Root Cause Analysis

**Event:** MBS-Video not responding on network and monitoring systems. Reboot shows server hanging on applying computer policies. IM49881, 29 Feb 08.

**Summary:** MBS-Video was not responding on the network and was showing down on monitoring systems at 9:14AM, 29 Feb 08. A check of server and subsequent reboot showed the server hanging on reboot at applying computer policies and would not progress past that point.

**Detail:**

Synopsis: WSA monitoring programs showed mbs-video server as down at 9:14AM, 29 Feb 08. A check of the server revealed it was not accessible via the network. Was able to access the server via the remote ILO and rebooted the system. System would reboot but would hang at the applying computer policies during the reboot process. Subsequent reboot revealed same symptoms. Technician dispatched to trouble shoot locally. Trouble shooting revealed that unplugging public network allowed server to boot normally. Further trouble shooting indicated that switching ports on network switch allowed server to boot normally. Putting all network back to original configuration now allowed server to boot normally. Replaced public network cable even though it appeared to be functional at this point. Monitored server for 3 days with no further issues.

Cause: Suspected anomaly with the internal network card, network cable and network port. Changing ports and cable caused anomaly to disappear and could not be reproduced.

Action Items: Changing network switch ports, cable and local nic interface appeared to cause issue to disappear. Putting configuration back to original did not cause problem to re-appear. Monitored server for 3 days with no further issues being noted.

**Future Prevention:** Continue to monitor server and if problem re-appears, replace all network cables and internal network card.