

## **Issue: Network port hung on server XYZ**

### ***Steps to Resolve:***

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

### ***Technical Details:***

Affected CI: unknown | Assigned group: Network Operations

### ***Complete Description:***

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