

## **Issue: Network port hung on server XYZ**

An incident has been reported concerning server XYZ, where a specific network port is in a 'hung' or unresponsive state. This condition typically indicates a loss of network connectivity for the server through that port, potentially leading to service disruption for applications or services hosted on server XYZ. The exact cause, whether physical, logical, or hardware-related, requires immediate investigation.

### ***Steps to Resolve:***

- 1 Step 1: Verify the incident details in ServiceNow and confirm affected services.
- 2 Step 2: Check relevant server/network logs for errors or timeouts.
- 3 Step 3: Gather recent configuration changes or deployment history.
- 4 Step 4: Reproduce the issue in a controlled environment if possible.
- 5 Step 5: Check hardware health and connectivity (NIC, switches, interfaces).
- 6 Step 6: Run diagnostic commands (ping, traceroute, netstat, tcpdump) as applicable.
- 7 Step 7: Validate firewall/ACL and routing policies for impacted flows.
- 8 Step 8: Apply a temporary mitigation (reroute, restart service) if safe.
- 9 Step 9: Update stakeholders and create an action plan.
- 10 Step 10: Perform root cause analysis and schedule preventive measures.

### ***Technical Details:***

Affected CI: unknown | Assigned group: Network Operations

### ***Complete Description:***

This summary was generated by AI; it may require human review.