



Server Status

We work very hard to make sure that your website's web server is up at all times. However, for reasons usually beyond our control, you may experience a service interruption. Reasons for service interruption may include: Natural Disasters, Coding Errors, Data Center Issues, Server Overload, Hacked Site / Hacked Server, Attacked Site (Denial of Service Attack), Hardware Malfunction, Server Maintenance, DNS Issues, Network Issues, and other technical issues.

Server Uptime Page

You can monitor our server uptime at <http://stats.pingdom.com/0h3p5srncwdu>

If you do not see your site's web address listed, you will need to determine your site's IP address. To determine which server your website is on, go to <http://mxtoolbox.com/DNSLookup.aspx> and type your web address. If you need help determining your website's IP address, contact us. On the server monitor page at <http://stats.pingdom.com/0h3p5srncwdu>, the following servers are listed:

- **E2-OMEGA** services:
 - 104.245.208.227
 - 104.245.208.245
 - 104.245.208.XXX (any 3 digits)
- **WEB5-6** services:
 - 72.32.207.35
- **E3** services:
 - 45.33.85.138

Twitter Status Page

You can also follow our twitter status page at <https://twitter.com/epcstatus> where we post notices if our services go down and when they go back up again.

What happens when one of our servers goes down?

When your website's server goes down, our server monitors will email and text message us within 5 minutes. We will put all our resources into fixing the issue as soon as possible. When the server comes back up, the server monitor page at <http://stats.pingdom.com/0h3p5srncwdu> and the twitter status page at <https://twitter.com/epcstatus> will be automatically updated.

If your website is down for more than one hour, we will write an email to all affected clients within one business day explaining why the outage occurred and how we responded.

But it's not the server! My website just isn't displaying properly!

Our server monitors do their best to determine if your site's web server is up. However, there may be an issue on your website or a specific page on your website that the monitoring service does not recognize as an error. If you notice that your website is down or not displaying properly, please call 312-291-2200 to report the issue.

Mission Critical Websites

If your website is mission critical and you need more extensive monitoring and nearly instant notification whenever there is a problem, contact us so that we can help you setup a personal monitoring program for your specific website.

Reporting Issues After Business Hours

If it is after-hours and you are experiencing a website-related emergency, please leave a message on our after-hours emergency support line, 312.291.2229, and an ePageCity team member will be in contact with you as soon as possible to assist you with the issue.