

**Network Operations Center
Weekly OUTAGE Report
08/17/2009 - 08/23/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
86732	Campus Network Connectivity	Outage: EMartin-2E_3560G48P-50, 08/21/09 1:30PM	08/21/09	08/21/09	Switch lost it's configuration. Reloaded the config and service restored at 5:16PM.
86460	SCLR Network Connectivity	Outage: ping.musc.edu, 08/20/09 11:57PM	08/21/09	08/21/09	Loss of connectivity related to MUSC's commodity connection via Qwest dropping. Service restored 08/21/09 12:02AM.
85778	SCLR Network Connectivity	Connectivity: SCLR Circuits PNET-10GIG-566485, 675982, 200539 flap 08/19/09 2:18PM	08/19/09	08/19/09	PalmettoNet worked with Scana Engineering. One error was found occuring on the OAV in Augusta coming from the Ridge Springs Ciena CN4200 shelf. This appears to have been a trouble on the outside plant fiber. The automatic vehicle locator via GPS did not show crews working in this area that day. The reason for the fiber issue was not determined. Service restored 2:19PM.

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
85354	PSA Network Connectivity	Outage: Dominica_3560, 08/19/09 8:34AM	08/19/09	08/19/09	Outage was due to power outage in the area from storms. Service restored 11:06AM.
85076	PSA Network Connectivity	Outage: AE_Colleton_2801, 8/18/09 4:01PM	08/18/09	08/18/09	Power was restored at 4:50PM on 8/18/09
85008	PSA Network Connectivity	Connectivity: AE_Sumter_2801, bouncing 08/18/09 2:57PM	08/18/09	08/19/09	Outage due to bad surge protector and UPS. Service restored at 12:34PM on 08/19/09.
84436	C-Light Network Connectivity	Outage: QWEST-GNV-Lindsay_7606, 08/13/09 5:00PM	08/17/09	08/13/09	Loss of connectivity due to reload of Charter ONS15454 chassis in Greenville. Service restored 08/13/09 5:02PM.