Issue: Network port hung on server XYZ

An incident has been reported where a network port on server 'XYZ' is in a 'hung' state, indicating a potential loss of network connectivity or severe performance degradation for services hosted on this server. This could be due to various factors including physical layer issues, driver problems, or switch port misconfiguration/failure.

Steps to Resolve:

1 Step 1: Verify the exact server name and affected network interface on server XYZ.
2 Step 2: Check the current status of the network interface on server XYZ using OS-level commands (e.g., `ip link show`, `ifconfig` on Linux/Unix; `Get-NetAdapter` on Windows PowerShell).
3 Step 3: Review system logs on server XYZ for any network-related errors, warnings, or interface flapping events (e.g., `/var/log/messages`, `dmesg`, Windows Event Viewer).
4 Step 4: Attempt to ping server XYZ from a known good host within the same network segment to confirm basic reachability.
5 Step 5: Access the network switch connected to server XYZ and check the status of the corresponding switch port (e.g., `show interface status`, `show interface brief`, `show interface counters errors`).
6 Step 6: Verify the physical cabling between server XYZ's network interface and the switch port for any damage or improper seating.
7 Step 7: If the switch port is confirmed to be hung or showing errors, attempt to administratively shut down the port and then re-enable it (`shutdown` then `no shutdown` commands on the switch).
8 Step 8: If the issue persists, consider restarting the network services on server XYZ (e.g., `systemctl restart network` on Linux, disabling/enabling the NIC in Windows).
9 Step 9: If the problem remains unresolved, schedule a controlled reboot of server XYZ during a maintenance window, if approved by change management.
10 Step 10: If a reboot does not resolve the issue, consider replacing the network interface card (NIC) on server XYZ or testing with a different switch port/cable to rule out hardware failure.

Technical Details:

Incident Number: INC0010002. Affected System: Server XYZ. Issue Category: Network. Short Description: Network port hung. The incident indicates a network connectivity issue originating from a specific server's network port. This could manifest as no data transmission, high packet loss, or the interface showing a 'down' or 'error-disabled' state. The incident was opened on 2025-09-26 04:19:26 and is currently assigned to the 'Network Operations' group. No specific error messages or log entries were provided in the initial report, necessitating a full diagnostic approach.

Complete Description:

Incident INC0010002 reports a 'Network port hung on server XYZ', categorized as a 'Network Issue'. This implies a critical loss of network connectivity or severe performance degradation for server XYZ. Technical analysis suggests potential causes ranging from physical layer issues (cabling, switch port), network interface card (NIC) failure, or OS-level network service problems. Resolution steps include verifying interface and switch port status, reviewing logs, physical cable inspection, administratively resetting the switch port, restarting network services on the server, and potentially a server reboot or NIC replacement. All actions will be documented, and stakeholders will be kept informed.