Frequently Asked Questions (FAQs)

*Generated on: September 29, 2025*

**Q1: What is the issue at the high critical site in the US?**

A1: It's a factory site, and both AB are not reachable. Praveen confirmed a power issue at the site. On-site personnel are checking the circuit breaker related to building electricity.

**Q2: What is the current status of the network issue after the power failure?**

A2: The main power in the building is up, but there is one room where the power has failed, affecting network equipment. The electricians are working to resolve this, which is why the whole network is down.

**Q3: What steps are being taken to resolve the network issue?**

A3: The electricians are trying to restore power to the room with network equipment. Neerav is logging into the devices to check their status, and Praveen is checking with site users.

**Q4: What is the site ID for the affected location?**

A4: The site ID is XXXX.

**Q5: What was the root cause of the network devices going down at the Floura Site?**

A5: Network devices in Floura Site went down due to power issues.

**Q6: What actions were taken to bring the switches back online?**

A6: Multiple switches were power rebooted; now they are reachable. Some are left, and updates will be provided soon.

**Q7: Which ABs are not registering to the controller and on which switches are they located?**

A7: AB US-01111ab-04 is on switch -sw00; AB US-01111ab-45 is on switch -sw09; correction, AB US-01111-12 is on switch -sw07.

**Q8: Is the entire factory down right now?**

A8: It's down. The network is down. The whole plant lost power for 10 or 15 minutes. The telco room's power is still bad, affecting network gear. The factory has power, but the network is down.

**Q9: What are the applications that are getting impacted?**

A9: All the applications.