

Kenta / What's new

Read service status, support coverage and release information

Distinguish reported status and configured response targets from unknown availability or unverified service commitments.

Current · Revision 2 · Reviewed Oct 25, 2026

► Applicability

Inspect the status source

Open Help → Service status. Check whether a live source is configured and when it was last updated. An unconfigured feed states that live service status is not configured; an unreachable or stale source is unknown, not healthy.

Published incidents and maintenance describe the information available from that source. An empty incident list is not an uptime guarantee.

Read your actual support coverage

The support center shows configured owner, channel, calendar/timezone and any first-human-response target. If these are unconfigured, no staffed channel, hours or response target has been verified.

An acknowledgement is distinct from a first human response, which is distinct from resolution. A response target is not a resolution guarantee or an automatic change to contractual terms.

Check applicability before acting

About Kenta identifies application version 0.3.0. Read What's new for actual release scope, administrator actions and known limits. A version number does not establish that every evaluation feature or external integration is enabled in a customer deployment.

Use the published privacy, terms and trust information for the relevant service. Do not infer certification, production recovery targets or availability commitments from a local test.

Procedure

1. **Check the current information**

Open Service status and Support center. Read source time, configured coverage and the issue's current case state.

Verify the result

You can identify the reported source and the actual configured contact/coverage, or see an explicit unknown/unconfigured state.

Troubleshooting

Status cannot be verified

Check whether the source is unconfigured, stale or temporarily unreachable. Retry when appropriate and use your configured administrator/support channel. Do not treat the absence of status as a healthy result.