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Service Status Page

Software Support - 2021-09-08 - [Support & Troubleshooting](#)

Current System Status

All Systems Operational

About This Site

Welcome to the Kahootz 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 you are a Kahootz user, please contact our support team at support@kahootz.com.

3rd Party Status Pages

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

[Pingdom](#)

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

[Memset](#)

Memset is where we host our data, they have 2 data centres both located in the UK. We use the Dunsfold, Surrey location which is fitted with cutting-edge environmental, operational, and security controls to deliver the best possible performance to all our clients.

[DeskPRO](#)

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

Recent Incidents / Maintenance

Date of Incident	Type of Outage	Affected Services	Resolution Date
Monday 21st July (13:00)	Unplanned Incident	Kahootz was unavailable	Tuesday 22nd July (01:00)

Explanation for Unplanned Incident

Memset suffered two separate, apparently simultaneous faults on fibre circuits that are used by their Dunsfold datacentre, completely severing all remote access to servers at that datacentre. The faults affected their primary fibre circuit to London and a second circuit which terminates in Reading. A BT Open Reach team were eventually dispatched to fix one of the faults to restore connectivity to Dunsfold.

Last updated: Wed 23rd July 2021 (2 p.m) BST