Issue: Network port hung on server XYZ

Incident INC0010002 reports that a network port on server XYZ is in a hung or unresponsive state. This indicates a potential loss of network connectivity or degraded performance for services hosted on this server. The issue requires immediate investigation to restore full network functionality for USER_9439.

Steps to Resolve:

1. Step 1: Verify incident details and confirm affected services.
2. Step 2: Check server/network logs for errors.
3. Step 3: Review recent changes or deployments.
4. Step 4: Attempt to reproduce in test environment.
5. Step 5: Check hardware and connectivity.
6. Step 6: Run diagnostics (ping, traceroute, netstat).
7. Step 7: Validate firewall and routing policies.
8. Step 8: Apply safe temporary mitigation.
9. Step 9: Update stakeholders and plan next steps.
10. Step 10: Perform root cause analysis and prevention plan.

Technical Details:

Affected CI: unknown | Group: Network Operations

Complete Description: