

Problem Reports

ISPACG-24/FIT-17
Brisbane, Australia
March 09 - 12, 2010
Suzie Ness



Problem Reports

- New Problem Report Summary
- New Problem Reports
 - *Problems Reported Since FIT-16*
- Specific Reports for Discussion

New Problem Report Summary

- Now using web-based system, hosted by Airways Corporation, NZ
 - url: <http://www.ispacg-cra.com/>
 - Please file new PRs via this website
- Several regions now using website (ISPACG, IPACG, BoB, NAT)
- 98 new PRs logged
- 69 from South Pacific
 - Several are duplicates

New Problem Reports

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
695	A332 -Could not establish ADS	So Pac	AIR	OPEN	N	
697	Dueling ATC Centers	No Pac	GRO UND	ACTIVE	N	
698	B777 - New Message Shown as ACCEPTED	No Pac	AIR	ACTIVE	N	
699	B767 - ATC Messages Not Delivered	CE Pac	AIR	ACTIVE	N	
700	Difficulties with transfers from WAAF	So Pac	GRO UND	OPEN	Y	WAAF was sending the NDA after the CAD
700A	More difficulties with transfers from WAAF	So Pac	GRO UND	OPEN	Y	Same issue a above
701	Logon Difficulties	NAT	GRO UND	CLOSE D	N	
702	ADS Reports Not Received	NAT	GRO UND	CLOSE D	N	
703	No ATC COMM with Gander	NAT	GRO UND	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
704	Unable to Logon to Maastricht or Shanwick	NAT	GROUND	CLOSED	N	
705	Unable to Logon to Santa Maria	NAT	GROUND	OPEN	N	
706	Unable to reply on CPDLC	No Pac	AIR	CLOSED AS DUPLICATE	N	
707	Transfer failure between New York and Gander	NAT	AIR	CLOSED	N	
708	Difficulty logging on to Colombo (VCCC) and with ADS	BoB	GROUND	ACTIVE	N	
709	No response to weather deviation requests	BoB	TBA	RAISED	N	
710	Message stayed ACCEPTING during SATVOICE operation	No Pac	AIR	CLOSED	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
711	Uplinks routed over HF DL	So Pac	NETWORK	ACTIVE	Y	Ref FIT IP "OBSERVED HF DL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
712	Delayed CPDLC Westbound Tasman Sea	So Pac	NETWORK	CLOSED	Y	Ref FIT IP "OBSERVED HF DL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
713	DM64 with blank CDA	So Pac	AIR	OPEN	Y	
714	Loss of ADS-C from A333	So Pac	AIR	ACTIVE	Y	
715	Erroneous CPDLC & ADS-C data from 777	So Pac	AIR	ACTIVE	N	
716	Loss of CPDLC, ADS-C with A332 when in VHF data link coverage	So Pac	AIR	CLOSED	N	Issue with DSP routing for this customer. Problem has been corrected
717	Continued loss of CPDLC Connection with A333	So Pac	AIR	ACTIVE	Y	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
718	Loss of CPDLC functionality	So Pac	AIR	ACTIVE	Y	
719	MAS-F involving new operator's aircraft	So Pac	AIR	CLOSED	Y	
720	Unusual losses of CPDLC connection with A388	So Pac	AIR	ACTIVE	N	
721	73 minute delay to receive WILCO response	So Pac	GROUND	CLOSED	N	Power outage at AeroThai facility
722	Multiple CPDLC failures with A345	So Pac	AIR	ACTIVE	N	
723	Gross positional error from A333	So Pac	AIR	ACTIVE	N	Suspect finger error on the flight deck
724	Loss of ADS-C & CPDLC from A345	So Pac	AIR	OPEN	N	Aircraft was operating without satcom

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
725	DM63 does not contain MRN	So Pac	GROUND	CLOSED	Y	
726	bad tail number in A345 fleet	So Pac	NETWORK	CLOSED	Y	Ref FIT IP "OBSERVED HFDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
727	HFDL used as primary comm media	So Pac	AIR	CLOSED AS DUPLICATE	Y	Ref FIT IP "OBSERVED HFDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
728	Unable to two Aircraft same company	So Pac	NETWORK	ACTIVE	N	
729	Unable CPDLC during short sector transit	So Pac	GROUND	OPEN	Y	
730	Unusual delayed report from B744	So Pac	NETWORK	ACTIVE	Y	
731	Poor latency via XXC SATCOM	So Pac	NETWORK	CLOSED	N	aircraft was No Comm for approx 26 minutes, then recovered

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
732	Delayed ADS Report	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	
733	No DR1 from A388	So Pac	AIR	ACTIVE	N	
734	Loss of CPDLC, ADS-C within VHF data link coverage	So Pac	AIR	ACTIVE	Y	
735	Loss of data link with B744	So Pac	AIR	ACTIVE	N	
736	DESCENDING TO [level] incorrectly added to position report	So Pac	AIR	ACTIVE	Y	
737	Significant delay in ADS Waypoint Report	So Pac	AIR	CLOSED AS DUPLICATE	Y	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
738	Traffic Delays	So Pac	GROUND	ACTIVE	N	An ANSP host system was flooding the datalink processor at times with bursts of invalid UL messages due to a problem with their application
739	Invalid CPDLC downlinks received from C5	So Pac	AIR	OPEN	N	CPDLC downlinks were valid and empty
740	No ADS-C with A332	So Pac	TBA	CLOSED	N	
741	Numerous AFN reason code=1 received	So Pac	GROUND	OPEN	N	
742	No ADS-C WCE report received	So Pac	AIR	ACTIVE	N	
743	ADS downlink delays	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
744	Loss of CPDLC, ADS-C within VHF data link coverage	So Pac	AIR	CLOSED	N	Satcom issue on airplane
745	B772 unable to logon	So Pac	AIR	CLOSED	Y	
746	Delayed ADS reports A345	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	Ref FIT IP "OBSERVED HF DL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
747	Unable to establish CPDLC and/or ADS-C with new operator acft	So Pac	AIR	ACTIVE	Y	
748	Unable to establish CPDLC and/or ADS-C with (different) new operator acft	So Pac	AIR	ACTIVE	Y	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
749	Deteriorating Performance from A388	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	Ref FIT IP "OBSERVED HFDDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
750	Network Outage Notification	So Pac	NETWORK	ACTIVE	Y	
751	ADS Downlink significantly delayed in CSP network	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	
752	HFDDL used for uplinks to A380	So Pac	NETWORK	ACTIVE	Y	Ref FIT IP "OBSERVED HFDDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"
753	Numerous delays in receipt of downlinks from new operator	So Pac	TBA	ACTIVE	Y	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
754	Delay in receipt of DR1 from A345	So Pac	TBA	ACTIVE	N	
755	Unexplained free text appeared in CPDLC pos report	So Pac	AIR	ACTIVE	N	
756	No ARCE report received from B77L	So Pac	AIR	ACTIVE	Y	
757	Loss of ADS-C with A333	So Pac	AIR	OPEN	Y	Fixed by FANS-A+
758	20 minutes between CR1 & CC1	So Pac	NETWORK	ACTIVE	N	
759	Loss of CPDLC & ADS-C with A345	So Pac	NETWORK	CLOSED AS DUPLICATE	Y	Ref FIT IP "OBSERVED HFDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
760	Unable to establish CPDLC and/or ADS-C with B777	So Pac	AIR	ACTIVE	N	
761	Invalid ADS-C time intervals	So Pac	AIR	ACTIVE	N	
762	CR1 timed out for B777	So Pac	NETWORK	ACTIVE	N	
763	Failed Connection Requests for flights southbound from WAAF	So Pac	NETWORK	ACTIVE	Y	
764	Loss of data link with B777	So Pac	TBA	ACTIVE	Y	
765	No autotransfer YMMM to VCCC	BoB	TBA	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
766	unable to load CPDLC route clearance(s)	So Pac	AIR	ACTIVE	Y	
767	Spurious uplink printed	So Pac	AIR		Y	
768	Loss of data link with new operator	So Pac	AIR	ACTIVE	Y	
769	YMMM - multiple losses of data link - multiple aircraft	So Pac	TBA	ACTIVE	N	
770	Loss of CPDLC - A333	So Pac	AIR	ACTIVE	Y	
771	Loss of data link with A388	So Pac	AIR	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
772	No CPDLC with A345	So Pac	AIR	ACTIVE	N	
773	Widespread data link failures	So Pac	NETWORK	CLOSED	N	Source of problem corrected
774	Numerous delays in receipt of downlinks from B777	So Pac	NETWORK	ACTIVE	Y	
775	CPDLC delays with C5	So Pac	AIR	ACTIVE	N	
776	Out of conformance ADS reports	So Pac	AIR	ACTIVE	N	
777	Free text downlink beats the automated ADS-C report	So Pac	AIR	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
778	ADS Reports Not Received, But CPDLC Working OK	NAT	AIR	ACTIVE	N	
779	CPDLC Termination Immediately After Establishment	NAT	GROUND	ACTIVE	N	
780	No ADS Position Report at 50W & 40W, and Downlink Error	NAT	AIR	ACTIVE	N	
781	Logons Rejected by One ATSU on Two Flights	NAT	AIR	ACTIVE	N	
782	No Auto Transfer and No Logon	NAT	GROUND	ACTIVE	N	
783	Logons to 3 Centers Rejected	NAT	GROUND	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
784	Logons Rejected	NAT	GROUND	ACTIVE	N	
785	Logons Rejected	NAT	GROUND	ACTIVE	N	
786	Invalid ATC Route Uplink Received	NAT	GROUND	ACTIVE	N	
787	NO COMM Resolved by Cycling SATCOM	NAT	AIR	ACTIVE	N	
788	Logons Rejected by One Center	NAT	GROUND	ACTIVE	N	

New Problem Reports (cont'd)

CRA REF	Title	Region	PR Type	Status	discuss at FIT?	Comments
789	ATC Disconnected immediately After Establishing	NAT	GROUND	ACTIVE	N	
790	SATCOM Problems on 3 Flights	NAT	NETWORK	ACTIVE	N	
791	Failed Transfer And Then No CPDLC	NAT	GROUND	ACTIVE	N	
792	Duplicate Oceanic Clearance Readback Messages	NAT	GROUND	ACTIVE	N	

Downlinks received over HF DL

- Reference PRs 726, 727, 746, 749, 759
- R15 update at Santa Paula on 16 Feb 2009 has corrected problem
- Refer to FIT IP "OBSERVED HF DL PERFORMANCE AND USE IN AUCKLAND OCEANIC"

Uplinks Transmitted over HFDL

- Reference PRs 711, 752
- Reported just prior to FIT 16
- Fix fielded in March, 2009
 - Fix did not completely correct problem
 - Expect to correct remaining issue with routing change
- Refer to FIT IP "OBSERVED HFDL PERFORMANCE AND USE IN AUCKLAND OCEANIC"

Performance Issues with B772s/B773s

- Reference PRs 745 (last year), 658, 684, 687
- Issue with media management following loss of VHF
- Fix in BPV 14
 - AIMS-2 Service Bulletin available Feb, 2009
 - S/W for RR-powered airplanes delayed to Dec, 2009
 - AIMS-1 Service Bulletin not yet released

Network Outage Notification

- Reference PR 750
- Received outage advice by telecon from ARINC operations
 - Outage was from approx 1805 to 1920
- No email advisory ever received nor a follow up to advise of cause
- Should we consider standardized procedures across CSPs?

Difficulties Establishing/Maintaining ADS with A33X

- Reference PRs 635 (FIT 16), 695, 714, 734, 757
- Several events in which ADS was established and then lost; unable to re-establish
- Per Jean-Francois Bousquie, issue corrected in FANS-A+

Difficulties Establishing/Maintaining CPDLC with A33X

- Reference PRs 717, 718, 747, 770, 722
- Several events in which CPDLC was established and then lost; unable to re-establish
- Investigation in progress

Unable to load CPDLC route clearance(s)

- Reference PR 766
- Software issue identified
- Jean-Francois Bousquie to provide explanation

ADS Delays at NZZO

- Reference PRs 730, 732, 737, 743, 751
- Problem characterized by long delays between message timestamp and presentation to controller
- In all cases, message received at network without delay
- Investigation in progress

Numerous Failed Transfers From WAAF

- Reference PRs 700, 700A, 763
- Issues caused by order in which FN_CAD and NDA were transmitted
- Ground station fix fielded in December

Unable CPDLC during short sector transit

- Reference PR 729
- Still an issue after all these years
- How do we solve this problem?

Comm Issues with New Operators

- Reference PRs 719, 748, 753, 764, 768
- Also references Adam's Issue Paper
- Example issues:
 - Incorrect registration number in logon message – problem appears to have been corrected
 - Initially no comms with any airplane in fleet
 - Recently issues limited to one tail
 - Message delays from one new operator's aircraft
 - Under investigation

DM64 with blank CDA

- Reference PR 713
- Aircraft involved was B763
- First report for a 767
 - Used to be an issue with 777

DM63 does not contain MRN

- Reference PR 725
- Boeing airplanes do not include MRN with 'Not Current Data Authority' downlink message
 - Per Boeing design
- Boeing and Airbus handle this differently

No ARCE report received from B77L

- Reference PR 756
- ARCE was, indeed, absent
- Leave open and monitor for additional event

Some Old Favorites

- Reference PR 736 - DESCENDING TO [level] incorrectly added to position report
 - If MCP alt set below/above current level, Descending To/Climbing To automatically appended to Pos Report
- Reference PR 767 - Spurious uplink printed
 - Known issue with 747-400 FMS architecture
 - Result of lost button push between left and right FMCs
 - Left FMC (comm master) sends Request Climb to FLXXX
 - Right FMC (print master) interprets that as REQUEST VOICE contact