ClubRunner

[Resolved] ClubRunner Custom Domain Outage

2021-03-02 - Zach W. - Service Issues

[Mar 02 2021 8:30 AM]
Customers who use a custom domain name may be seeing an error from Cloudflare instead of their website. We are working with Cloudflare to identify and resolve the issue as swiftly as possible.

If you need access to your members area, please contact the support team and they will provide you with a direct link.

As soon as we have more information or a resolution we will update.

Thank you for your patience while we work to resolve this issue.

[Mar 02 2021 12:00 PM]
We are no longer observing any connection errors to customer websites. Should you still have any issues please contact our team.

Based on our investigation and customer reports, this issue was localized to users from Ontario. Visitors to the website from other regions of the world were not impacted.

We will continue to closely monitor the platform for the rest of the day.

[Mar 03 2021 10:00 AM]
Cloudflare has confirmed that the outage issue was related to a change in their systems, and once identified, they applied a fix to resolve the impacted services.