

Site Down Is There A Problem With The Server


Oh no! You just saw that your site is down! This article will walk through the steps you need to take to check if your problem is related to a server issue.

- [Step 1: Refresh The Page That Is Down](#)
- [Step 2: Check The Server Status at UK2.net](#)
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Step 1: Refresh The Page That Is Down

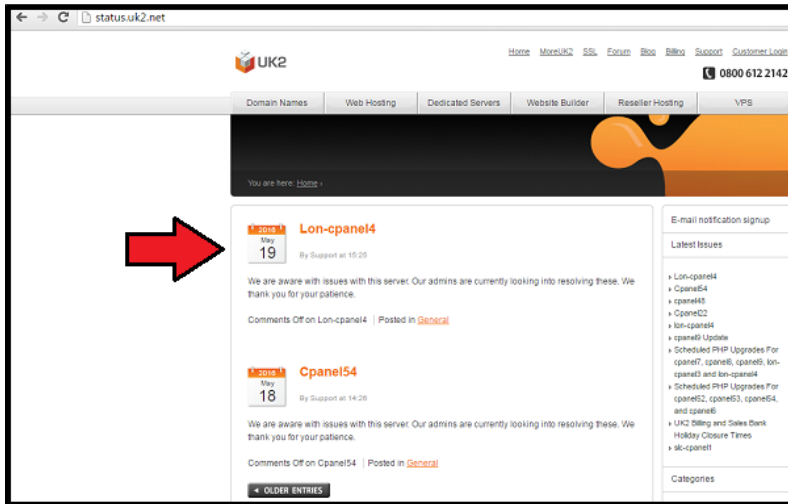
Refresh the webpage you are viewing by clicking the “refresh” button next to the URL bar.



 Tip: Sometimes a webpage is down only temporarily and by simply refreshing the page can resolve the issue.


Step 2: Check The Server Status at [UK2.net](#)

Servers can experience downtime for a variety of reasons. There may be issues connecting to the internet, be configured incorrectly, or have a component out, among other reasons. Servers are also taken down momentarily so we can perform routine maintenance on them.



[UK2.net](#) publishes up-to-date status information regarding server outages to help you determine the cause of your downtime. This information can be found at [Status.UK2.net](#). The most recent outages will be listed at the top of the list.

If your site remains down for an extended period and the status page displays that all services are working properly, please visit the “Site Down” section of our Knowledgebase or contact UK2 Technical Support by opening a chat or creating a ticket within your CHI dashboard.

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