Frequently Asked Questions (FAQs)

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**Q1: What are the applications that are getting impacted with that?**

A1: All the applications for that one site are impacted.

**Q2: What is the issue with the high critical site located in the US?**

A2: The site is a factory site, and both of the AB are not reachable. There is a power issue confirmed by Praveen, which has caused the site to become unreachable.

**Q3: Is the site having just one power source, or are the devices that went down connected to one power source?**

A3: We'll have to check that and ask them afterwards. It should be part of the problem ticket. I think it was a major issue from the substation that caused the power to be down.

**Q4: What is the status of the switches on site?**

A4: I have seen multiple switches, and all were power rebooted, but now they are reachable. Some are left, and I will update soon.

**Q5: Why are the ABs not registering to the controller?**

A5: The ABs not registering to the controller are AB US-01111ab-04 on switch -sw00, AB US-01111ab-45 on switch -sw09, and AB US-01111-12 on switch -sw07.

**Q6: What is the current status of the network devices in Floura Site?**

A6: Network devices in Floura Site went down due to power issues.

**Q7: What was the cause of the network devices going down at the site?**

A7: There was a power failure at the site, and when the power came back, there were still some power issues in the network room. The electrician was working on it, which caused the network devices to go down, isolating the site completely.

**Q8: What is the current status of the network devices?**

A8: The devices are up from the last 7 minutes; they have established adjacency, and most tunnels are up.

**Q9: When did the site go down and when did the devices start to ping again?**

A9: The site went down at 2:42 PM local time (18:42 GMT), and the devices started to ping again at 3:29 PM (19:29 GMT).