Issue: Network port hung on server XYZ

The network port connected to server XYZ is reported as being in a 'hung' state, indicating a loss of network connectivity or an unresponsive condition for that specific port. This issue can severely impact services or applications hosted on server XYZ due to a lack of network communication.

Steps to Resolve:

1   Step 1: Verify the incident details in ServiceNow and confirm affected services.
2   Step 2: Check relevant server/network logs for errors or timeouts.
3   Step 3: Gather recent configuration changes or deployment history.
4   Step 4: Reproduce the issue in a controlled environment if possible.
5   Step 5: Check hardware health and connectivity (NIC, switches, interfaces).
6   Step 6: Run diagnostic commands (ping, traceroute, netstat, tcpdump) as applicable.
7   Step 7: Validate firewall/ACL and routing policies for impacted flows.
8   Step 8: Apply a temporary mitigation (reroute, restart service) if safe.
9   Step 9: Update stakeholders and create an action plan.
10 Step 10: Perform root cause analysis and schedule preventive measures.

Technical Details:

Incident Number: INC0010002. Affected System: Server XYZ. Category: Network. Priority: 4 (Low), Urgency: 3 (Medium), Impact: 2 (High). Assigned Group: Network Operations. The issue points to a potential Layer 1/2 problem, possibly involving a physical cable fault, a malfunctioning Network Interface Card (NIC) on Server XYZ, or a hung/error state on the corresponding port of the network switch. Initial diagnostics should focus on verifying physical connectivity, checking interface status on both server and switch, and reviewing relevant system and switch logs for error indicators. The incident has been reassigned once, suggesting initial troubleshooting may have been inconclusive or required specialized network expertise.

Complete Description:

This summary was generated by AI; it may require human review.