

Issue: Network port hung on server XYZ

The network port on server XYZ has become unresponsive, causing connectivity issues for users relying on this server.

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 identify any anomalies.
- 5 Step 5 - Check for any recent changes in network configuration that may have affected the port.
- 6 Step 6 - Review the server logs for any error messages related to the network interface.
- 7 Step 7 - If the port remains unresponsive, perform a hardware reset of the server.
- 8 Step 8 - Test the network connection from another device to ensure it's not a broader network issue.
- 9 Step 9 - Escalate the incident to the Network Operations team if the issue persists.
- 10 Step 10 - Document all findings and actions taken in the incident record.

Technical Details:

The incident pertains to server XYZ, which is part of the network infrastructure. The network port is currently unresponsive, and no error logs are available indicating the cause. The server is monitored under the Network Operations group.

Complete Description:

The incident involves a network port that has hung on server XYZ, leading to connectivity issues. The technical details indicate that the server is part of the network infrastructure and is managed by the Network Operations group. Recommended actions include verifying physical connections, restarting the network interface, and escalating to the Network Operations team if necessary.