



Archive of Historic Incidents

Last Updated: 09/10/2024

07/02/2023

- A handful of customers reported an issue in relation to uploading documents at 8:00 on 07/02/23
- Tech support started triaging at 8:00 on 07/02/23
- Issue was resolved at 14:20 on 07/02/23

17/11/2022

- An issue was raised in relation to a handful of customers not receiving the event reminder emails at 14:00 on 17/11/22
- P2 ticket raised and working on a fix started at 15:00 on 17/11/22
- Issue was resolved at 13:45 on 18/11/22

06/04/2022

- Support team raised issue with emails not being received by support team on 6/04/22
- Further investigation confirmed event reminders emails were not sent out on 19/04/22
- Issue was resolved on 22/04/22

10/05/2022

- Support team raised issue in relation to errors under Journal Logs at 16:14 on 10/05/22
- The engineering team started investigation immediately at 16:14 on 10/05/22
- Issue was resolved at 16:09 on 11/05/22

13/12/2021

- The engineering team raised a ticket to investigate the online reports about an exploit in relation to a Java package at 8:00 on 13/12/21
- Technical investigation started immediately at 8:00 on 13/12/21
- Ticket closed with confirmation that we are not at risk from this exploit at 14:53 on 13/12/21

01/12/21

- An issue was raised by support team in relation to logging in to the system at 9:30 on 01/12/21
- The engineering team started investigation at 9:30 on 01/12/21
- Issue was resolved at 10:19 on 01/12/21

10/08/2021

- An issue was raised by internal team member in relation to journals loading at 17:01 on 10/08/21
- The engineering team started investigation at 17:01 on 10/08/21
- Issue was resolved at 12:10 on 11/08/21

02/08/2021

- A ticket was raised from one customer in relation to their journals at 11:29 on 02/08/21
- The ticket was reviewed by accounting team and assigned to tech support at 20:53 on 02/08/21
- Technical triage completed at 16:21 on 03/08/21
- Fix was implemented and testing was completed at 12:45 on 05/08/21

28/07/2021

- Issue identified by engineering team during a routine release at 12:28 on 28/07/21
- The engineering team started working on a fix at 12:28 on 28/07/21
- Fix was released and testing was completed at 13:14 on 28/07/21

30/04/2021

- A P2 level issue was reported in relation to journal report generation being slow or stopped at 11:01 on 30/04/21
- The engineering team started investigation immediately at 11:01 on 30/04/21
- Fix was implemented at 13:30 following by internal testing confirmed the fix was working at 14:00

27/04/2021

- A P1 level outage was reported in relation to application not accessible briefly at 15:13 on 27/04/2021
- The engineering team started investigation immediately at 15:13 on 27/04/2021

- Issue was resolved at 15:17 on 27/04/2021

31/03/2021

- A P2 level outage was reported in relation to journals not loading at 14:15 on 31/03/21
- The engineering team started investigation immediately at 14:15 on 31/03/21
- Issue was resolved at 16:01 on 31/03/21