

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.