

Issue: Network port hung on server XYZ

The network port on server XYZ has become unresponsive, causing connectivity issues.

Steps to Resolve:

- 1 Step 1 - Verify the physical connection of the network cable to server XYZ.
- 2 Step 2 - Check the status of the network port on the server using the command line.
- 3 Step 3 - Restart the network interface on server XYZ.
- 4 Step 4 - Monitor the network traffic to determine if the port is still unresponsive.
- 5 Step 5 - Check for any recent changes in network configuration that could have affected the port.
- 6 Step 6 - Review system logs for any errors related to the network interface.
- 7 Step 7 - If the issue persists, reboot server XYZ to reset the network stack.
- 8 Step 8 - After rebooting, recheck the network port status.
- 9 Step 9 - If the port is still hung, escalate the issue to the Network Operations team.
- 10 Step 10 - Document all actions taken and update the incident record with findings.

Technical Details:

The affected system is server XYZ, which is experiencing a hung network port. Logs indicate no recent errors, but the network interface is unresponsive. Configuration settings appear unchanged.

Complete Description:

The incident involves a hung network port on server XYZ, leading to connectivity issues. Technical details reveal that the network interface is unresponsive, with no recent errors in logs. Recommended actions include verifying physical connections, restarting the interface, and escalating to the Network Operations team if unresolved.