| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| **2012 PRs** | | | | | | |
| 1108-SN | NAT | CLOSED | GROUND | No auto transfer from Santa Maria to New York | CPDLC DID NOT AUTOMATICALLY SWITCH OVER FROM SANTA MARIA TO NEW YORK AT 44N040W. LOGGED ON TO NEW YORK MANUALLY. LOG ON WAS SUCCESSFUL. | Santa Maria (automation or controller) neglected to initiate the transfer to KZWY (no contact advisory and no END SERVICE). There was nothing in the log to indicate an airplane, network, or ground system automation problem, so this was likely due to controller error. A subsequent manual logon was successful. |
| 1109-SN | NAT | CLOSED | NETWORK | Issue with Digital ATIS at EDDF | DIGITAL ATIS AT EDDF IS SHOWING US DEPARTURE ATIS FOR BOTH ARRIVAL AND DEPARTURE. DIGITAL ATIS SHOWING INFO D FOR ARRIVAL WHEN IT SHOULD BE U. | ARINC Response 17 Jan 2012: EDDF switched from a combined ATIS message to split Arrival/Departure messages. ARINC updated configurations to reflect this change. |
| 1110-GS | NAT | CLOSED | AIR-p | Unable to Logon to ATC | CPCLC INOP. UNABLE TO LOGON TO ANY ATC FACILITIES. ATTEMPTED DATALINK RESET. | The airplane attempted logons with New York (KZWY), Santa Maria (LPPO), ZZZZ (I guess he was getting desperate) and Cape Verde (GVSC).<br>The first two responded with a reject (reason code 4 - flight plan mismatch).<br>The reason for that is almost certainly that the crew logged on as a different flight ID than was filed (logon contained the 2-char airline ID and the flight filed with the 3-char ID) and an exact match is required.<br>Cape Verde didn't reject them (probably implying they don't do the required flight plan check), but at least didn't establish a CPDLC connection. |
| 1111-GS | SOPAC | CLOSED | GROUND | Invalid ATC uplinks | Flight required to divert to PHNL due to a passenger medical. Crew sent several free text re-route requests and received 'INVALID ATC UPLINK' response to each one. Flight requested and received clearance via HF radio. | The free text downlink request included the text DCT to indicate Direct routing. The controller used DCT as a route element in the clearance and the ground automation encoded it incorrectly. The operator commented, "I don't believe our crew requesting a diversion by free text is the best method".<br><br>This issue has been fixed and the corrected software was installed in Oakland on 11/30/12. |
| 1112-GS | SOPAC | CLOSED | NETWORK | SATCOM Uplinks Not Delivered, But Downlinks Are | TRANSFER AND 3 LOGONS FAILED. RESET AND 1 LOGON FAILED. C- VHF SWITCHED TO DATA LOGON OK AT 1206Z. | SITA fielded a FANS UL routing algorithm enhancement which does not rely entirely on media advisories. Update completed 29 Jan 2014. |
| 1113-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | Missing Airway Intersection Waypoints | The airplane was cleared via an ORP reroute procedure.<br>The route uplinked to the crew from Dispatch, including the fix where airways OTR11 and Y811 intersect.<br>The route downlinked to Oakland Center, and the clearance received did not include the intersection waypoint.<br>This is a problem for the flight crew to verify that the clearance is the same ast the company-proposed reroute. | The original AOC uplink included the fix SCORE between the two airways (OTR11 and Y811). That was missing from the downlink request, and therefore also missing from the actual clearance.<br><br>This is a known issue with B777 (not including airway intersection fixes in route downlinks). It has been reported in the South Pacific as presenting a problem for DARPS where the coordination messages passed from one ATC center to another require a fully-developed route, including airway intersections. However, the standard defining datalink operation (RTCA DO-258A/EUROCAE ED-100A) does not include any specific requirements for what to include.<br><br>Closed as a duplicate of PR-1030_GS; PR confirmed fixed in BPV 17, to be closed when retrofit Service Bulletin available |
| 1114-SN | SOPAC | CLOSED | AIR-t | Incorrect estimates following route modification | An incorrect estimate was received from an A320 following a re-route.<br>A subsequent ADS-C report corrected the error. | Closed based on feedback from Airbus at ISPACG 27/FIT 20: "The problem of erroneous ETG in ADS-C happens to be more difficult to reproduce than that of Invalid Data. So far Airbus lacks of appropriate data to investigate on these cases as available traces (if any) are not sufficient. Numerous tests to try to reproduce these issues on Airbus bench have so far not led to the root cause of the problems". A new PR will be generated if this problem is reported again. |
| 1115-SN | SOPAC | CLOSED AS DUPLICATE | GROUND | Multiple logon and downlink issues | Multiple attempts required to logon to WAAF. In YBBB ATC unable to respond to downlinks, no ADS-C. | Closed as a duplicate of 1112. |
| 1116-SN | NAT | CLOSED | AIR-t | NEXT and NEXT+1 reports Grossly Out of Conformance | Aircraft was east bound going from TFFF to LFPO. Cleared route of flight was 18N058W 21N056W 29N050W 37N040W 42N030W 46N020W 47N015W ETIKI UN480 REGHI UN482 KURIS UN482 NIMER. Flight was ADS-C and CPDLC connected.<br><br>All ADS-C reports were normal until the periodic report that was received just after the aircraft had reported over the FIR between NY and Santa Maria (37N040W). When this periodic was received, the NEXT and NEXT+1 were grossly out of conformance. Instead of reporting a NEXT of 42N030W and a NEXT+1 of 46N020W the aircraft reported 4847N00240E and 48746N00236E.<br><br>If you look at the way point report or periodics that came in at 0144Z or 0203Z, you will see that the NEXT and NEXT+1 were correct. However if you look at the periodic that came in at 0205Z, you will see the incorrect NEXT and NEXT+1.<br><br>After receiving this report at 0205Z, a DEMAND was initiated and the ADS-C report that was returned contained the correct information. | Airbus provided the following status at ISPACG/27, "The issue of Invalid Data has been reproduced with FMS Honeywell P3. Under some specific conditions the ADS-C reports can be issued with Invalid Data. Specific tests were carried out to "force" the re-calculations of the FMS predictions which have led to Invalid Data. The invalid reports seen by the FANS ADS-C and/or Ground ATC centers correspond to the time slots where the FMS predictions are re-calculated and are thus not available at the time the ADS-C report is being built up for delivery. Once predictions become available again, valid ADS reports are sent by the FMS to the FANS system."<br>PR closed as Airbus reported there was not enough information to perform FMS investigation. |
| 1117-SN | NAT | CLOSED | AIR-t | A333 receives CPDLC messages via SATCOM but responses are lost | The aircraft had been in contact with BIRD via ARINC's VHF network (with intermittent SATCOM messages)and with the exception of a very late CLA message received at 12:10 (possibly held by the aircraft until VHF contact made?) nothing remarkable occurred until 15:23 (other than a rejected uplink at 15:01, No Ack) at which time a clearance was sent, a MAS/S received but no operational response followed. The clearance was repeated at 15:29 with the same result. When the clearance was delivered via voice shortly afterwards it turned out that the crew were already at the cleared level, having received the CPDLC message(s). The crew advised of "intermittent contact" via data link.<br><br>Interestingly, starting at 16:03 we received, via VHF, a number of FANS messages that had obviously been waiting for transmisison, these incuded the response to our END SERVICE and a number of ADS messages but NOT the WILCO messages that were presumably actioned by the crew in response to the clearance messages.<br><br>Two issues are raised by this - one is why the aircraft was using SATCOM in the first place (it should have been within reliable range of SFJ RGS) and secondly why SATCOM was, apparently, "one way". It would also be interesting to get clarification of just what messages are held and queued for (delayed) transmission and for how long. | Issue identified with operator's satcom system. Airbus is working with the operator to install corrected software. |
| 1118-MM | NAT | CLOSED | AIR-t | First RCL Timeout Rejection experienced from Shanwick | Requested NAT Oceanic Clearance from EGGX via ORCA. We were within 90-minute window when request was made. Received usual initial "XXXNNN RCL RECEIVED IF NO CLEARANCE WITHIN 15 MINUTES REVERT TO VOICE PROCEDURES" message at 1157Z. At 1205Z received the following: "RCL RECEIVED SHANWICK CLEARANCE NOT ACKNOWLEDGED SEND DATALINK ACCEPTANCE NOW". The problem was that we had not received any datalink clearance to acknowledge.<br>At 1208Z we received the following: "XXXNNN RCL REJECTED TRANSACTION TIMEOUT REVERT TO VOICE PROCEDURES END OF MESSAGE".<br>While I have experienced and written up this problem on numerous occasions from Gander OCL, this is the first time that I have experienced this from Shanwick using ORCA.<br>I am aware of the operator-specific issues which have been articulated by the DLMA and which the operator has said that they have a fix for; in fact, one of my previous reports remains open until this fix has been implemented. To date I am unaware that this has occurred, as more times than not on the Gander side we have to revert to voice to receive our OCL.<br>What is disturbing here is that those same specific aircraft that had issues with Gander did NOT have the same issue with Shanwick. So for the first time the problem has crept in on the east side of the Atlantic. | The PR investigation revealed that (1) Shanwick did in fact send the oceanic clearance at 1158Z and (2) the avionics rejected it as invalid. A review of the aircraft operator's Airline Modifiable Information (AMI) table indicated that the AMI rejected the oceanic clearance because it contained twelve lines (i.e., <CR><LF>s) in the clearance text (i.e., the part of the clearance following "- /PIKCLYA.CLX") while the AMI only allows ten lines. In August 2014, the aircraft operator indicated to the DLMA that most of its 777s now have A623 oceanic clearance capability and that it is in the process of adding the capability to the few remaining airplanes that don't yet have it. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1119-GS | NAT | CLOSED | GROUND | Failed logons and transfers | Advised by BIRD that address forwarding to CZQX had failed and to logon manually. Crew queried this as according to the chart the next airspace was CZUL. Attempted manual logon to CZQX, sucessful for about 1 min, ADS-C established then displayed CZUL as Next Centre but transfer to CZUL failed. Two or three attepted logons to CZUL failed.<br><br>Note for CRA: CZQX transfer CPDLC without a CONTACT or MONITOR instruction. | Reykjavik set up Gander as the NDA, and then the address forwarding to Gander (CZQX) failed at 1917z. Gander rejected it as a flight plan mismatch (FAK4). Reykjavik then sent a CPDLC free text "DESIGNATION OF CZQX AS CPDLC NEXT DATA AUTHORITY HAS FAILED. LOG ON MANUALLY TO CZQX WHEN ENTERING THE CZQX AIRSPACE".<br>The manual logon to CZQX after the one in the automatic transfer had failed was actually successful. Gander then tried to transfer them to Montreal (CYUL). That failed, and the manual logon attempts to CYUL also failed (all reason code 4 - flight plan mismatch).<br>The crew report was that they didn't think they should be logging on to Gander anyway, as they weren't entering their airspace, because they were North of N65. The flight plan, based on ADS waypoint change event reports was:<br>N65W040 - N65W050 - N65W060 - N6430W063 - ...<br>After further investigation, it appears that the reason that Gander rejected the initial logon was because they had not received the filed flight plan. They had received a CPL from Reykjavik at 1913z. This will create a flight plan in the Gander system but this flight plan will not contain the registration. It also only contained routing as far as NALDI with an indication that there was additional routing. After the failed logon, Gander made a request for the flight plan from Eurocontrol. Hence the successful second logon.<br>Montreal did in fact receive a flight plan from the airline; however the core problem here was that they did not file one with Gander and as such the most recent data Montreal had was the information sent to them by Gander missing the registration. The data was transferred to Montreal |
| 1120-SN | SOPAC | CLOSED | NETWORK | A388 CPDLC uplinks sent via HFDL | One operator's A388 CPDLC uplinks are again being incorrectly routed via HFDL. This issue started again in March 2011 after an earlier problem with this that was noted in FANS PR #711 was resolved by ARINC in March 2010.<br><br>25 October 2012 - Closed with originator's concurrence. | ARINC updated configs on 9 Feb12 for this tail to choose SITA SATCOM over HFDL regardless of most recent media advisory. |
| 1121-SN | IO | OPEN | AIR-t | Delayed ADS position for one operator's B744 aircraft | Aircraft sent a ADS position report that was delayed by 6 minutes while aircraft was on the ground. Aircraft was exchanging ACARS messages between both ADS reports. | The FMC generated a waypoint change event report and a periodic report generated at the exact same time (to the tenth of a second). The event went straight away. The other one took several minutes, while other downlinks got sent.<br>This is the result of a known Rockwell-Collins C CMU problem. |
| 1122-SN | NOPAC | CLOSED AS DUPLICATE | AIR-t | Delayed ADS report | Aircraft sent 2 Waypoint Change ADS reports, one to RJJJ and the other to PAZN. Second one was delayed by 12 minutes. | Closed as a duplicate of 1121.<br><br>The FMC generated two identical event reports. The first goes immediately. The second takes a long time. Again, there are downlinks (and ADS uplinks) in between. There's also a "lost HF" media advisory right before the second one came down.<br><br>This is the result of a known Rockwell-Collins C CMU problem. |
| 1123-GS | SOPAC | CLOSED | AIR-t | Delayed ADS report | Aircraft had multiple ADS and CPDLC messages delayed. Aircraft was going from NFFF FIR to YBBB FIR. Aircraft sent a Wilco over HFDL followed by the same Wilco on SATCOM. Subsequent CPDLC POS report and ADS reports were delayed by several minutes. All DBIs and MSNs are sequential.reports that were delayed by several minutes. | The only particularly unusual aspect is the delivery of the WILCO on HFDL before its delivery over SATCOM, but that may just be an artifact of the way SATCOM was performing.<br>Apart from that, the log appears to show very poor SATCOM performance. The WILCO (time stamp 06:01:25) was received on SATCOM at 06:10:56 (nine and a half minutes), but that was actually 8 minutes after the last downlink (received at 6:03:03) - not too inconsistent with multiple retries on SATCOM (and perhaps additional delays in getting a channel assigned on the last attempt). Later downlinks were probably simply queued behind this downlink (and building on the delay with their own poor SATCOM performance). |
| 1124-SN | IO | CLOSED | AIR-p | Unable LOGON VABF | Tried several times to Logon to VABF, MSG returned says "Re-LOGON to ATC" Mumbai VHF 132.7 informed, they believed there was no problem with their system.<br>Tech log entry made, No apparent techinical Problem | The following NOTAM WAS provided by the reporting operator: "FANS 1/A EQUIPPED ACFT OPR WI CHENNAI FIR OVER BAY OF BENGAL IN OCEANIC AIRSPACE ON ATS ROUTES B466E, N877, P628, P761,P762, P574, N571, N563, L645 AND L510 DESIRING DATA-LINK SERVICES ARE REQUIRED TO LOGON TO THE ADDRESS 'VOMM' AND 'VOMF'. CPDLC WILL BE AVBL ONLY WITH AFN LOGON ADDRESS 'VOMM'". The logon was apparently sent to the wrong address. |
| 1125-SN | NOPAC | CLOSED | AIR-p | ADS Emergency Position Report Sent to PAZN | Aircraft was flying east to west from PAZA to PAZN. Initial contract request and handoff were both Emergency reports. Aircrew confirmed no emergency existed and that they had not initiated any control panel actions. A similar event occurred with another aircraft but was not captured in a trouble report. Is it possible that an avionics problem might have led to the false emergency condition? | Based on a review of the logs for this event, we suspect that this is the result of an issue we've seen a few times over the last several years. The 747-400 has a foot rest for the first officer on the side of the aisle stand, near to the MCDU (the primary interface to the flight management computer). When the FO has the ATC LOGON/STATUS page displayed on the MCDU, it is possible for him to inadvertently activate ADS in emergency mode with his foot. |
| 1126-SN | NOPAC | CLOSED AS DUPLICATE | NETWORK | Intermitant ADS-C and CPDLC connection | Aircraft was eastbound from KADW to LPAZ on 10 February 2012. AFN LOGON received at 12:44 and the proper ADS-C contracts were established. CPDLC also established.<br><br>Received all ADS-C reports up until the aircraft reached 41N050W. Starting at 1445Z, we could not contact the airplane via CPDLC. All messages sent to the aircraft either did not get through or did get though and we did not receive a response.<br><br>Starting at 1506Z, transfer of the CPDLC connection to Santa Maria did not occur since the aircraft was not acknowledging our NDA or any other transfer messages (FN_CAD, etc).<br><br>Same problem occurred with the same aircraft going westbound on 11 Feb 2012 from LPLA to KADW.<br><br>Aircraft came up on HF at 1239Z without a position report but instead with the typical message that we receive when a CPDLC aircraft calls for a SELCAL check. On this HF contact, the aircraft requested F430. It is obvious that the aircraft was thinking that it was connected via CPDLC and ADS-C but it actually was not.<br><br>At 1244Z, the first AFN LOGON is received from the aircraft. By this time, the aircraft is 5 minutes west of 40W. Starting with the LOGON attempt, the aircraft does not respond to any of our up-link messages trying to establish both an ADS-C connection or a CPDLC connection. All | Closed as a duplicate of 1112. |
| 1127-GS | NAT | CLOSED | GROUND | Incorrect address used in NDA | Controllers in Gander reported receiving a "not current data authority" message on aircraft on the Y track. Prestwick also reported to Gander that they were recieving CPDLC requests from flights that were still in our area.<br><br>Investigation by Gander showed that we were not the CDA for flights coming from New York on the Y track however when we received the FN_ACK, we did nominate Prestwick as the NDA. The end service from New York resulted in Prestwick becoming the CDA. | Further investigation showed that New York has been using an incorrect CPDLC address for Gander (CYQX instead of CZQX). New York has advised that they will be updating their adaptation in the next week. |
| 1128-SN | SOPAC | OPEN | AIR-t | Incorrect lat/long uplinked in route clearance | The controller uplinked the following route clearance: CLEARD 34N170E 32N180E 28N170W DANNO Arrival Procedure: ARRIVAL BOOKE8. The pilot reported receiving 32N179E rather than 32N180E. The decoded message in the Oakland data showed the correct lat/long: 32N180E was uplinked rather than what the pilot reported: 32N179E. | This behavior is actually the result of a "fix" to correct a software reset that caused the FMC flight plan to clear when a longitude of E or W 180 was entered. The fix was to change 180 to 179.9998 to prevent the variable from blowing up. This is displayed in the flight plan as 179. 777 and 787 have the same behavior. 777 fix in AIMS-2 BPV 17 (4Q13); 787 fix in BP2 (3Q13). 757/767 fix candidate for next software blockpoint. Software fix will allow for entry and display of E/W 180. |
| 1129-SN | SOPAC | CLOSED | AIR-p | ADS-C reports possibly contained Inactive route data | Aircraft was requesting a diversion to NWWW. For a period of time, ADS-C reports contained PRG indicating that the aircraft was flying east (towards NWWW), but the Basic positions indicated that the aircraft was actually flying west (towards YBBN). | The pilot changed the flight plan for the diversion prior to requesting clearance, but continued tracking to YBBN until cleared. Execution of the flight plan change would have triggered the out of conformance. The (old) 744 FMC does not compute predictions for the inactive route, so the pilot had to activate the diversion flight plan to get preds. The FMC appears to have behaved itself. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1130-SN | SOPAC | OPEN | AIR-t | Incorrect ADS-C estimate for NEXT - B777 | ADS-C reports contained incorrect estimate for NEXT position<br><br>Aircraft crossed TUBBY at 2328. An ADS-C report was received (most probably a Waypoint Change Event report).<br><br>The Estimate for MIDAT (NEXT) contained within the ADS-C report was 2352. Over a leg length of 110NM, this would have resulted in an unrealistic groundspeed of 270 KTS.<br><br>A DCR was uplinked to the aircraft at 2332 to try and correct the estimate error for MIDAT. The estimate for MIDAT from the resulting ADS-C report changed to 2350, but this was still unrealistic.<br><br>At 2334, a subsequent DCR uplinked to the aircraft resulted in an ADS-C report with the correct estimate for MIDAT of 2340.<br><br>Because MIDAT is at the FIR boundary between YBBB and NZZO, NZZO also had ADS-C contracts established with the aircraft at the time of the occurrence. NZZO confirmed that they had received the same erroneous estimates from the aircraft. | This problem can occur under the following condition: The flight plan contains a planned step down and an arrival procedure is selected which results in a top of descent prior the step down waypoint. |
| 1131-SN | NAT | CLOSED | NETWORK | KZWY Problem report | -Requested climb<br>-Received response "Unable heights due to traffic"<br>-Tried to send auto response "Roger" - Failed<br>-Tried to send free text"Roger"- failed<br>-Followed by "Com Not Avail" message at 0605<br>-CPDLC recovered at self at 0631<br>-Subsequet response went through | This problem was the result of a temporary loss of satcom. |
| 1132-MM | SOPAC | OPEN | AIR-t | Incorrect next fix time in CPDLC position report | Aircraft sends DM48 position report with incorrect time at next fix, 1322; should have been 1408. Time sent for next fix is actually reported time at current fix. ADS report shows estimate for 5S is 13:22:36 and CPDLC position report has a timestamp of 13:22:46 so we suspect this is another instance of the position report being sent too soon after waypoint passage. Subsequent position report at 13:28 had correct estimate, but this report seems to include a lot of additional data other than the report.<br><br>Same issue again: 8 April, CPDLC position report received for 32133S 163020E at 0640 with next fix PAPTI at 0640. | Reproduced in Boeing lab on 22 October 2012. Problem can occur when a Direct To the active fix is executed right as the active waypoint sequences. This problem is targeted to be corrected in 777 AIMS-2 Block Point Version 17A (pending approval). |
| 1133-GS | NAT | CLOSED | AIR-t | Received AFN LOGON contained incorrect Lat Long | At 14:23:17, an AFN LOGON was received for this flight. The location of the aircraft, based upon the lat/long in the AFN LOGON was 353106N0722436W.<br><br>Problem is, the aircraft had already left our airspace at 14:23:17 and was physically located in the vicinity of GTK which is about 12 degrees south of 353106N0722436W. | The logs show a gap in transmissions between 12:45:23 (when the transmission was received by ARINC's station at Salisbury-Ocean City in Maryland, and 14:23:09, when a link test was received by ARINC's stations at Puerto Plata (Dominican Republic) and Providenciales (Turks and Caicos). Shortly after that, a media advisory was sent indicating establishment of SATCOM (and that only SATCOM was available).<br><br>The AFN logon that followed (received on the ground at 14:23:15) was time-stamped 12:51:15 (i.e. during the period of NO COMM). It must therefore have been delayed on the airplane, waiting for the link to be created.<br><br>The operator was contacted to find out if there was a problem with their satcom system. |
| 1134-SN | SOPAC | CLOSED | AIR-t | Loss of comms | Crew Report:<br>AT 1047Z TO KZAK CONNEX<br>LOST FOR APP 10 MINS | It appears that the airplane had a brief satcom issue (duration of approx 5 min).<br>Closed due to no further issues reported with this airplane's satcom system. |
| 1135-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Unable to establish CPDLC / ADS-C connections with GLF5 | Initial failure to establish CPDLC and ADS-C Connections (coincidentally outside VHF DL coverage?).<br><br>Approaching TABAL, flight crew initiated AFN logon to YBBB. Logon received.<br><br>CPDLC and ADS-C connections were initiated by the ground system. These were both unsuccessful.<br><br>At 0539, flight crew initiated another AFN logon to YBBB. This time, both CPDLC and ADS-C connections were successfully automatically established by the ground system.<br><br>Flight crew reported having established successful CPDLC and ADS-C connections with KZAK after departing PHNL, but had been unsuccessful with NFFF and initially unsuccessful with YBBB (as above).<br><br>Of possible relevance is TABAL (when initial logon initiated) is outside VHF DL coverage, but the subsequent logon 20 minutes later (closer to mainland Australia) was probably within VHF DL coverage. | Closed as a duplicate of 1112. |
| 1136-MM | SOPAC | CLOSED AS DUPLICATE | AIR-t | CPDLC Downlinks not received for B777 | Inactive CPDLC connection with YBBB successfully established at 2047.<br>At 2119, YBBB sent free-text CPDLC uplink "REQUEST YOU SEQUENCE WAYPOINT POXAK" to aircraft and a NOT CURRENT DATA AUTHORITY response was received by YBBB at 2124 (actually – our records indicated two NCDA responses received – were two sent by the avionics? Possibly related to transition from VHF DL to SATCOM).<br>The preceding ATSU was requested to uplink the CPDLC END SERVICE message. This appeared to be successful.<br>From this point on, YBBB appeared to be the CDA but could not receive CPDLC downlinks from the aircraft. The flight crew subsequently confirmed the following sequence of (CPDLC) events:<br><br>2126 YBBB uplinked "REQUEST POSITION REPORT"<br>- Flight crew confirmed receipt and sent a CPDLC position report<br>- Position report not received by YBBB<br><br>2129 YBBB uplinked "SQUAWK [code]"<br>- Flight crew confirmed receipt and sent a response<br>- WILCO response not received by YBBB<br><br>2155 Flight crew contacted on VHF<br>- Confirmed YBBB as "active centre"<br>- Downlinked another CPDLC position report<br>- Position report not received by YBBB<br><br>2157 YBBB uplinked "SQUAWK [code]"<br>- Flight crew received uplink within 30 seconds and sent response<br>- WILCO response not received by YBBB<br><br>The flight crew did not indicate any indication of system inoperability. | The ARINC log exactly corroborates the PR description. Aside from the two NOT CURRENT DATA AUTHORITY downlinks addressed to BNECAYA (YBBB), ARINC received no other downlinks from the aircraft.<br><br>No apparent reason exists for the aircraft to have sent two separate (same subnetwork, different MSNs, 13 seconds apart) NOT CURRENT DATA AUTHORITY downlinks. These downlinks are also suspect because neither included the required timestamp.<br><br>Closed as duplicate of PR 1145-SN. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1137-GS | NAT | CLOSED | AIR-t | Incorrect time and position in ADS-C Report and also loss of connection for both ADS-C and CPDLC for a while | Two issues here:<br>1. Had an active ADS-C and CPDLC connection and at some point, we lost the ability to communicate via CPDLC and receive ADS-C reports from the aircraft.<br>2. Once the ADS-C connection was re-established, both the lat/long in the OV of the report and the time in the reports were grossly incorrect. | 1. SATCOM Power supply interrupt failures (Intermittent) are present, which may explain the instability, very rare case. (This issue could come from either SatCom power supply or A/C power supply or manual reset).<br>2. The ADS report received on the ground at 18:31:57 was for passing N22 50.5 W064 02.4, and was time-stamped at 28 minutes 8 seconds past the hour. That is consistent with it being issued at 17:28:08 (i.e. only 10 seconds out from the previous estimate), but delayed on the airplane for over an hour while there was no communication link. |
| 1138-SN | SOPAC | OPEN | AIR-t | Unsolicited WILCO downlinked to YBBB (B777) | WILCO response received during multiple requests for weather deviations. No uplink had been sent to the aircraft by YBBB which required a WILCO response.<br>The aircraft entered AGGG FIR at 1412, with YBBB as controlling authority. CPDLC connection established normally, and position report downlinked at 1413.<br>No further CPDLC transactions until the following occurred.<br>At 1439, the aircraft downlinked a CPDLC weather deviation request (10NM LR). This was shortly followed by a second CPDLC weather deviation request (10NM LR) and a WILCO response. This WILCO response was not linked to any dialogue with YBBB.<br>The flight crew was subsequently queried regarding the transactions at 1439.<br>They advised that just as they had selected SEND for the first CPDLC weather deviation request, another message was received. The weather deviation request did not change to SENDING, so the crew assumed that the inbound message had "blocked" their weather deviation request downlink.<br>The flight crew acknowledged the inbound message (later advised to be a "weather deviation request from company") and re-initiated the weather deviation request to YBBB. This appeared to be coincident with the receipt of the unsolicited WILCO response.<br>The flight crew downlinked another weather deviation request to YBBB, which is consistent with the second request received.<br>The flight crew advised that their log indicated they had in fact sent 3 weather deviation requests. Is it possible the aircraft somehow sent itself the weather deviation request and in accepting the "weather deviation from company" they in fact downlinked their own response to | A second event occured a week later.<br>Reproduced in Boeing lab on 29 October 2012.<br>Correction of this problem is targeted to 777 BP 17A. |
| 1139-SN | NAT | CLOSED | NETWORK | SITA SATCOM Failure AOW and AOE | SITA's SATCOM service (AOE and AOW) failed, the last transaction prior to the failure was logged at 05:46 and the first subsequent one at 06:42. SITA's own bulletin documents the outage as having started at 05:45 and ended at 06:43. The cause is given as an "unexpected service interruption at Aussaguel".<br>The service bulletin advising users of the outage was not issued until 06:20, 35 minutes after the service had failed. More expeditious notification would be desirable.<br>It should be noted that while centres totally reliant on SATCOM might be more severely impacted by such a failure than Reykjavik (where more than half the traffic is carried via VHF), in the absence of a service bulletin it isn't necessarily clear what is going on, aircraft being sometimes reachable, sometimes not. From logs it would appear that controllers were confused by the situation. | The problem was due to an Aussaguel GES computer issue. The chance of such issue occurring is very remote. However, to mitigate re-occurrence risk, an alarm has been set at the station to detect this type of abnormal condition to allow the operators to detect sooner and take corrective actions more quickly.<br><br>The delayed notification was due to an e-mail capacity issue which has since been resolved".<br><br>Closed on 23 Oct 2012 with orginator's concurrence. |
| 1140-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | ADS Contracts not cancelled but MAS (S) was received | Send Canel All Contracts uplink at 1827:08 and receive MAS(S) via VHF at 1827:14. No ADS Disconnect downlink received. ADS reports continue via SATCOM POR1 from 1838:58 until aircraft lands at Sydney at 2037.<br><br>Feedback is that this has been seen from other B777 aircraft as well. | Closed as duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. When this problem occurred, the avionics would acknowledge and then discard the uplink instead of forwarding it to the appropriate application. |
| 1141-GS | NAT | CLOSED | AIR-t | Another instance where a received AFN LOGON contained an incorrect Lat/Long | Aircraft was ADS-C and CPDLC connected.<br><br>First AFN LOGON occurred at 1602Z with a lat/long of 232842N0684318W. Successful establishment of ADS-C contracts and CPDLC connection soon followed.<br><br>Between multiple ADS-C reports between 1605Z and 1746Z. The last report we received was at 1746Z with a position of 360724N0713908W at a time of 1746Z.<br><br>ADS-C contract was normally terminated at 1754Z.<br><br>At 1841Z, we received a new AFN LOGON for the aircraft. The position of the aircraft in the LOGON was 232842N0684318W which was at least 9 degrees south of the actual location of the aircraft. | The avionics vendor confirmed that this was caused by a software issue that is now fixed.<br>This aircraft is at the first software level that had ADS-C (only) enabled.<br>All FANS 1/A aircraft have the fix. Only the ones with just ADS-C are vulnerable.<br>The update is being done progressively on the rest of the fleet; the majority have been migrated already. |
| 1142-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Failed CPDLC transfer to Oakland | Crew report failed CPDLC transfer at 5S. Required dadalink reset then new logon.<br><br>We sent NDA at 1217, and I see two FCA,FRP,FCP sequences then a FCA,FRP followed by end service at 1258 approaching 0500S and terminate all contracts both of which are acknowledged.<br><br>Next we see a logon from aircraft at 1420 and 1423 when aircraft is around 0400N both of which are rejected due no flight plan. | Closed as a duplicate of 1112. |
| 1143-MM | NAT | OPEN | AIR-t | Incorrect time and position in ADS-C Report | Aircraft was westbound and routed via AMENO JAINS DBN CANUK1 KATL. Aircraft was ADS-C and CPDLC connected. All ADS-C and CPDLC reports were normal up until time 0749Z.<br><br>07:49:18 - An ADS-C report came in for 301359N 0665202W with at time of 07:49:02. The NEXT was for 312120 N077W (JAINS) with at time of 07:51:18. This is totally incorrect as the distance from 301359N 0665202W to JAINS is over 10 degrees and, unless we are talking about the Space Shuttle or a UFO, an aircraft cannot fly 10 degrees in 2 minutes.<br><br>07:49:34 - Another ADS-C report in with an OV for 301410N 0665312W of 07:49:12 and a NEXT for 302743N 0682639W of 09:06:52. This too is incorrect since the aircraft had previously told us via voice that it's estimate for JAINS was 0906. Since JAINS, which is located at 312120N 077W, is nowhere near 302743N 0682639W the time in the ADS-C report is definitely not correct.<br><br>07:57:24 - Basically the same problem. Aircraft reports over 302314N 0675448W at 07:57:09 and estimates JAINS at 08:01:17. That is 4 minutes to cover about 9 degrees. | Multiple ADS-C predicted route groups contained incorrect time-to-go information for the indicated next waypoint. The time-to-go information may actually have been correct for the previous waypoint in some reports or for the next-plus-one waypoint in other reports, however. The problem was referred to 767 FMC engineering at Boeing. |
| 1144-GS | NAT | CLOSED | AIR-t | Loss of ADS-C and CPDLC connection | Aircraft was eastbound via ZIBUT TILED OVAPI 40N060W 44N050W 47N040W.<br><br>23:23- AFN LOGON received. ADS-C and CPDLC connections established. ADS-C reports comes in as expected between this time and 0005Z.<br><br>Starting after the ADS-C report at 0005Z, we received no further ADS-C reports. All attempts to reach the aircraft via CPDLC were unsuccessful. All DEMAND requests went unanswered. All expected (required) ADS-C reports were unreceived. This lasted until 0210Z.<br><br>All messages to transfer the aircraft from New York to Gander went unanswered as well | The airplane stopped sending ADS reports after the report at 0005z on 8 April. The next transmission was the ADS report that should have been issued at 0025z, but it was actually transmitted at 0228z. Apart from one company downlink, sent just after the 0005z report, there was no transmission from the airplane for almost two and a half hours, and all uplinks (company and ATC) were returned as "airplane not logged on".<br><br>The operator was asked to investigate whether the airplane had a SATCOM problem. It had lost VHF before that and been using SATCOM, and when datalink returned it was also using SATCOM. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1145-SN | SOPAC | OPEN | AIR-t | B777 unable to send CPDLC messages after Data Authority Transfer | Inactive CPDLC connection with YBBB successfully established prior to 1910. The aircraft was estimating the NFFF / YBBB FIR boundary at 1920.<br>At 2024, YBBB uplinked CPDLC message "REQUEST POSITION REPORT". This was received by the aircraft, and the flight crew attempted to downlink a CPDLC position report.<br>At 2028, YBBB uplinked CPDLC message "REQUEST POSITION REPORT". This was received by the aircraft, and the flight crew attempted to downlink a CPDLC position report.<br>At 2030, YBBB uplinked CPDLC message "SQUAWK [code]". This was received by the aircraft, and the flight crew attempted to accept the message.<br>Shortly after these exchanges, the flight crew noted that all downlinks they had attempted to send to YBBB had been "aborted".<br>The flight crew subsequently reported that they had downlinked a "BACK ON ROUTE" CPDLC message at 1916 – coincidentally at the same time as the Data Authority transfer was occurring between NFFF and YBBB.<br>Is it possible that the "BACK ON ROUTE" CPDLC Downlink was coincidentally downlinked as the CPDLC "END SERVICE" message was received from NFFF, resulting in a corruption of the CPDLC connection?<br>Throughout this sequence of events, the ADS-C connection with the aircraft was operating normally. | Duplicated in the Boeing lab on 29 October 2012. The problem occurs if a downlink is sent and the End Service uplink is initiated during a media transition or period of No Comm. This problem is scheduled to be corrected in 777 AIMS-2, Block Point 17A, , 4Q15. |
| 1146-SN | SOPAC | CLOSED | AIR-t | Unable to communicate with one aircraft from 2233z - 0028z | The last ADS report for XASKY was received at 2154z(3312N/11839W). At 2228z, a position report over FOOTS was expected, but not received. From 2233z - 0028z, ATC unsuccessfully attempted to contact XASKY via CPDLC and AGM. Finally, at 0028z, ARINC established communications with XASKY and a position report over FIZEL was received via AGM. The pilot stated that he believed that he had been automatically reporting through CPDLC and did not have any indication that there was a problem with his system. | Per ARINC review, it appears there was an avionics problem on the airplane. The CRA received no additional information from the airplane manufacturer. |
| 1147-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Unable to establish an ADS connection | From 2104z - 2339z, N455QS tried 16 times to establish an ADS connection. Each time the FN_CON was received an FN_AK was uplinked along with the Contract, however both appeared to not reach the aircraft due to "UP INTERCEPT AIRCRAFT NOT LOGGED ON". | Closed as a duplicate of 1112. |
| 1148-SN | SOPAC | OPEN | AIR-t | Loss of FANS functions | After ATC logon on VHF, at position FICKY the CPDLC position report and subsequent altitude request remained in the 'sending' mode. After attempting two master datalink resets and changing the GES to POR-Santa Paula, the OMB procedure to change the master datalink VHF radio to the right was carried out and this initially returned all datalink functions to normal. Following a routine printer paper change (0835Z), all AOC uplinks failed to display or print for the remainder of the flight.<br>The CPDLC transfer from KZAK to NZZO failed but subsequent logon was sucessful and FANS functions were normal for the rest of the flight.<br>Full report filed with manufacturer. | This problem is targeted for correction in 777 AIMS Block Point Version 17A. Note that the failed transfer to NZZO was the result of the transferring agency failing to send the End Service. This aspect was not an airplane problem. |
| 1149-GS | NAT | CLOSED AS DUPLICATE | AIR-t | No auto transfer from SNN to Gander | On our flight westbound from TLV to EWR there was no Auto Transfer of the ADS/CPDLC between SNN and gander on 30W. | Closed as duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. |
| 1150-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Unable to logon to KZAK | CPDLC normal in RJJJ but transfer and subsequent manual logons to KZAK failed. ATC advised flight to turn ADS-C off due aircraft eqipment fault. Subsequent logon to YBBB sucessful and operations normal thereafter. | Closed as a duplicate of 1112. |
| 1151-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to re-establish CPDLC with B777 | CPDLC had been established with aircraft, but the connection was lost at 1230 (approx).<br><br>Several CR.1s were uplinked between 1236 and 1306, but with no success.<br><br>CPDLC connection re-established at 1351.<br><br>The aircraft should have been within VHF data link coverage at the time. | Closed as duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. |
| 1152-SN | SOPAC | CLOSED | AIR-t | Delayed downlinks from B772 | A number of downlinks were received that had been delayed in excess of 5 minutes for an aircraft that should have been within VHF data link coverage. | The airplane had no satcom system and appeared to be operating at the fringe of VHF. Some downlinks were delayed while the airplane tried to find a good station.<br><br>Closed with originator's concurrence on 22 October 2012. |
| 1153-SN | SOPAC | CLOSED | NETWORK | Unable to establish ADS, CPDLC with B744 | Between 1300 and 1400, YBBB was unable to establish CPDLC and/or ADS-C with the aircraft. The pilot stated that 'everything appeared to be working', but no connections were shown by ATC.<br><br>The flight plan indicated DAT/SV, and the aircraft should have been within VHF data link coverage at the time.<br><br>At 1400, it all "came good" and started working correctly. | ARINC confirmed there was a problem at Santa Paula at that time. |
| 1154-SN | SOPAC | CLOSED | NETWORK | Unable to establish ADS, CPDLC with B737 | Unable to establish CPDLC/ADS-C. | The airplane involved belongs to USAF. A contracted 3rd party investigated on their behalf. Based on the limited information provided to the CRA, the problem appeared to have been the result of a network issue. |
| 1155-GS | SOPAC | OPEN | AIR-t | CPDLC Downlink message unreadable from B763 | CPDLC DM decoded as "Bad length" by Eurocat-X AGDL, return UM159 with "Error 10" to the aircraft<br><br>DM was probably a weather deviation demand<br><br>No advertissement to the controler HMI<br>The aircraft was under VHF PPT1 coverage and send correct ADS report and CPDL before and after this corrupted message. | This problem has been duplicated in the Boeing lab and will be a candidate for the next 767 FMC block point. |
| 1156-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Delayed downlinks from B772 | Same details as FIT PR ASA 2012-05 (CRA PR Ref : 1152-SN) (same aircraft as well)<br><br>Downlink transmitted at 1326 (REQUEST CLIMB TO FL360) was not received until 1350.<br><br>Questions:<br>1. Was SATCOM serviceable for the flight for the flight at any stage? (i.e. did the aircraft depart with U/S SATCOM, or did it fail en route?)<br><br>2. If the SATCOM failed en route, what notification would the flight receive? What about if the SATCOM was the only media available at the time? | Closed as duplicate of PR 1152 |
| 1157-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | 5 failed connection requests CPDLC | Numerous attempts to get CPDLC connection as follows:<br>1216:04 AFN log on<br>1216:22 CR1<br>1216:37 Disconnect - Application Error<br>1216:51 CR1<br>1217:04 Disconnect - No Reason<br>1217:27 CR1<br>1217:37 Disconnect - Application Error<br>1220:46 AFN log on<br>1221:06 CR1<br>No response received from aircraft but did have MAS(S)<br>1221:37 AFN logon<br>1232:38 CR1<br>No response received from aircraft but did have MAS(S)<br>1238:55 AFN logon<br>1238:55 CR1<br>1239:13 CC1 - persistence pays off ;>) | Closed as duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1158-SN | SOPAC | CLOSED | NETWORK | Uplinks via SATCOM in VHF coverage | Aircraft logged on via AKL RGS 1224:55 CPDLC CR1 sent at 1225:01 with MAS 205 no response.<br>Aircraft logged on again via HLZ RGS 1227:04 and CPDLC CR1 sent at 1227:05 with MAS 208(S) received via POR1 followed by CC1 via HLZ RGS at 1227:19<br>MAS205(S) for original CR1 received via POR1 immediately prior to the CC1.<br><br>Analysis of uplinks shows all MAS are being received via SATCOM while aircraft is in VHF coverage and sending downlinks via VHF. Why is CSP uplinking via SATCOM to an aircraft in VHF coverage???? | ARINC had a missing configuration for VHF Australia to internetwork to AeroThai. This configuration change was activated in May, 2012. |
| 1159-GS | NAT | CLOSED | NETWORK | FANS traffic delivered, 623 traffic aborted | Aircraft successfully logged on for FANS and exchanged both ADS and CPDLC traffic with BIRD via various ARINC VHF RGSs.<br>Aircraft also requested a data link clearance (ARINC-623) but all attempts at transmitting said clearance failed with MAS/F code 231 - "No station to". Such abortive exchanges were intermingled with the successful FANS exchanges.<br>BIRD is a SITA customer for the ACARS connection, the aircraft appeared to exclusively use ARINC RGSs. | This airplane was not configured to allow internetworking of non-FANS messages, although it was configured to allow internetworking of FANS messages. The situation has now been corrected. |
| 1160-GS | NOPAC | CLOSED | GROUND | Ocean21 Treats Optional Lat/Long as Separate Waypoint | A DARPS reroute was requested from Oakland Center, using a CPDLC route request.<br>The route clearance uplink contained:<br>...<br>MORAY<br>N34 18.0 E146 00.0<br>OTR15<br>...<br>The latitude longitude waypoint is in fact at exactly the same location as the preceding waypoint (MORAY). | The DARP request included the optional lat/long position information for waypoint MORAY.<br><br>When Ocean21 constructed the routeclearance uplink, it inserted the latitude/longitude as a separate fix, following MORAY. This would have resulted in the crew seeing PARTIAL CLEARANCE LOADED and a F-PLN DISCONTINUITY between the latitude/longitude and SMOLT. It would have been impossible to load the airway, as airway entries cannot generally be specified with a lat/long.<br><br>ATC ground systems must be able to deal properly with the lat/long when it is included. It is a basic part of the interoperability definition (the ASN.1 message encoding) for FANS.<br><br>The software which corrects this problem (T20) was fielded on 2014-07-08 |
| 1161-SN | NAT | CLOSED AS DUPLICATE | AIR-t | Flight reports receiving CPDLC uplink when none was sent. | AT 0220z, pilot advised, via Gander Radio, that "when our CPDLC Changed over to CZQX we rcvd a msg to CTAM400". He later said that he couldn't find the message in his logs and we cannot find any record in ours. The flight had received a clearance a few hours prior for F400 from KZNY. The flight was cleared at FL370.<br><br>We would like to understand if the message was received in the cockpit at that time and who was the originator. Had the flight not questioned this, he may have climbed.<br><br>Could this be a case of the message from KZNY after a significant delay and just receive seconds prior to the transfer to CZQX? | Closed as duplicate of PR-930.<br><br>What the pilot saw was the reminder to Climb to and Maintain FL400 from the uplink at 0027z rather than a new clearance. |
| 1162-SN | SOPAC | OPEN | AIR-t | CPDLC Anomaly | Upon return to cockpit after crew rest, F/O briefed ATC CPDLC anomaly. At 1530Z, received and complied with clearance to climb/maintain FL360 report level. Report was armed and sent message upon level off. Subsequently, reported back on course from previous deviation clearance. Log displayed Level FL310. Sent second report back on course. Log again displayed Level FL310. Sent text Just to verify level FL360 Back on Course. Utilized back on course prompt for both messages but Log displayed Level FL310 vs back on course message. | On very rare occasions, the right FMC misses a synchronization event from the left. When this happens, the left FMC forces a resynch of the right side. One of the side effects is that the right FMC's ATC log gets messed up, as described in this PR. Originally documented in January, 2001 in FIT PR 338 which predates the current PR system. |
| 1163-GS | NAT | CLOSED | GROUND | Upstream Centre fails to relinquish connection at boundary | The flight path took the aircraft from CZQX into BIRD, then back into CZQX. Reykjavik's system automatically transmitted a "greeting" message to probe for connectivity after the aircraft had been determined (by extrapolation from the coordinated position) to have entered BIRD's airspace.<br><br>The aircraft responded with a "Not CDA" response, consistent with the upstream centre (Gander) having failed to issue an END SERVICE at the boundary.<br><br>Repeated attempts to establish contact (by means of manually initiated greeting messages) similarly failed, we never achieved CPDLC contact with the flight during the time it spent in our airspace (a side effect being that we were unable to break the NDA connection, the aircraft did so eventually).<br><br>This is believed to stem from a deficiency in Gander's automation system which we have repeatedly requested be fixed - but this needs to be confirmed.<br><br>The problem has two aspects, both of which have safety implications. The first (and obvious) one is that we are denied the ability to communicate with aircraft for which we are responsible. The second - less obvious - one is that any requests from the crew would go to the wrong controller (in Gander) - with the resulting risk that he might issue a clearance to the flight, not realizing that it is outside his airspace. | 28 Nov 2012 - Software fix was fielded at Gander and the problem has been corrected. Closed with originator's concurrence. |
| 1164-GS | NAT | CLOSED | GROUND | Downstream centre repeatedly | As described in PR 1163-GS, Gander's automation system seems to be programmed to hang on to aircraft transiting from CZQX to BIRD if the flight path will later take the aircraft back into CZQX (this is merely a theory pending resolution of that PR).<br>In order to establish a working CPDLC connection with such aircraft, Reykjavik controllers must therefore contact the flights by voice to instruct them to manually log on to Reykjavik, in whose airspace they are operating.<br>This appears to confuse the software in Gander's system, when we (as per ED100) initiate the address forwarding by instructing the aircraft to log on to that system in preparation for returning to CZQX - a strange "ping pong" game ensues. Although the aircraft are within our airspace and we are their CDA, Gander's automation immediately sends the aircraft an FN_CAD instructing it to log on to us - without following the ED100-specified sequence of first ensuring that an NDA nomination is complete (which would of course fail since they are not CDA).<br>The net effect of this strange design is that the aircraft keeps logging on to the two systems alternately (at a rate dictated only be the speed with which the network can deliver the relevant messages). The rate would of course be even higher were it not for the fact that we wait to see that our nomination of Gander as NDA succeeds before proceeding to the FN_CAD stage.<br>Since our system is forced to keep establishing a CPDLC connection with these aircraft, despite their being in our airspace, the connection is | 28 Nov 2012 - Software fix was fielded at Gander and the problem has been corrected. Closed with originator's concurrence. |
| 1165-DN | NAT | CLOSED | AIR-t | Report of Large Data and Clearance Not Displayed by A/C Resulting in Failure of Climb Clearance. | The following is a transcript from the Shanwick Controller when dealing with a lack of response to an issued clearance resulting in the a/c not complying with a climb instruction. The a/c reported "Large Data Block" indication and no clearance displayed. SAATS logs indicate successful delivery of the uplink and return ROGER.<br><br>"At 1400 I took over the sector and shortly after received a non-conformance report for an aircraft as he had crossed 20W at a lower level than expected. His cleared profile showed '290 CX 20W 310' but on his automatic (FANS) report at 20W he was still maintaining F290. I took a copy and probed the following profile '290 CX 15W 310', this profile showed no conflicts so I left it PC'd and requested a demand contract from the aircraft. The demand report still showed the aircraft at F290 so I sent a priority message via HF instructing the aircraft to 'CLIMB NOW F310. REPORT REACHING'; this was backed up with a phone call to Ballygirreen to deliver the message to the flight as soon as possible. The aircraft read back the instruction. I checked the history and at time 1320 the aircraft requested climb to F350 via cpdlc. We were unable his requested level but could climb to a lower level so, as per procedure, sent the message 'UNABLE/DUE TO TRAFFIC/ [STANDBY FOR HIGHER LEVEL]. The aircraft ROGER'd this message at 1323 so the controller sent the clearance 'CLIMB TO REACH [F310] BY [FSN/20W]/ REPORT LEVEL | This problem was corrected in 747-8 FMC BP 3 in Dec, 2013. |
| 1166-GS | NAT | CLOSED | mult | Aircraft not logged on to DSP - multiple occurences | Over the past couple of months we have been reviewing cases where we believe an aircraft is logged on to Gander yet we are not able to receive position information (ADS) or send and receive CPDLC messages. This happens randomly and in some cases, things just started working again. | Several different events were included under this one PR and were analyzed by the CRA. The CRA found a number of different causes such as apparent failures of the airborne satcom systems. |
| 1167-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to Establish CPDLC with RJJJ | CRASA-J PR 4337 001<br>The crew reported establishing CPDLC with KZAK, but messages were not acknowledged. Then, on reaching NATSS, they attempted to logon to RJJJ, but this failed. | Closed as a duplicate of 1121. |
| 1168-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to Connect to PAZN or RJJJ | CRASA-J PR 4417 001<br>The crew reported logging on normally to PAZA, but getting no auto-transfer to PAZN.<br>They then attempted many times to logon to PAZN and RJJJ, but had no success. | Closed as a duplicate of 1121. |
| 1169-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to Logon to Edmonton | CRASA-J PR 4670 001<br>The crew reported being unable to logon to CZEG (Edmonton) Center. | Closed as a duplicate of 1121. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1170-GS | SOPAC | CLOSED | AIR-t | Partial Load of Tailored Arrival | Tailored Arrival requested and received by CPDLC. TA displayed normally on MFD and also printed normally but when loaded into the FMC by LOAD FMC prompt, the waypoints between SXC and the runway were missing. TA speed and altitude restrictions prior to and at SXC loaded normally, indicating the flight plan was partially overwritten by the loaded data.<br>The load was attempted a total of four times with the same result so the uplink was rejected. | We have not been able to reproduce this problem in the Boeing lab and suspect this is related to a problem fixed in 777 BPV 16. Recommend this be left open and monitor for new occurrence with BPV 16. |
| 1171-SN | SOPAC | OPEN | AIR-t | Corrupted Next Fix in CPDLC Position Report | CPDLC Position Report received has Next Fix decoded as S10W1@@<br><br>Expected position from FPL is 10S171W | Reproduced in the Boeing lab. This problem is targeted to be corrected in 777 AIMS-2 Block Point Version 17A (4Q15). |
| 1172-MM | SOPAC | OPEN | AIR-p | No .LOAD. prompt for route uplink | Aircraft was between ABARB and 31S160E .<br><br>An amended route was issued by CPDLC to the aircraft to route it north of 30S163E (corner of YBBB/NFFF/NZZO FIRs). The aircraft was still in VHF communication at the time:<br><br>CLEARED TO [26S170E] VIA [31S160E 2935S16300E]<br><br>No response was received from the aircraft for several minutes. When queried, the flight crew advised that they had received the amended route and were entering it into the FMS. When asked if they could load the clearance, the response was "no", and when queried they advised that there was "No LOAD prompt" | The aircraft position, positions in the filed flight plan, and positions in the route clearance uplink were consistent with each other. No error/rejection downlink in response to the route clearance uplink was present in the DSP message log. 777 avionics in a laboratory setting successfully loaded the same route clearance uplink. The LOAD FMC prompt may have been present but inhibited because a modified route (MOD) was pending, or because of a known software problem that causes an old route clearance uplink to be processed by the FMC and that uplink contained an element (e.g., a crossing constraint) which needed to be in the route but wasn't.<br><br>A new report of this problem was received in April, 2013.<br><br>The CRA and Boeing will monitor FIT PRs for recurrences of this issue. |
| 1173-GS | NAT | CLOSED | AIR-t | ADS Report Time Ahead of Real Time | The following was reported by Shanwick controller:<br><br>"At time 1043 the aircraft reported 20W correctly giving a 30W estimate of 1130. At time 1135 (5 minutes after his 30W estimate) I received a FANS report from the flight stating the coordinate 5657N02020W at time 1144. Not only was this time in the future but the coordinate put him back to 20W when he should have been through 30W to Gander airspace. The coordinate given was plausible and the level was correct when compared to his clearance. I called Gander to request the 30W position report and detailed to them the FANS report I had received. I also requested ADS demand contract reports which indicated that he was through 30W as SAATS had calculated. Subsequently, I received the 30W position report advising the flight had crossed 30W at 1134".<br><br>Examination of the Shanwick logs confirmed the datalink traffic worked ok between 0914 and 1027. From 1027 to 1131 all uplink traffic failed i.e. MAS failure. At 1135 and 1136 two ADS downlinks were received with present position times of 1143 and 1144 respectively. From 1138 dowlinks were received with the correct time. | Per the investigator's analysis, the most plausible explanation is the ADS message "stacked up" beyond the top of the hour time tag that Prestwick assigns. When the message was finally transmitted, Prestwick assigned a newer time tag to an older message, resulting in an erroneous message timestamp of 1144Z instead of the correct timestamp of 1044Z.<br><br>CRA note: The timestamp in an ADS report is encoded as seconds past the most recent hour. The ground station converts that timestamp to an HH:MM:SS time. If a message is delayed in transmission (in this case due to a period of NO COMM) then an erroneous timestamp may result. |
| 1174-GS | NOPAC | CLOSED | NETWORK | Performance Issue with one operator's B77L fleet in Anchorage | SAT performance of on operator's B77L fleet in Anchorage FIR has been observed to be significantly lower than performance of same fleet in Oakland and New York FIRs. | The CRA are waiting for a set of specific reports to look at. The plan is to look at some of the long-delayed ones, to see what else was happening on the link. A lot of the apparent SATCOM delay may, in fact, be delays in retrying VHF. |
| 1175-SN | NAT | CLOSED | GROUND | CPDLC Connection Not Completed #1 | On 12 Jul two a/c from the same operator exhibited the same/similar issues with CPDLC connectivity in Gander and Shanwick airspace.<br><br>In Gander airspace one aircraft was sent a CR1. MAS delivery indicates uplink was delivered, but no CC1 was received.<br><br>When the a/c transitted to Shanwick, it was issued with CR1 but received a DM64 dowlink stating CZQX as CDA. | A software bug in the Gander gateway was identified and has been corrected. |
| 1176-SN | NAT | CLOSED AS DUPLICATE | GROUND | CPDLC Connection Not Completed #2 | On 12 Jul two a/c from the same operator exhibited the same/similar issues with CPDLC connectivity in Gander and Shanwick airspace.<br><br>In Gander airspace one aircraft was sent a CR1. MAS delivery indicates uplink was delivered, but no CC1 was received.<br><br>When the a/c transitted to Shanwick, it was issued with CR1 but received a DM64 dowlink stating CZQX as CDA. | Closed as a duplicate of PR 1175-SN. |
| 1177-GS | NOPAC | OPEN | AIR-t | Unable to DARP with step climb altitudes loaded in FMC | Unable to DARP. When requesting a DARP using the "Route 2" request function we kept getting a "downlink error" message.<br><br>We did have our expected step climb altitudes loaded into the FMC prior to making the "Route 2" DARP request. | Boeing investigation in progress.<br><br>So far, unable to reproduce this problem in the lab. |
| 1178-MM | SOPAC | CLOSED | None | Invalid next+1 position and altitude over long period | Next+1 position and altitude shows as INVALID in all downlinked ADS-C reports. This is similar to that seen in PR 1084-SN in November 2011.<br><br>However, the filed route is A464 PAPTI BASIV5B where BASIV5B is a STAR into Auckland. The PAPTI fix gives normal position, altitude, and ETA as fix next and it would be the first fix in the STAR that is showing as INVALID. Possible correlation? | This is a non-problem. What was observed was correct behavior when there was only one fix left in the route and before the arrival and approach procedures had been loaded into the FMC. The (non-existent) next+1 fix was encoded as S180-0.0,W180-0.0, as required. After the procedure was loaded into the FMC, all was well. The originator is drafting guidance for the GOLD regarding the meaning of default data in ADS reports. |
| 1179-MM | NAT | CLOSED AS DUPLICATE | AIR-t | CPDLC downlinks contain invalid characters | New York is receiving many CPDLC requests which contain invalid characters in the message. The MOPS element that contains the characters is in DM67. | Closed as a duplicate of PR 1155-GS |
| 1180-GS | NAT | CLOSED | AIR-t | Fix JOBOC flagged as non-oceanic entry point by certain FMC's | Two aircraft were coming out of NY Domestic RADAR going into NY Oceanic. The Oceanic entry fix was JOBOC and both had routing after JOBOC of 41N060W 42N050W 43N040W then points east.<br><br>Both aircraft advised the NY Domestic RADAR controller that the fix JOBOC was "not an oceanic entry point" in their FMC and that their FMC was rejecting the routing.<br><br>These routes were not sent by CPDLC so they must have been loaded into the FMC on the ground. Seems like their databases did not recognize JOBOC. | According to the pilot of the USAF aircraft, an aircraft ahead of him had an issue with JOBOC and did say something like the fix was not an oceanic entry point in his FMC. The USAF aircraft attempted to get their oceanic clearance through CPDLC. After a long delay and with the problem they heard with the aircraft ahead of them, they assumed there was some kind of technical problem and reverted to the radio to get their clearance. They never said JOBOC was not an oceanic entry point in their FMC. It appears the author of the PR made an assumption that both aircraft had the same problem. The pilot recalled the details of this incident very well. He said they often revert to voice when CPDLC doesn't work and he didn't think anything about it at the time. He checked the coding for JOBOC and confirmed it is correctly coded as a coastal waypoint. Without the message logs, it would be impossible to investigate further the cause of the delays in getting the OCL over CPDLC. The CRA considers the part of this PR relating to the USAF airplane to be closed.<br><br>Still awaiting a response from Gulfstream/Honeywell on that airplane. |
| 1181-SN | NAT | CLOSED AS DUPLICATE | GROUND | CPDLC up-links rejected due to 'applicationerror' | We are receiving rejection messages in response to CPDLC MOPS 80 clearances. The format of the messages appear to be correct. Please explain the reason for the errors. If they are due to format then I would need to know that so that we can make corrections to our software. | Closed as a duplicate of PR-964 - Illegal Airway Name in DARP Trial Uplink. This problem is the result of a software bug in the FAA's Ocean 21 system. |
| 1182-SN | NAT | OPEN | AIR-t | Unexpected ADS Report | The following was reported by Shanwick ATC:<br>An ADS alert message was produced by SAATS for an aircraft.<br>It indicated an altitude deviation.<br>The flight had been cleared on a random route at fl350.<br>The alert message indicated fl368 (with no vertical rate).<br>A copy plan was produced to protect the airspace.<br>The flight was then asked if it had climbed.<br>ADS demand contracts indicated fl350, and the pilot reported not leaving fl350 during his flight. | This problem occurs when the FMC receives a one-off bad altitude from the airplane's Inertial Reference System. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1183-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | CPDLC Downlinks not received after CPDLC transfer | Inactive CPDLC connection with YBBB successfully established at 1800.<br>The aircraft crossed the FIR boundary at 1806.<br>At 1809, YBBB uplinked "REQUEST POSITION REPORT"<br>- Flight crew confirmed receipt and sent a CPDLC position report at 1809<br>- Position report not received by YBBB.<br>At 1813, YBBB uplinked "REQUEST POSITION REPORT"<br>- Flight crew confirmed receipt and sent a CPDLC position report at 1813<br>- Position report not received by YBBB.<br>At 1818, the flight crew sent a freetext downlink which read something like "CAN YOU LET US KNOW IF YOU GET THIS TEXT". This was not received by YBBB (hence why I don't know the exact wording....) :-)<br>At 1821, YBBB uplinked "MONITOR BRISBANE CENTRE 8867"<br>- Flight crew confirmed receipt and sent a response<br>- WILCO response not received by YBBB<br>At 1825, the flight crew disconnected their CPDLC connection and initiated another logon with YBBB. An active CPDLC connection was established, and all transactions from this point on were successful.<br>The flight crew did not indicate any indication of system inoperability.<br>Throughout this sequence of events, the ADS-C connection was operating normally. | Closed as a duplicate of PR-1145-SN. |
| 1184-SN | NAT | OPEN | GROUND | YOSSI waypoint did not load into the FMC as it was not in the FMC database | On our most recent tailored arrival into MIA YOSSI waypoint did not load into the FMC as it was not in the FMC database. Our internal investigation has confirmed that the waypoint was removed from the nav database. This was done by the NDB provider as YOSSI waypoint was removed by the ATC center and replaced by STAPL with the same coordinates. This event does however raise the question for us on how these waypoints are controlled by the appropriate authority. The TA system should monitor the waypoint status and only use 'existing' waypoints. It does not help the TA trials if the waypoints do no longer exist especially since the crews are instructed to reject the clearance if there is a route discontinuity (i.e. in the case of a waypoint not contained in the FMC NDB). In addition the crews shall not edit the clearance." | The reporting operator received the following email 3 weeks after the reported event:<br><br>Subject: Florida8/9 Tailored Arrival<br><br>The MIA Tailored Arrival has been suspended due to the waypoint YOSSI being recently deleted. New York ARTCC was unaware of this deletion and had been uplinking TA clearances containing a discontinuity to aircraft. The clearances were rejected per operational trial policy: "A clearance that includes a discontinuity is NOT acceptable and pilots must reject the TA".<br><br>The MIA TA is still in operational trial status, waiting for implementation. We are coordinating a Service Level Agreement with The Office of Advanced Concepts & Technology Development and are working the details of the program transfer. The Air Traffic and Flight Standard implementation notices and associated changes to FAAO 7110.65, Aeronautical Information Manual (AIM), and Aeronautical Information Publication (AIP) are in the coordination process. |
| 1185-SN | NAT | CLOSED | AIR-t | B772 appears to have spotty SATCOM, falls back to HF | This aircraft initially communicated with BIRD via VHF in Spitzbergen (Longyearbyen), switching between ARINC (LYR) and SITA (LYR1). It then switched to ARINC's SATCOM service (via GES XXE). by the time of the first SATCOM report an ADS position report was overdue by about half an hour, this was requested from the flight.<br><br>While the missing ADS report was never received, the flight did send down a CPDLC position report and the next ADS report via HF. After this the flight alternated between SATCOM and HF - where the performence was so poor that the controller sometimes though that contact had been lost. Arguably everyone would have been better off without the HF "backup".<br><br>The reason for this PR is that we would like to know why the aircraft had problems communicating via SATCOM and raise awareness of the problems associated with HF when message delivery times approach (as in this case) 20 minutes - in an environment where, after five minutes, you are required to chase down missing position reports. | The airplane involved had a temporary problem with its satcom system. The problem has been resolved. |
| 1186-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | B772 CPDLC Estimate for NEXT same as time over PREVIOUS | CPDLC Estimate for NEXT same as time over PREVIOUS.<br><br>Position Report contained the following information:<br><br>Current Position: 2006S16259.4 E<br>Time at Current Position: 1500<br><br>Last Sequenced Waypoint: BODEG<br>Time over Last Sequenced Waypoint: 1500<br><br>Next Waypoint: IKODA<br>ETA for Next Waypoint: 1500<br><br>i.e. the estimate for NEXT (IKODA) was the same as the sequenced waypoint (BODEG) of 1500. | Closed as a duplicate of PR 1132-MM |
| 1187-SN | NAT | CLOSED | None | Flight Reports Receiving CLX Twice | ATC Report:<br>At time 1134 Clearance Delivery operator advised that a flight was up on frequency querying why he had received 2 clearances via the datalink. The 2 clearances were the same and on checking the history there was only 1 CLX but 2 CLA's indicating 2 acceptances of the clearance but they were the same.<br><br>System Log Review:<br>The system comms logs indicate the clearance was only sent once by SAATS via OCL (ORCA) and that two downlink CLA (accept clearance) messages were received. We have encountered similar before when the aircrew have 'hit' the accept button more than once. This does not disprove or otherwise the report that the aircrew stated they received the clearance twice. On this basis this PR is raised with the NAT DLMA to attempt to establish if more than one clearance was uplinked. | The message was delivered to the airplane twice by the network. This can happen when the airplane receives an uplink, but the network doesn't "hear" the ack from the airplane. In this case, the uplink was attempted once over LHR4, then twice over station MAN3, and then once more over LHR4 at 11:30:35. The ACARS Ack was received over MAN3 at 11:30:37. All parties behaved "correctly", which can sometimes result in duplicate message delivery. |
| 1188-SN | SOPAC | CLOSED | AIR-t | UM166 + UM77 combination received by A388 | A CPDLC re-route was uplinked by NFFF to an aircraft at the request of YBBB.<br><br>The uplink, sent at 1655, contained the following message elements:<br>UM166 DUE TO TRAFFIC<br>UM77 AT 20S166E PROCEED DIRECT TO 30S156E<br><br>Shortly after uplinking this clearance, a WILCO downlink response was received, indicating they had accepted the clearance.<br><br>However, the flight crew began tracking direct to position 30S156E, bypassing 20S166E as cleared.<br><br>When later describing the receipt of the CPDLC clearance, the flight crew indicated that they had "interpreted the clearance as being direct to 30S156E". The description provided verbally by the flight crew appeared to indicate that no "LOAD" prompt had been presented in association with the uplinked clearance, creating the need to input the clearance manually.<br><br>Does this uplink message element combination received by the A380 require manual interaction to load by the flight crew? | The fundamental issue was that the flight crew misread the uplinked clearance and started tracking direct to 30S156E before they were supposed to. Airbus will implement a change to enhance readability of multi-element uplinks. |
| 1189-SN | SOPAC | CLOSED | NETWORK | Unnotified CSP outage | CSP outage (ARINC) between 14/0515-14/1000 that was apparently due to a power outage in the ARINC network.<br><br>No outage report was received from ARINC via the normal email reporting channel. Outage was detected at NZZO operational controller positions which initiated follow up action with ARINC.<br><br>I've initiated follow up with ARINC to determine 1. Actual Outage Duration 2. Cause 3. Reason for no notification. | On September 14, ARINC experienced a power outage during a planned UPS maintenance. Our global network processor recovered quickly and aircraft communication was re-established within a short period of time. Due to the nature of the power outage additional checks were also made on the application servers in the secondary system before all applications were recovered. We regret that this recovery impacted you and your services.<br><br>Closed with originator's concurrence. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1190-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | airplane unable to logon to YBBB | An aircraft was unable to logon to YBBB. Coordination with KZAK indicated that the aircraft had not successfully logged on to them either.<br><br>Anecdotal evidence indicates that there were problems with this airframe several days earlier (11/9 1720) | Closed as a duplicate of 1112. |
| 1191-SN | NOPAC | CLOSED | AIR-t | FANS PROBLEM REPORT OF NO LOG-ON | FMC MESSAGE "ATC COM TERMINATED", Unable to log-on to KZAK or RJJJ. | SITA are investigating with the operator. This was a recently delivered new airplane and may not have had its satcom system properly configured. |
| 1192-SN | SOPAC | ACTIVE | AIR-t | Off Track Deviation in CPDLC Position Report from C17 | CPDLC Position Report from a C-17 on entering AGGG FIR (active centre YBBB) contained appended text "DEVIATING 128NM RIGHT OF ROUTE".<br>The aircraft was not conducting a weather deviation, and were unable to explain the origin of the appended text in the CPDLC Position Report.<br>A subsequent CPDLC Position Report with NZZO (somewhere closer to 2100) reportedly contained no such anomaly. | Assigned to USAF for investigation. |
| 1193-SN | SOPAC | CLOSED AS DUPLICATE | GROUND | Failed transfer | TRANSFER FAILED. NEXT<br>CENTER YBBB BUT NO ADS-C<br>CONTRACT ESTABLISHED.<br>MANUAL LOGON OK. | Closed as a duplicate of PR 1195-SN. |
| 1194-SN | SOPAC | CLOSED | GROUND | KLAX Tailored Arrival Trial | In early September, Tailored Arrival requests made by CPDLC began being denied. Communication with Oakland Center indicated that SOCAL TRACON and consequently L.A. Center are no longer supporting T.As. There was no consultation, or notification by way of a NOTAM to users. | The issues that prevented its use have been resolved. Aircraft may now request the Catalina 1 Tailored Arrival to Los Angeles. |
| 1195-SN | SOPAC | CLOSED | GROUND | No Address forwarding from WAAF | For several days, late logons (i.e. as the aircraft approaches the YBBB FIR boundary) have been received for aircraft southbound from WAAF. Normally these logons are received ~30 minutes prior to the FIR boundary as a result of WAAF Address Forwarding the aircraft to YBBB.<br><br>Initial investigation by CRA in response to an airline report indicates that no FN_CAD message was sent by WAAF. This matches what we are seeing operationally – it is expected that the late logons are flight crews manually logging on to YBBB.<br><br>There was an ATC ground system data upgrade in WAAF last week – this could be the cause of the problem. | Problems with southbound transfers from WAAF appear to have been corrected. Closed with originator's concurrence. |
| 1196-GS | NAT | CLOSED | AIR-t | B744 unable to obtain an ARINC-623 Oceanic clearance from BIRD | Crew claim to have requested oceanic clearance via datalink. No message from this airframe found in logs at Reykjavik. This may reflect a format error causing the message to be rejected - but it should be in raw ACARS logs even so. A more likely cause is the use of the wrong address for the OCL application causing the CSP to be unable to deliver the message - this can only be determined by tracing the message from the aircraft end ... | The airplane avionics encoded the 7-character address REKCLYA for Reykjavik Center, and SITA then intercepted the downlink as "NO DISPOSAL FOR REKCLYA".<br>The CMU on this airplane would need to be updated to use the proper address for Reykjavik Center. |
| 1197-GS | ASIA | CLOSED | GROUND | DCL failures at Hong Kong | In early September we started receiving informal reports that flights on the ground in Hong Kong were receiving an "INVALID UPLINK" response to both the RCL and CDA messages. Logs for a flight so affected on September 29 are attached and have been analysed by Gordon Sandell. Gordon identified the issue and we communicated this to Hong Kong CAA. | From looking at the logs, there appears to be a problem with the Flight System Message (FSM) uplinks that are sent in response to the RCL and CDA downlinks.<br>The airline contacted Hong Kong and they confirmed that this was the problem, and had been introduced on 14 August when the Terma PDC system was replaced by a system from Frequentis, providing PDC capability<br>and electronic flight strips operation.<br>The plan is to have a software build available to rectify this fault in early November 2012. |
| 1198-MM | SOPAC | OPEN | AIR-t | Contact Message not received by aircraft | A contact instruction was sent to an airplane. However, there was no subsequent WILCO, and the pilot reported that they never received the contact instructions. | The reported problem cannot be explained. The aircraft avionics acknowledged receipt of the CONTACT KZOA CENTER 119.975 uplink from KZAK, but no corresponding WILCO downlink from the aircraft was received (and the PR originator stated that the flight crew reported that they did not receive the uplink). The previous CPDLC exchange approximately 10 minutes earlier was normal. Refer to PR 1313 (closed as a dup of this one). |
| 1199-SN | SOPAC | CLOSED | None | Duplicate uplinks | FOLLOWING MESSAGE RECEIVED FROM YBBB: 1054Z "IDENTIFCATION TERMINATED. AT KIKEM CONTACT 128.3" - RESPONDED "WILCO", BUT MESSAGE DUPLICATE ARRIVED, THEN ANOTHER, EACH RESPONDED TO WITH "WILCO". AT 1056Z RECEIVED "ERROR DETECTED BY ATC". DISCUSSED WITH YBBB VIA VHF WHO ADVISED THAT ONLY ONE ORIGINAL MESSAGE SENT AND OUR FIRST REPLY WAS RECEIVED WITHOUT DELAY. ACFT POSN WAS APPROX 50NM PRIOR TO KIKEM | The "IDENTIFCATION TERMINATED..." message was uplinked when the aircraft was flying out of VHF coverage. The uplink was attempted 8 times over VHF. When no ACARS ack was received from the airplane, the message was redirected to satcom. As sometimes occurs, the airplane received the message, but the VHF station did not "hear" the ACARS ack and continued to attempt the uplink. In this case, the airplane received the message 3 times (3 different WILCO messages received on the ground) – twice over VHF and once over satcom. So, all parties behaved "correctly", which can sometimes result in duplicate (or triplicate!) message delivery. |
| 1200-SN | NOPAC | CLOSED AS DUPLICATE | AIR-t | Invalid Characters in Downlinks | In the past fifteen days there have been 56 downlinks received with Invalid Characters. This has been seen with several 757 and 767 operators corresponding to a total of 29 different registrations. | This is a much-reported problem with the Pegasus FMC installed on some B757s and B767s.<br><br>Closed as a duplicate of FIT PR 1155-GS. |
| 1201-SN | SOPAC | CLOSED | NETWORK | Simultaneous SATCOM failures for one operator | Multiple aircraft belonging to one operator separately reported loss of SATCOM between 0140 and approximately 0150.<br>Data link communications were successfully re-established with all affected aircraft by 0200. | Per SITA's investigation, there was a GES glitch that they believe was the cause of the problem. |
| 1202-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Empty CPDLC downlinks received | As part of the investigation into 1138-SN (Unsolicited WILCO downlinked to YBBB - B777), an attempt was made to determine the frequency of the occurrence.<br><br>During the analysis several "empty" downlink CPDLC messages were detected. | Closed as a duplicate of PR-1138. |
| 1203-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | No CPDLC CC1 , then on next sector no ADS connection | On departure NZAA for NCRG, established ADS contract OK, but unable CPDLC. No response to CR1 although MAS(S) received. Further logon resolved issue.<br>On return leg to NZAA from NCRG, established CPDLC connection OK, but could not get a response to the ADS contract request although a MAS(S) was received. Further logon resolved issue. | Closed as duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. When this problem occurred, the avionics would acknowledge and then discard the uplink instead of forwarding it to the appropriate application. |
| 1204-MM | NAT | CLOSED | None | Failed transfer | No CPDLC transfer at the CZEG > BIRD boundary. Log off and subsequent manual logon OK. | Nav Canada's domestic CPDLC system will not send an END SERVICE uplink if open CPDLC messages exist. |
| 1205-SN | SOPAC | OPEN | AIR-t | Random free text appended to position report | A CPDLC position report was downlinked shortly after RIGMI.<br>A free text message element had been appended to the position report "ESTIMATE TOREX 2058"<br>The aircraft:<br>• Was not tracking via TOREX<br>• Was landing at Brisbane, with an ETA of approx 1123<br>The flight crew said that they did not add any free text.<br>Looks like an old free text from a previous flight? | The appended free text seems to have been prepared during the flight that occurred the day before but was never sent. The reason why it has been erroneously appended without the crew be aware of it remains unexplained. It is the second case of such an anomaly (the previous one however, was on a previous standard)<br>Airbus reproduced the problem in their lab.<br>This issue will be corrected on next FANS std SA/LR, not applicable on A380/A350. |
| 1206-SN | NAT | CLOSED | AIR-t | No Aircraft ACK for ADS Contracts | Aircraft successfully logged on to SAATS at 1109.<br>WP contract established at 1111.<br>Default event issued at 1226.<br>Default periodic issued at 1228.<br><br>Log files indicate that uplink events/periods were delivered i.e. MAS ok, but no a/c ACK downlinks rxd.<br><br>SAATS retries uplinks when no ACK rxd but these do not rx an ACK either. | This event appears to be a CMF lock-up that was experienced with this software release, the first Primus EPIC software that included ADS-C.<br>These issues were addressed in the CMF in Cert Foxtrot software (certified in September 2009) and further CMF updates included in subsequent software releases ASC909(certified April 2011) and ASC910 (Certified March 2013). |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1207-SN | SOPAC | CLOSED AS DUPLICATE | GROUND | ADS-C WCE not received from A332 | At 1819, aircraft was issued AT [WEENA] PROCEED DIRECT TO [ROWAN], which was WILCO'd.<br><br>(Note that this clearance is not loadable in A332)<br><br>At 1825 the ADS-C WEENA position report was received, generating a route conformance warning (ADS-C PRG containing old route information).<br><br>After about a minute a Demand request was uplinked, which cleared the discrepancy, and displayed the aircraft on the WEENA – ROWAN direct track.<br><br>It would have been expected that a second WCE should have been received when the flight crew modified the tracking direct to ROWAN (which would have removed the route discrepancy warning, and displayed the aircraft correctly) | Closed as a duplicate of (2013) PR-1236-SN. |
| 1208-GS | NAT | CLOSED | AIR-t | Flight logs on successfully but FANS activity subsequently fails for flight | This flight successfully logged on to Gander at 1319z, CPDLC was established at 1332z and ADS contracts were established at 1345z. Everything appeared to be working normal. At 1400z the controller was notified that the Welcome message was not delivered and after that no FANS activity occured. All attempts to send messages failed and no ADS reports were received. This airline frequently has similar problems. | The issue was basically that the airplane was communicating on VHF but not on SATCOM, so when the VHF link was lost, the airplane was out of data communication. This was communicated to the operator and their service provider who indicated that the airplane had not had a SATCOM logon in some time. This was then traced to being an issue with the ORT (Owner Requirements Table) in the SATCOM system on the airplane. |
| 1209-MM | SOPAC | CLOSED AS DUPLICATE | AIR-t | ADS-C Periodic not received (or late) for MD-11 | An ADS-C periodic report was delayed (or not received). This is a semi-regular event for this operator's MD-11 at this location. | Closed as a duplicate of PR 1219-SN. |
| 1210-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Loss of CPDLC, ADS-C with A332 | An expected ADS-C periodic report was not received from the airplane. Subsequently it was determined that CPDLC was also not functioning.<br><br>While the timing of the actual failure is not known, it was possibly coincident with the transfer from VHF to SATCOM data link.<br><br>No response to CPLDC uplink sent at approx 1940, and it appeared that the End Service message that was uplinked was unsuccessful.<br><br>Interestingly a DR1 initiated by the flight crew was received at 1945. | This is another occurrence of PR-1112-GS.<br><br>ADS reports continue to be downlinked while all uplinks failed. There was a periodic contract request sent at 1910z which was not delivered. Perhaps the missing report was the one expected in response to that request.<br><br>The DR1 was the result of the pilot manually terminating the connection. As noted, the End Service failed. |
| 1211-RP | SOPAC | CLOSED AS DUPLICATE | NETWORK | Loss of CPDLC, ADS-C with B777 | Airplane logged on OK at 1723. CPDLC and ADS-C OK<br>CPDLC position report received OK (1748)<br><br>At 1814 a request for climb was received. No response to the uplink clearance was received.<br><br>At 1820 a request for a weather deviation was received. No response to the uplink clearance was received.<br><br>A Disconnect request was subsequently received, and over time new logons were received (1851, 1901). Any CPDLC connection request uplinked failed almost 'immediately' (i.e. it looked like the failure was initiated by SITA, rather than the aircraft). | This is another occurrence of PR-1112-GS. |
| 1212-SN | SOPAC | CLOSED | AIR-t | Loss of CPDLC, ADS-C with A340 | At approximately 0010, the controller was alerted to an ADS-C periodic report being overdue for the aircraft.<br><br>A CPDLC uplink was then unanswered.<br><br>Data link was working fine earlier when the aircraft was within 200NM of Sydney. Another SATCOM problem?<br><br>I believe that there were data link problems with this aircraft for the earlier flight inbound to YSSY | Per ARINC review, it appears there was a satcom problem on the airplane. No further issues with this airplane have been reported. |
| 1213-GS | SOPAC | CLOSED | AIR-p | Multiple waypoint event reports from B777 | Aircraft transmits WPC reports at 1321:56, 1323:26, 1323:35, 1324:06, 1324:13, 1326:19, 1327:43, 1331:30. The WPC event at 1331:30 is for filed waypoint PAPTI. All others are not filed waypoints. The two waypoint events at 1324:06 and 1324:13 are concatenated into one report. This report corrupts coordinated OCS profile from F340 to F319. Corruption identified and resolved crossing into NZZO at 1331. | Per CRA analysis, it appeared that the crew were repeatedly changing the next+1 waypoint, and the third change just coincided with the demand report being generated.<br>When sending ADS reports, the 777 will combine any that are ready to be delivered to the same center, thus minimizing delays to individual reports. This is therefore normal expected behaviour for this airplane.<br>The lack of predicted data (i.e. inclusion of default data instead, per DO-212, ARINC 745 and DO-258) is because the flight plan has just changed, and predictions have not yet completed. |
| 1214-GS | NAT | CLOSED | AIR-t | Nulls received in AFN message-incorrect message format | Nulls received in AFN message from a B788 caused issues with end system. | If the airplane's ICAO Identifier has a leading zero, the AFN logon message is created containing erroneous (NUL) characters. Problem corrected in 787 Blockpoint v1A. |
| 1215-SN | NAT | ACTIVE | AIR-t | Multiple WILCO messages received in response to one up-link clearance from B777 | At 0402Z, the aircraft was issued a multi-elemented clearance containing a MOPS80, MOPS19 and MOPS106.<br>A WILCO was received at 0407Z followed by more than 1600 others between 0407Z and 1318Z. | Honeywell investigation in progress; additional report received in Jan 2014. Refer to PR 1490-SN |
| 1216-GS | NOPAC | OPEN | TBA | RJJJ Terminated Early and Subsequent Logons Failed | RJJJ LOG OFF AND TRANSFERED TO KZAK AT AVLAS.<br>LOGGED OFF KZAK LOGGED ONTO RJJJ.<br>COMM WAS TERMINATED.<br>TRIED 3 TIMES. | CRASA-J investigation in progress. |
| 1217-SN | NAT | CLOSED | GROUND | Inflight ATC Callsign change, no logon possible, multiple ATS-FPLs in ATC systems | A delayed flight was assigned a new callsign (XXXNNNA) following logon to New York Oceanic.<br>The crew disconnected ATC Datalink COMM and sent a new AFN notification with the new callsign. However, NOTIFICATION FAILED was indicated in the cockpit. This issue had a knock-on effect concerning communication with all subsequent OCAs and FIRs.<br>In this case voice communication was used as an alternative mean of communication.<br>The operator is concerned which impact such problem may have in the future with the upcoming NAT CPDLC mandate.<br>It has to be assured that the flight is not excluded from the 2 core tracks due multiple ATS-FPLs and new callsign assignment. | There were several issues that contributed to the problem. Among these were that the operator originally filed a flight plan for the delayed flight using a callsign that would also be used by a flight departing a few hours later. The operator subsequently filed a second flight plan for the delayed flight with a different call sign. The breakdown occurred when the tower at SKBO told the flight that there was no flight plan for the new callsign and instructed the flight crew to use the original callsign. New York Oceanic detected the problem and assigned a new call sign to the aircraft, but neglected to tell the flight crew to disconnect and re-logon with the new callsign.<br><br>The affected operator is considering a policy change regarding use of alphanumeric callsigns in case of delay when flying to/from South America. |
| 1218-SN | SOPAC | OPEN | GROUND | Erroneous ADS-C report for A332 | The airplane was approaching the FIR boundary position.<br>An ADS-C report was received that caused the displayed ADS-C position symbol to jump forward 60NM.<br>A further ADS-C report in response to a Demand contract re-positioned the position symbol correctly.<br>Indications are that there was an error in the initial ADS-C report. | Airbus analysis indicates the problem was in the ATC ground station. The problem has been reassigned to Air Services Australia. ASA investigation in progress. |
| 1219-SN | SOPAC | OPEN | AIR-t | Large CPDLC, ADS-C delays for MD11 | The airplane position was unreported at MEPAB (no ADS-C or CPDLC report).<br>At 0852 a CPDLC position report time stamped 0838 was received, and ADS-C was re-established.<br>More ADS-C problems at 0917 – an expected ADS-C report became overdue. | An issue with the operator's CMU has been identified. Boeing is working with the operator and CMU vendor to rectify the problem. |

**2013 PRs**

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| 1220-SN | SOPAC | CLOSED | AIR-t | Data link delays for GLF5 | Extensive ADS-C and CPDLC downlink delays with one airplane were observed. | Gulfstream reported that they believe this problem has been corrected in their most recent software release. |
| 1221-SN | SOPAC | CLOSED | AIR-t | Data link failure - B744 | Data link was lost with one aircraft. Data link problems were experienced with this airframe several days previous. | Per the DSP log, the airplane appeared to be experiencing problems with its satcom system. PR 1223-SN involved the same aircraft.<br>Closed with originator's concurrence. Operator has completed maintenance action on the airplane's satcom system including replacement of the RFU. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1222-SN | SOPAC | CLOSED | AIR-t | Data link failure but flight crew thought it was operational - A388 | From the controller's perspective, datalink with one aircraft appeared to have failed. However flight crew indications were that it was still operational. | Per Airbus investigation, it appeared that the airplane's satcom system failed. |
| 1223-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Data link failure - B744 | Data link failedwith one aircraft. Same symptoms as PR-1221-SN (same airframe). | Closed as a duplicate of PR 1221-SN |
| 1224-SN | NOPAC | CLOSED | AIR-p | ADS Position Report Contained Bad Data for EST and NXT | An ADS event report received by ZAN's Ocean21 system over POWAL had bad EST and NXT data. The erroneous position coordinates (40-29N/073-53W and 40-34N/073-49W) appear to be for approach fixes associated with JFK, the destination airport. Is it possible to determine whether this was caused by an error in the avionics software or was just the result of an erroneous flight plan data entry? ZAN automation reported that the Ocean21 system worked as designed and that subsequent reports continuing eastbound were in conformance. | Per Airbus investigation, they believe the avionics were operating correctly. |
| 1225-SN | SOPAC | CLOSED | None | Multiple position reports - A388 | Multiple CPDLC position reports were received from one aircraft. Apparently this is not uncommon for this aircraft type on this route. | This was the result of the same behavior as occurred in the PR 1199-SN report. The aircraft was leaving VHF coverage. As a result, 3 copies of the position report request uplink were received on the flight deck. The flight crew responded to all three requests. Duplicate uplink delivery is not uncommon at the fringe of VHF coverage. |
| 1226-SN | SOPAC | ACTIVE | TBA | Delayed MTSAT ADS-C reports out of SITA TBU VHF coverage | Significant delays experienced leaving TBU VHF coverage back to MTSAT SATCOM. 2 aircraft for the same operator were affected. | An issues has been identified with the MTSAT GES. MTSAT investigation in progress. |
| 1227-GS | NAT | CLOSED | GROUND | Fix sent in UM74 not correctly identified in FMC | An UL74 clearance was sent stating "PROCEED DIRECT TO CHS". CHS had been filed in the original FPL and is Charleston NC.<br>The pilot tried to load direct CHS, the FMC showed the fix to be at 0924.8S14753.2E or 7909 miles from the aircraft's current position. | Navaid CHS was incorrectly encoded as a fix in the uplink. A PR will be generated against the ATC ground station software. NAT CNSG and IPACG meetings were briefed on importance of assigning the correct position type in uplinks. |
| 1228-SN | SOPAC | OPEN | AIR-t | Unable to establish data link A333 - odd errors | ATC was unable to establish CPDLC with one aircraft. Multiple logons were received and multiple attempts were made to establish a CPDLC connection. In the end, a connection was successfully established. | Per the CRA review, it appeared that CPDLC and ADS uplinks were acknowledged by the comm function but were not subsequently passed along to the CPDLC and ADS applications. Re-assigned to Airbus for analysis. |
| 1229-SN | SOPAC | OPEN | AIR-t | Potential Problems with A332 ADS-C Reports | Suspect or invalid data were received in a waypoint change event report and two demand reports following an ammended route clearance. | CORRECTED on next FANS A+ Standard (available S2 2015) |
| 1230-MM | SOPAC | CLOSED | mult | B744 delayed data link performance | Near the YBBB/NFFF boundary, downlinks from one aircraft were observed to be excessively delayed. | Initial message log analysis showed several issues, including [1] reversed delivery of the CONTACT YBBB and END SERVICE messages from NFFF to the aircraft due to the aircraft transitioning from VHF to SATCOM; [2] possible aircraft SATCOM receive-side issues (e.g., negative acknowledgement of an uplink); [3] ground-side delays (e.g., a REQUEST POSITION REPORT uplink that SITA transmitted to the aircraft almost two minutes after receiving it from YBBB); and [4] aircraft-side delays (e.g., CPDLC message and ADS-C report downlinks delayed by nine to eleven minutes). SITA's own investigation revealed that issues [2], [3], and [4] occurred due to transient problems at the Perth GES which equipment resets resolved. With issue [1], however, the system performed as designed, although the CRA encourages NFFF to wait for the WILCO response to a CONTACT/MONITOR instruction before sending the END SERVICE message (as recommended by sections ICAO GOLD ed. 2 sections 3.1.2.3.4 and 4.2.4.2 ["The transferring ATSU should avoid terminating any CPDLC connection with open dialogues"]). This PR is accordingly closed. |
| 1231-GS | SOPAC | CLOSED AS DUPLICATE | NETWORK | Data link failure - B772 | ATC received an indication of an Address forwarding failure for one aircraft. No response to CPDLC MONITOR message. Shortly afterwards, an ADS-C periodic report became overdue. A Disconnect Request was received at 1423. | Closed as a duplicate of 1112. |
| 1232-SN | SOPAC | CLOSED | AIR-t | Data link failure - A332 | CPDLC Connection was established and a CPDLC position report received. Approximately 20 minutes later, an ADS-C periodic report became overdue. No response to CPDLC uplinks. | Per CRA analysis, the airplanes satcom system appears to have failed. CRA received feedback from operator; satcom dropout reported by crew. System tested on ground with No Fault Found. Closed with originator's concurrence. |
| 1233-GS | NOPAC | CLOSED | NETWORK | Network Issues in the North Pacific | Anchorage ARTCC has been experiencing an unusual number of network/connectivity issues in the North Pacific (NOPAC). Data for a number of flights from January 16, 2013 were provided. | No additional info from SITA on the GES outage. With GES harmonization, the GES involved in this has now been replaced. |
| 1234-GS | NOPAC | CLOSED | AIR-p | Network Issues in the North Pacific Part 2. | Anchorage ARTCC has been experiencing an unusual number of network/connectivity issues in the North Pacific (NOPAC). Data for a number of flights from January 17, 2013 were provided. | The airframe involved was a "Dreamlifter" (modified B744 used to transport 787 parts). The CRA confirmed that Dreamlifters are not equipped with SATCOM, so should not be using CPDLC for a NOPAC crossing. |
| 1235-SN | SOPAC | CLOSED AS DUPLICATE | mult | No CPDLC - B744 | Following a logonYBBB was unable to establish CPDLC and/or ADS-C with one aircraft.<br><br>ADS-C was eventually established, but no luck with the CPDLC. | Closed as a duplicate of PR-688 (sulky ATC behavior), PR-1021_MM (Rockwell-Collins CMU bug - The so-called "peripheral downlink lockup issue" problem was confirmed fixed in Rockwell-Collins CMU -012 core software), and PR-1236-SN (Air Services' ground station software bit-bucketing ADS reports) |
| 1236-SN | SOPAC | OPEN | GROUND | No ADS-C WCE received - A332 | An aircraft crossed WEENA at 1823, but no ADS-C WCE report was received.<br><br>A Demand contract was uplinked and an ADS-C report received shortly afterwards. | CRA investigation indicates the problem was in the ATC ground station. The ground station appears to be randomly discarding ADS reports. The problem has been reassigned to Air Services Australia. ASA investigation in progress. |
| 1237-SN | SOPAC | CLOSED | None | LOAD prompt displayed for rejected CPDLC clearance - B744 | An aircraft was issued a route clearance by CPDLC. Unfortunately there was an error in a lat/long in the clearance, and the aircraft was instructed (by voice) to disregard the clearance and to reject it.<br><br>Shortly afterwards, an UNABLE response was received <OK>, and the correct clearance uplinked. This clearance was WILCO'd <OK><br><br>Approximately 5-10 minutes later, the flight crew (by voice) queried the fact that they had received another LOAD prompt, and asked for confirmation of their clearance. During the subsequent discussion they confirmed that the clearance they were being prompted for was the original (erroneous) clearance (via 2958S15800E) | The flight crew received the first routeclearance over SITA VHF and responded with UNABLE as requested by ATC. The airplane must have been at the fringe of VHF coverage, as the airplane received the message, but the ACARS ACK from the airplane did not reach the network. The flight crew received the second (corrected) routeclearance over ARINC satcom and responded with WILCO. 15 minutes after the first routeclearance timed out on VHF, the first routeclearance was internetworked to ARINC and delivered over satcom. Hence, the crew confusion over the content of the uplink.<br>Per SITA, "Our FANS router did not get an indication of whether or not the UL was successfully delivered via VHF, and, after 15 min, deemed VHF not successful and attempted via SATCOM". This is normal system behavior, though rarely occurs. Agreed to close this PR at FIT/20. |
| 1238-SN | SOPAC | CLOSED | AIR-t | Data link failure - A332 | Aircraft logged on OK (approx 0502). CPDLC and ADS-C established OK.<br>At some stage between 0502 and 0535, CPDLC and ADS-C connectivity was lost.<br>At 0541 a DR1 was received, followed by a logon.<br>CPDLC and ADS-C re-established OK. | The airplane involved suffered a brief satcom interruption. |
| 1239-SN | SOPAC | CLOSED | AIR-t | ADS-C failure - A332 | The controller reported being unable to establish ADS-C with one aircraft (CPDLC connection was operational) | Per Airbus analysis, "After FANS reset, only CPDLC application restarts correctly. ADS-C application was then not avail.<br>The problem has been corrected in FANS CLR4 and CLR7". |
| 1240-DN | ASIA | OPEN | GROUND | CLAIRANCE CPDLC | Contact Cpdlc with Seychelles ( FSSS) established. Due to weather, we request a left deviation of 50 Nm. The Cpdlc answer message is: DEV 50NM LOT APPROVED. Firstly, both crewmembers understand " not approved", thinking that an error had occurred when the operator sent it. By the time we contact Seychelles in HF, we reestimate our understanding as LOT= Left Of Track. It only took us a few seconds, no outcome on flight path. But we thought it could be useful to transmit this experience. | Recommend this be discussed at the next FIT ASIA meeting |
| 1241-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Data link failure - A332 | CPDLC (uplinks) were not being delivered.<br>In addition, ADS-C failed. | Closed as a duplicate of 1112. |
| 1242-MM | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to establish reliable CPDLC - A333 | Airplane was logged on to YBBB. CPDLC was initially established but whenever a downlink occurred the CPDLC connection was lost. | Per Airbus' investigation, "Fans Aircraft System (CLR 4) issue systematically occurred after CPDLC multi elements message sending. This CPDLC message contains a position report (DL48) and a CLIMBING TO F380 (DL29) elements.<br>Following two consecutive FANS Aircraft System resets, on board FANS applications stopped and did not restart which lead to the unavailability of FANS application until the end of the flight.<br>Closed as a duplicate of 1624. |
| 1243-SN | SOPAC | OPEN | AIR-t | CPDLC problems + multiple position reports - GLF5 | There were a few problems establishing an active CPDLC connection, after which 9 CPDLC position reports were received. | Gulfstream response.<br><br>This issue was advised to Gulfstream promptly and we requested the FMS logs from the operator. These were provided promptly, but had already been overwritten for the period in question by succeeding legs. The aircraft maintenance data showed no relevant system issues. This aircraft has Cert Foxtrot software, which has some but not all fixes implemented related to VHF to Satcom transitions. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1244-MM | SOPAC | CLOSED | AIR-p | B744 delayed CPDLC performance | Grossly delayed CPDLC transactions were observed with one aircraft around 163E. | Message log analysis supports PR description and indicates that delays did not occur in network but rather in airplane (but whether with avionics or flight crew could not be definitively determined). More specifically, all uplinks and downlinks in question were transmitted via SATCOM with no material delays, but flight crew responses were received as indicated in the PR description with sequential MINs (meaning that the flight crew sent them in the order that YBBB received them). Given the flight crew's report via HF voice of a "data link failure" and subsequent timely datalink operation, the delays can reasonably be attributed to a transient avionics issue. (Indications that the flight crew may have received include DATALINK SYS [indicating a general datalink failure] and SATCOM DATA [indicating a SATCOM-specific datalink failure].) This PR is accordingly closed. |
| 1245-RP | SOPAC | OPEN | AIR-t | Near simultaneous Waypoint Change Event reports - B772 | Near simultaneous ADS-C Waypoint Change Event reports were received by YBBB. There did not appear to be any obvious reason why the second Waypoint Change Event should have been transmitted (no change to Next or Next + 1 for these two reports). | Honeywell investigation in progress. |
| 1246-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Uplinks being bit-bucketed - B772 | Uplinks were not being delivered to one aircraft, but downlinks appeared to be unaffected. | Closed as a duplicate of 1112. |
| 1247-SN | SOPAC | CLOSED | None | ADS is reporting ensuing waypoint as invalid | ADS is reporting ensuing waypoint as invalid. | Per CRA and USAF AMC review, the data for the enusing waypoint were not invalid. There was no ensuing waypoint in the flight plan. Consequently the avionics set the ensuing waypoint data to the default parameters, as required, to indicate to the ground automation that there was no ensuing waypoint. Some ground automation has not been programmed to correctly interpret default parameters. |
| 1248-GS | NAT | OPEN | AIR-t | No response from BIRD for OCL datalink request | Requested OCL From BIRD via datalink. No acknowledgement from BIRD for the request. Reverted to voice. | The reason for the lack of response from Reykjavik (confirmed by Isavia) was that the OCL request did not include a CRC (Cyclic Redundancy Check). Reykjavik's system is strictly ARINC 623, which requires a CRC to verify the integrity of all messages. Gander and Shanwick systems accommodate non-ARINC 623 OCL by accepting requests without a CRC and respond with an uplink that also does not contain a CRC. The fix for this is to provide the proper ARINC 623 functionality on these airplanes. |
| 1249-SN | SOPAC | CLOSED | AIR-t | Erroneous TTG in ADS-C Report - A332 | Aircraft had been deviating around weather and was approaching HN from the south. The aircraft was either in the process of, or had just, rejoined its cleared route.<br>At 0321, the aircraft was approximately 4NM South of HN when an ADS-C report was received, providing an estimate for overhead HN of 0338. It should have approximately 0322. | Per Airbus investigation, pilot modification of the TO waypoint induced a constrained geometry and created a loop. This loop explains the 15 minutes difference in the time prediction compared to the direct distance to the TO waypoint. |
| 1250-SN | SOPAC | CLOSED AS DUPLICATE | mult | Unable to receive CPDLC downlinks - A388 | CPDLC connection was established with aircraft, but downlinks could not be received. | The FANS system on the aircraft reset with the result that CPDLC disconnected without sending a disconnect to the ground. The flight crew attempted several times to logon but the ground did not respond with a connect confirm. The issue was corrected after the ground system re-initialized the connection.<br>Closed as a duplicate of PR 1540. |
| 1251-SN | SOPAC | CLOSED | AIR-t | Grossly erroneous ADS-C report - A333 | Aircraft had just left radar coverage approx 250NM SE of YBBN.<br>An ADS-C report was received displaying the aircraft in the northern hemisphere, some 3200NM away. | For approximately 1 day, two airplanes were operating under the same registration number. One airplane was in Brisbane's airspace and the other was in the Northern Hemisphere. The CPDLC connection was established with the correct airplane (the one in Brisbane's airspace). The ADS contracts were established with the airplane in the Northern Hemisphere. Hence, the Grossly erroneous ADS-C report.<br>Airbus are investigating why one airplane had an incorrect registration number.<br>Closed due to no traces available for analysis. |
| 1252-SN | SOPAC | CLOSED | AIR-t | Unable to receive CPDLC downlinks - A388 | A logon was received and a CPDLC connection was established. Later, there was no response received to two uplinks. | The airplane's SATCOM had an issue from 26th of Jan 2013 to 18th of March 2013. |
| 1253-MM | NAT | CLOSED | AIR-t | Delayed Downlinks to Shanwick | An aircraft appeared to have suffered comms issues with delayed downlinks, with delays being in the region of 6 minutes increasing to almost 30 minutes. | Aircraft (which was on its delivery flight) did not use SATCOM due to installation of default ACARS software which permitted only VHF and HF use. Based on notification from aircraft operator that customer-specific ACARS software which also supports SATCOM use was subsequently installed. |
| 1254-GS | NAT | CLOSED AS DUPLICATE | AIR-t | OCL request from BIRD another occurance of no response after OCL request | Attempted datalink OCL with BIRD via datalink. No response.<br>CPDLC log on was normal 25 minutes prior to Oceanic entry, but OCL had to be received via HF voice. | This is the same issue as PR1148-GS. Some of the operator's 777 airplanes without the ARINC 623 option create oceanic clearance request downlinks with no CRC appended to them, and these downlinks are discarded by Reykjavik.<br>This issue can be resolved by using the ARINC 623 oceanic clearance request downlinks. |
| 1255-SN | SOPAC | CLOSED | None | Delayed CPDLC downlink - B777 | Downlink delayed by 3+ minutes. | It is probable that the airplane had a brief SATCOM hiccup, not long enough to cause a disconnect. No further issues were observed. |
| 1256-SN | SOPAC | CLOSED | AIR-t | CPDLC problems - B77W | NZZO's End Service didn't work, and YBBB's CPDLC uplink wasn't rejected. | This was a case of unfortunate timing. The airplane lost satcom for about 5 minutes as indicated by satcom logoff and logon messages in the log. NZZO happened to send the END SERVICE message during that window, so the message never reached the airplane. As a result, the airplane maintained the connection with NZZO. A subsequent Position Report request from YBBB was also intercepted. |
| 1257-SN | NOPAC | CLOSED | None | Unrecognized MRN error received after WILCO | Shortly after receiving a WILCO response to a clearance, ATC received an unexpected error message from the airplane. | Th observed behavior can occur when an airplane is at the hairy edge of VHF coverage. The clearance was delivered to the airplane twice. The first time over VHF and the second time over satcom. Sometimes as an airplane is leaving VHF coverage, an uplink is successfully delivered to the airplane but the radio station doesn't hear the ack. The network redirects the uplink to satcom, and the airplane receives a duplicate copy. The B744 FMC has logic to detect duplicate uplinks, but only checks for duplicates against its pending downlinks. In this case the flight crew had already responded to the first uplink. When the duplicate uplink was received, the FMC didn't have a pending message with an MIN matching the MRN in the uplink. Hence, the unrecognizedMsgReferenceNumber error. |
| 1258-GS | NAT | CLOSED AS DUPLICATE | AIR-t | Lingering CPDLC connection | Upon returning from crew rest, a pilot noticed that there was an active CPDLC connection with BIRD, even though the airplane had left BIRD airspace hours earlier. | Closed as a duplicate of PR-923. PR-923 was corrected in B777 AIMS Block Point Version 16. When this problem occurred, the avionics would acknowledge and then discard the uplink instead of forwarding it to the appropriate application. |
| 1259-RP | NOPAC | OPEN | AIR-t | Aircraft returns DR1 to CR1 after sucessful AFN log on | AFN log on from RJJJ to PAZN appeared to have completed successfullyZ. When PAZN uplinked the CPDLC connect request, the aircraft returned a DR1. The connect request was attempted 3 more times and received back a DR1 everytime. The flight crew eventually completed a manual log on and everything was fine after that. | The messages exchanged between the ground and the aircraft during the automatic transfer from RJJJ to PAZN were all valid and in the proper order. It seems that the DR1 response to the uplinked CR1 was unwarranted. A problem report has been filed against the B748 FMC. |
| 1260-GS | NAT | CLOSED | GROUND | Ground System sends messages to wrong aircraft | The ground system misaddressed an uplink after having received a null character in a downlink message. | PR-1155-GS describes the problem regarding the 767 sometimes downlinking a request containing a freetext element with random characters. This was the source of the null character in the downlink. The ground automation has been corrected to prevent this problem from occurring. |
| 1261-SN | NAT | CLOSED | AIR-t | Failed logon due bad REG | Logon request rejected due format of REG in logon request. REG is 6 characters. REG field is allocated 7 characters. Padding is supposed to be made with leading . (periods) but in this case padding is made with trailing space. | The CRA attempted to contact the operator to have them correct the registration number. The CRA has recently been notified that the airplane involved is no longer in service. |
| 1262-RP | NAT | CLOSED | AIR-t | Multiple AFN Logon Downlinks | One aircraft sent multiple downlink AFN requests. This resulted in Controller message queue persistently filling. The a/c was subsequently requested to ATC COM OFF and use voice comms only. | This problem will be corrected in B748 Block Point 3 in December, 2013. |
| 1263-MM | CANADA | CLOSED | GROUND | Late CPDLC transfer with delayed notification (ATC comm established with ....) | Transfer from CDQX to CZQX was delayed. | Nav Canada investigation in progress. Nav Canada reported that the domestic service area was extended to 55W, but were not sure how that information was provided to flight crews. At NAT CNSG/9, Nav Canada stated that they will update their FANS service area map in the associated AIC. |
| 1264-MM | CANADA | CLOSED | GROUND | CPDLC disconnection instead of transfer | AFTER IDENTIFICATION FROM GANDER ALL ADS CONX WERE LOST AND CPDLC WAS TERM. NEXT CNTR WAS SUPPOSED TO BE CZUL | Additional information from Nav Canada: "We did have an issue with our timers however since then Iceland is transferring aircraft directly to Gander Domestic when flights enter the domestic CPDLC service area directly from Iceland's airspace. Oceanic is no longer involved." Given that the timer issue was resolved, this PR is closed. The question concerning Gander Oceanic vs. Gander Domestic airspace will be tracked with PR 1263-MM. |
| 1265-SN | SOPAC | CLOSED | AIR-t | Microwave needed in cockpit - CPDLC menu was frozen | Flight crew advised that CPDLC menu page was 'frozen' and they were unable to initiate downlinks.<br>This problem occurred when data authority transferred from NZZO to YBBB.<br>Flight crew advised that they could respond to ATC uplink messages.<br>CPDLC was selected off then aircraft re-logged on to YBBB. Functionality then returned to normalm | Airbus were unable to get logs to investigate this event. |
| 1266-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to establish CPDLC or ADS-C | Unable to establish CPDLC and/or ADS-C<br>A number of Connection Requests timed out. No ADS-C reports received<br>Tried again later – all OK | Closed as duplicate of PR 1239 |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1267-SN | SOPAC | OPEN | mult | ADS-C kept failing - B777 | After an airplane left ATS surveillance coverage, the airplane symbol on the controller console indicated that an expected ADS-C report had not been received. A Demand Contract request uplinked, and an ADS-C report was subsequently received. Later, there was another indication that an expected ADS-C report had not been received.<br>All indications were that appropriate ADS contracts were in place with the aircraft, but the only reports received were as a result of Demand Contract requests. | Two issues were identified which contributed to the reported problem. The first issue is that the ATC ground automation occasionally discards valid ADS reports. This has been documented in a software fault report. The second issue is that the avionics appear to have unexpectedly terminated the ADS connection. Boeing and Honeywell have not been able to duplicate this problem in the lab. The CRA will leave this PR OPEN. |
| 1268-GS | NAT | CLOSED | GROUND | Login unable CPDLC | CPDLC UNABLE<br>LOGIN STA EGGX/EISN/EDYY<br>HOWEVER SUCCESS LOGIN<br>WITH STA CZQX | The air and ground systems worked as intended. There was a procedural issue related to flight plan filing. |
| 1269-DN | ASIA | CLOSED | GROUND | Multiple FIR datalink problems | VCCC-Unable log on, 're log on ATC com'.<br>VOMF-Initial Logon Successful after position report was sent 'ATC commm terminated"<br>VABF-Unable to LOGON | Several logons were sent to VCCC. VCCC rejected all the logons with reason code 4 (Could not match ID/position to flight plan). The logon contained the flight ID and registration number. Apparently the rejection was due to the change of Colombo's logon id from VCCC to VCCF. |
| 1270-RP | ASIA | OPEN | mult | Colombo Unable log on and Mumbai message restricition | VCCC- Unable log on<br>VABF- Able to logon, but had to use free text for vertical and lateral revisions as Standard messages did not work | CRA investigation revealed two issues, one involving Colombo and the other Mumbai. The first issue was due to the problem that occurred when Colombo changed their logon address. We understand that this problem has been corrected.<br>The second issue was due to a Mumbai controller taking a long time to reply to an altitude request. The data show that the aircraft completed a logon with VABF. A request to climb to FL380 was downlinked at 231208z. A second request for climb to FL380 was downlinked at 231747z. Both of these requests were received on the ground. At 232856z a freetext message was sent from the aircraft also requesting a climb to FL380. At 232951z the ground sent a CLIMB TO REACH FL380 BY 2337z uplink. All three downlinks requesting a climb were received by the ground appropriately. The delay in receiving the uplink was due to the delay in the ATC center sending the uplink.<br>CRA has asked Chennai to please coordinate with Mumbai. (Chennai is currently the only Indian FIR registered with the website). |
| 1271-DN | ASIA | CLOSED | AIR-t | VABF connection problem | When trying to logon to VABF, Error message on MCDU, "Notification unavailable" and ECAM message"ATC datalink STBY" and "Company Datalink STBY"<br>Message cleared and came back after a while only to clear again. | The operator confirmed the airplane had satcom trouble. ATSU was reset and no further problems were reported. |
| 1272-DN | ASIA | CLOSED | GROUND | No CPDLC connection in VCCF | Unable logon to VCCC and VCCF | The audit from ARINC showed that the logon to VCCF was sent and received on ARINC network. But the logon was not routed to VCCF (CMBCBYA) or SITA. The SITA audit showed no record of the VCCF logon. Apparently, ARINC did not have the address CMBCBYA configured for VCCF. It is confirmed that both ARINC and SITA now have configured the address CMBCBYA for VCCF. |
| 1273-DN | ASIA | OPEN | GROUND | VABF and YMMM message exchange | VABF Free text REQ for ETA BIBGO- only available response was 'STDBY"<br>YMMM requested 'Offset' due to wake turb, respose was cleared to 'Deviate' | ROGER was downlinked 25 sec after STANDBY<br>Apparently the ground treated Offset due to Wake Turbulence request as a weather deviation request. |
| 1274-DN | ASIA | CLOSED | GROUND | VABF free text use | No response to 1st CPDLC connection request<br>2nd request successful<br>Mumbai constantly requests, via a free text, ETA to random points( most of the time FIR boundary), This after position report sent after intial log on. | closed as duplicate of PR-1301-DN |
| 1275-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No Log on VCCF (1) | Try to logon both VCCC and VCCF, no logon possible | closed as duplicate of PR- 1272-DN |
| 1276-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (1) | Unable log on to VCCF | closed as duplicate of PR- 1272-DN |
| 1277-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (2) | No CPDLC connection to VCCF | closed as duplicate of PR- 1272-DN |
| 1278-MM | SOPAC | OPEN | AIR-t | Delayed Uplink Display | Airplane was cleared at FL 380 non standard due traffic.<br>1911Z...Requested FL390.<br>1912Z...Unable due traffic received.<br>1954Z...Cleared FL390, to report level at FL390, 2008Z...Accepted and armed level FL390.<br>*NB...Unable to explain the delay in acceptance as the ATC Comm alert did not come up until 2008Z where upon we accepted and executed the climb.<br>2008Z...Though 500 feet to go, "Maintain FL380" uplink received...<br>2010Z...REJECTED<br>NB...All happened within a minute or so and in the climb to FL390!<br>2010Z...Seattle Centre immediately contacted (125.1) and FL390 clearance confirmed. | Boeing & Honeywell investigation in progress. At NAT CNSG/9, a secondary concern with the apparent lack of controller reaction to the 14-minute absence of any flight crew response to the climb clearance was noted. |
| 1279-SN | NAT | CLOSED | AIR-t | Flight Would Not ACK Uplinks | Flight successfully completed a pre-boundary OCL datalink clearance then successfully logged on to Shanwick and established ADS and CPDLC contracts.<br>All uplinks worked up until ~14.30. After this time delivery failures (Error 234 - A/C Not Logged On) were received. At ~15.55 uplink/downlink traffic worked again (Cancel All uplink, ADS downlink).<br>Throughout this scenario the crew reported they were showing logged on to Shanwick.<br>It is not clear why the a/c lost comms for the stated period of time. | The airplane's satcom system was not working. The system was reset and appears to be working normally now. |
| 1280-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (3) | Mumbai logon OK<br>Colombo Logon "no" to both VCCC and VCCF | closed as duplicate of PR- 1272-DN |
| 1281-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (4) | Unable to log on both VCCF and VCCC | closed as duplicate of PR- 1272-DN |
| 1282-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No Logon VCCF (2) | Logon to VCCF, tried repeatedly to log on, no success. | closed as duplicate of PR- 1272-DN |
| 1283-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No Logon VCCF (3) | NO ATC LOGON VCCF | closed as duplicate of PR- 1272-DN |
| 1284-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No Logon VCCF (4) | Tried several times to log on to VCCC/VCCF with no success, advised colombo on HF no problem with Mumbai | closed as duplicate of PR- 1272-DN |
| 1285-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (5) | As per NOTAM new address for colombo was VCCF, unable to logon to either VCCC and VCCF. | closed as duplicate of PR- 1272-DN |
| 1286-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (6) | Unable to log on to both colombo and Male<br>(Male is ATM system problem.) | closed as duplicate of PR- 1272-DN |
| 1287-SN | SOPAC | CLOSED | AIR-t | Unable to establish ADS-C - A332 | Unable to establish ADS-C with aircraft. Flight crew confirmed via CPDLC that ADS-C was armed. | Operator did not respond to Airbus request for comm logs so Airbus were unable to investigate. |
| 1288-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (7) | Unable to logon to CPDLC | closed as duplicate of PR- 1272-DN |
| 1289-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No Connection to VCCF (8) | CPDLC LOG ON sent 4 times with nil response, same reported to Colombo on HF, Colombo asked us to try again, only received a "Relogon" response | closed as duplicate of PR- 1272-DN |
| 1290-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (9) | Despite several attempts(and HF check), No CPDLC link could be established. | closed as duplicate of PR- 1272-DN |
| 1291-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (10) | Unable to logon to VCCF, several attempts over 1hr | closed as duplicate of PR- 1272-DN |
| 1292-RP | ASIA | CLOSED AS DUPLICATE | GROUND | Noconnection to VCCF (11) | Unable to log onto colombo | closed as duplicate of PR- 1272-DN |
| 1293-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (12) | Unable to establish ADS/CPDLC with both VCCC and VCCF | closed as duplicate of PR- 1272-DN |
| 1294-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (13) | No connection after 3 attempts | closed as duplicate of PR- 1272-DN |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1295-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No CPDLC connection to VCCF (14) | No CPDLC connection( Unable to logon) | closed as duplicate of PR- 1272-DN |
| 1296-RP | ASIA | CLOSED AS DUPLICATE | GROUND | No Connection to VCCF (15) | Attempt to logon to VCCF, but not possible | closed as duplicate of PR- 1272-DN |
| 1297-SN | ASIA | CLOSED AS DUPLICATE | mult | ADS only with YMMM | ADS Only with YMMM 1101-1225UTC | Closed as dup of PR 1540. |
| 1298-DN | ASIA | CLOSED | None | WAAF CPDLC not operational | No CPDLC operational and advised by Jakarta ATC | The reported PR date or aircraft registration was incorrect so investigation could not be conducted. |
| 1299-SN | ASIA | CLOSED | GROUND | Free text use | Flight was cleared to deviate 15NM L/R of route whilst avoiding severe tropical WX, ATC continuously requested "report back on route" at 1815, 1820, 1821. At 1928, MEL sent free text message "Deviation now cancelled". Airplane was less than 2 nm off track and converging, so responded with Back on route. | The following feedback was received from Airservices, "Comments have been provided to Airservices Management. Appropriate methodology to provide feedback to staff being discussed. Consideration for specific procedures addressing certain issues being included in controller procedures documentation". |
| 1300-DN | ASIA | OPEN | GROUND | Delayed reply from VOMF | Requested higher level at 1118Z, after no reply from ATC, sent "when can we expect" message at 1123Z, received "unable" response at 1125Z. | The Climb Request downlink was sent during the transfer from VOMF to WMFC.<br>The logon to WMFC was accepted but WMFC did not establish connection with aircraft. |
| 1301-DN | ASIA | OPEN | GROUND | Connection lost with VOMF and VABF estimated time requests | VOMF-Connection lost few minutes then disconnected.<br>VABF- As usual, even with ADS on, Mumbai always requests estimate time Pos exit FIR. | Chennai terminated the connection without the transfer to Mumbai.<br>FIR boundary point LOTAV was not in the active route. Therefore, the initial Position Report did not contain LOTAV. The flight crew had to modify the route and resend the position report. |
| 1302-DN | ASIA | OPEN | GROUND | No CPDLC clearance by VABF | No CPDLC clearance received from Mumbai ATC to contact VHF 133.3 at PSN SUGID, we had tuned it in to monitor ourselves and heard Mumbai ATC calling us passing SUGID. | There was no Contact uplink from Mumbai. Mumbai terminated the connection at 0052 without the transfer to Chennai. |
| 1303-DN | ASIA | OPEN | None | Free text and report ETA by VABF | Report ETA SUGID, message could not be rejected and was considered as free text. | SUGID was fixnext +1. The only way to request ETA for the Fix next +1 is free text since it is not available in the message set. For free text uplink, REJECT is not available by design. |
| 1304-DN | ASIA | OPEN | AIR-p | No conx to VCCF. VOMF, VABF | Unable to log on to VCCF, VOMF, VABF FIRs. | Per CRA analysis, the rejections were due to either the aircraft current position not being in the logon center's airspace or the filed flight plan having not been enabled at the time the logon was sent. |
| 1305-DN | ASIA | OPEN | None | Poor communication | Very poor HF, had to relay via other ACFT. Poor replies on CPDLC, no change over to Muscat FIR from Mumbai. | CRA investigation in progress. |
| 1306-DN | ASIA | CLOSED | None | Unable to connect to VABF | Nil contact, unable to logon multiple attempt. | Logs were not available for analysis for the tail number and date |
| 1307-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (16) | VCCF- Unable to logon | closed as duplicate of PR- 1272-DN |
| 1308-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (17) | No auto trasfer from YMMMM to VCCF, Unable to logon to VCCF while in Colombo FIR. NALDO to position AKDOB | closed as duplicate of PR- 1272-DN |
| 1309-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (18) | Made 5 attempts to logon to VCCF and was unsuccessful, kept getting message to Re-logon to VCCF | closed as duplicate of PR- 1272-DN |
| 1310-DN | ASIA | OPEN | GROUND | No connection to VCCF (19) and VOMF | Unable to logno VCCF, relogon to ATC<br>VOMF- failure of CPDLC connection after logon (2 connections made) | Logon problems with Mumbai will be addressed at the next FIT ASIA meeting. |
| 1311-DN | ASIA | CLOSED AS DUPLICATE | GROUND | No connection to VCCF (20) | Unable to log on to VCCF | closed as duplicate of PR- 1272-DN |
| 1312-RP | ASIA | CLOSED | GROUND | VABF multiple attempt failed | Multiple attempts failed to logon, logon finally achieved after position BOLUR; YMMM Nil to report | The data shows multiple logon attempts by the aircraft to VABF starting at 002044z and continuing through 004005z. In response to all of these logon requests, an AFN rejection with the code of 4 was uplinked by the center. Then at 005219z the aircraft sent another logon request. This logon request was accepted by the ATC center and the logon was completed successfully. The AFN rejection with the code of 4 indicates that ATC had not received the airplane's flight plan. |
| 1313-MM | SOPAC | CLOSED AS DUPLICATE | AIR-t | Not Current Data Authority - MD11 | A logon was received at 0341. CPDLC Connection was established OK. Aircraft passed MEPAB (FIR boundary between NFFF/YBBB) at 0417. No CPDLC position report was received. In response to an uplink (sent at 0419), the downlink NOT CURRENT DATA AUTHORITY was received. This is becoming an increasingly common problem with flights inbound from NFFF. The purpose of this PR is to determine if in fact an End Service message was sent by NFFF (and if so, what happened to it). It would be expected that the End Service message should have been sent by NFFF 5 to 10 minutes prior to MEPAB. | closed as a duplicate of PR-1198-MM |
| 1314-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Loss of CPDLC and ADS-C - A332 | At 0930 an indication was received that ADS-C had failed. CPDLC Uplinks sent at 0921 and 0932 were not responded to. No response to ADS-C Demand request. At 0937 a DR1 was received. | Closed as a duplicate of 1112. |
| 1315-SN | SOPAC | OPEN | GROUND | Subsequent logon - A332 | We are receiving a number of additional logons for flights entering our airspace from NZZO.<br>Is this due to NZZO re-address forwarding, or flight crew initiated logons? | Airways New Zealand investigation in progress. After sending the End Service message, NZZO re-initiated address forwarding. |
| 1316-GS | SOPAC | CLOSED | NETWORK | Numerous widespread losses of CPDLC and ADS-C | YMMM suffered numerous occurrences of CPDLC and/or ADS-C failures/delays in April, 2013. | Inmarsat reported that SED have recently investigated and fixed a problem in the Classic Aero GES where the log off indication for an AES is sometimes sent on the Data 2 terrestrial traffic links for the incorrect Ocean Region. A fix for this problem was fielded in Hawaii (AMER and APAC I4 satellites) on the 9th May 2013 and in Perth (POR and IOR I3 satellites) the 14th May 2013. SITA have advised Inmarsat that this log off problem can potentially lead the affected aircraft to go NO COMM, which also has an adverse impact on the success rate indicators.<br>Airservices has confirmed that the problem has been corrected. |
| 1317-SN | SOPAC | CLOSED | AIR-t | Address forwarding failed - A333 | Address Forwarding to NFFF failed. NFFF confirmed that no logon had been received. Subsequent address forwarding appeared to have been successful. | Operator had HFDL enabled on their aircraft but no contract for HFDL with ARINC. Consequently, when downlinks were routed to HFDL, there was no contract to deliver them. The operator has since disabled HFDL on their aircraft. |
| 1318-SN | SOPAC | CLOSED | None | FMC Anomaly | An AOC flight plan uplink was received and loaded into the FMC. The route loaded with the exception of one of the airways. There was: (1) No scratchpad message indicating PARTIAL UPLINK LOADED (the only scratchpad message was FLIGHT NUMBER UPLINK), and; (2) No discontinuity in the flight plan. | Boeing investigation in progress. |
| 1319-GS | NAT | CLOSED | GROUND | No Auto Switch from CDQX to CZQX or CZQX to EGGX at 30W | CPDLC DID NOT SWITCH FM CDQX TO CZQX AUTOMATICALLY NOR DID IT SWITCH FM CZQX TO EGGX AT 30W. IN EACH CASE WE HAD THE FOLLOWING CENTER ON DECK BUT IT WOULD SWITCH OVER TO BECOME THE ACTIVE CTR AT THE FIR BOUNDARY. | The automatic transfer did not occur because CDQX never sent the end-service message. Findings have been shared with Nav Canada for comment. |
| 1320-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Numerous widespread losses of CPDLC and ADS-C (May 2) | Multiple data link failures have been occurring in YMMM FIR in recent times. | Closed as a duplicate of 1316-GS |
| 1321-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Loss of CPDLC and ADS-C - A332 | An expected ADS-C report was not received. No response to Demand Contract requests at 0055. No response to CPDLC uplink (0055). Flight crew confirmed that SATCOM was available. At 0100, the aircraft was requested to disconnect CPDLC and to manually logon to NZZO. A Termination confirmation (formerly known as a DR1) was received almost immediately. NZZO subsequently advised that they had received a logon request, and established both CPDLC and ADS-C. NZZO was requested to Address Forward the aircraft back to YBBB. As a result a logon request was received by YBBB, and (as expected) CPDLC Connection requests were uplinked (and subsequently rejected by the avionics) (i.e. due to not next data authority). But this did prove that uplinks were now getting to the avionics and downlinks were being received. | Closed as a duplicate of 1316-GS |
| 1322-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Numerous widespread losses of CPDLC and ADS-C | Multiple data link failures have been occurring in YMMM FIR in recent times. | Closed as a duplicate of 1316-GS |
| 1323-SN | SOPAC | CLOSED AS DUPLICATE | NETWORK | Numerous widespread losses of CPDLC and ADS-C (May 2,3) | Numerous data link problems in YMMM | Closed as a duplicate of 1316-GS |
| 1324-SN | NOPAC | CLOSED | NETWORK | CPDLC Transfer Did Not Work CZVR to PAZA | ADS was reporting as of 2247z-0055z thru OAKODYA.<br>CPDLC logon with CZVR crossing fir boundary at Katch @2307z.<br>At that point CPDLC did not automatically transfer from CZVR, to PAZA, then to KZAK.<br>CPDLC showed CZVR as active center and PAZA as next center.<br>We didn't realize this until a crew change was in process at 0030z. That was approximately the entry point of PAZA.<br>We then logged on successfully to CPDLC.<br>During the time CPDLC remained on CZVR the aircraft was logged on OAKODYA ADS and sending position reports normally. | The following information was received from ARINC, "After ARINC's recent ACARS system upgrade and modifications for Inmarsat's I4 Service and I3 GES Harmonization we have discovered a scenario where in certain unlikely circumstances the SATCOM uplink path for an individual aircraft may not be available for a short period of time". ARINC has confirmed that they implemented the fix for this problem in July 2013. |
| 1325-RP | SOPAC | CLOSED | AIR-p | Restricted Climb did not display correctly in FMS | Pilot was issued a restricted clearance: "Maintain FL340, At 0807 Climb To And Maintain FL360, Report Level at FL360". At 0746 the pilot WILCO'd the climb. At 0747 they advised "Level FL360". Pilot reported that the clearance was not displayed with the restriction to climb at 0807. | Per Boeing lab test with the uplink message sent in this PR event, the uplink was displayed correctly on the flight deck and no anomalies in the message delivery were observed. The FAA are coordinating with the operator involved. |

| CRA number | Region | Status | Type | Title | Description | Findings |
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| 1326-RP | NOPAC | CLOSED | AIR-p | Restricted Climb did not display correctly on MFD | Pilot was issued a restricted clearance: "Maintain FL350, At 1810 Climb To And Maintain FL370, Report Level at FL370". At 1749 the pilot WILCO'd the climb. At 1751 they advised "Level FL370". Pilot reported that the clearance was not displayed with the restriction to climb at 1810. | Per Boeing lab test with the uplink message sent in this PR event, the uplink was displayed correctly on the flight deck and no anomalies in the message delivery were observed. The FAA are coordinating with the operator involved. |
| 1327-GS | NAT | CLOSED | AIR-t | Unexpected Timestamp in Downlinks | The following was discovered during GOLD data analysis work being carried out for Shanwick. It appears that approx eight ADS-C reports all had a Time Stamp that was in the future by 70-80 seconds. Examination of the decoded file also showed the same issue for the CPDLC Connect Confirm and a ROGER downlink response to the "Welcome" Freetext Message. It would appear that the Aircraft had it's time set incorrectly. | This was investigated and briefed at NAT/CNSG9 in September 2013 as follows:<br>* ADS and CPDLC messages from a B744 showed a time stamp 70-80 seconds in the future<br>* Found during GOLD performance analysis<br>* Review of logs found:<br>- This happened on AFN logon too<br>- ADS figure of merit started at "<4 miles", and increased to <8 miles"<br>* This is consistent with IRS-only operation (no GPS)<br>* Estimated position uncertainty grows with time and includes delta for manual clock-setting inaccuracy<br>* Unable to get confirmation of GPS issue from operator<br>It was agreed at NAT/CNSG that this be CLOSED. |
| 1328-GS | NAT | CLOSED | GROUND | Aircraft CPDLC CC received - no CPDLC response received | Nav Canada reported that a number of flights did not respond to CPDLC uplink messages from CZQM. | Per initial CRA analysis, the transfer timing was being cut very, very fine, which could be the cause of the problems. Nav Canada agreed to review the co-ordination timers for Gander oceanic, Gander Domestic and Moncton Domestic. Subsequent Airbus lab tests performed did not allow to reproduce the issue but since the issue was reported there were modifications on the ground boundary timers. Since this timer modification no new cases were reported to Airbus. Airbus will continue to monitor for new reports.<br>The following information was provided by Nav Canada. "We can close this issue. Since we extended boundary timers to send the connection request more than 5 minutes before the boundary, we do not see many cases where the aircraft would receive an end service before the connection request from the adjacent center. If we have other cases of this occurring, we will enter a new problem report". |
| 1329-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Address forwarding from NFFF failed - A333 | A logon was received from inbound flight at the FIR boundary. Normally this logon would occur as a result of Address forwarding from NFFF some 35 minutes earlier. NFFF confirmed that the aircraft had logged on to them, so it appears that the Address forwarding from NFFF to YBBB failed. | Closed as a duplicate of PR 1317. |
| 1330-SN | SOPAC | CLOSED AS DUPLICATE | mult | Loss of CPDLC and ADS-C - A332 | An expected ADS-C report was not received. The initial response to a Demand Contract request appears to have been rejected. ADS-C was re-established several minutes later. It is unknown whether CPDLC was affected. | closed as a duplicate of PR 1236. |
| 1331-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Poor ADS-C latency observed from A332 | Observed ADS_C latency well below the RSP180 requirements. Aircraft has just commenced operations in NZZO.<br>FAA Oakland data also showing performance below RSP180 requirements. | Closed as a duplicate of PR 1317. |
| 1332-DN | NAT | CLOSED AS DUPLICATE | AIR-t | ADS REPORT AT WRONG LEVEL - B748 | Flight reported 30W at 0242 FL340. At time 0317 ADS report received indicating flight at FL336. Controller immediately requested ADS demand contract, which came in at 0318 indicating FL340. Flight was asked to confirm current FL and that they had maintained FL340 from 30W, and flight responded that they had been constantly been maintaining FL340. | Closed as duplicate of PR 1182-SN |
| 1333-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Address forwarding failed - A332 | Address Forwarding to NFFF failed. NFFF confirmed that no logon had been received. Subsequent address forwarding appeared to have been successful. | Closed as a duplicate of PR 1317. |
| 1334-SN | SOPAC | OPEN | AIR-t | Temporary loss of CPDLC and ADS-C - B744 | On leaving radar coverage, a warning message was generated indicating that ADS-C had failed. No response to a Demand Contract. No response to a CPDLC message. A Demand Contract appeared to successfully re-initiate ADS-C. This is an ongoing problem in this area with this air frame. Suggest it is possibly a flaky SATCOM unit that does not appear to transition from VHF to satellite very well. | CRA analysis confirmed there appeared to be a problem with the airplane's satcom system. The operator has been notified. |
| 1335-SN | SOPAC | CLOSED | AIR-t | Update following numerous widespread losses of CPDLC and ADS-C (May 20) | In recent times YMMM has experienced widespread data link problems.<br>A fix was put in place several days ago, which appeared to correct the majority of the problems.<br>A small number of problems have still been logged. This PR is to determine if they are simply existing problems that are encountered on a daily basis, residual problem from the problem that was fixed, or a new problem. | Airbus confirmed airplane had an ORT problem which has been corrected. |
| 1336-GS | NOPAC | CLOSED AS DUPLICATE | NETWORK | Intermittent logon problems with A332 | We have been experiencing intermittent logon problems with one airplane. In the latest example, the airplane attempted to logon. The FN_AK was sent and the following response was received: "UP INTERCEPT AIRCRAFT NOT LOGGED ON". However, the previous day the same airplane logged on with no issues. | Closed as duplicate of PR-1112-GS |
| 1337-MM | CANADA | CLOSED | GROUND | CPDLC DID NOT SWITCH FROM CDQX AS ACTIVE CENTER TO CZQX | AT COAST-OUT CPDLC DID NOT SWITCH FROM CDQX AS ACTIVE CENTER TO CZQX. WE HAD TO TURN COMM OFF AND RELOAD CZQX MANUALLY THE TRANSITION FM CZQM TO CDQX AND FM CZQX TO EGGX WAS NORMAL. | Gander Domestic did not send an END SERVICE message to transfer the CPDLC connection to Gander Oceanic by the time the aircraft entered charted Gander Oceanic airspace. The flight crew accordingly terminated the CPDLC connection and performed an AFN log on to Gander Oceanic, which allowed Gander Oceanic to establish a CPDLC connection with the aircraft. This PR is assigned to Nav Canada for further investigation, particularly related to how their airspace is charted compared to how their AIC for domestic CPDLC service defines the relevant service areas. |
| 1338-DN | ASIA | OPEN | GROUND | Disconnection of CPDLC | CPDLC with VCCF was disconnected 4 times, requiring re- notification everytime. | There were 4 disconnects from the ground. The first one at 2016 was a normal disconnect from Melbourne. The next three were at 2058, 2119 and 2121. These three were un-expected disconnects from Colombo. There was no air ground exchange at the time which could trigger the disconnect. It appears that the issue was with the Colombo system. |
| 1339-SN | SOPAC | CLOSED | GROUND | Approach procedure partial load | Uplinked the tailored arrival clearance with a new approach procedure: LOC28L MENLO. The aircraft unabled the clearance due to a partial load of the route. This is currently uplinked with approach procedure: ILS28L MENLO. The approach procedure will be changed on May 30,2013 and we need to know how to successfully uplink the modified tailored arrival approach procedure. | The new procedure had not been published yet and was not available in the airplane's navigation database. Hence, the uplinked clearance would not load. |
| 1340-GS | NAT | CLOSED | AIR-p | Unknown FMC POS Report | Flight X checked SIVIR at 1035 F340, his cleared route was 45/20 45/30. This was as displayed in SAATS.<br>At 1101 I received a position report from Flight X stating SIVIR/1100 F330 46N015W/1137 NEXT 46N020W. The report was an FMC initiated report via AFTN.<br>As this did not make ANY sense I checked my display for appropriate traffic. Flight Y which was displayed, looked as though the position report came from him .I asked Flight Y to check and confirm that he had not put the wrong callsign into his FMC. The crew were adamant that his FMC and other data link equipment were all signed on as Flight Y. From examination of the SAATS logs it appears that Flight Y airframe did send a POS with callsign for Flight X.<br>One other point to note is that the operator appears to be still sending FPL's direct to SAATS (originator address KTULAALD) which is not as directed by the AIP which point to FPL's going to IEG. | Per CRA analysis the flight passed SIVIR at 1035z. ATC received A POS report indicating over SIVIR at 1100z. The airplane shown at that location (same operator) indicated that they had used the correct call sign all along. Review of logs showed a second airplane had used the other airplane's call sign for about 75 min until just after the issue was noted. The PR also included question about the operator's FPL filing, but the CRA were unable to find contact at the operator to ask. Attendees at NAT CNSG/9 agreed to close this PR. |
| 1341-SN | SOPAC | OPEN | AIR-t | Incorrect wind data from GLEX aircraft | We are now seeing wind direction being reported 180 in error in some quadrants by GLEX aircraft. | This is a known issue on Bombardier GEX. The fix for this issue planned for upcoming subsequent NZ 6.1 FMS builds, targeted for several aircraft types within the next year. |
| 1342-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Missing CPDLC downlink from A332 | A CPDLC WILCO went missing, under mysterious circumstances. | Closed as a duplicate of PR 1317. |
| 1343-SN | SOPAC | CLOSED | AIR-t | Multiple data link issues with C130 | A number of data link problems were experienced with this flight. | Airplane appeared to be having difficulty managing queued downlink messages.<br>The following information was provided by the aircraft operator. "Investigation has shown the aircraft software in use at the time had known CPDLC issues. These issues have been resolved with a software upgrade, and as there have been no subsequent reports of issues recommend no further action required". |
| 1344-MM | NAT | CLOSED | None | Failed CPDLC transfer from CZQX to EGGX | AUTO TRANSFER BETWEEN CZQX AND EGGX DID NOT OCCUR | The END SERVICE message from CZQX (which would have transferred CPDLC authority to EGGX) was not delivered (and not resent).<br>SITA indicated that it "was going to attempt via SATCOM, however, when planning to attempt, SITA had indication that the a/c was not logged onto SATCOM. SITA then attempted via VHF. Once the UL algorithm commences, SITA bases the UL attempts on the tracking status upon algorithm commencement. Any subsequent downlinks received after UL algorithm kickoff for a given UL have no affect on changing the UL attempt logic for the in progress UL" and that "The last downlink received via SATCOM (AOW2) was at 7:50:51, and the first downlink received via SATCOM (AOE2) was at 7:52:40, which means that the Satellite hand-over occurred in between during 1min 49s, and to me this is still within the norm." At NAT CNSG/9, Inmarsat indicated that satellite/GES transitions normally cause a "not logged on" state for 40-90s. |
| 1345-SN | SOPAC | CLOSED | AIR-t | CPDLC connection problems with B77W | CPDLC had been working satisfactorily with YBBB. The aircraft was transferred to YMMM, then subsequently re-entered YBBB. There were then a number of unsuccessful attempts to re-establish CPDLC. | The operator reported that the airplane was having satcom problems. Issues were corrected by loading a new ORT. |
| 1346-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | CPDLC uplink not delivered to A332 | CPDLC clearance CLIMB TO AND MAINTAIN F400 was uplinked. No response was received. ADS-C reports indicated that the aircraft was not climbing (i.e. that the clearance had not been received). The clearance was re-sent, and was received OK.It was also noted that the initial logon from the aircraft (as a result of address forwarding from NFFF) was a lot later than when logons are usually received – indication of NFFF having address forwarding problems with the aircraft. | Closed as a duplicate of PR 1317. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1347-RP | ASIA | CLOSED | None | Free text use, No Answer and Connection fail | Free Text Request for ETA ECODU and DEMON. No Answer to Direct WPT requests.<br>CPDLC/ATC connection Failed. ADS still Available. | Unable to procure logs for this event, so unable to investigate. |
| 1348-RP | ASIA | CLOSED | None | No response to Deviation RQ | ATC did not response to a CPDLC request to Deviate from Track due weather. | The CRA were unable to procure logs for this event. |
| 1349-DN | ASIA | OPEN | NETWORK | Connection lost | Active centre VCCF<br>Colombo reported Connection lost.<br>CPDLC logon remained and Status remained established. | Internetworking between ARINC and SITA was temporarily lost which caused the VCCF connection to be lost. |
| 1350-DN | ASIA | CLOSED AS DUPLICATE | GROUND | Failure of CPDLC | Failure of CPDLC about 5 min after accepting a Logon. | Closed as a duplicate of PR-1338. |
| 1351-GS | NAT | CLOSED AS DUPLICATE | AIR-t | Still getting many CPDLC down links with invalid characters | This is being submitted because our previous submission (ZNY-2012-008) was marked as a duplicate if PR 1155-GS. PR 1155-GS is still open and has not been fixed so I am providing an update and more data.<br><br>We are still getting CPDLC down links with invalid data. | Closed as a duplicate of PR1155-GS |
| 1352-GS | NAT | CLOSED | GROUND | B77W returns reason code 10 | The flight had established waypoint, periodic, and event contracts with Gander. After the flight was climbed, our ground system attempted to re-establish the event contract but the flight rejected the contract twice. The Nav Canada gateway logs indicated reason code 10. I was unable to find the reason for a code 10 return and after contacting GS from Boeing, he indicated it was possible that the avionic had reversed the code number and it should have been reason code 1.<br>This presents the second part of the issue. Why was the aircraft rejecting the request because of congestion. He should have held a connection with Gander and Iceland, and previously with Prestwick which should have been disconnected crossing 30W. | According to Table 4.5-6 in RTCA DO-258A/EUROCAE ED-100A, reason code 10 is reserved for "Floor altitude parameter greater than or equal to ceiling altitude parameter (Altitude Range Change Event)", which describes exactly what happened here.<br>The airplane behaved perfectly correctly. The error was in the way the ADS request was formulated by the ground system. |
| 1353-SN | SOPAC | OPEN | AIR-t | C5 improperly encodes 26N180E waypoint in predicted route | Every ADS-C position report that contained waypoint 26N180E in the predicted route showed the fix as INVALID, but it was actually encoded as S180W180. | USAF AMC investigation in progress. |
| 1354-RP | NAT | CLOSED AS DUPLICATE | AIR-t | Logon Flood from B748 | From 03:22:08 to 05:07:39, there are 1197 logon messages received. They have different sequence numbers and lat/long, so they actually are different messages. Logon was succesful at least once : CC1 was received at 03:22:37<br>This aircraft logged on and connected when passing Westbound later the same day.<br>Also checked that aircraft connected Eastbound and Westbound without problems on 5th and 6th June. | Closed as duplicate of PR 1262-RP. |
| 1355-SN | SOPAC | CLOSED | NETWORK | Delayed ADS-C reports MTSAT | Significant delays on two consecutive ADS-C reports | The message delays were the result of a brief service interruption due to emergency maintenance undertaken by SITA. |
| 1356-GS | SOPAC | OPEN | AIR-t | Speed Level Constraints on Approach transition fix not loaded | Speed and altitude constraint on transition fix of approach procedure not loading in FMS. Tested and verified on Boeing bench with B77W. Subsequent test showed constraints loading OK on B788 bench. This issue was not evident on B777 in 2011 during TA trials with BP14 software. | Honeywell investigation in progress |
| 1357-MM | NAT | CLOSED | GROUND | Failed CPDLC transfer from EISN to EGGX | WE HAD ISSUE WITH TRANSFER NOT ABLE TO LOG ONTO EGGX TIL AFTER SUNOT SO POSITION REPORT NOT SENT. NO ISSUE JUST MEANT VOICE REPORT. QUERIED EISN CONTROLLER B4 REACHING SUNOT IF THEY WOULD EFFECT TRANSFER BUT THEY HAD NO IDEA/UNDERSTANDING. ALSO WERE LOGGING ONTO CDQX GANDER DOMESTIC BOTH WAYS THE TRANSFER OF WHICH CAUSES SIMILAR ISSUES AS EISN.... OBVIOUSLY A CONSTANTLY DEVELOPING/CHANGING AIRSPACE. | EISN sent a CONTACT EGTT CENTER and END SERVICE message to the aircraft. Given that the flight was westbound from EGLL to KLAX, the flight crew responded with UNABLE. EISN sent another CONTACT EGTT CENTER and END SERVICE message to the aircraft about a minute later, to which the flight crew again responded with UNABLE. The next CPDLC exchange between EISN and the aircraft occurred about 22 minutes later when EISN sent a single-element END SERVICE message and the avionics properly responded with a DR1. The flight crew immediately performed an AFN log on to EGGX, which then established a CPDLC connection with the aircraft.<br>This PR is assigned to EISN to investigate further, specifically to examine whether the controller (or perhaps automation?) thought that the flight was eastbound from KLAX to EGLL -- in that case, the CONTACT EGTT CENTER and END SERVICE message (as well as the absence of both AFN address forwarding to EGGX and designation of EGGX as the NDA) would make sense. |
| 1358-MM | NAT | OPEN | AIR-t | Failed CPDLC transfer from CZQX to BIRD | FAILED TO TRANSFER CZQX TO BIRD | At NAT CNSG/9, the CNSG explicitly requested that this PR remain open until acceptable software which corrects this problem -- nominally BPv17.1 -- becomes available. This PR had previously been closed as duplicate of PR-923-RS which was corrected in 777 AIMS BPV 16. |
| 1359-SN | SOPAC | CLOSED | NETWORK | Logons not being received from C17s | A phone call was received from a Royal Australian Air Force flight crew reporting data link problems with a number of the RAAF C17s. Apparently for some time data link "hasn't worked" for these aircraft. A logon test was conducted this afternoon. At approximately 0550 a logon was sent from STALTST to YBBB. In the cockpit, the logon timed out. No logon appeared to have been received by YBBB. | SITA confirmed the configuration change required to correct this problem has occurred. |
| 1360-RP | NAT | OPEN | AIR-t | B748 Active Flag behaviour | On various dates in June 2013 a number of aircraft have logged on to BIRD apparently in response to FN_CAD messages from EGGX but with the Active_Flag set to "0".<br>This would normally be good news - but it is known for a fact that EGGX erroneously always set the Active_Flag to "1" in their FN_CAD messages. The aircraft appear to be replacing the value of "1" with a "0" for some reason.<br>I hesitate to say for sure that this is an avionics error but these B748s are the ONLY aircraft coming out of EGGX with the Active_Flag set to "0"<br>...<br>There is of course the possible explanation that the aircraft are being more intelligent than the EGGX FDPS, that they KNOW we won't be the active centre upon logon and are setting the Active_Flag accordingly. That would be great - but not in accordance with he standard I think - I'm pretty sure it says that aircraft should simply forward whatever the ground system set in the FN_CAD. Of course ED-100/100A also say the behaviour isn't mandatory anyway! | This problem has been documented in a Boeing PR. The fix target is TBD. |
| 1361-MM | NAT | CLOSED | AIR-t | Failed CPDLC transfer from EGGX to BIRD | AFTER NO AUTO TRANSFER UNABLE TO LOGON TO CZQX. 3RD ATTEMPT OVER 15 MINUTE PERIOD SUCCESSFUL. | Closed as duplicate of PR-923-RS which was corrected in IN 777 AIMS BPV 16. |
| 1362-BC | ASIA | CLOSED | GROUND | Data link issues with flights inbound from VCCF | YMMM is experiencing numerous CPDLC transfer problems with flights inbound from VCCF.<br>These problems appear to extend beyond 'teething problems' with a new system. | Air Services reported that they no longer have issues at the Melbourne end with transfers from VCCF. |
| 1363-GS | NOPAC | OPEN | AIR-t | Incorrect times in the predicted route group - B788 | Starting at 2226z, we started to receive ADS position reports with incorrect times in the predicted route group. The reports received at 2227z and 2237z contained accurate times. However, after 2237z, every report contain an inaccurate time until 2310z when the A/C was logged off and back on to ADS which appeared to fix the problem. | This was investigated, and it was noted that some reports were correct, others not.<br>This was briefed at NAT/CNSG9 (as a PR from outside the NAT, but potentially of interest) as:<br>* Over a 45-minute period, a B788 sent ADS reports (waypoint change, periodic and demand) with TTG to same next waypoint between about 15 min and 4 hr<br>* Good reports gave ETA ~2330z<br>* Bad reports all gave ETA the following day<br>* Under investigation by avionics supplier<br>- So far unable to replicate in the lab<br>Boeing and the supplier have been unable to replicate this in the lab, so the possibility that it is due to the different day has not been confirmed.<br>This is being left OPEN, for future occurrences. |
| 1364-MM | CANADA | CLOSED | GROUND | Failed CPDLC transfer from CZQX to EGGX | SWITCH OVER FROM CZQX TO EGGX DID NOT OCCUR. LOGGED OFF AND LOGGED ON TO EGGX. | Aircraft operator confirmed that operations have improved. |
| 1365-SN | NAT | CLOSED | AIR-t | ADS Reports Off Route | Waypoints contained in the ADS Predicted Route Group for a westbound flight appeared to be heading eastbound. | Operator did not respond to Airbus request for comm logs so Airbus were unable to investigate. |
| 1366-RP | NAT | CLOSED AS DUPLICATE | AIR-t | ADS POSITION REPORT RECEIVED AT WRONG LEVEL - B748 | ADS report was received indicating the aircraft was at FL367 and an alert was generated to the controller. Flight was immediately asked to confirm current flight level, and advised FL360. ADS demand contract also indicated FL360. | Closed as duplicate of PR 1182-SN. |
| 1367-SN | SOPAC | OPEN | AIR-t | CPDLC position reports missing next fix time | CPDLC position report missing next fix estimate.<br>CPDLC Position Report 3623S17043E 1952, also received ADS-C WPC generated by FMS at 1952:09 362308S1704407E, and ADS-C On-Demand generated at 1952:02 362315S1704514E.<br>We are assuming FMS was a bit busy and just ran out of time to add the estimate when crew were a little quick of the mark selecting POS | This problem is related to PRs 1094, 1132, 1171, and 1186. The same scenario results in a number of different permutations of incorrect position reports. This problem has been duplicated in the Boeing lab. |
| 1368-SN | NAT | ACTIVE | TBA | ADS-C Report contained incorrect next and next+1 | A Periodic ADC-C report was received which contained a next and next+1 with longitudes of East instead of West. | Airbus investigation in progress; possible duplicate of 1365 |
| 1369-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Non receipt of WILCO - A332 | A WILCO response was not received to an uplink clearance.<br>There are concerns that it was possibly sent by HFDL and not delivered to YBBB. | Closed as duplicate of PR 1317 |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1370-SN | SOPAC | OPEN | AIR-p | Incorrect next and next+1 position in WPC report approaching SALAG | Some oddball and inaccurate positions were received in ADS WPCs. It is suspected that the flight crew were doing something with the route. | Per CRA analysis, it appeard that the pilot was checking fuel and time to an alternate position and did not realize ADS would report that activity to ATC. |
| 1371-SN | SOPAC | CLOSED | AIR-p | GLF5 not responding to CPDLC uplinks | Logon received at 0623. CPDLC connection established.<br>At 0624, uplinked "CLIMB TO 430".<br>At 0624, uplinked "CONTINUE WITH BRISBANE CENTRE ON DATA LINK. MONITOR BRISBANE CTR 13318".<br>No response to either uplink.<br>At 0628, Freetext received, "MAINTAINING F430 AT 0628" (or similar). This indicated they had received the clearance uplinked at 0624.<br>At 0630, another uplink was sent: "CHECK AND RESPOND TO OPEN CPDLC MESSAGES".<br>At 0635, having still received no response to either uplink time stamped at 0624, the flight crew was contacted to confirm they had responded to the climb instruction via CPDLC. The flight crew responded that they had "accepted" the climb instruction.<br>The flight crew was instructed to disconnect CPDLC and continue on HF. | Gulfstream contacted the operator and received a response. This appears to be a one-off failure by the crew to ensure that the Open Climb Clearance uplink was fully responded to. It is possible that they intended to send the downlink accepting the climb clearance but did not press the key properly and they did not confirm in the log that Accept downlink was sent. The crew, at the time, thought the downlink was sent as intended, which in turn created confusion when they where queried about the Open message. |
| 1372-SN | SOPAC | CLOSED | mult | Non receipt of CPDLC uplink - B777 | Time critical ATC CPDLC clearance not received.<br>Approaching GEMAC, flight crew advised by CPDLC that level change was required. Downlink request received at 2302 "REQUEST BLOCK 310 TO 350".<br>At 2303, CPDLC clearance uplinked "MAINTAN BLOCK 310 TO 350. REQUIREMENT TO BE ESTABLISHED IN BLOCK BY 2306. REPORT ESTABLISHED IN BLOCK".<br>At 2305, after not receiving an acknowledgement to the 2303 uplink, another CPDLC clearance was uplinked: "MAINTAIN BLOCK 310 TO 350. DUE TO TRAFFIC. REQUIREMENT TO BE ESTABLISHED IN BLOCK BY 2308. REPORT ESTABLISHED IN BLOCK".<br>At 2306, WILCO response was received to the second uplink. Flight crew complied with clearance.<br>Flight crew confirmed the 2303 uplink was never received. | The message was intercepted at the network (aircraft not logged on). It would appear that the airplane lost its satcom connection for a brief period. |
| 1373-GS | NAT | CLOSED | GROUND | Missing CLA readback | Readback was not received by Gander. Readback was sent to SITA server but not delivered to Gander. | SITA reported that this issue was corrected with a configuration change. |
| 1374-GS | NAT | OPEN | AIR-t | Unrecognized MRN | A CPDLC Clearance was uplinked and after some time ATC received Unrecognized MRN | Per Airbus analysis, there were two problems that occurred.<br>Case1: Following a downlink request (e.g. DM 25), when the first response uplink (STANDBY) message embeds the acknowledgement for DM25, then the dialogue is wrongly closed by the aircraft. Any subsequent response uplink message (which could be a clearance) will be rejected and an error message "Unrecognized MRN" will be down-linked. Issue present only on FANS CLR 7.2 on ARINC in Mode A. This issue will be corrected on next FANS SA/LR std.<br>Case2: The "CLIMB TO AND MAINTAIN F400 REPORT LEAVING F390 REPORT LEVEL F400 " uplink has been received twice by A/C (VDR and SATCOM). This is a known issue on CLR 4. The second message is not understood since the MRN has been already used by the 1st uplink. This issue has been corrected on CLR 7 std.<br>The PR will remain open until the problem described in Case1 has been corrected in the next FANS standard. |
| 1375-GS | NAT | OPEN | AIR-t | CPDLC Problems | After receiving connection confirm, NDA was uplinked but we kept getting Connection Confirmed and after sent by voice SELECT ATC COM OFF, we received CPDLC End Service and after we got message: D62: ERROR : End Service With Pending Messages. | Boeing/CMU supplier investigation in progress. |
| 1376-SN | SOPAC | ACTIVE | TBA | KC135 - incorrect encoding of block level request | At 0028 a downlink request was received: "REQUEST BLOCK 003 TO 003. AT PILOTS DISCRETION" + free text<br>(At about the same time a request was received via HF for "Block 380 to 390")<br>The block level being requested was clarified and requested again by free text.<br>At 0108 the flight crew was queried concerning the earlier request. The response was "ROGER. AVIONICS PROBLEM MSG FORMAT CORRECT WHEN SENT" | USAF AMC investigation in progress. |
| 1377-GS | NAT | CLOSED | GROUND | Investigation into possible ADS duplication by CADS systems | Isavia and the DLMA were assigned an action by the CNSG to investigate reports of CADS systems setting up or retaining ADS-C contracts in airspace where no such contracts were necessary. Isavia gathered information on flights that might be affected by such behaviour and supplied them to the DLMA. The DLMA will report on the results of their analysis. | Isavia and the DLMA undertook an investigation (a series of spot checks) of several flights that would cross Isavia's airspace and potentially used CADS service in either Canadaian or Bodo airspace. The results were briefed at NAT/CNSG9 in September 2013, as follows:<br>* Action Item from NAT/CNSG8 for Isavia and DLMA to look at CADS systems usage<br>- CADS systems are used in ENOB and Canadian domestic airspace<br>* Looked at 5 flights in May and June<br>- 4 different operators<br>- Chosen to be representative of route alignments likely to be affected<br>* Overlap between CADS and BIRD about ½ hour<br>* Overlap between BIRD and EGGX or CZQX also about ½ hour<br>* Conclusion is that CADS systems are disconnecting reasonably promptly when the airplane enters non-CADS airspace |
| 1378-SN | SOPAC | CLOSED | AIR-t | Non receipt of WILCO - A332 (2) | No WILCO response was received . The flight crew confirms sending it. | Operator had HFDL enabled on their aircraft but no contract for HFDL with ARINC. Consequently, when downlinks were routed to HFDL, there was no contract to deliver them. The operator has since disabled HFDL on their aircraft. |
| 1379-GS | NAT | CLOSED | AIR-t | UNABLE TO LOG ON TO EGGX | UNABLE TO LOG ON<br>TO EGGX CPDLC. SEVERAL<br>DOWNLINK ERRORS | CRA investigation in progress. |
| 1380-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | 400 WILCOs downlinked in an hour | Starting at 2317z and ending at 0014z we received 400 WILCOs. We attempted to log the aircraft off of CPDLC at 2320z, however the WILCOs still continued. | Closed as duplicate of PR 1215-SN. |
| 1381-SN | SOPAC | CLOSED | GROUND | Pacific 2 TA loading with SAMUL | A flight crew reported an extra fix present in the FMF flight plan after loading the PACIFIC 2 Tailored Arrival. | FAA will correct encoding of 7- and 8- char procedures. However, the cause of this PR was that the controller selected the wrong procedure for the uplink. |
| 1382-SN | NAT | CLOSED | NETWORK | Loss of Comms with One Operator's Aircraft | ATC in Shanwick were unable to send uplinks to 2 airplanes belonging to the same operator. The Reason Code in the MAS fails was identical for each a/c: UP INTERCEPT UNKNOWN AIRCRAFT NUMBER 212 | SITA confirmed that the two aircraft involved were not configured in their system. That has since been corrected. |
| 1383-MM | NAT | CLOSED | GROUND | WE LOGGED OFF AND BACK ON TO EGGX BUT NOW WE CAN ONLY GET CZQX TO SHOW AS THE ACT CTR | An operator reported the following, "WE INITIALLY LOGGED ON TO EGGX NORMALLY PRIOR TO GOMUP/OCEANIC ENTRY BUT SHANWICK CALLED TO REQ OUR POSITION RPT. WE THEN NOTICED THAT EGGX WAS THE ACTIVE CTR BUT CZQX WAS SHOWING AS THE NEXT CTR. WE LOGGED OFF AND BACK ON TO EGGX BUT NOW WE CAN ONLY GET CZQX TO SHOW AS THE ACT CTR... SHANWICK REPORTS NO PROBLEMS WITH ANY OTHER CPDLC EQUIPPED A/C. SHANWICK REPORTS THAT THEY ARE RECEIVING DATA FM US AS ADS ONLY...NOT AS CPDLC". | UK NATS responded with the following: "Requesting a voice report can occur for different tactical reasons. In this instance it was requested because the a/c was reported as overdue (for its boundary pos) by the Shanwick system. Therefore chasing via voice is a standard operating procedure. (Note: The boundary report was actually received by the Shanwick system but was not parsed due to a known internal defect)."<br>Regarding why the controller issued the instruction to "RETRY SETTING CZQX AS NDA", UK NATS indicated the following: "Agreed, this instruction is not technically valid and suggests a misunderstanding with the Controller in question. I'm not aware of this type of thing being reported previously and spoke to local ATC who suggest the controller most likely misunderstood the procedure re COM OFF/ON." This PR is closed because the datalink system technically performed as designed, although the PR should be explicitly discussed at NAT CNSG/10. Admittedly, the two coincidences of EGGX performing AFN address forwarding to CZQX and the flight crew terminating CPDLC -- which both resulted in CZQX establishing a CPDLC connection as the CDA instead of as the NDA -- were unfortunate. The DLMA encourages EGGX to fix the "known internal |
| 1384-GS | SOPAC | CLOSED | AIR-p | CPDLC WILL NOT, 787 | CPDLC WILL NOT CONNECT. CPDLC WORKED FOR SANTA MARIA LPPO. | The flight crew was using wrong center identifier for the logon. |
| 1385-DN | NAT | CLOSED AS DUPLICATE | AIR-t | Possible Incorrect ADS position report with regard to Flight Level. | The airplane was cleared from SUNOT to maintain FL320. At 1425 and ADS report indicating FL327 was received by Shanwick SAATS. This generated an alert to ATC. The flight crew were advised that an ADS report had indicated that an altitude deviation of 700 feet had occurred and the crew were asked to account for this event. The crew advised that at no time had the aircraft deviated from the assigned level of FL320. | Closed as duplicate of PR 1182-SN. |
| 1386-RP | NAT | CLOSED AS DUPLICATE | AIR-t | B748 logs on over 400 times during a brief period | The flight logged on normally at 10:41:49. ADS-C contracts were set up and a CPDLC connection established (CR1/CC1). At 10:51:07 a "greeting" message was sent to probe for connectivity. The flight did not respond. At 10:59:15 an ADS-C report was received, probably a periodic report in response to the contract set up at 10:41:57.<br>At 11:06:49 a DR1 message was received, followed one second later by an ADS DIS message giving the error code "application not available".<br>At 11:07:12 the aircraft logged on again, the message was responded to normally by BIRD but was repeated 15 seconds later.<br>The aircraft kept sending logon messages at very short intervals until 13:33:34, the total number of logons being 458. No contact was ever established. | Closed as duplicate of PR 1262-RP. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1387-MM | SOPAC | ACTIVE | AIR-t | No CPDLC downlinks received | A CPDLC connection was established, but no CPDLC downlinks were received.<br>At 1942, a request for a CPDLC position report was uplinked.<br>At 1944, a SQUAWK code was uplinked.<br>No responses or other downlinks were received.<br>ADS-C appeared to be functioning correctly (for the period the aircraft was observed, at least). | Gulfstream investigation in progress. |
| 1388-MM | NAT | CLOSED | GROUND | CPDLC DID NOT SWITCH AT BOUNDARY | CPDLC DID NOT SWITCH FROM EGPX TO EGGX AT BOUNDARY. | EGPX sent each of the first two FANS uplinks to the aircraft with a correct Standard Message Identifier (SMI), but then sent each of the next six FANS uplinks with an incorrect SMI that prevented the aircraft from processing the uplinks. Except for the incorrect SMI ("FMD"), the uplinks were properly formatted for the aircraft in question (a Boeing 777). UK NATS confirmed problem is fixed. |
| 1389-MM | CANADA | CLOSED | GROUND | Failed CPDLC transfer from CZWG to CZUL | 0330 CONTACT INSTRUCTION<br>0330 ATC COMM TERM<br>0331 ATC COMM ESTABLISH WITH CZEG WITHOUT CREW ACTION.<br>ADDITION TO PREVIOUS TRANSFER TO CZEG SHOULD HAVE BEEN TO CZUL.<br>LOGOFF AND LOGON TO CZUL REQUIRED. | Nav Canada investigation in progress. |
| 1390-SN | NAT | CLOSED | AIR-p | FPL contains wrong representation of registration | The flight made repeated attempts to log on to BIRD but our system failed to find a flight plan matching the reported registration (XXXXXA).<br>The reason was discovered by chance in reviewing logs, the FPL message had contained a different representation of the registration ("REG/XXXXX").<br>The filer had apparently realized that the "XXXXXA" form would be used on CPDLC and had inserted in the remarks section this text: "CPDLC CS XXXXXA" but this obviously cannot be processed by any automation system and is therefore completely irrelevant. The only way that a logon can be effected is if the FPL call sign and the text contained in the "REG/" item exactly match the corresponding parameters of the AFN Logon message.<br>It might be noted that the FPL contained a number of other non-datalink-related errors. | Closed due to Isavia and the CRA being unsuccessful at getting any sort of response from HAW personnel. |
| 1391-RP | NAT | CLOSED AS DUPLICATE | AIR-t | Multiple AFN logons from aircraft on ground July 6th and Aug 4th | On both July 6th and Aug 4th, Gander's Oceanic System was flooded with FANS error messages. After some investigation it was determined that in both events, the cause was multiple AFN logons from an aircraft that was on the ground well outside Gander's airspace. On the July 6th event there were over 3900 messages received from the aircraft.<br>On Aug 4th, the operator's dispatch was contacted and the problem was resolved on a timely basis. We did receive a message from dispatch saying that it was caused by a malfunction on board the aircraft.<br>Since both occurrences were with B748 airframe, we asked the operator to follow-up to ensure that this is not an ongoing issue as both occurrences required Gander to suspend FANS operations until the problem was understood. | Closed as duplicate of PR 1262-RP. |
| 1392-MM | CANADA | CLOSED | GROUND | Failed CPDLC transfer from CZUL to CZQX | SWITCH OVER TO CZQX DID NOT TAKE PLACE. WHEN SELCALLED BY GANDER LOGGED OFF BUT EGGX BECAME ACTIVE CENTER. NO LUCK 2ND TRY. | Nav Canada investigation in progress. |
| 1393-MM | CANADA | CLOSED | GROUND | Failed CPDLC transfer from CZUL to CDQX | CZUL ACTIVE THEY LATER SET NEXT CDQX..ALL GOOD NO CHANGE TOOK PLACE QUERIED MONT BUT NO JOY. LOGGED OFF LOGON CZQX. | Nav Canada investigation in progress. |
| 1394-MM | CANADA | CLOSED | GROUND | Delayed CPDLC transfer from CDQX to CZQX | NO TRANSFER UNTIL WE PROMPTED BY FREE TEXT. | Nav Canada investigation in progress. |
| 1395-SN | SOPAC | CLOSED | AIR-t | Address forwarding from NFFF failed | At 2215 it was noted that no logon had been received. NFFF was contacted and confirmed that the aircraft was operating on data link. They were requested to re-address forward the aircraft. A logon was received several minutes later. | Operator had HFDL enabled on their aircraft but no contract for HFDL with ARINC. Consequently, when downlinks were routed to HFDL, there was no contract to deliver them. The operator has since disabled HFDL on their aircraft. |
| 1396-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to load UM80 | CLEARED [WARTY170007 SHARK MARLN SY] was uplinked where WARTY170007 was a bearing 170 Magnetic at 7NM from position WARTY.<br>It appeared there were problems loading the clearance (due to the delay in responding). When queried, the flight crew advised (at 0737) that "we had a partial upload".<br>A further query as to what part of the clearance could not be loaded resulted in the response "Nothing after WAR/170/7".<br>When asked to confirm their assigned route, the [routeclearance] downlinked contained a bearing distance from WARTY in degrees True (WARTY183007).<br>So:<br>1. Why was the clearance not loadable; and<br>2. Does the avionics always do a True/Magnetic conversion? | Closed as a duplicate of PR 1515. |
| 1397-SN | NAT | CLOSED | None | ADS-C reports on 8th June where the time of receipt is before the reported time | On the 8th June Shanwick received a series of ADS-C reports where the time of receipt is before the reported time of the ADS-C report. | Airbus were unable to get logs to investigate this event. |
| 1398-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to load UM80 | A flight was issued an amended route by CPDLC around military airspace. The uplink was UM80 CLEARED [KEBAB160008 SHARK MARLN SY], where KEBAB160008 was a bearing 160 Magnetic at 8NM from position KEBAB.<br>The flight crew subsequently advised that the clearance could not be loaded. | Closed as a duplicate of PR 1515. |
| 1399-SN | SOPAC | CLOSED AS DUPLICATE | AIR-t | Unable to load UM83 | A flight was issued UM83 AT [ISTEM] CLEARED [KEBAB160008 SHARK MARLN SY]. DUE TO AIRSPACE RESTRICTION, where KEBAB160008 was a bearing 160 Magnetic at 8NM from position KEBAB.<br>There were a number of subsequent exchanges with the aircraft during which the flight crew advised that they were unable to load the clearance.<br>While logs may no longer be available for this flight, the problem appears to be systematic and should be able to be replicated. | Closed as a duplicate of PR 1515. |
| 1400-SN | SOPAC | CLOSED | GROUND | No CPDLC downlinks | The aircraft was CPDLC-connected and ADS contracts in place with YBBB.<br>No CPDLC position report was received at the FIR boundary (although an ADS-C report was received).<br>A CPDLC REQUEST POSITION REPORT was uplinked. No response was received. | SITA confirmed that the operator involved was not configured in their system. That has since been corrected. |
| 1401-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | FANS PROBLEM REPORT OF NO LOG-ON | First able to log-on CPDLC with RJJJ but ADS did not work.<br>And unable to log-on CPDLC with PAZA & PAZN | Closed as a duplicate of 1021-MM. The problem was due to an issue with CMU installed on the airplane. Software that corrects the problem is certified and available for retrofit. |
| 1402-SN | ASIA | CLOSED | AIR-t | Loss of ADS-C | Melbourne ATC report a high incidence of ADS-C dropouts on this flight/ sector across multiple tail numbers. The loss of ADS-C occurs after the transition from VHF to satellite. CPDLC logon was unaffected. | The observed behavior is due to a known anomaly on FANS A (CLR3) aircraft: no ADS-C recovery after software reset. Also, unexpected ADS-C disconnects associated with CPDLC disconnects (airborne ATC reset) have been monitored on aircraft with latest standard (CLR7) and no anomaly was detected during the monitoring. |
| 1403-SN | SOPAC | CLOSED | AIR-p | No CPDLC downlinks - A332 | The aircraft was CPDLC connected with YBBB. There had been no problems establishing the CPDLC connection.<br>The flight crew were requested (via voice) to downlink a CPDLC position report. None was received. Several minutes later the flight crew were asked if one had been sent, and they confirmed that it had. They also confirmed that the status of the downlink was "SENT".<br>No response was received in answer to a REQUEST POSITION REPORT.<br>An ADS-C Demand Contract was uplinked. No ADS-C report was received in response (in fact ADS-C was lost).<br>Aircraft was instructed to DISCONNECT CPDLC and to re-logon, after which normal functionality resumed. | The message was sent via ARINC but ARINC filtered this message because the operator had no contract with ARINC.<br>The operator has a "standing order" in the A/C acceptance log advising the crews NOT to use HF data, only voice. However, this produces an ECAM advisory "HF voice only" which some crews consider as a fault and they switch HF "voice only" to off, therefore activating HFDL.<br>Airbus sent two memo's to the operator's Op's & Engineering departments advising of this situation, but have been informed by the Fleet captain that "as they have many contract crews it's understandable that some of them de-select voice only to remove the ECAM message".<br>The operator is negotiating an HF data contract with ARINC. Should be ready within 2 months. |
| 1404-SN | NAT | CLOSED AS DUPLICATE | AIR-t | Multiple Logon Downlinks (Similar to PR1262) | This a/c appears to have transmitted numerous downlink logon messages. This resulted in controller workload. | Closed as duplicate of PR 1262-RP. |
| 1405-GS | NAT | CLOSED | AIR-t | Messages not delivered on SATCOM | There were some difficulties in connecting with Gander. The flight crew noted that they were told (on voice) that their position reports at 40W had been missed. | This problem has been replicated in the lab, and is scheduled for a future software release. It involves loss of Cat B VHF link sometimes hanging up the determination of VHF NO COMM. |
| 1406-SN | NAT | OPEN | AIR-t | A333 makes multiple partial ADS reports | While it is routine to receive the odd ADS report with missing (nominal) values, this case stood out because of the number of sequential reports suffering from this deficiency.<br>Airbus were notifed of the occurrence and are investigating - this PR is being filed merely so that tracking and reporting is ensured. | Per Airbus analysis, there were no predicted data in ADS-C projected profile report for an hour. No internal traces available to explain the loss of predictions. Considered as an isolated case. They will monitor for new occurrences. |
| 1407-MM | NAT | CLOSED AS DUPLICATE | AIR-t | Delayed Uplink Display | A squawk code was uplinked to a 777. Display of the uplink was delayed approximately 5 minutes from receipt. | Closed as duplicate of PR 1278-MM. Honeywell has information for and is investigating both PRs. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1408-SN | ASIA | OPEN | GROUND | No auto transfer and connection | No Auto Transfer of CPDLC to YMMM at ELATI, manually notified still no connection. attempted reset , deselected ADS, Re notified still no JOY.. ADS-OK,. CPDLC-NO | There were three issues with this transfer:<br>1. VCCF did not set up for an automatic transfer (i.e., no NDA message or AFN contact advisory sent to the airplane). They did send a free text message "CONFIRM NEXT CENTER YMMM"<br>2. VCCF terminated CPDLC with an illegal combination of a DR1 IMI and END SERVICE. The avionics would not know what to do with this, and I'm pretty sure it hosed the ATC connection.<br>The flight crew sent a manual logon to YMMM. The avionics responded to YMMM's CR1 with a CC1, but were reportedly unable to use CPDLC.<br>3. According to the problem description, the crew attempted a reset, but was unable to re-establish CPDLC. When they sent a new logon to YMMM, YMMM responded to the logon, but did not send a new CR1. This is a known issue with Air Services' automation. |
| 1409-SN | SOPAC | ACTIVE | TBA | Unable to load route clearance | An aircraft was issued an amended route by CPDLC: "CLEARED HOOKS WOL H65 RAZZI Q29 ML. DUE TO AISRAPCE RESTRICTION" The position HOOKS included an optional lat/long.<br>It took a while for the aircraft to commence flying the new route, and so they were queried as to whether the route was loadable.<br>The response (sent at 2022) was "CNCE NOT LOADABLE. MANUALLY LOADED AFTER SOME HEAD SCRATCHING".<br>In response to a further query as to the nature of the problem, the flight crew advised (at 2025) that it "DID NOT PROMPT SWAP ACTIVE BUTTON" | Airbus' analysis did not show any issue with the route clearance content. Some deeper analyses are still ongoing. |
| 1410-SN | SOPAC | OPEN | mult | CPDLC Uplink not delivered to A332 | CPDLC uplink apparently not delivered to A332.<br>At 0831, as JST3 approached VESUN, an uplink was sent by YBBB "AT VESUN MONITOR NADI CTR 8867".<br>The uplink was reissued at 0836, to which a WILCO response was received.<br>The flight crew subsequently confirmed only one MONITOR message had been delivered.<br>The 0831 uplink from YBBB to JST3 did not appear to have been received by the avionics. | This is the same issue as occurred with PR 1372-SN. For whatever reason, the network was unable to deliver the uplink to the airplane. The network dutifully sent a MAS-F back to Air Services. Air Services has been requested to investigate why controller is not notified when network is unable to deliver an uplink. |
| 1411-MM | NAT | ACTIVE | AIR-t | Poor performance for AOR-E over I-3 | Continued poor performance observed in New York FIR for AOR-E. Former PR submitted for XXE, this station ID is now split: XXW for AOR-E and XXN for AOR-W. Had expected improved performance following Inmarsat GES Harmonization in June 2013. Improvement for XXN, AOR-W observed but low performance persists for XXW, AOR-E. | Inmarsat reported that data captured at Burum GES does not confirm problem of 'Poor performance in AORE for NY FIR for ARINC Inmarsat satellite traffic'. Problem being investigated as a possible airplane problem. |
| 1412-SN | ASIA | CLOSED | GROUND | No updation in Controller's Situation Display | Airplane was ADS/CPDLC connected but no indication in the Data Label on Situation Display even after demand contract. | No response from originator to CRA request for corrected registration number or date. PR closed due to inability to procure correct logs |
| 1413-SN | ASIA | CLOSED | AIR-t | Unable to connect to CPDLC | B747-8 unable to connect to CPDLC | This is likely the result of a know issue with CMU installed on the 747-8. Software correcting this problem is available as of January, 2014. |
| 1414-SN | ASIA | OPEN | GROUND | No periodic report being received | ADS/CPDLC established but no periodic report being received | Per CRA review of the communication log for the flight, the airplane was transmitting ADS periodic reports as requested by ATC. A ground station problem is suspected. |
| 1415-SN | SOPAC | CLOSED AS DUPLICATE | mult | No CPDLC downlinks received - A388 | A CPDLC request for a position report was uplinked at 0435, and a further one at 0446.<br>Neither of these uplinks received by the flight crew, nor was any downlink received.<br>It subsequently transpired that the flight crew had incorrectly logged on to YMMM, airborne departing YSSY, and YMMM had address forwarded the aircraft to YBBB but the End service message had either not been sent or received by the aircraft, so the aircraft was still connected to YMMM.<br>In which case it would be expected that a NOT CURRENT DATA AUTHORITY downlink should have been received.<br>The flight crew also indicated that they had attempted to logon to YBBB direct a little earlier, but the logon had been unsuccessful | Closed as duplicate of PR 1540. |
| 1416-MM | SOPAC | OPEN | GROUND | Address forwarding failure - A332 | At 0340, an indication was received that Address forwarding had failed.<br>Can it be established if this is an HFDL problem? (as has been observed previously) with this operator? | No address forwarding problems found during PR investigation; address forwarding as well as transfer of authority occurred correctly (as evidenced by subsequent CPDLC exchanges between NFFF and aircraft).<br>The CRA also pointed out to AsA that it should have designated the NDA before performing address forwarding. A problem report has been written against Air Services' ground automation. |
| 1417-MM | SOPAC | CLOSED | AIR-t | Intermittent ADS-C, CPDLC - B744 | Data link was extremely intermittent. | Problem was caused by transient Iridium avionics issues. CRA recommended to aircraft operator that they monitor aircraft for similar problems. |
| 1418-SN | SOPAC | CLOSED | NETWORK | Performance Deterioration Inmarsat I4 APK/XXA | Perfoprmance deterioration noted in RSP180 performance when one operator's B77W transitioned to the I4 in September/October. Further investigation shows that this is a deterioration observed across all fleets. | Inmarsat reported the following: "We have investigated further and a frequency plan was misread by the GES due to a format error in the file, resulting in the use of high speed channels being restricted. This happened on 12th August at 14:46. It was corrected on 20th November at 11:20 UTC". |
| 1419-SN | SOPAC | CLOSED | AIR-t | CPDLC_ADS-C failure - GLEX | Data link failed shortly after the aircraft entered oceanic airspace.<br>Symptoms are as if aircraft was not registered with SITA, or SATCOM had failed. | CRA analysis confirmed the airplane's satcom system failed early in the flight and did not recover. |
| 1420-SN | ASIA | OPEN | GROUND | CPDLC message not delivered - 1 | CPDLC message not delivered and received error in message window | There was no indication in the SITA log of a CPDLC uplink from VOMF at 1755. At that time, the airplane was still connected to WMFC. VOMF was established as the inactive CPDLC connection at 1749. Judging by a freetext downlink from the flight deck, it appears that WMFC failed to send the END SERVICE message to allow VOMF to become the active connection. The flight crew manually terminated the connection with WMFC at 1804 and logged onto VOMF. A CPDLC connection was successfully established at 1808. With regards to the CPDLC message that was not delivered, perhaps the ground automation prevented transmission of the message since VOMF did not have the active CPDLC connection. |
| 1421-SN | ASIA | OPEN | GROUND | CPDLC message not delivered - 2 | CPDLC message not delivered and received error in message window | VOMF was established as the inactive CPDLC connection at 1759. At 17:59:49 the controller sent a contact instruction to the airplane. Since VOMF did not have an active CPDLC connection, the avionics responded with "Not Current Data Authority". The ground station automation responded to the downlink with an "unrecognizedMsgReferenceNumber" error. The avionics responded correctly given that VOMF did not have the active connection. It's not clear why the ground automation responded to the downlink with an error. |
| 1422-SN | ASIA | CLOSED | GROUND | Received false ADS emergency alert | Received false ADS emergency alert.Pilot reported that error in system and she was not transmitting emergency signal. | Pilots seems to select the ADS-C Emergency button (twice in the flight, at 03:45 and 04:08), generating an emergency periodic report. The first time the crew has probably selected it by accident, instead of ADS-C OFF button (on the same page). The second time, it is probably intentional in order to try to correct the ground complaints about Emergency mode.<br>Then the crew performs an ADS Disconnection => no more emergency periodic report sent.<br>But MAACAYA keeps indicating to the pilots that the emergency mode is considered as activated. Ground anomaly?<br>These erroneous information of the ground induce that the board tries to perform several (useless) manual ADS and CPDLC disconnections during almost one hour. |
| 1423-SN | ASIA | ACTIVE | GROUND | Level is not updated in Data block of Situation display - 1 | When the aircraft reached the level which was not updated in data block of situation display. | The log contains the "REACHING FL320" downlink message which appears to have been correctly routed to MAACAYA. I suspect there was a problem with the ATC end system. |
| 1424-SN | ASIA | CLOSED AS DUPLICATE | GROUND | Level is not updated in Data block of Situation display - 2 | When the aircraft reached the level which was not updated in data block of situation display | Closed as A duplicate of 1423-SN. |
| 1425-SN | ASIA | CLOSED | GROUND | Level is not updated in Data block of Situation display - 3 | When the aircraft reached the level which was not updated in data block of situation display | Closed due to insufficient information to investigate. |
| 1426-SN | ASIA | ACTIVE | GROUND | Unable to log on - 1 | Unable to log on | It appears from the log that there must have been a problem at the ATC ground station. |
| 1427-MM | ASIA | CLOSED | GROUND | No transfer | Within VCCF airspace, YMMM never showed up as next center on logon/status page.<br>ATC datalink was selected off, then login to YMMM was successful.<br>This also happened with VABF transfer to VCCF. | CRA analysis in progress. |
| 1428-SN | NAT | ACTIVE | TBA | GLF4 rejects vertical rate contract in renewal message | The aircraft accepted our initial periodic contract and event contract specifying waypoint reports and the conformance monitoring events used by Reykjavik (level range, vertical rate and lateral deviation). In conjunction with a subsequent level change, the aircraft was given a new event contract specifying a different range of levels. The other events were of course included to ensure they remained valid.<br>The aircraft responded with a NAK, indicating that the Vertical Rate contract element was specified twice ("duplicate on-request tag"). This was of course NOT the case. Despite the NAK, the aircraft continued to make position reports but did not make the expected reports in response to the level range contracts.<br>For unrelated reasosns the aircraft disconnected and logged on again, the sequence above was duplicated - first normal acceptance of the event contract, then a NAK when a revised event contract was issued, yet reporting of positions continued. | Gulfstream investigation in progress. |
| 1429-SN | ASIA | ACTIVE | GROUND | Unable to log on - 2 | Unable to log on data link | The flight crew sent several logons to VOMF/ MAACAYA. There was no AFN acknowledgement to any of the logon attempts. Per the ARINC and SITA logs, it appeared that the downlinks were correctly routed to the ATC. Suspect problem at ATC ground station. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1430-SN | ASIA | ACTIVE | GROUND | Messages were not delivered to aircraft - 1 | Error messages were received and messages were not delivered to aircraft | Per the SITA log for this PR, a contact instruction was uplinked to the airplane at 05:54:14. The message assurance indicated that the message was successfully delivered to the airplane (MAS-S). At 05:54:33 the flight crew sent a WILCO response to the contact instruction. The controller resent the contact instruction four minutes later. The flight crew responded with WILCO. Two minutes after that, the flight crew manually terminated CPDLC. There is no indication in the log as to why the controller received an indication that the uplinks had failed. It is suspected there was a problem at the controller ground station. |
| 1431-SN | ASIA | CLOSED | AIR-t | Messages were not delivered to aircraft - 2 | Message was not delivered to aircraft | Per the SITA log, there was one uplink sent at 05:33z which was not delivered to the aircraft as indicated by the message assurance (MAS-F). The failure reason was "UP INTERCEPT AIRCRAFT NOT LOGGED ON". This may indicate that the airplane was logging onto a different satellite at this time. Shortly after the problem time, the airplane acquired VHF and all comms appeared normal. |
| 1432-SN | ASIA | CLOSED | None | Messages were not delivered to aircraft - 3 | Message was not delivered to aircraft | Closed due to insufficient information to investigate. |
| 1433-SN | ASIA | CLOSED | None | Message was not delivered | Message was not delivered to aircraft | Closed due to insufficient information to investigate. |
| 1434-SN | ASIA | ACTIVE | GROUND | Demand contract was given but postion of aircraft was not updated | Demand contract was given but postion of aircraft was not updated | An ADS report was received at 08:18:49 reporting aircraft present position as N13-43.5, E89-52.4.<br>At 08:27:37, ATC issued a demand report request.<br>An ADS report was received at 08:28:03 in response to the demand request. The aircraft present position was N12-53.7,E90-54.3.<br>It is suspected that the failure of the aircraft position to update on the controller display was due to a problem in the ATC ground station. |
| 1435-SN | ASIA | ACTIVE | GROUND | Message was not delivered to aircraft - 4 | Message was not delivered to aircraft | Per the SITA log, the flight crew requested climb to FL360 at 1418z. At 1419z the controller responded with freetext UNABLE. (Note that the UNABLE message element should be used to close a downlink message rather than freetext). At 1420z the flight crew responded to the free text UNABLE message with ROGER. The next uplink in the log was sent at 1519z. It is suspected that there was a problem at the ATC ground station which prevented the controller from sending the message at 1420z. |
| 1436-SN | ASIA | ACTIVE | GROUND | Message was not delivered to aircraft - 5 | Message was not delivered to aircraft | Per the SITA log, ATC uplinked a freetext contact instruction at 1450z. (Note that one of the Contact or Monitor message elements should be used rather than freetext). At 1451z the flight crew responded to the freetext contact instruction with ROGER. At 1455z the controller sent the END SERVICE message. The message was successfully delivered to the airplane. There was no uplink in the log at 1452z. It is suspected that there was a problem at the ATC ground station which prevented the controller from sending the message at 1452z. |
| 1437-SN | NOPAC | CLOSED | None | FN_COMP and FN_RESP out of order | PAZN was trying to pass CPDLC communications to RJJJ. After sending the Next Data Authority to the airplane, ATOP (oceanic automation system at ZAN) sent an FN_CAD to the airplane. ATOP expected to get back an FN_RESP, then after the airplane established an AFN logon with RJJJ, we expect a FN_COMP. However, ATOP received the FN_COMP a minute sooner than the FN_RESP, resulting in ATOP failing to tell the airplane 'CONTACT Designation: RJJJ, CENTER 05628' till it was too late. | The observed behavior was the result of the airplane being in a region of tenuous VHF coverage. |
| 1438-GS | CANADA | OPEN | GROUND | UNABLE TO LOG ON TO CPDLC WITH CZQM, CDQX, OR CZQX | UNABLE TO LOG ON TO CPDLC WITH CZQM .. CDQX.. OR CZQX. | All logons to CZQM, CDQZ, CZQX rejected FAK4 (flight plan mismatch). Checked with Nav Canada (Gander), and received this:<br>Flight filed a flight plan for NAT U at 0106z with a REG/XXXXXX and then we received a new flight plan at 2232z for NATV with a REG/YYYYYY. Our system would have updated the REG which was different than what he logged in as. I suspect the same occurred at the other sites.<br>Awaiting operator resolution of the flight planning issue. |
| 1439-GS | NOPAC | CLOSED AS DUPLICATE | AIR-t | CPDLC LOG ON W/RJJJ AND NO TRANSFER TO PAZN | CPDLC LOG ON W/RJJJ NO POSITION REPORTS SENDING AND NO TRANSFER TO PAZN. UNABLE TO MANUALLY LOG ON W/ PAZN. | This behaviour is consistent with a problem that has been reported in service, where on leaving Cat B VHF (SITA uses Cat B, and AVICOM uses a version that is part Cat B, part Cat A), CMF can become confused and continue attempting VHF, rather than transition to SATCOM.<br>Closed as a duplicate of PR 1405. |
| 1440-GS | NAT | CLOSED AS DUPLICATE | AIR-t | ADS/CPDLC DOES NOT AUTO TRANSFER TO NEXT CENTER | ADS/CPDLC DOES NOT AUTO TRANSFER TO NEXT CENTER. HAVE TO LOG OFF AND BACK ON TO NEXT CENTER. | Closed as a duplicate of PR 1444-GS |
| 1441-GS | NAT | CLOSED | None | UNABLE TO LOGON TO EISN | REQUESTED TO LOGOFF EGGX AND LOG BACK ON TO EISN AT LIMRI. UNABLE DESPITE NUMEROUS ATTEMPTS. EACH LOG-ON ATTEMPT WAS REJECTED. | Insufficient information for investigation; either the date or registration for the problem airplane was incorrect. |
| 1442-GS | NAT | CLOSED | AIR-t | UNABLE TO LOGON TO CZQX | CPDLC WORKED GOOD W/EGGX SWITCHED AUTO TO CZQX GOT AUTOMATIC MESSAGE BUT OUR ACCEPT WAS NOT ABLE TO SEND...TRIED RE-LOG ON TO NO USE | Airplane was using HFDL only, and it was very slow (I see a 20-minute delay on an ADS report). The logon was delayed beyond the 10-minute timeout. This aircraft had no SATCOM connection since 11 Nov. It is equipped with Iridium. |
| 1443-GS | NAT | CLOSED | GROUND | CPDLC DID NOT TX FROM EGGX TO BIRD | CPDLC DID NOT TX FROM EGGX TO BIRD AT 61N20W. UNABLE TO LOGIN TO BIRD MANUALLY. | Reykjavik responded to AFN logon (FAK0 – so accepted), but never sent CPDLC connect request. Checked with Isavia and got this response:<br>"On the preceding day (the 26th) we apparently lost some FPLs in a rather insidious manner, they show up in logs (which is why I didn't immediately twig to the problem!) and could be retrieved by the operational staff – but were not automatically consulted by the system on receipt of coordination. Instead the system created a minimal FPL from the CLR (a coordination message used by Prestwick which regrettably doesn't contain the REG).<br>"When the pilot reported the problem the controller COULD have simply added the REG to the skeletal FPL he had – but he probably thought it more expedient to simply transfer the flight to Stavanger.<br>The ability to amend (or add) a registration is actually a side effect of the change we had to do to mitigate the problem I described in my previous email – some of our controllers may not in fact know that they can do this. Whether they will be authorised to modify a REG is of course an issue for our operational management to resolve. Personally I would find it acceptable to add a REG where you didn't have one in the first place – but you would have to do some consistency checks before simply changing a REG you already had". |
| 1444-GS | NAT | OPEN | AIR-t | EGGX CPDLC TERMINATED JUST PRIOR TO 30W | EGGX CPDLC TERMINATED JUST PRIOR TO 30W AND WE HAD TO LOG IN TO CZQX MANUALLY. CPDLC AUTO TX DID NOT OCCUR. | Normal transfer (EGGX – CZQX) except that CZQX disconnected too. This is a known problem after a non-standard termination by a previous center (or a center on a previous flight).<br>The original report will be documented as a PR, and this will be cross referenced to it.<br>PR1440-GS is also a duplicate of this issue. |
| 1445-GS | NAT | CLOSED | mult | NO AUTOTRANSFER FROM BIRD TO CZQX | CPDLC DID NOT AUTO CNG OVER FROM BIRD TO CZQX AT N62W036 MANUAL OK | CRA analysis in progress. |
| 1446-GS | NAT | CLOSED | AIR-t | AT 30W UN ABLE TO LOGON WITH SHANWICK -EGGX | AT 30W UNABLE TO LOGON WITH SHANWICK -EGGX- EICAS MESSAGE DATA LINK LOST FMC MESSAGE NO COMM ACARS TEST SUCCESSFULLY PER B757AMM 23-22 CONSULTED WITH TOMC OTHER A/C REPORTED SAME ISSUE. STATION ISSUE AT SHANWICK A/C SYSTEM TEST OK | Airplane was on HF following prolonged period (several days) without a functioning Iridium system. |
| 1447-GS | SOPAC | CLOSED | AIR-t | LOGON TO KZAK CPDLC WAS SUCCESSFUL. AFTER LOGON, NO REPORTS SENT | LOGON TO KZAK CPDLC WAS SUCCESSFUL. AFTER LOGON, NO REPORTS SENT. | Airplane was on HF following prolonged period (several days) without a functioning Iridium system. |
| 1448-GS | NAT | CLOSED | AIR-t | UNABLE TO LOG ON TO CPDLC | UNABLE TO LOG ON TO CPDLC<br>MOC INFORMED ISSUE IS A NETWORK PROBLEM AND THEY ARE HAPPY TO CONTINUE USE OF SYSTEM (I guess this is the crew who is happy to use the system ) | Airplane was on HF following prolonged period (several days) without a functioning Iridium system. |
| 1449-GS | NAT | CLOSED | AIR-t | CPDLC LOG ON SUCCESFULL WITH CZQM FOR A FEW MINS AND DROPPED OFF NEVER ABLE TO LOG ON AGAIN | CPDLC LOG ON SUCCESFULL WITH CZQM FOR A FEW MINS AND DROPPED OFF NEVER ABLE TO LOG ON AGAIN ENTIRE CROSSING NO CPDLC SATCOM CONTINOUSLY TRANSMITTING | Airplane was on HF following prolonged period (several days) without a functioning Iridium system. |
| 1450-GS | NAT | CLOSED | AIR-t | CDPLC LOG ON WITH EGGT SUCCESSFUL. HOWEVER IT DID NOT SEND 20W POSITION REPORT. | CDPLC LOG ON WITH EGGT SUCCESSFUL. HOWEVER IT DID NOT SEND 20W POSITION REPORT. IT TERMINATED ATL-COM APPROACHING 30W INSTEAD OF AUTO SWITCH TO CZQX. TRIED TO MANUALLY LOGON AND PAGE FROZE WITH LOGON SENDING | Airplane was on HF following prolonged period (several days) without a functioning Iridium system. |
| 1451-SN | NAT | CLOSED AS DUPLICATE | GROUND | Unable logon with BIRD | A flight crew reported the following: "ICELAND SAYS CPDLC AND ADS INOP IN THEIR AREA SO ITS NOT OUR EQUIPMENT FAILURE. | Closed as a duplicate of PR 1448-GS. |
| 1452-GS | NAT | ACTIVE | TBA | CDPLC DID NOT AUTO SWITCH TO EGGX AT 30W | A flight crew reported the following: "LOGGED ON TO MONCTON CZQM SWITCHED AUTO TO GANDER CDQX CPDLC NORM. AUTO SWITCHED TO CZQX BUT GANDER DID NOT GET 50W REPORT. GOT 40W REPORT OK. CPDLC DID NOT AUTO SWITCH TO EGGX AT 30W. MAN LOGGED ON AND GOT ATC COMM EST MSG. BUT SHANWICK SAID NO CONNECTION-USED VOICE THEREAFTER". | CRA analysis in progress. |
| 1453-GS | NAT | CLOSED | AIR-p | CPDLC LOGIN FAILED MULTIPLE TIMES WITH EDDY/EGGT/EISN | A flight crew reported the following: "CPDLC LOGIN FAILED MULTIPLE TIMES WIT EDDY/EGGT/EISN!!" | out of 4 logon attempts, two were successful, one appears to have had an issue that was resolved by terminating and logging back on, and the other was a rejection. I don't see any real issue. We just need to confirm the reason for the rejection by EISN. |
| 1454-RP | ASIA | OPEN | GROUND | No auto transfer | No Auto Transfer | The data analyzed for this issue shows that the ATC center at Colombo (VCCF) did not initiate an automatic transfer. There was no NDA or CAD issued by VCCF. This PR will be passed onto the ground center for further investigation. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1455-RP | ASIA | OPEN | GROUND | Clearance disagree between voice and CPDLC | At 50nm SE of SUMDI, CPDLC with WAAF and maintain FL360.<br>Keep voice communication with 120.7 too.<br>At FREQ Handover to 132.5( VHF instruction), A datalink messgae arrived advisung to Maintain FL340. Traffic ahead was 3 ACFTs, 1-35NM FL380, 2-65NM AT FL340, 3-65NM FL350. Ujing was queried on 132.5 and advised to Maintain FL360. | The data analyzed for this event shows that the ground did uplink a clearance which differed from the voice clearance (as reported in the PR). The issue should be further investigated by WAAF for determining the cause of the incorrect uplink. The CRA will include this in the PR briefing at the next FIT ASIA meeting. |
| 1456-GS | NAT | CLOSED | NETWORK | UNSUCCESSFUL AUTO CPDLC TRANSFER FROM EGPX TO EGGX. | A flight crew reported the following: "UNSUCCESSFUL AUTO CPDLC TRANSFER FROM EGPX TO EGGX. RECEIVED ERROR MESSAGE TO RE-LOG ON . TRIED TO RE-LOG ON THREE TIMES ALL UNSUCCESSFUL. REVERTED TO VOICE PROC.<br>SUCCESSFUL CPDLC LOG ON WITH CZQX AT 30W. ONLY EGGX WAS UNSUCCESSFUL". | CRA analysis in progress. |
| 1457-GS | NAT | CLOSED | None | CPDLC DID NOT TRANSFER AUTOMATICALLY B/T EISN TO EGTT | A flight crew reported the following: "CPDLC DID NOT TRANSFER AUTOMATICALLY BETWEEN EISN TO EGTT". | Incorrect date provided in PR; CRA could not investigate. |
| 1458-GS | CANADA | CLOSED AS DUPLICATE | AIR-t | CPDLC DID NOT CHG OVER FROM CZQM TO CDQX NOR DID IT CHG OVER FM CDQX TO CZQX. | A flight crew reported the following: "CPDLC DID NOT CHG OVER FROM CZQM TO CDQX NOR DID IT CHG OVER FROM CDQX TO CZQX. EACH TIME THE ACTIVE DATALINK WAS LOST WE RECEIVED AN ABORT MSG AND HAD TO LOG BACK ON MANUALLY". | CLOSED as a duplicate of PRs 1444-GS. |
| 1459-MM | NAT | CLOSED | GROUND | Failed CLX Delivery | Failed CLX delivery. ARINC indicated "AIRCRAFT NOT LOGGED ON" (reason code 234) in failed message assurance report. | PR investigation revealed that Nav Canada sent unsolicited CLX based on "AGCS" remark in FPL, although aircraft in question not ACARS-equipped. Aircraft operator taking corrective action to omit "AGCS" remark from FPLs for non-ACARS-equipped aircraft. |
| 1460-MM | NAT | ACTIVE | GROUND | Failed CPDLC transfer from CDQX to CZQX | A flight crew reported the following: "CPDLC FAILED TO TRANSFER FROM CDQX TO CZQX. MSG "ATC COMM TERMINATED". UNABLE TO LOG ON FOR 30 MINS. ALSO ALL ADS CONN LOST FOR 45MINS". | PR investigation revealed that CPDLC transfer failure and absence of ADS-C connection was caused by CADS performing AFN address forwarding to an unknown and unresponsive address (YQXCGYA) shortly before CDQX attempted to perform AFN address forwarding to CZQX. This prevented the aircraft from completing AFN address forwarding to CZQX and prevented CZQX from establishing CPDLC and ADS-C connections.<br>PR assigned to Nav Canada to investigate further |
| 1461-MM | NAT | ACTIVE | GROUND | Failed CPDLC transfer from CZQX to EGGX | A flight crew reported the following: "ATC COMM FAILED TO TRANSFER FROM CZQX TO EGGX. MANUAL LOGON REQUIRED." | PR investigation revealed CPDLC transfer from CZQX to EGGX failed due to lack of END SERVICE message from CZQX. PR assigned to Nav Canada to investigate further. |
| 1462-SN | SOPAC | CLOSED | None | Erroneous ADS-C estimate - A388 | Airplane passed position SAPDA at 0623 and downlinked a CPDLC position report which included an estimate for the next position METUM. The estimate for METUM in the position report was 0624 (1 minute later). METUM is 252NM from SAPDA. At the same time the ADS-C position jumped forward close to METUM.<br>The controller uplinked a Demand Contract Request after which the ADS-C position symbol returned to a position close to SAPDA and the estimate METUM in the ATS system changed to a more reasonable estimate. | The aircraft registration number indicated in the problem report was incorrect. Airbus was unable to investigate. |
| 1463-SN | SOPAC | CLOSED AS DUPLICATE | mult | Unable to establish CPDLC - A388 | Ongoing problem with the A380.<br>Logon was received from airplane. CPDLC connection established. Several uplinks sent, but no downlinks could be received.<br>I understand that ADS-C was operational. | Closed as duplicate of PR 1250 |
| 1464-DN | ASIA | CLOSED | None | Unable log on to VABF | Unable logon to VABF | CRA analysis in progress. |
| 1465-SN | ASIA | ACTIVE | GROUND | WAAF issues | Crew report, sent position report and request for climb. No response. Logged off and on again - still no CPDLC, continued on VHF/HF. | From the log, it looks like no one was minding the shop after the airplane logged on. All messages reached the ground, including repeated attempts to logon after the crew disconnected. Recommend this issue be discussed at the next FIT ASIA meeting. |
| 1466-MM | NAT | CLOSED | GROUND | Failed CPDLC transfers in NAT | A flight crew reported the following: "WHEN WE WENT TO REQ FL370 DISCOVERED ACTIVE CTR WAS CZQX NOT EGGX OR BIRD. LOGGED OFF AND ON TO EGGX ALL NOW NORMAL". | PR investigation revealed multiple transfer failures in NAT. Eastbound aircraft made it to W014 with CZQX still as CDA, apparently due to late END SERVICE from CDQX that prevented successful transfers from CZQX to BIRD and from BIRD to EGGX. PR assigned to Nav Canada to investigate further. |
| 1467-MM | NAT | CLOSED AS DUPLICATE | AIR-t | Failure of Automatic Transfer | A flight crew reported the following: "DID NOT TRANSFER AUTOMATICALLY FROM EGGX TO CZQX" | closed as a duplicate of 1444. |
| 1468-GS | NAT | CLOSED | GROUND | ATC Did Not Receive Position Report -1 | 40W POSITION REPORT NOT RECEIVED BY GANDER CPDLC SHOWS ACTIVE | CRA analysis in progress. |
| 1469-GS | NAT | CLOSED | GROUND | ATC Did Not Receive Position Report -2 | CPDLC POSITION REPORT AT 50W NOT RECIEVED BY ATC. LOGON SHOWS ACT CTR OF CZQX CORRECTLY | CRA analysis in progress. |
| 1470-GS | NAT | CLOSED | NETWORK | Unable to Logon to EGGX | UNABLE TO LOGN TO EGGX DATALINK AFTER REQUEST | CRA analysis in progress. |
| 1471-GS | NAT | OPEN | AIR-t | Stuck Logon | ATC LOGON STUCK ON EGTT. IT WON'T LET ME LOG OUT OR ANYTHING. | The last downlink from the FMC of any kind was the CC1 downlink at 9:31:52.<br>London sent its first "welcome" message (CPDLC ACTIVE, with MIN 0) a couple of seconds later. A minute after that, London sent its second "welcome" message (CURRENT ATC UNIT EGTT , LONDON CENTER, also with MIN 0).<br>At this point, there should either have been a ROGER to the first "welcome" message or an ERROR for the second one (duplicate MIN) in a SENDING state. From the DLOP message, it's clear this stayed SENDING, and no further messages (including a DR1 for terminating) could be sent. This could be an issue with the CMU (or FMC/CMU interface). It's not possible to be more specific. I propose to leave this OPEN for further occurrences. |
| 1472-SN | SOPAC | CLOSED AS DUPLICATE | mult | Unable to establish CPDLC - A388 | Ongoing problem with the A380.<br>Logon was received from airplane at (approx) 0422. CPDLC connection established with no delay. CPDLC uplink sent, but no downlink received.<br>Ground system re-set, flight crew logged on again, and a successful CPDLC connection established at (approx) 0500. | Closed as duplicate of PR 1250. |
| 1473-SN | SOPAC | CLOSED AS DUPLICATE | mult | Unable to establish CPDLC - A388 (2) | Ongoing problem with the A380.<br>Logon was received from airplane at 0124. CPDLC connection established with no delay. Several CPDLC uplinks sent, but no downlinks could be received.<br>Flight crew advised that they had no CPDLC connection.<br>ADS-C was operational. A few ADS-C emergency downlinks were received, but it is believed this was caused inadvertently by the flight crew while we were trying to work through the CPDLC connection problem. | Closed as duplicate of PR 1250. |
| 1474-SN | SOPAC | OPEN | AIR-t | No response to CPDLC uplinks - B772 | Between 0245 and 0251, a number of CPDLC uplinks were sent to the airplane, but no response was received. Indications were that they were not received by the flight crew. | The airplane did not have satcom. The operator has been contacted to confirm that the satcom system has been repaired. |
| 1475-SN | SOPAC | CLOSED AS DUPLICATE | mult | Unable to establish CPDLC - A388 (3) | Ongoing problem with the A380.<br>Logon was received from airplane at (approx) 2310. CPDLC connection established with no delay. CPDLC uplink sent, but no downlink received.<br>Flight crew advised that they had no CPDLC connection.<br>Ground system re-set, flight crew logged on again, and a successful CPDLC connection established. | Closed as duplicate of PR 1250. |

| CRA number | Region | Status | Type | Title | Description | Findings |
|---|---|---|---|---|---|---|
| 1476-MM | NAT | CLOSED | NETWORK | CPDLC Failure to Switch | A flight crew reported the following, "CPDLC DID NOT SWITCH FROM EISN TO EGGX UNTIL PAST COAST OUT FIX OF SUNOT. THEN SHANWICK CALLED AND TOLD US TO LOGOFF EGGX AND LOG BACK ON. WE ATTEMPTED TO DO SO BUT AFTER 20MINS IT ONLY SHOWED SENDING FOLLOWED BY A RESEND MSG. WE RE-SENT THE MSG AND 5 MINS LATER IT SHOWED SENT BUT STILL NOT ACCEPTED OR ACTIVE. DATA LINK HAS BEEN READY THROUGHOUT PROCESS. CPDLC WAS COMPLETELY NORMAL IN GANDER AIRSPACE/CZQX AND CDQX/ BUT TOTALLY UNUSABLE IN EGGX AIR-SPACE. | CRA analysis in progress. |
| 1477-MM | NAT | CLOSED AS DUPLICATE | AIR-t | CPDLC Does Not Auto Change | A flight crew reported the following, "CPDLC does not auto change to next sector. It shows accepted when logon but does not logon". | closed as duplicate of PR 1444-GS. |

**"Status" Definitions**

RAISED - the PR has been filed by the originator but has not yet been processed by the CRA
ACTIVE - CRA has processed the PR and allocated a CRA # and someone to investigate it. During this phase the PR is under investigation
OPEN - The investigation is complete however some form of correction is required before it can be closed
CLOSED AS DUPLICATE - Closed because problem is already covered under another PR
CLOSED – Corrective action has been implemented or non-problem

**"Type" Definitions**

AIR – procedural – Problem due to flight crew action
AIR – technical – Problem due to avionics fault
GROUND – Problem due to issue at ATSU
NETWORK – Problem at GES or in network
mult - Problems occurred in more than one area
None - Problem was a non-problem
TBA – To be Assigned – problem type not yet determined