

**Network Operations Center
Weekly OUTAGE Report
01/04/2009 - 01/10/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
41797	Virtual Private Networking	VPN not working 01/10/09 4:13PM	01/10/09	01/10/09	Radius authentication was down on Rep1 and Rep2. Service restored 4:58PM.
41655	SCLR Network Connectivity	Outage: SCLR 01/09/09 2:15PM	01/09/09	01/09/09	West Carolina Telco repaired fiber cut. Service restored 6:32PM.
41387	Internet Network Connectivity	Outage: ITC_GovConnect (FDGS) 01/08/09 8:01PM	01/08/09	01/08/09	GovConnect reset network device. Service restored 9:27PM.
40841	Campus Network Connectivity	Outage: Hydraulics-Lab_3560G24PS-150 01/07/09 3:07PM	01/07/09	01/08/09	Power disconnected at site to allow for tree removal. Service restored 01/08/09 1:53PM.
40743	Internet Network Connectivity	Outage: QWEST-GNV-Lindsay_7606 01/07/09 1:29PM	01/07/09	01/07/09	Charter NOC confirmed that the device in Greenville went down due to power problems. Service restored 2:40PM.

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40708	Campus Network Connectivity	Outage: CooperLibrary-4S_3750E-104 1/7/09 1:36PM	01/07/09	01/07/09	After power outage, VLAN on the router was shutdown. Service restored at 2:20PM.
40569	Internet Network Connectivity	Outage: AOP_Wlnk 01/07/09 11:46AM	01/07/09	01/07/09	Loss of connectivity due to power outage. Service restored 5:31PM.
40368	PSA Network Connectivity	Outage: AE_Anderson_2801 01/07/08 3:15AM	01/07/09	01/07/09	Loss of connectivity was due to power outage. Service restored 9:43AM.
39898	PSA Network Connectivity	Outage: AE_Horry_2801 01/05/09 19:18PM	01/05/09	01/06/09	AT&T called and stated that the HDSL card was reset by Farmers Telco. Service restored at 8:47AM 01/06/08.
39897	PSA Network Connectivity	Outage: Lasch_2811 01/05/08 19:18PM	01/05/09	01/06/09	Loss of connectivity was due to power outage. Service restored 01/06/08 8:48AM.