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Infrastructure problems

2019-07-10 - Pamela Kiewitt - 0 Comments - in PrimeKey Announcements

Dear customers,

As you might have noticed, we have been experiencing infrastructure problems lately, the last one today starting at 04:30 CEST.

The problems are related to our server infrastructure, but unfortunately they affect both email services and the support system.

We are working presently on a fix and we are upgrading the underlying servers and services from today and all of next week.

The work has been planned so no critical services are affected simultaneously but some shortage might occur.

We thank you for your patience and understanding!

If you have a pressing issue, remember you can always reach us on the phone:

EMEA: +46 8 522 11 660

The Americas: +1 (855) 583-7971