

Issue: Network port hung on server XYZ

The network port on server XYZ has become unresponsive, causing connectivity issues for users.

Steps to Resolve:

- 1 Step 1: Step 1 - Verify the status of the network port on server XYZ.
- 2 Step 2: Step 2 - Check for any recent changes made to the network configuration.
- 3 Step 3: Step 3 - Restart the network interface on server XYZ.
- 4 Step 4: Step 4 - Monitor the port status after the restart.
- 5 Step 5: Step 5 - If the issue persists, check the server logs for any error messages related to the network.
- 6 Step 6: Step 6 - Inspect the physical connections to ensure there are no loose cables.
- 7 Step 7: Step 7 - Test the network port with a different device to rule out hardware failure.
- 8 Step 8: Step 8 - If hardware failure is suspected, replace the network card in server XYZ.
- 9 Step 9: Step 9 - Reconfigure the network settings after replacing the hardware.
- 10 Step 10: Step 10 - Document the resolution steps and notify the affected users.

Technical Details:

The incident affects the network connectivity of server XYZ. Logs indicate that the network port is unresponsive. No specific error codes were found in the logs, but connectivity tests show packet loss.

Complete Description:

The incident involves a network port hung on server XYZ, leading to connectivity issues. The technical details indicate that the port is unresponsive, and logs do not show specific errors. Recommended actions include verifying the port status, checking configurations, restarting the interface, and replacing hardware if necessary. Document all steps taken for future reference.