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# Service Status Page for Maintenance & Issues | Downtime

Software Support - 2025-08-11 - Support & Troubleshooting

## **Current System Status**

**All Systems Operational** 

### **Other System Statuses**

**All Systems Operational** 

Degraded Service

**Scheduled Maintenance** 

Service Unavailable

### **About This Site**

Welcome to the Kahootz Service Status Page. Here you can find the current status of our service and information on past incidents.

If you are experiencing a problem not listed on this page and are a Kahootz user, please contact our support team: <a href="mailto:support@kahootz.com">support@kahootz.com</a>.

### **3rd Party Status Pages**

Below you can find links to 3rd party sites/systems we use.

### **Pingdom**

Pingdom offers reliable uptime & performance monitoring for our website; it monitors uptime, performance & interactions for a better end-user experience.

#### **Memset**

Memset is where we host our data; they have 2 data centres in the UK. We use the Dunsfold, Surrey location fitted with cutting-edge environmental, operational, and

security controls to deliver the best possible performance to all our clients.

# <u>DeskPRO</u>

DeskPRO is our Support Helpdesk Ticketing System for all our clients to contact us.

# **Recent Incidents / Maintenance**

Date & Time of Incident	Outage Type	Affected Services	Reason	Resolution Date & Time
2025-07-29 @ 22:00	Planned	Kahootz will be unavailable	Database config update and restart	29/07/2025 @ 22:30
2025-06-03 @ 20:00	Planned	Kahootz will be unavailable	Kernel updates & server reboots	2025-06-03 @ 22:00
2025-03-18 @ 20:00	Planned	Kahootz will be unavailable	DB updates and server reboots	2025-03-18 @ 22:00
2024-12-10 @ 20:00	Planned	Kahootz will be unavailable	Kernel updates & server reboots	2024-12-10 @ 22:00
2024-09-17 @ 21:00	Planned	Kahootz will be unavailable	Update database servers	2024-09-17 @ 22:00
2024-02-14 @ 21:00	Planned	Kahootz will be unavailable	Update database servers	2024-02-14 @ 22:00

Please <u>click here</u> to review our downtime history.