

CRITICAL SEVERITY

Status: **Resolved**

Category: **Hardware Failure**

Ref	INC-2026-0001	Reported by	Nelson Ocloo
Assigned to	BorderIT NOC Team	Location	Techiman HQ, Server Room 1
Affected	All users, VLAN 10, VLAN 20, Internet Gateway	Start time	2026-06-25T09:15
End time	2026-06-25T11:45	Last updated	2026-06-26 01:53

Description

Core Cisco Catalyst 3850 switch lost power unexpectedly causing complete loss of connectivity.

Root Cause Analysis

Power surge from UPS unit UPSQ-01. Faulty capacitor identified on the UPS board.

Resolution / Actions Taken

Replaced faulty UPS unit. Switch restored. All services verified operational by 11:45.

Incident Timeline

Timestamp	Action	Actor	Note
2026-06-26 01:53	Incident created	Nelson Ocloo	Core Cisco Catalyst 3850 switch lost power unexpectedly causing complete loss of connectivity.
2026-06-26 01:53	Status → Resolved	BorderIT NOC Team	Replaced faulty UPS unit. Switch restored. All services verified operational by 11:45.
2026-06-26 01:53	Note added	Nelson Ocloo	Initial report received. Dispatching NOC team to server room.
2026-06-26 01:53	Note added	NOC Team	Identified faulty UPS on rack 3. Bypassing to direct mains.
2026-06-26 01:53	Note added	NOC Team	Switch rebooted successfully. All VLANs and services verified.