

## Issue: Network port hung on server XYZ

The network port on server XYZ is reported as hung, indicating a loss of network connectivity or an unresponsive state for the server's network interface. This prevents the server from communicating effectively on the network, impacting services hosted on or relying on server XYZ.

### **Steps to Resolve:**

- 1 Step 1: Verify physical network cable connection to server XYZ's affected port, ensuring it is securely seated and undamaged.
- 2 Step 2: Log in to server XYZ and check the status of the network interface card (NIC) using OS-specific commands (e.g., `ip a` or `ifconfig` on Linux, `Get-NetAdapter` on Windows) to confirm its operational state.
- 3 Step 3: Check server system logs (e.g., `/var/log/messages`, Event Viewer) for any network-related errors, warnings, or interface state changes around the time the issue was reported.
- 4 Step 4: Access the network switch connected to server XYZ's port and check the status of the corresponding switch port (e.g., `show interface status`, `show interface counters`) for errors or an error-disabled state.
- 5 Step 5: Review switch logs for any port errors, flapping, or security violations that might have caused the port to go into an error-disabled state.
- 6 Step 6: Attempt to administratively shut down and then no shut down the affected switch port to reset its state and clear any temporary issues.
- 7 Step 7: If the switch port reset doesn't resolve the issue, attempt to restart the network service on server XYZ (e.g., `systemctl restart network` on Linux or `net stop/start` commands for the specific adapter on Windows).
- 8 Step 8: Consider updating or reinstalling the network interface driver on server XYZ if software corruption or an outdated driver is suspected.
- 9 Step 9: If the issue persists after software and configuration checks, schedule a physical inspection of the server's NIC and potentially replace it if hardware failure is suspected.
- 10 Step 10: After any resolution attempt, test network connectivity from server XYZ to critical services and other network devices (e.g., `ping`, `tracert`) to confirm full restoration.

### **Technical Details:**

Incident INC0010002 reports a 'Network port hung' condition on 'server XYZ'. This indicates a critical network connectivity issue for the server. The incident is categorized as a 'Network Issue' and assigned to the 'Network Operations' group. Potential technical causes include physical cable damage, faulty server NIC hardware, corrupted NIC drivers, operating system network stack issues, or a misconfigured/error-disabled port on the connected network switch. Diagnostic steps will involve checking server-side network interface status and logs, as well as switch-side port status and logs. No specific error codes or log snippets were provided in the initial report, necessitating a full diagnostic sweep.

### **Complete Description:**

Incident INC0010002 details a 'Network port hung' issue affecting 'server XYZ', leading to a loss of network connectivity. This is classified as a 'Network Issue' and requires immediate attention from the 'Network Operations' team. Technical investigation will focus on diagnosing whether the problem lies with the server's NIC (hardware/driver), the operating system's network configuration, or the connected network switch port. Resolution will involve a systematic approach including physical checks, OS-level diagnostics, switch port troubleshooting, and potentially driver updates or hardware replacement, followed by thorough connectivity testing and documentation.