ClubRunner

[Resolved] Service Interruption - Delayed Email Sending

2023-04-20 - Zach W. - Service Issues

[Apr 20 2023 3:45 PM]

Our team first started to observe small delays in processing emails on the afternoon of Apr 18th 2023 and begun our standard monitoring processes. We are continuing to observe spikes of email volume and delayed delivery based on customer usage throughout the day. Our team is actively working to resolve the matter as soon as possible.

Please note that emails are being sent and delivered just at a slower rate. **No action is required to ensure your email will be sent and delivered.**

As more information becomes available, we will continue to provide updates.

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

[Apr 20 2023 6:30 PM]

At 4pm we were able to deploy an update to help improve the delayed email sending. Over the last two hours we've seen improved sending rates, and overall decreased delays in sending.

We will continue to closely monitor performance of email over the next several days.

We appreciate your continued patience and understanding while we work to resolve this matter.

[Apr 21 2023 10:30 AM]

Overnight and into the morning we continue to see delayed sending despite our most recent attempts to address the issue. We are hard at work to apply another update to attempt to resolve the delays.

We want to reassure customers that **no action is required to ensure that your emails will be sent and delivered.**

We appreciate your continued patience and understanding while we work to resolve this matter.

We will post more information as it becomes available.

[Apr 21 2023 12:00 PM]

We have pushed an additional update to our email systems to help address the delayed email sending.

We are closely monitoring performance of this update, and will share more information as soon as possible.

Thank you for your continued patience while we work to address this matter.

[Apr 25 2023 05:00 PM]

After the update on Friday our team has continued to monitor for any impacts to email sending. We did not continue to observe any major delays in sending over the weekend, and through the first two days of the week.

We are continuing to closely monitor the performance of email sending, and are marking this issue as resolved.

Should you observe any email delays, please let our team know.

We appreciated your patience and understanding while we worked to resolve this issue.