Issue: Network port hung on server XYZ

An incident has been reported regarding a network port on server XYZ being in a 'hung' state. This indicates a potential loss of connectivity or communication issues for the server, impacting services hosted on it. The exact cause is yet to be determined but could range from software/driver issues to physical layer problems or switch port misconfiguration.

Steps to Resolve:

1. Verify the reported issue by attempting to ping server XYZ and checking its network connectivity from other devices.
2. Log into server XYZ (via console or out-of-band management if network access is lost) and check the status of the network interface(s) using OS-specific commands (e.g., 'ip a' on Linux, 'ipconfig /all' on Windows).
3. Review system logs (e.g., /var/log/messages, Event Viewer) on server XYZ for any network-related errors, warnings, or interface flapping events around the time the issue was reported.
4. Attempt to restart the affected network interface on server XYZ (e.g., 'sudo ip link set eth0 down && sudo ip link set eth0 up' on Linux, or disable/enable adapter in Device Manager on Windows).
5. Physically inspect the network cable connected to server XYZ and the corresponding switch port. Ensure the cable is securely seated, undamaged, and that link lights are present and stable.
6. Access the network switch connected to server XYZ and check the status of the specific port. Look for errors, duplex mismatches, or port-security violations.
7. If safe and within a maintenance window, administratively shut down and then bring up the switch port connected to server XYZ.
8. Test network connectivity from server XYZ to its default gateway, other internal resources, and external services (e.g., DNS, internet) after performing interface/port resets.
9. If the issue persists, consider updating or reinstalling the network adapter drivers on server XYZ, ensuring compatibility with the OS and hardware.
10. Schedule a controlled reboot of server XYZ during a maintenance window if all previous software and physical troubleshooting steps fail to restore connectivity.

Technical Details:

Incident Number: INC0010002. Affected System: Server XYZ. Issue Category: Network. Priority: 4 (Low), Urgency: 3 (Medium), Impact: 2 (High - likely affecting services). Assigned Group: Network Operations. Opened At: 2025-09-26 04:19:26. The 'hung' state suggests the network interface on server XYZ is unresponsive or unable to transmit/receive data. This could be due to a software driver crash, a faulty Network Interface Card (NIC), a misconfigured or faulty switch port, or a physical cabling issue. No specific error messages or logs were provided in the initial report, necessitating a systematic diagnostic approach.

Complete Description:

Incident INC0010002 reports a 'Network port hung on server XYZ', indicating a critical loss of network connectivity for the server. This is categorized as a Network Issue with high impact. Technical analysis points to potential causes ranging from software/driver issues on server XYZ, physical cabling problems, or misconfiguration/failure of the connected switch port. Resolution will involve a systematic approach starting with verifying the issue, checking server logs and interface status, inspecting physical connections, diagnosing the switch port, and potentially restarting interfaces/ports or the server itself. Driver updates and escalation to specialized teams are planned if initial steps fail. All actions and findings will be meticulously documented.