ClubRunner

[Resolved] MyEventRunner Delayed Email Sending

2023-03-17 - Zach W. - Service Issues

We have identified an issue where MyEventRunner emails can be delayed in sending. When the issue occurs, it is also impacting the general performance of some parts of the Members Area.

We have deployed a fix to help stabilize the performance of MyEventRunner and the ClubRunner Members Area while we continue to work to address the root cause.

As more information becomes available, we will update this message.

[Mar 20 2022 1:15 PM]

On March 21st, 2023, at 8:00 AM NAEST there will be a brief delay on processing emails sent from some parts of ClubRunner while we perform upgrades to our mail sending systems. We expect that this upgrade should be completed within 30 minutes. During this time emails sent from some modules will be held until the upgrade completes. The impacted areas are as follows: Dues and Billing, Committees, Area Governor, and MyEventRunner systems.

The backlog of mail will be processed automatically, no action is required to ensure that the emails are sent.

We will update this message once the upgrades are completed.

[Mar 21 2022 9:15 PM]

Our upgrade was completed successfully by 8:15 AM, and all delayed emails have been processed and sent.

We are continuing to monitor email sending from the impacted modules for any processing delays.

As more information becomes available, we will update this message.