified the true cause of the issue, and have performed additional updates to help prevent it from recurring.

We will continue to monitor until this issue is resolved.

[Dec 23 2021 9:00 AM]

Our team was able to identify another event regarding crsadmin.com navigation at 8:40 AM NAEST.

We were able to correct the issue, and restore normal operation for crsadmin.com.

We have performed updates to attempt to prevent this issue from occurring again, and will continue to monitor.

[Dec 22 2021 9:25 AM]

Our team was able to identify the impacted service and restart it. We are no longer observing any errors when using crsadmin.com. We will continue to monitor throughout the day.

[Dec 22 2021 9:15 AM]

This morning at 9:00 AM NAEST the ClubRunner team was able to observe and confirm issues when navigating crsadmin.com as reported by customers. We are working to investigate and resolve this matter as soon as possible.

We apologize for the inconvenience and appreciate your patience while we work to resolve the issue.