[Resolved] ClubRunner Service Interruption - Email Statistics Processing

2021-05-03 - Michael C. - Service Issues

On May 3rd 2021, our team was made aware of an issue currently affecting the Email Traffic Report page that had started on April 30th 2021.

Emails sent out after this date may have incomplete or missing email statistics. Our team is working to investigate this issue.

Please note that all emails have been successfully processed and no action is required to have the emails delivered.

We will update this post with more information as it becomes available.

[May 4th 2021 11:00am]

Shortly after our team was made aware of this issue on Monday May 3rd, we had restarted the email processing services and as a result email statistics are now being processed and displayed within the Email Traffic Report page once again.

At this time, statistics for any emails sent out during the window for the issue (Friday May 30th 2021 - Monday May 3rd 2021) are unable to be recovered. We apologize for any inconvenience.