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WORKING PAPER

E/CAR/NTG/7 & E/CAR/RD/5 — WP/08
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**Seventh Eastern Caribbean Network Technical Group (E/CAR/NTG/7) and
Fifth Eastern Caribbean Radar Data Sharing Ad hoc Group (E/CAR/RD/5)**
Basseterre, St. Kitts and Nevis, 17 – 18 October 2016

Agenda Item 3: E/CAR Aeronautical Fixed Service (AFS) Network Performance and Operation
3.1 Network performance and general aspects

NETWORK PERFORMANCE ANALYSIS AND GENERAL ASPECTS

(Presented by Trinidad and Tobago)

EXECUTIVE SUMMARY	
This working paper presents an analysis of the fault reports received for the period October 2015 to September 2016.	
Action:	The suggested actions are presented in Section 3.
<i>Strategic Objectives:</i>	<ul style="list-style-type: none">• Safety• Air Navigation Capacity and Efficiency
<i>References:</i>	<ul style="list-style-type: none">• Fifth Eastern Caribbean Network Technical Group (E/CAR/NTG/6) and Fourth Eastern Caribbean Radar Data Sharing Ad hoc Group (E/CAR/RD/4) Meetings

1. Introduction

1.1 The Topdesk on-line web-based fault reporting application provided by Trinidad and Tobago is being utilized by users of the Eastern Caribbean AFS network to log faults and receive timely resolution information. The application provides statistics and reports for all States/Territories. Reports and statistics may be generated per State, per period, per type of failure, etc. In the OECS ATC/AIS report all faults to the ECCAA Technical staff who in turn logs the fault on Top Desk.

1.2 An internet portal which can be used to monitor the performance of the network was provided to E/CAR AFS users via <http://tsttmetroe.tstt.co.tt>, for monitoring purposes.

2. Discussion

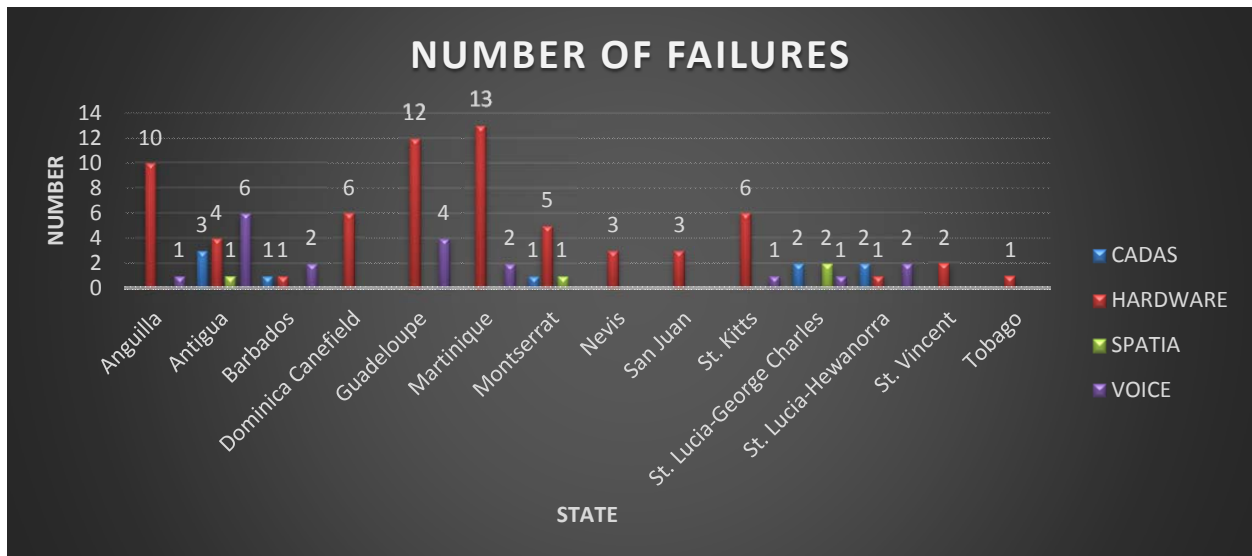
2.1 In July of 2016, Antigua reported that the following error was being displayed on CADAS: "Server unreachable" when retrieving FPLs Messages. There were also numerous alarms stating "connection to server loss". TTCAA did some initial checks with the ECCAA technicians to establish that the fault was not local. A report was sent to TSTT and checks were conducted on the network. No issues were found on the MPLS.

2.2 Subsequent to this report by Antigua, Barbados and St. Lucia also reported a "slowing up" of their CADAS system. Further checks at Piarco's end revealed that the status of the Message Handler (software module) on the CADAS Server was in error. This issue was picked up after some investigation by TTCAA technicians since the error was not visible as a fault on the server. After stopping/starting the Terminal Server and the Message Handler the service has normalized.

2.3 This issue would have affected all States. Because of the intermittent nature of the fault, the final resolution took almost four (4) weeks. The CADAS service for this period was always available.

2.4 The following breakout of reported faults taken from Topdesk for the period October 2015 to September 2016 is presented as follows:

State	CADAS	HARDWARE	SPATIA	VOICE	TOTAL
Anguilla		10		1	11
Antigua	3	4	1	6	14
Barbados	1	1		2	4
Dominica Canefield		6			6
Dominica Douglas Charles					0
Martinique		13		2	15
Guadeloupe		12		4	16
Montserrat	1	5	1		7
Nevis		3			3
San Juan		3			3
St. Kitts		6		1	7
St. Lucia-George Charles	2		2	1	5
St. Lucia-Hewanorra	2	1		2	5
St. Vincent		2			2
Tobago		1			1
Total	9	67	4	19	99



3. Suggested Action

3.1 The Meeting is invited to:

- a) Take note of the information presented in this paper; and
- b) Study, analyse and propose solutions to minimize the number and duration of failures.