**CUSTOMER INFORMATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Airline:** | Saudia Airlines | **IFE System:** | AVANT |
| **Tail Number / MSN:** | HZ-AK40 / 61598 | **Software:** | CUST-1004-02 |
| **Aircraft type:** | B777 |

**Daily report for 2018-07-22 and 2018-07-24**



**No Flight Leg Or Legs in Cruise Phase:**

**CUSTOMER REPORTED PROBLEM**

BITE data review for the period from 2018-07-18 00:00:00 to 2018-07-24 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