

**Network Operations Center
Weekly OUTAGE Report
08/10/2009 - 08/16/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
80490	Campus Network Connectivity	Outage: Manning Net_224, 07/31/09 8:30AM	07/31/09	08/14/09	Water pipe bursting on 8th floor and caused damage to network switches. Switches replaced and service restored 08/14/09.
79216	Campus Network Connectivity	Outage: R_Lightsey-5-1A_356048PS-30, 07/25/09 2:55AM	07/25/09	08/14/09	Network equipment non-functional due to water damage. Equipment replaced and service restored 08/14/09 4:11PM.
77145	SCLR Network Connectivity	Outage: SCLR PNET-10GIG-966039 (RED) Flapping, 07/14/09 1:39AM	07/14/09	07/14/09	Circuit instability due to maintenance by Ciena engineers in SCANA POP. SCLR NOC not notified of maintenance. Circuit stabilized 07/14/09 3:00AM.
84436	C-Light Network Connectivity	Outage: QWEST-GNV-Lindsay_7606, 08/13/09 5:00PM	08/13/09	08/13/09	Loss of connectivity due to reload of Charter ONS15454 chassis in Greenville. Service restored 08/13/09 5:02PM.

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
83679	Internet Network Connectivity	Outage: WalkerGolf-837, 8/15/09 6:36AM	08/15/09	08/15/09	Power was not lost to device. AT&T line went down. Service restored at 11:28AM.
83173	Campus Network Connectivity	Connectivity/Outage: Clemson House 8/13/09 5:47AM	08/13/09	08/13/09	Maintenace was scheduled and misconfiguration on the access layer switches caused outage. NOC corrected configuration and service was restored around 11:00AM.
83078	Campus Network Connectivity	Connectivity: Cannot Connect to the Internet at Little John House, 08/13/09 7:38 AM	08/13/09	08/13/09	Scheduled maintenance caused outage. Don corrected errors on switch and service restored at 8:18AM.
82426	Campus Network Connectivity	Connectivity: BradleyPress_375048p-101 bouncing, 8/10/09 9:00AM	08/10/09	08/10/09	Device stablized 8/10/09 7:11PM without action.