

**Network Operations Center
Weekly OUTAGE Report
07/06/2009 - 07/12/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
76516	Campus Network Connectivity	Outage: Ag_entomolgy_roach_building 07/10/09 11:31AM	07/10/09	07/10/09	Device was inadvertently unplugged. Service restored 7/10/09 1:53PM.
76154	PSA Network Connectivity	Outage: AE_Sandhill_PestReg_2950-198, 07/09/09 1:38AM	07/09/09	07/09/09	Power issue at site. Service restored at 08:37AM.
76040	SCLR Network Connectivity	Outage: SCLR PNET-10GIG-966039 (RED) Clemson to Charleston, 07/08/09 1:00PM	07/08/09	07/08/09	Cut fibers were repaired at approx. 7:00PM.
75907	Campus Network Connectivity	Outage: Littlejohn-2S_3560G48p-11, 7/8/09 1:31AM	07/08/09	07/08/09	Switch had died. Replaced with another switch. Service restored 11:04AM.
75664	PSA Network Connectivity	Outage: CampLong_2811, 07/07/09 8:26AM	07/07/09	07/07/09	Router issue. Service was restored at 9:25AM by power-cycling the 2811 router.

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75541	Campus Network Connectivity	Outage: CooperLibrary-4S_3750E-104, 07/06/09 11:39AM	07/06/09	07/06/09	Device came back up after power was restored due to the Facilities scheduled maintenance running longer than schedule. Service restored at 12:40PM.
74958	SCLR Network Connectivity	Outage: SCLR Clemson-to-USC Circuit PNET-10GIG-675982 (blue) 06/30/09 8:10PM	07/01/09	07/08/09	SCLR NOC staff worked with Caroline, and PalmettoNet via conference call. Tech cleaned fiber and tested with scope. Found a -5dBm loss between the Hwy 76 tower panel to the Ciena which is roughly 3M in distance. Fiber jumper was replaced (D4 to LC) with new jumper and laser rx power improved to -19.07 dB, which is within the acceptable operational range. Resolved 07/08/09 11:41AM.