

**Network Operations Center
Weekly OUTAGE Report
09/07/2009 - 09/13/2009**

Incident Number	Type	Title	Date Submitted	Date Resolved	Incident Solution
92839	Campus Network Connectivity	Outage: FREEMAN142-76-51, 09/12/09 5:57AM	09/12/09		In progress.
92835	Campus Network Connectivity	Outage: Multiple power outages on campus, 09/12/09 5:57AM	09/12/09	09/12/09	Power restored at 7:45AM.
92221	Campus Network Connectivity	Outage: Freeman-1E_3560g48p-11-14, 09/09/09 3:10PM	09/09/09	09/09/09	Loss of connectivity due to UPS failure. Service restored 4:00PM.
92071	Campus Network Connectivity	Outage: ACE Module Intermittent 09/09/09 8:13AM	09/09/09	09/09/09	ACE modules reloaded. Service restored 8:30AM.
92005	Internet Network Connectivity	Connectivity: HPPRD is slow (related to ACE issue #92071)	09/09/09	09/09/09	Had to switch the ACE over to the redundant module. Service restored 9:30AM.

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92077	SCLR Network Connectivity	Outage: SCLR Circuits PNET-10GIG-966039, PNET-10GIG-759246, PNET-10GIG-890582 09/09/09 12:05AM	09/09/09	09/09/09	Work was scheduled outside of Charlotte which the Scana NOC failed to send notification. This fiber work took down the backup 10GE from 12:05AM until 3:16AM. While this work was in progress, at 2:58AM the Cola-Chas DWDM dropped creating the outage on the other 3 – 10GE's. The system went down for 2 minutes due to a fault condition, but the alarms do not correlate to a specific card or reason of the failure. A TAC case was opened with Cisco to determine the root cause.
