ClubRunner

[Resolved] Email Statistics delayed processing - Nov 1 2021

2021-11-03 - Zach W. - Service Issues

Starting on Monday Nov 1 2021 at 4:30 PM we observed an issue with our email stat processing. This caused emails that had been sent to show “unknown” status for all emails that were sent in that group.

We were able to investigate and restart processing email statistics. Once restarted, the backlog of stats was able to be processed before the end of the day. During the issue window, not all statistics may have been fully captured, or successfully processed after the fact.

We have not observed any new backlogs or delayed processing events since Monday evening, and are continuing to monitor.