

**Incident ID:** NOC-2025-001

**Date:** 10/23/2025

**Reported By:** Salmata Lamin

**Summary:**

Users in Operations VLAN (20) reported a total loss of connectivity.

Upon investigation, router sub interface Gig0/0.20 was found to be administratively down.

**Root Cause:**

Interface shutdown due to simulated maintenance scenario.

**Resolution:**

Executed : **no shutdown' on Gig0/0.20.**

Verified successful pings between VLANs 10, 20, and 30.

Verification Commands:

show ip interface brief

ping 10.10.10.1

ping 10.10.30.1

**Preventive Action:**

Configured SNMP and Syslog alerts to monitor future interface state changes.