



ICAO

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WORKING PAPER

E/CAR/NTG/5 & E/CAR/RD/3

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Fifth Eastern Caribbean Network Technical Group (E/CAR/NTG/5) and Third Eastern Caribbean Radar Data Sharing Ad-hoc Group (E/CAR/RD/3) Meetings
Guadeloupe, France, 22 to 24 October 2014

Agenda Item 2: E/CAR AFS Network
2.1 Network performance analysis and general aspects

E/CAR AFS NETWORK PERFORMANCE AS REPORTED BY THE OECS STATES

(Presented by ECCAA)

EXECUTIVE SUMMARY	
This paper presents the evaluation of the E/CAR/AFS Network performance from the perspective of the OECS States including Montserrat and Anguilla.	
Action:	The suggested actions are given in Section 4
Strategic Objectives:	<ul style="list-style-type: none">• Safety• Air Navigation Capacity and Efficiency• Environmental Protection
References:	E/CAR/AFS failure reports

1. Introduction

1.1 There were minimal outages during the period of review. Most of the outages that did occur were related to hardware issues at the user end. Feedbacks on fault resolutions were still not posted on TopDesk in a timely manner. Notwithstanding the outages, the network performance has been reasonably good.

2. Discussion

2.1 *Analysis of performance of the network*

2.1.1 The performance of the network within the OECS States has been reasonably good. Failures have been at a minimum at all the states.

2.2 *Analysis of failures and recommendations*

2.2.1 The majority of noted failures were attributed to end equipment problems caused by power glitches, environmental issues and localized circuit failures within the country. In some instances problems were solved by resetting the modems.

2.2.2 *Failures*

2.2.2.1 *Anguilla*

- 18.10.13. Intermittent loss of contact with Julianna on speech line
- 21.11.13. Failure of both speech and data
- 24.11.13. Complete failure of speech and data
- 18.02.14. Complete failure of speech and data
- 18.03.14. Complete failure of speech and data
- 14.04.14. Complete failure of speech and data (Restored 18.04.14)
- 02.05.14. Complete failure of speech and data.
- 13.05.14. Complete failure of speech and data
- 20.08.14. Complete failure of speech and data, router at airport unserviceable

Currently Anguilla does not have a back-up router

2.2.2.2 *St. Kitts*

- 13.11.14. Complete failure of speech and data
- 19.03.14. Unable to contact Antigua
- 19.08.14. Complete failure of speech and data
- 29.08.14. Complete failure of speech and data
- 05.09.14. Speech failure
- 11.09.14. Complete failure of speech and data

Currently St. Kitts does not have a back-up router

2.2.2.3 *Antigua*

- 15.10.13. No voice connection to Guadeloupe and St. Maarten
- 18.10.13. Low voice levels from Guadeloupe and St. Maarten
- 25.11.13. Low voice level from St. Maarten
- 06.02.14. No voice connection with St. Maarten

Currently Antigua does not have a back-up router

2.2.2.4 *Montserrat*

- 25.07.14. Complete failure of speech and data

2.2.2.5 *Dominica (Melville Hall)*

- 22.10.13. Data failure
- 23.10.13. Unable to transmit or receive flight plans on CADAS (Outage 1 hour)
- 31.10.13. Complete failure of speech and data
- 10.12.13. Unable to transmit and receive on CADAS
- 19.05.14. CADAS unserviceable

2.2.2.6 ***Dominica (Canefield)***

No documented fault

2.2.2.7 ***St. Lucia (George Charles)***

- 30.10.14. Complete failure of speech and data

2.2.2.8. ***St. Lucia (Hewanorra)***

- 24.12.13. Complete failure caused by power issues at the airport.
- System restored at 28.12.13 at 1910UTC
- 05.02.14. SPATIA log-in timed out caused by faulty Ethernet connection.
- 24.02.14. SPATIA mal-functioned and required CPU reset.
- 14.05.14. Printer in alarm mode.
- 19.08.14. No data communication to Barbados
- 21.08.14. Unable to communicate with Barbados on voice.
- 21.08.14. Failure of data circuit
- 21.08.14. Complete failure of speech and data. (Restored at 25.08. 14)
- 18.09.14. Failure of voice and data circuits

2.2.2.9. ***St. Vincent***

- 03.05.14. Failure of voice circuit

2.2.2.10 ***Grenada***

No documented reports

2.3 ***TopDesk Reporting***

2.3.1 Fault reporting is being done at all sates and documented on TopDesk. However, feedback and the nature of the problems after resolution are not clearly stated.

3. Conclusions/Recommendations

3.1 The performance of the network has been reasonably good.

3.2 The lengthy outages which generated some concerns occurred in St. Lucia, Hewanorra and Anguilla.

3.3 Feedback on faults resolution need to be enhanced.

4. Suggested Actions

4.1 The Meeting is invited to:

- a) take note of the information presented in this paper;
- b) analyze the failure reports for identifying improvements; and
- c) take any other action that the meeting considers appropriate, following the recommendation indicated in Section 3

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