**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Qatar Airways | **IFE System:** | AVANT |
| **Tail Number / MSN:** | A7-APJ / 254 | **Software:** | v2000 |
| **Aircraft type:** | A380 |

**Daily report for 2018-07-20 and 2018-07-22**



**Flight Leg id #4 / QTR7XB / - / 2018-07-21 05:56:12 => 2018-07-21 13:32:40**

|  |
| --- |
| **Flight status estimation:** |

Fault 400- Lost communications to LRU Host error still active or greater than 15 minutes (in cruise mode)

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **LRU** | **Fault** | **Description** | **Reporting Host Name** | **Parameters** | **State** | **Detection** | **Clearing Time** | **Duration** |
| 0 | SVDU45J | 400 | Lost communications to LRU Host | SVDU45H | 0 / 0 / 0 | **Active** | 2018-07-21 08:51:51 |  |  |
| 1 | SVDU45J | 400 | Lost communications to LRU Host | SVDU45K | 0 / 0 / 0 | **Active** | 2018-07-21 08:51:51 |  |  |

Fault 400- Lost communications to LRU Host error with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 404- still active or greater than 15 minutes (in cruise mode)

None

Fault 404- with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 406- still active or greater than 15 minutes (in cruise mode)

None

Fault 406- with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 420231- SVDU-G4 failed to mount the SDXC error still active or greater than 15 minutes (in cruise mode)

None

Fault 420231- SDXC error with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 440211- Ethernet link error still active or greater than 15 minutes (in cruise mode)

None

Fault 440211- Ethernet link error with more than 5 fault less than 15 minutes (in cruise mode)

None

Fault 42007003- Communication error between the Server and Client still active or greater than 15 minutes (in cruise mode)

None

Fault 42007003- Communication error between the Server and Client with more than 5 fault less than 15 minutes (in cruise mode)

None

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-07-16 00:00:00 to 2018-07-22 00:00:00.

**Observations and recommendations:**

**- Check performance of below SVDUs due to high number of reported communication failures:**

None

**- Check performance of below SVDUs due to high number of reported POST failures:**

None

**- Check performance of below SVDUs due to SDXC Card not present on SVDU-G4 error report:**

None

**- Verify performance, config check and/or dispfac of below SVDUs to confirm if it properly reports due to high number of reported S/W P/N failures:**

None

**- Check performance of below TMPUs due to high number of reported communication failures:**

None

**- Verify performance, config check and/or dispfac of below TPMUs to confirm if it properly reports due to high number of reported S/W P/N failures:**

None

**- Check performance/stability and associated RPO functioning of below SPB due to high number of reported status error:**

None

**- Check status and stability of below RPO due to high number of reported loss of communication failures by the associated Power Module:**

None

**- Check Camera due to high number of reported communication failures:**

None

**- Check Printer due to high number of reported communication failures:**

None

**- Check performance of below SVDU due to SVDU-G4 failed to mount the SDXC errors report:**

None

**- Check status of below SVDU due to high number of link status error reported:**

None

**- Check performance of below SVDU due to high number of communication ERROR reported between the Server and Client:**

None

**Seat Reset Comparison**

**- Above reported SVDUs reset count for that period:**

None

**- High count of seat resets:**

None

**Additional observations**

**- List of SVDU communication fault event:**

None

**- List of offline DSU occurrences:**

None

**- List of offline DSU with process crash:**

None

**- Verify below ADBGs stability due to high number of reported loss of communication failures:**

None

**- List of LAIC offline occurrences:**

None

**- List of CIDS Failure occurrences:**

None

**- List of ICMT Process restart:**

None

**- List of ICMT Offline occurrences:**

None