Issue: Network port hung on server XYZ

The network port connected to server XYZ is reported as hung, preventing network communication to and from the server.

Steps to Resolve:

1 Step 1: Verify the reported network connectivity issue to server XYZ by attempting to ping or establish a remote connection.
2 Step 2: Log in to the network switch connected to server XYZ and check the operational status and configuration of the specific port.
3 Step 3: Inspect the physical network cable connection between server XYZ's NIC and the network switch port for any disconnections or damage.
4 Step 4: If accessible, reseat the network cable on both the server's network interface card (NIC) and the switch port.
5 Step 5: Access server XYZ via out-of-band management (e.g., iDRAC, iLO, console) and check the operating system's network interface status and error counters.
6 Step 6: Attempt to administratively shut down and then re-enable (no shut) the affected port on the network switch.
7 Step 7: On server XYZ, attempt to restart the network services or disable/enable the network adapter from the operating system.
8 Step 8: Review server XYZ's system logs (e.g., /var/log/messages, Windows Event Viewer) for any network-related errors, driver issues, or warnings.
9 Step 9: Examine the network switch logs for any port errors, flapping events, or unusual activity reported on the port connected to server XYZ.
10 Step 10: If the issue persists, consider updating or reinstalling the network interface card (NIC) drivers on server XYZ during a scheduled maintenance window.

Technical Details:

Incident INC0010002 reports a 'Network port hung' issue affecting server XYZ. The incident was opened on 2025-09-26 04:19:26 and last updated on 2025-09-28 07:07:47. It is assigned to the 'Network Operations' group. The problem indicates a loss of network connectivity or an unresponsive network interface on server XYZ, likely due to a physical layer issue, switch port malfunction, or server-side NIC driver/hardware problem. Initial investigation should focus on the switch port status, cable integrity, and server NIC health.

Complete Description:

Incident INC0010002 details a 'Network port hung' issue on server XYZ, indicating a critical network communication failure. The problem is categorized as a Network Issue and is being handled by the Network Operations team. Technical analysis suggests potential causes ranging from physical cable damage, switch port malfunction, to server-side NIC driver or hardware failures. Resolution will involve a systematic approach starting with verifying connectivity, inspecting physical connections, checking switch and server network interface statuses, reviewing logs, and attempting resets at both the switch port and server OS level. If software and configuration remedies are unsuccessful, hardware replacement of the NIC or port reallocation will be considered.