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Software Support - 2023-06-07 - 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: support@kahootz.com.

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.

[DeskPRO](#)

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

Recent Incidents / Maintenance

Date & Time of Incident	Type of Outage	Affected Services	Resolution Date & Time
Wednesday, 29th March 2023 (13:23)	Unplanned Incident	Kahootz was unavailable	Wednesday, 29th March 2023 (13:49)

Explanation for Unplanned Incident

* The downtime was due to a firewall issue at our data centre

Friday, 10th March 2023 - Saturday, 11th March 2023	Planned Maintenance / Moved Servers	Kahootz was unavailable	Saturday, 11th March 2023
Friday, 21st October 2022 (10:10)	Unplanned Incident	Kahootz was unavailable	Friday, 21st October 2022 (11:40)

Explanation for Unplanned Incident

* The downtime was due to a bug in our application code that caused a temporary filesystem partition to fill up, which then caused other problems for the service as a whole. The bug was fixed, and a patch was applied.

Thursday, 8th September 2022 (12:53)	Unplanned Incident	Kahootz was unavailable	Thursday, 8th September 2022 (14:35)
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Explanation for Unplanned Incident

* The downtime was due to a networking hardware error at our data centre. The data centre is still monitoring the problem.

Monday, 13th June 2022 (20:00)	Planned Maintenance	Service was Temporarily Unavailable	Monday, 13th June 2022 (21:00)
Friday, 10th June 2022 (20:00)	Planned Maintenance	Service was Temporarily Unavailable	Friday, 10th June 2022 (22:00)
Friday, 1st April 2022 (10:57)	Unplanned Incident	Kahootz was unavailable	Friday, 1st April 2022 (11:18)

Explanation for Unplanned Incident

* We experienced issues with our hosting service; we'll provide full details once we've identified the issue and received our incident report

Wednesday, 30th March 2022	Planned Maintenance	Service was Degraded (no search)	Wednesday, 30th March 2022
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Monday, 21st June 2021 (13:00)	Unplanned Incident	Kahootz was unavailable	Tuesday, 22nd June (01:00)
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Explanation for Unplanned Incident

* Memset suffered two simultaneous faults on the fibre circuits used by their Dunsfold datacentre, completely severing all remote access to the 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 was eventually dispatched to fix one of the faults and restore Dunsfold connectivity.

Please [click here](#) if you require or would like to review our downtime before 2021.