

**STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
AIRPORTS**

**ADDENDUM NO. 1
FOR
MAINTENANCE OF ELECTRONIC INFORMATION CONVEYING SYSTEMS
DANIEL K. INOUE INTERNATIONAL AIRPORT
HONOLULU, OAHU, HAWAII
STATE PROJECT NO. BO1722-53**

September 22, 2026

The following is provided for information.

A. PRE-BID MEETING MINUTES

1. The attached **PRE-BID MEETING MINUTES and ATTENDANCE SHEET** are provided for information.

B. RESPONSES TO REQUESTS FOR INFORMATION (RFI'S/QUESTIONS)

1. The attached **RESPONSES TO REQUESTS FOR INFORMATION (RFI'S/QUESTIONS)** are provided for information.

Please acknowledge receipt of this **ADDENDUM NO. 1** by recording the date of its receipt in the space provided on **PAGE P-4** of the Proposal.

Adam Tolentino for

**NATHAN KANESHIGE
Engineering Program Manager**

**STATE OF HAWAII
DEPARTMENT OF TRANSPORTATION
VIRTUAL PRE-BID MEETING MINUTES**

DATE: September 11, 2026

TIME: 10:00 AM

LOCATION: Teams, Virtual Meeting

PROJECT: Maintenance of Electronic Information Conveying Systems
Daniel K. Inouye International Airport
State Project No. BO1722-53

I. General Information and Instructions

1. Attendees introduce themselves (name and company).

II. GENERAL DISCUSSION

1. This meeting is to clarify general questions only. If there is a conflict between what was stated in this meeting and the bid documents, the bid documents shall govern. Any significant changes will be issued through an addendum.
2. This is a state project utilizing State funds. Prospective bidders are reminded to comply with all State laws including using the correct labor wage rates and labor classifications.
3. Important items to remember:
 - Bid Opening date is September 28, 2026, at 2:00 PM.
 - Request for information and substitution shall be submitted in HlePRO no later than September 16, 2026, 2:00 PM.
4. Project duration is 1 year plus 2 Options to Extend for additional years from NTP. See Proposal Pages for information on liquidated damages.
5. Contractor agrees to begin work within 10 working days from the NTP date and shall finish the entire project within the time prescribed.

6. Most of the project sites are located in secured areas. Due to heightened security requirements, there are new security procedures in place. The contractor shall ensure that all access gates are secured at all times. Under no circumstances shall tools, equipment or materials be left in areas where the public can gain access to these items. All security requirements of the airport must be complied with.
7. Access to the airport is subject to the approval of the Airport Manager.
8. All work shall be scheduled with the Engineer and shall be constructed around the airlines operations. The Contractor shall expect night work. All demolition work shall be performed during times when the gates are not in use and will be subject to Outage Requests to be approved by the Airport Manager.
9. Requests for AOA badges, AOA stickers, ramp licenses, etc. shall be submitted within 14 calendar days after award of contract. In addition to the requirements stated in the Contract Bid Documents, all Contractors shall comply with the requirements and procedures of the Contractor's Training Guide.
10. Pending the availability of space on airport property, the State will issue Revocable Permit(s) to the Contractor for the use of the space. The space(s) may be used for a field office, staging of materials and equipment, vehicle parking or other uses subject to the approval of the State.

Since space on airport property is extremely limited, the State does not guarantee that the space provided to the Contractor will be in close proximity to the project site. The State will make every effort to provide the Contractor with space on airport property, however, should the State determine that no space is available for such use(s), the responsibility shall then be on the Contractor to find space outside of airport property.

11. Monthly billings are required if any work is performed during the month.

III. QUESTIONS

1. Clarification on the contractor's licensing requirements between C-13 and C-15 licenses.

Response: The C-13 classification includes work of the C-15 classification.

2. Can we get maintenance records and as-builts of the systems.

Response: Maintenance records for the last 6 months are attached.
As-builts are not available.

Meeting Adjourned: 10:12 A.M.

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
2/17/2026	2:30 AM	Rick	Ticket Lobby 8	ANDS	United is going to update the passenger flow in Lobby 8 and is trying to log into the Airport Vision on the workstation.	Gloria from United is using ua for both user and password. Had her use the 1016 password and led her through updating the ANDS in APV7.	N/A	2/17/2026	3:00 AM	100%	100%
2/17/2026	1:00 PM	NONE (Travis)	E Concourse	FIDS	FIDS E Concourse ceiling hang single display has burn out and rainbow distortion.	Replaced the display with removed from Mauka Extension.	NEC.P404-R CHIE.MSB6364 DP Cable	2/17/2026	3:15 PM	100%	100%
2/17/2026	2:00 PM	NONE (Travis)	C concourse	FIDS	FIDS Koa Gate C7 & C8 Outside and the Vs display top content is not showing through the plexiglass window.	The display are mounted too high. Replaced the CHIE.MSB6463 mount plates with CHIE.MSBUB mount plates that can be adjusted correctly.	(2) CHIE.MSBUB	2/17/2026	5:00 PM	100%	100%
2/17/2026	3:00 PM	NONE (Travis)	Bag Carousel 10	Visual PA	The displays at bag carousel 10 are turned off.	Added labels 'DO NOT TURN OFF, CALL COMM' at the power switch on both displays.	P-Touch Label	2/17/2026	4:00 PM	100%	100%
2/17/2026	3:00 PM	NONE (Travis)	Bag Carousel 7	Visual PA	The displays at bag carousel 7 are turned off.	Added labels 'DO NOT TURN OFF, CALL COMM' at the power switch on both displays.	P-Touch Label	2/17/2026	5:30 PM	100%	100%
2/17/2026	3:00 PM	NONE (Travis)	Bag Carousel 8	Visual PA	The displays at bag carousel 8 are turned off.	Added labels 'DO NOT TURN OFF, CALL COMM' at the power switch on both displays.	P-Touch Label	2/17/2026	5:30 PM	100%	100%
2/18/2026	12:00 PM	Loa	Ticket Lobby 4	FIDS	Air Premia reports that their flight is not showing up on the Ticket Lobby 4 FIDS large board.	The 'Group' page parameter does not have the group code, 4200, for Air Premia. Added 4200 to Group in the device in Visual Page Designer for all three pages of the F-LOBBY-4-LED device.	N/A	2/18/2026	12:15 PM	100%	100%
2/18/2026	12:15 PM	Loa	Comm	FIDS	Loa requests access to view the FIDS pages on the new system similar to the old FIDS FlightView.	In Airport Vision webpage created a FIDS user group that has access to the devices:Preview Pages, Daily Schedule. Then created a user 'loa' and 'comm' with password 2666. http://172.31.48.21/AirportVision is the webpage. Added a favorite link in IE to http://Hnl-AMS-APP01/AirportVision on HNL-GMS081 (Comm Makai workstation). Had to install Silverlight on the GMS to enable usage.	N/A	2/19/2026	11:00 AM	100%	100%
2/18/2026	4:00 PM	NONE (Travis)	G Concourse	FIDS	The Gate G1 concourse FIDS display 1 is losing video connection and when has it displays sparkling.	Moved the display port cable to DP input 2 on the P484 display.	N/A	2/18/2026	4:30 PM	100%	100%
2/19/2026	8:00 AM	NONE (Paul)	C concourse	Visual PA	The Vs in KOA near Gates C7 and C8 is not responding to ping requests	The network cable was not making good contact, cleaned and it seems to be better. Went offline again so reterminated the cable with a new RJ-45.	N/A	2/19/2026	2:00 PM	100%	100%
2/19/2026	9:00 AM	NONE (Paul)	Gate G3	PA	The mic station at Gate G3 Counter is not responding to ping requests	The mic station is constantly rebooting itself. Tightened everything and now reboots when used or touched. Replaced the mic station.	IED.A528HFM	2/19/2026	10:00 AM	100%	100%
2/19/2026	2:00 PM	NONE (Travis)	Terminal 1 Connector	FIDS	The T1 to T2 Ag checkpoint KOA FIDS has rainbow distorted image.	LCD4010 is bad. Replaced with P403 from C Concourse entrance which was replaced with P403 from Gate A19. Installed new NEC P495 at Gate A19 jet.	NEC.P495	2/19/2026	5:00 PM	100%	100%
2/20/2026	1:15 PM	Mark	Gate F2	PA	Delta reported both mic stations at Gate F2 are cutting out and they have to sign back in.	Tested both mics and they are working fine. Staying logged in and not rebooting.	N/A	2/20/2026	1:30 PM	100%	100%
2/20/2026	2:00 PM	NONE (Paul)	Terminal 1 Wiki Wiki	FIDS	The T1 Wiki Wiki KOA FIDS is blank again and the CPU will not ping.	The CPU turns itself off everyday. This is a new micro computer. Replaced the CPU and will open ticket with Dell on the existing one plugged in at the office.	Dell.QBM1250	2/23/2026	9:00 AM	100%	100%
2/23/2026	8:00 AM	Loa	Gate D2	PA	Malcom received a call this weekend about a mic station at Gate D2 acting up.	Could not find an issue with either mic station or microphone. Loa later clarified that the Gate should be D1.	N/A	2/23/2026	8:30 AM	100%	100%
2/23/2026	9:00 AM	NONE (Paul)	Gate C7	Visual PA	The Vs at Gate C7 Wiki Wiki Koa is not responding to pings requests.	The computer is off, flashing an error code. Rebooted several time and then cleaned the inside connection, reseating the RAM and the NVMe drive. Came back up and seems to be working properly.	N/A	2/23/2026	10:45 AM	100%	100%
2/23/2026	10:00 AM	NONE (Travis)	Terminal 1 Wiki Wiki	Visual PA	The Visual Paging display at T1 Wiki Wiki has rainbow distortion.	Replaced the display with one removed from Mauka Extension.	NEC.P404-R CHIE.MSB6364	2/23/2026	3:00 PM	100%	100%
2/23/2026	11:30 AM	Loa	Gate D1	PA	The audio cuts in and out at the PA at Gate D1.	The mic stations both have uptimes of about 15 minutes when checked after a flight. The PoE injector may be failing. This is net switch ED2 location. Installed a 24 port PoE network switch.	CISC.C9200L24P4 CISC.GLC5XMMD	2/26/2026	5:00 PM	100%	100%
2/24/2026	10:00 AM	Shaun	Airport Wide	FIDS	Alaska has now said they need a secondary flight range for HA branding: AS9885-AS9914. This range is used for Hawaiian Airlines extra sections — specifically, flights that are recreated due to significant delays or cancellations.	The new flight range is added to the APV7 system on each template to the WHEN statement that will insert the HA logo instead of the AS logo on flight ranges of AS 800-1299 and AS9885-9914.	N/A	2/24/2026	3:00 PM	100%	100%
2/25/2026	9:30 AM	Loa	International Arrivals	FIDS	The left Arrivals FIDS display at IA outdoor Lobby KOA is dim.	The display is using automatic backlight dimming and ambient light sensing. Unable to disable auto dimming so set all dimming levels to 70 for all light conditions.	N/A	2/25/2026	4:45 PM	100%	100%
2/25/2026	9:30 AM	NONE (Travis)	Rental Car Facility	FIDS	The DH dual FIDS at the Rental Car facility has the right LG display with two distinct vertical bands where the video is much dimmer than the rest of the display.	The display is functioning correctly but the brightness output pales to the sunlit area.	N/A	2/25/2026	11:00 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
2/25/2026	4:45 PM	Renee	Terminal 1	FIDS	Alaska reports two FIDS locations have incorrect flight information in Terminal 1 at the Burger King and at the Gate A15 FIDS.	All FIDS screens look up-to-date and similar. There is a HA Japan flight that is still showing on the FIDS with a Delayed estimated time of 3:20pm. The flight has left. This is a RAMP operator, GMS flight update issue and not a FIDS issue. This flight is showing on all FIDS though.	N/A	2/25/2026	5:00 PM	100%	100%
2/26/2026	11:45 AM	NONE (Paul)	Gate D	PA	The microphone RJ connector can be pulled out of the jack easily.	The RJ connector clip is broken off the microphone. Replaced the microphone.	IED.A501HH	2/26/2026	12:00 PM	100%	100%
2/26/2026	12:30 PM	Loa	Terminal 2 Departures Curbside	D3 LED	Quantas / Korean Air text on the Lobby 4 curbside LED signage is jumbled on the DH side of the sign.	Loa is going to check the D3 Comm computer to see if the text is input correctly for both sides. Text is correct. The 3rd module (Sign 16) is not refreshing at the correct rate. Replaced module.	D3.SMD08	2/26/2026	3:30 PM	100%	100%
2/26/2026	5:00 PM	NONE (Paul)	Terminal 2 Concourse	FIDS	The middle two displays at the FIDS across from Gate D1 are dimmer and greyed.	Reboot of CPU and displays did not help. Replaced the Matrox 4 DVI breakout cable.	MATR.F16104-06	3/12/2026	10:15 AM	100%	100%
2/26/2026	5:15 PM	NONE (Travis)	Terminal 1	Visual PA	The Hawaiian Departures list IED url page in use at the service counters in Terminal 1 will need an update to show the flight ranges of AS 800-1299 and AS9885-9914.	Emailled Marc Beeler the update request. Updated the internal 2023 Departures LIST 1920x1080, Interisland HA (69_899_1.htm) url to include all AS Group Codes (as well as the existing HA group code). 55, 258, 600, 601, 602, 603.	N/A	3/20/2026	11:30 AM	100%	100%
2/28/2026	4:00 AM	Annisa Woods	Terminal 3	FIDS	Annisa reports that the FIDS is showing the Southern Airlines logos at Terminal 3.	For the 28th the codeshares 9X are showing the Southern logo. On the 1st the GMS now has only 9X iata flights with no codeshares instead of MW flights with codeshares. Annisa confirms that going forward 9X instead of MW will be used for Mokulele flights. The Mokulele new FIDS logo was installed with the 9X name on FIDS1 and FIDS2 APV5 servers. In ARM updated the terminal rules and preferences to include 9X wherever MW is located. This allows the 9X flights to be assigned to CAT terminal. The FIDS is using the terminal CAT as the filter to display flights. In the MW_RAMP ARM user group permissions added 9X to MW. The moku user is part of the MW_RAMP group. I remoted in and logged out and back in the Moku user on their GMS. I also assigned all flights for the day, 3-1-26, to CAT and an H Gates stand. To be able to depart a flight had to add the N841MA aircraft registration to the flight.	N/A	3/1/2026	11:30 AM	100%	100%
2/28/2026	9:00 AM	NONE (Travis)	ACC	PA	Password Updates are needed for the Cisco Firepower Firewall admin and users.	SSH into the Firewall 10. network and did the configure password command to update the admin user. To update the VPN users passwords used Firepower Device Manager web GUI by network connection to the admin only port.	N/A	2/28/2026	11:00 AM	100%	100%
2/28/2026	3:15 PM	Lonnie	Bag Claim 27_31	PA	United reports the KVM is not working at Bag Claim 27_31 area.	The KVM PS/2 cable had to reseated to enable track pad to work.	N/A	3/2/2026	9:00 AM	100%	100%
3/1/2026	2:00 PM	Loa	Gate D1	PA	The Gate D1 Podium mic station is cutting out.	This seems to affect all mic stations in the D Gates. Gate D2 both stations at about 9:15 AM have uptimes of 1h 22m. The ED2 D Gates switch homeruns to Port A4 on the Main Intermediate Switch. The Main switch has port E3 going offline and online continuously (every 3 to 60 seconds). The uptime on the mic station is for reboot of the station. Removed the Main PA Rm mic station on port E3 from switch but left PoE on it. Up time at 1h 45m. This was at 4 PM. The mic stations fed thorough the Main Intermediate network switches are rebooting at least once every hour or so. The ones off the Cisco switches reboot every couple of days. Replaced the Main intermediate network switch with the Spare HP 5406zl module switch.	HEWLJ8705A HEWLJ8706A HEWLJ8712A	3/25/2026	4:00 PM	100%	100%
3/3/2026	9:15 AM	Camilla	Bag Claim 20-21	TCAS	Southwest reported they can make live annougements, but not automated annougements at Claim 20-21	The KVM has been removed because it's not working. Eaton sent a replacement. Installed replacement KVM for the purchased TRIP.B021000195.	TRIPP LITE B021-000-19-SH-R	3/23/2026	5:00 PM	100%	100%
3/3/2026	10:15 AM	NONE (Paul)	Bag Claim 19	BIDS	The Bag List at Claim 19 End is not responding to ping requests.	The DDC was on the Windows Desktop with no network connection. Rebooted and it came up fine.	N/A	3/3/2026	10:30 AM	100%	100%
3/3/2026	10:15 AM	Loa	Comm	GMS	Kim, the new Comm Supervisor, is requesting access to the ARM software for the GMS.	Loa sent over desired login and password for Kim. I added her into AODB with MGT user group rights. I then added admin rights to her login in ARM.	N/A	3/3/2026	10:45 AM	100%	100%
3/3/2026	10:15 AM	NONE (Paul)	Bag Claim 18	Visual PA	The Vs at Bag Claim 18 is not repsonding to ping requests.	The DDC was off, reset the power supply.	N/A	3/3/2026	10:45 AM	100%	100%
3/3/2026	10:30 AM	NONE (Paul)	Bag Claim 18	FIDS	The FIDS near Bag Claim 18, display 2 is not working.	The display is using VGA. Restarted the display and it's working fine again.	N/A	3/3/2026	10:45 AM	100%	100%
3/3/2026	11:15 PM	Rick	IAB	FIDS	Customs reported the monitor at the escalator is blinking on and off	Replaced the power supply for the transmitter	ALIT.AL5V5ABK-R	3/5/2026	2:00 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
3/5/2026	11:15 AM	JAL Agent	Gate D2	PA	Japan Airlines reported the counter mic station at Gate D2 is not working. Flight will leave at 12:05	Rebooted the Main Terminal intermediate switch.	N/A	3/5/2026	12:30 PM	100%	100%
3/5/2026	9:15 PM	Joanne	Gate C4	PA	The mic station at Gate C4 boarding door is flashing Red and Green lights.	The station was working when I arrived, but went out when I tried logging in, it errored. Found a screw stuck to a chip behind the magnet, removed and it works fine.	N/A	3/6/2026	1:00 PM	100%	100%
3/9/2026	4:45 AM	Jon	Bag Carousel 9	BIDS	Hawaiian reported Bag Claims 9 displays are blank.	Turned on the displays for 9 and rebooted the computer. Remoted in and restarted VisDID.	N/A	3/9/2026	2:00 PM	100%	100%
3/9/2026	4:45 AM	Jon	Bag Carousel 10	BIDS	Hawaiian reported Bag Claims 10 displays are blank.	Turned on the displays for 10 and rebooted the computer.	N/A	3/13/2026	1:30 PM	100%	100%
3/9/2026	5:45 AM	Jon	Lobby 4	ANDS	Qantas reported Lobby 4, Display 35 is showing the Windows Desktop and Display 36 is blank. Reported again at 8:00 AM	Rebooted the DDC for those displays and it came up normally.	N/A	3/9/2026	8:00 AM	100%	100%
3/9/2026	8:15 AM	NONE (Paul)	Gate E8	GIDS	The Counter DDC at Gate E8 is not responding to ping requests	The power conditioner was off, tripped. Reset the power conditioner and it's working fine.	N/A	3/9/2026	9:00 AM	100%	100%
3/9/2026	8:15 AM	Loa	RAMP	GMS	RAMP says GMS is acting wierd, Clicking on Edit, causes the bar to flash, doesn't edit	When they clicked on the "Edit Movement" button, all the buttons would cycle being highlighted. They'd have to click the red X to kill the window. Talked to RAMP and this issue was cleared up already.	N/A	3/9/2026	8:30 AM	100%	100%
3/9/2026	2:15 PM	Delta Agent	Gate C1	PA	The mic station at Gate C1 jetway sounds muffled and can barely hear it in the gate area.	the mic jack is making bad connection to the board. replaced the mic station	IED.A528HFM	3/9/2026	3:30 PM	100%	100%
3/9/2026	3:45 PM	NONE (Paul)	Terminal 2 Concourse	FIDS	Cannot ping the FIDS and Vs on both sides of OST/IIT Ag checkpoint.	Looked at the KOA switch and it's rebooting periodically. Replaced with one removed from D gates.	HP. J9775-61001	3/9/2026	5:00 PM	100%	100%
3/10/2026	7:30 AM	Scott Haida	IAB	FIDS	The FIDS in the lobby Koa of IAB are blank.	The DDC seems to be running, but no picture at all. Forced reboot and it's working fine.	N/A	3/10/2026	8:30 AM	100%	100%
3/10/2026	8:30 AM	NONE (Paul)	IIT Mall	FIDS	The FIDS in the Koa near Gate A16 is not responding to ping requests	On Windows Recovery Screen. Rebooted. Remotely set ran "No Recovery" script and scheduled it to run after every boot.	N/A	3/10/2026	9:15 AM	100%	100%
3/10/2026	9:15 AM	Cassidee Owens	Airport Wide	PA	Cassidee Owens with Alaska Airlines / Hawaiian requests a list of all the takes that would need to be re-recorded if a new voice talent was to be used for the Hawaiian FAS boarding announcements.	I downloaded all the VIS files from one of the PA controllers for haw-US. Used CoPilot to extract all the take numbers and verbiage into a spreadsheet. Sent by email to Cassidee.	N/A	3/10/2026	4:45 PM	100%	100%
3/10/2026	11:30 AM	Mark Nejad	Arrivals Level	PA	Begin playing PDRP asap, running until Sunday 3/15 @ 06:00am, "The island of O'ahu is currently under an active flood watch situation. Be alert and sign up for local emergency notifications at dod.hawaii.gov/hiema/get-ready/"	Recorded two new takes, take0079 and take0069. Enabled the 'Flood Watch O'ahu' PDRP to play every 30 minutes 12:27am to 11:59PM.	N/A	3/10/2026	1:00 PM	100%	100%
3/10/2026	11:30 AM	Mark Nejad	Arrivals Level	PA	Begin playing PDRP this afternoon, 3/10, @ 6:00pm, "Severe weather warnings are currently in effect. Be alert and sign up for local emergency notifications at dod.hawaii.gov/hiema/get-ready/"	Mark sent email to change to 'Severe weather warnings are in effect for O'ahu. Exercise caution and visit weather.gov/info for more information.' I have this recorded from previous. Enabled the PRDP message that plays at 12:06am every 30 minutes.	N/A	3/10/2026	6:15 PM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	DH Pedestrian Bridge	Visual PA	The Vs in the DH Garage Bridge is not responding to ping requests	The DDC was powered off, powered back on and works fine. Tested to see if the battery is good, it's dead. Replaced the battery.	DURA.CR2024	3/13/2026	11:00 AM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	Lobby 5	Visual PA	The Visual Paging display at Lobby 5 Ewa is not responding to ping requests	Very high, will try sometime. The computer is back online, likely after a power event from the storms	N/A	3/24/2026	8:00 AM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	Gate E2	GIDS	The GIDS at Gate E2 Jetway is not responding to ping requests	The DDC is showing an error, "Repair Failed" rebooted and it works fine.	N/A	3/13/2026	10:00 AM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	Gate E7	GIDS	the GIDS at Gate E7 Jetway is not responding to ping requests	The DDC is showing an error, "Repair Failed" rebooted and it works fine.	N/A	3/13/2026	10:15 AM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	Gate E7	GIDS	the GIDS at Gate E7 Counter is not responding to ping requests	The DDC is showing an error, "Repair Failed" rebooted and it works fine.	N/A	3/13/2026	10:30 AM	100%	100%
3/13/2026	9:00 AM	NONE (Paul)	Gate A15	GIDS	The GIDS at Gate A15 is not responding to ping requests	The DDC is showing an error, "Repair Failed" rebooted and it works fine.	N/A	3/13/2026	9:30 AM	100%	100%
3/13/2026	10:00 AM	Ray Phifer	Terminal 2 Ticket Lobbies	LED	Clear Channel requests all advertisement and ClearChannel related content be removed from the FIDS LED boards in Terminal 2 as well as Terminal 1.	Moved all content from the Clear Channel folder on the Bright Author CPU to the Removed folder. Added DOT-A graphic content and VIP video content to the CPU. In Bright Author updated each program for Lobby 4 to 8 to add the DOT-A content and delete the Clear Channel content.	N/A	3/13/2026	1:45 PM	100%	100%
3/13/2026	12:30 PM	Kim Tanaka	Arrivals Level	PA	Request from Kim, Comm Manager, to update the weather message to, "Severe weather warnings are in effect for O'ahu. Exercise caution and visit weather.gov/hfo for more information."	Update the VIS so the website referenced is /hfo instead /info. I also increased the audio takes +2dB and added the takes twice to both the Severe weather warning and Flood advisory PDRP.	N/A	3/13/2026	1:30 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
3/13/2026	9:00 AM	NONE (Paul)	Checkpoint 4	Visual PA	The Vs at Checkpoint 4 Land side is not responding to ping requests	The DDC has failed, brought back to office to figure out. The BIOS battery is dead, replaced with new.	Duracell.CR2032	3/13/2026	3:00 PM	100%	100%
3/13/2026	3:00 PM	NONE (Kamaaina)	C concourse	Visual PA	The Vs Near Gate C9 is blank.	The NEC LCD4010 backlight is dead. Replaced display with NEC P495 from Lobby 5 Center.	NEC.P495-R	3/16/2026	4:00 PM	100%	100%
3/13/2026	6:45 PM	Lonnie	B Concourse	FIDS	Reported that the FIDS board at B Gates is not working.	The FIDS is displaying well.	N/A	3/16/2026	9:00 AM	100%	100%
3/13/2026	6:45 PM	Lonnie	Terminal 1 Ag Checkpoint	FIDS	Reported that the FIDS board at Terminal 1 / 2 Ag checkpoint is not working.	Display 1 (LCD4010) is dead. Replaced with 43" display removed from Mauka and installed display port cables for both displays in KOA.	NEC.M431-R	3/16/2026	12:00 PM	100%	100%
3/14/2026	12:00 PM	Mark	Gate A15	PA	Hawaiian reported the PA is not working at Gate A15	Gate A15 PA is working well from the Gate A15 mic station.	N/A	3/15/2026	9:15 AM	100%	100%
3/15/2026	8:00 AM	Kim Tanaka	Arrivals Level	PA	Request from Kim, Comm Manager, to stop both the Flood watch and Severe weather warnings PDRP messages.	Disabled both PDRPs in SMC.	N/A	3/15/2026	9:00 AM	100%	100%
3/16/2026	8:30 AM	NONE (Paul)	WikiWiki 4	Visual PA	The Vs at WikiWiki 4 KOA cabinet is not responding to ping requests	The DDC is showing an error, "Repair Failed" rebooted and it works fine.	N/A	3/16/2026	9:00 AM	100%	100%
3/16/2026	8:30 AM	NONE (Paul)	Terminal 2 Arrivals Curbside	FIDS	The FIDS, Curbside of Claim 20, is not responding to ping requests	The DDC has failed, brought back to office to figure out. Replaced with an Optiplex 5060	Dell.Optiplex5060	3/15/2026	3:00 PM	100%	100%
3/16/2026	9:30 AM	Loa	Gate E7	PA	Southwest reports the mic station at Gate E7 is not working and leaked water from the light fixture has migrated into the mic station.	The station has failed. Removed the mic station and programmed the replacement. Replaced once water stopped dripping.	IED.A528HFM	3/18/2026	3:00 PM	100%	100%
3/16/2026	4:00 PM	NONE (Kamaaina)	C concourse	Visual PA	The Vs Near Gate C9 is blank.	The DDC at Gate C9 has failed. Replaced CPU. Replaced with Dell Optiplex 3080	Dell.Optiplex3080	3/17/2026	2:00 PM	100%	100%

Kimberlee Tanaka

03/30/2026

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
3/19/2026	4:00 AM	Rick	Lobby 8	ANDS	United reported they can't change their graphics above their counters in Lobby 8.	The monitor on the User Client was not working, would not turn on. Restarted the monitor.	N/A	3/19/2026	8:00 AM	100%	100%
3/19/2026	8:00 AM	Loa	6th Floor VIP	FIDS	VIP reported the IIT Departures FIDS on the 6th floor is not updating.	This was flights weren't being departed in ARM. Comm called HA RAMP and had them depart the flights.	N/A	3/19/2026	9:30 AM	100%	100%
3/19/2026	10:30 AM	NONE (Kamaaina)	Gate E8	PA	After cleaning the mic station, it refuses to power up	Replaced the mic station	IED.A528HFM	3/19/2026	11:30 AM	100%	100%
3/19/2026	12:00 PM	Kim Tanaka	Arrivals Level	PA	Begin playing PDRP, running Thursday 6:00pm until Sunday 3/22 @ 06:00pm, "The island of O'ahu is currently under an active flood watch situation. Be alert and sign up for local emergency notifications at dod.hawaii.gov/hiema/get-ready/"	Enabled the PRDP with, take0079 and take0069. Enabled the 'Flood Watch O'ahu' PDRP to play every 30 minutes 12:27am to 11:59PM.	N/A	3/19/2026	8:00 PM	100%	100%
3/20/2026	1:30 PM	Kim Tanaka	Arrivals Level	PA	Request from Kim to update the weather message to, "Severe weather warnings are in effect for O'ahu. Exercise caution and visit weather.gov/hfo for more information."	Disabled the Flood PDRP and enabled the Severe weather PDRP.	N/A	3/20/2026	1:45 PM	100%	100%
3/20/2026	3:00 PM	Kim Tanaka	Arrivals Level	PA	Request to run both weather messages through Sunday, March 22nd @ 6pm. Update the 1st message to say "The island of O'ahu is currently under an active flash flood warning" instead of watch.	Recorded two new takes. One with with the active flash flood warning and one with the audio for weather.gov/hfo. Assembled the PDRPs with the new takes and enabled both Weather warning PDRPs.	N/A	3/20/2026	5:00 PM	100%	100%
3/22/2026	11:30 AM	Loa	Arrivals Level	PA	Request to disable both weather warning scheduled messages.	Disabled both PDRPs in SMC.	N/A	3/22/2026	11:45 AM	100%	100%
3/23/2026	12:00 PM	Jamie Ohta	Mauka Extension	VIP	The NEC M751 diplays with MPI4E compute module board that are to be playing the KHON local content video are blank for several displays in the Mauka Extension.	Opened ticket with Sharp tech support as the NEC Media Player on PI 4 with version OS 2.0.1 has continuing issue with failure of continuous playback of video. There is a firmware update for the M751 from version 1.2 to 1.401. Sharp tech support had us update the firmware as there was a fix for slot communication. Also updated the slot menu > compute module >power setting > AUTO SHUTDOWN> ENABLE slot menu > compute module >advanced setting > SHUTDOWN SIGNAL> ENABLE slot menu > compute module >advanced setting > WDT> DISABLE The compute module were rebooting every 3 minutes with WDT enabled. NEC Media player does not support WDT.	N/A	3/24/2026	6:00 PM	100%	100%
3/23/2026	1:00 PM	NONE (Travis)	Terminal 2 Concourse	Visual PA	The Vs T2 Garden Balcony DH side (ED-2-14) display is blank.	Hard rebooted the P403 display.	N/A	3/23/2026	1:15 PM	100%	100%
3/24/2026	7:45 AM	VIP Agent	Terminal 2 Arrivals Landside	FIDS	The Ewa Koa FIDS near the USO is all blank.	The DDC was off, turned back on.	N/A	3/24/2026	7:45 AM	100%	100%
3/24/2026	1:30 PM	Camilla	Gate E3	PA	When they make an announcement, it cuts out.	Tested the mic and station and they are working properly	N/A	3/24/2026	2:00 PM	100%	100%
3/24/2026	1:30 PM	Camilla	Gate E3	PA	When making an automated announcement, it doesn't show.	Tested the mic and station and they are working properly	N/A	3/24/2026	2:00 PM	100%	100%
3/25/2026	9:30 AM	Kim	Terminal 1 Conference Center	N/A	Courtesy Request: Conference Center room 1 microphone is not working	Room is busy until 2pm today. Tested the room and controls for the microphone. Mic was turned all the way down on the local touch panel. Turned it up and it was working fine. The main/office touch panel already showed it already turned up, panel was out of sync with the rest of the system. Touched all the mic volumes to bring them back in line with the AMX Controller.	N/A	3/25/2026	2:30 PM	100%	100%
3/25/2026	1:00 PM	Mark	Gate E3	PA	Southwest reported the PA at gate E3 is not working	Same issue as before, replaced the jetway mic station.	IED.A528HFM	3/25/2026	2:45 PM	100%	100%
3/26/2026	6:00 AM	Rick	Gate G1	PA	United reported at Gate G1 Counter, they press the mic button, but there's no audio.	The G Gates frame 10 was offline. Hard rebooted the frame.	N/A	3/26/2026	8:30 AM	100%	100%
3/26/2026	3:30 PM	Joanne	Gate E10	PA	Delta reports the Gate E10 front counter PA does not work.	The microphone wire is bad. Replaced microphone.	IED.A501HH	3/26/2026	3:45 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
3/27/2026	8:30 AM	Mark	Gate D1	PA	Zip Air reported that after every announcement, the mics at Gate D1 logs them out	Switches show the mic stations going offline periodically, investigating. The 528 mic stations rebooting with uptime between 15minutes to 3 hours (not acceptable for usage) are on the Main HPE Intermediate switch. The other mic stations that are fed traffic through Cisco 9300 intermediate switches have uptime between 1 day to 8 days (which is acceptable for usage). Removed the BPDU filter on the link between the Core switch Cisco 9300 and the Intermediate switch HP 5406zl and turned on rspt in the HP switch. Also set the trust CoS on the Core switch with the PA controller / conductor. Untagged access ports strip the CoS markings (802.1p) though. In DISCO the mic stations are now staying with an uptime of 8 hours or more for the D and F Gates.	N/A	4/2/2026	5:00 PM	100%	100%
3/27/2026	12:30 PM	Mark	Gate G6	PA	The Gate G6 jetway has static noise when passing audio.	The microphone wire is bad. Replaced microphone.	IED.A501HH	3/27/2026	12:45 PM	100%	100%
3/27/2026	2:00 PM	NONE (Levi)	Bag Claim 27	GIDS	The GIDS at Bag Claim 26 is blank	Rebooted the DDC and it came up correctly	N/A	3/27/2026	2:00 PM	100%	100%
3/30/2026	10:00 AM	NONE (Kamaaina)	HA RAMP	GMS	The Hawaiian GMS workstation CPU on power up after cleaning has a date in 2013.	Set the time manually in XP OS. The CPU needs a coin cell battery replacement.	DURA.CR2032	4/6/2026	11:00 AM	100%	100%
3/30/2026	12:00 PM	NONE (Paul)	Gate F1	PA	The Gate F1 jetway mic station overflowed in CobraNet Discovery ifinError column.	This indicates physical issue. It could be cabling, switch port or the mic station itself. Going to test the cabling. Cabling tested good. Replaced mic station.	IED.A528HFM	3/30/2026	2:00 PM	100%	100%
3/30/2026	11:00 PM	Rick	Terminal 1	GMS	Hawaiian Airlines turned off the GMS workstation in Operations and don't now how to log in.	Rain at 808-838-6618, told her the user password and to log into AODB.local. She verified could log in.	N/A	3/30/2026	11:15 PM	100%	100%
3/31/2026	8:00 AM	NONE (Paul)	G Gates	PA	The G Gates PA Headend (Diamondhead) UPS External battery module has two dead batteries.	Replaced the two External Module battery packs.	APC.RBC141 (QTY.2)	3/31/2026	9:45 AM	100%	100%
3/31/2026	10:00 AM	Loa	Comm	FIDS	Loa reports that a P9 flight was showing on VIP APV5 FIDS but was not showing on the Comm APV7 FIDS. The flight was incorrectly listed as a Scheduled flight class.	Once RAMP changed to Ferry flight class then the flight left the VIP APV5 FIDS. The P9, Asia Pacific Airlines, was not in the APV7 database. Added P9 to APV7 with AirportVision browser interface.	N/A	3/31/2026	10:30 AM	100%	100%
3/31/2026	10:45 AM	Loa	Gate F1	PA	The Gate F1 jetway mic station is flickering and is unusable.	Touching mic station causes it to reboot and always is flickering. This is a repaired unit just installed. Replaced mic station.	IED.A528HFM	3/31/2026	11:15 AM	100%	100%
3/31/2026	5:00 PM	NONE (Paul)	Ticket Lobby 4	ANDS	The Ticket Lobby 4 ANDS switch, NET-ANDS-L4, is reporting Rx power low warning on the multi-mode fiber uplink with values at -19dbm	In the Lobby 4 LED board Headend rack room, patched the fiber from NET-ANDS-L4 into a fiber port on NET-LED-LOB4. Added a fiber module to do this.	HP.J4858C	4/2/2026	5:00 PM	100%	100%
4/1/2026	1:00 PM	Annisa Woods	Terminal 3	FIDS	Courtesy Request: Mokulele has installed a new signage board and they would like us to move the displays over an inch or 2 to center the displays on the board.	Moved the display over by pulling slightly and sliding on the rail of the mount. Note the displays cannot be removed, AV power and network jacks are covered with the new board installed so if any issues occur Mokulele will need to remove the wood board first before remedy.	N/A	4/2/2026	11:15 AM	100%	100%
4/3/2026	12:00 PM	Sarah Slay	Terminal 1	FIDS	Sarah Slay from Alaska Airlines reports that the test flight AS 1270 for 12pm showed as HA 1270 on the FIDS and the GIDS used the HA url.	The Hawaiian GMS user (unuha) created an HA 1270 flight at 11:35am and assigned to Gate A13. The AS 1270 flight was still in ARM with departure time of 9AM and not updated. Added AS to the HA_RAMP user groups filter in ARM so unuha can see and assign all AS flights. Verified with unuha user logged in that the ARM software shows the AS flights and can be updated.	N/A	4/3/2026	2:00 PM	100%	100%
4/4/2026	10:00 AM	Mark	Bag Claim 18_19	PA	Request to mute the audio in Bag Claim 19 for filming.	Muted the audio on the Titan frame and then unmuted when they were done.	N/A	4/4/2026	12:30 PM	100%	100%
4/4/2026	11:30 AM	Renea	Gate C1	PA	report that at Gate C1 they can't use the computer, just has blinking lights.	This is the Gate C1 counter. Replaced the mic station.	IED.A528HFM	4/6/2026	9:00 AM	100%	100%
4/6/2026	10:00 AM	Cassidee Owens	Airport Wide	PA	Cassidee Owens with Alaska Airlines / Hawaiian has provided an excel spreadsheet and audio wav files with the new takes recorded to replace the existing HA FAS takes.	Converted the takes to mono, 16 KHz sampling rate. Adjusted the wav files so that there is a consistent silence of 0.15seconds before and 0.05 seconds after the audio words using Audacity. Created VIS files using the VIS Editor version 2.0.2 located on the HNL PA server. We adjusted the duration based on multiplying the time in seconds (to the thousandths listed in Audacity) by 60. The other values we kept the same as what the other existing takes used. Copy and replaced the wav and vis files to the haw-US folder on each of the PA controllers. Updated the takes verbiage and duration in Enterprise for info only. Updated the FAS templates in Enterprise. In PRIZM updated the Announcement Sequences – the five announcement sequences in use are #1551, 1552, 1553, 1554 and 1555. Changed the Hawaiian Airlines user password associated group to 600.	N/A	4/22/2026	3:00 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
4/6/2026	11:45 AM	Libby	Airport Wide	PA	Malcom is requesting the AI songs be randomized on what time they play.	I moved all the songs 7 hours from original playing time so each shift will hear different songs from previous.	N/A	4/6/2026	3:30 PM	100%	100%
4/7/2026	8:00 AM	NONE (Travis)	Ticket Lobby 4	LED	The Lobby 4 Weather app area is blank.	The weather app url is no longer hosted and the provider has gone out of business. Replaced the weather area with Lobby number designation and Airline logos. Lobby Text and Airline graphic on is 256 pixels wide x 288 pixels high. The 'Lobby 4' text is using 'Frutiger' font which is the same as the static signs through-out the airport. The logo is 256 x 228 pixels. Libby reviewed and approved.	N/A	4/8/2026	8:00 AM	100%	100%
4/7/2026	8:00 AM	NONE (Travis)	Ticket Lobby 7	LED	The Lobby 7 Weather app area is blank.	The weather app url is no longer hosted and the provider has gone out of business. Replaced the weather area with Lobby number designation and Airline logos. Lobby Text and Airline graphic on is 256 pixels wide x 288 pixels high. The 'Lobby 7' text is using 'Frutiger' font which is the same as the static signs through-out the airport. The logo is 256 x 228 pixels. Libby reviewed and approved.	N/A	4/8/2026	3:00 PM	100%	100%
4/7/2026	8:00 AM	NONE (Travis)	Ticket Lobby 8	LED	The Lobby 8 Weather app area is blank.	The weather app url is no longer hosted and the provider has gone out of business. Replaced the weather area with Lobby number designation and Airline logos. Lobby Text and Airline graphic on is 256 pixels wide x 288 pixels high. The 'Lobby 8' text is using 'Frutiger' font which is the same as the static signs through-out the airport. The logo is 256 x 228 pixels. Libby reviewed and approved.	N/A	4/8/2026	11:00 AM	100%	100%
4/7/2026	8:00 AM	NONE (Travis)	Ticket Lobby 6	LED	The Lobby 6 Weather app area is missing all pictures and data.	The weather app url is no longer hosted and the provider has gone out of business. Replaced the weather area with Lobby number designation and Airline logos. The Lobby Text and Airline graphic on is 240 pixels wide x 360 pixels high. The 'Lobby 6' text is using 'Frutiger' font which is the same as the static signs through-out the airport. The logo is 240 x 300 pixels. Libby reviewed and approved.	N/A	4/8/2026	4:00 PM	100%	100%
4/7/2026	8:15 AM	NONE (Paul)	WikiWiki 7-8	Visual PA	The Vs at WikiWiki 7-8 is blank.	Added 2nd output to the FIDS at this location and now both displays are showing FIDS.	N/A	4/7/2026	3:30 PM	100%	100%
4/8/2026	1:00 PM	NONE (Levi)	Gate A15	PA	The mic station at Gate A15 does not recognize the #4 press immediately.	Replaced the mic station.	IED.A528HFM	4/8/2026	5:00 PM	100%	100%
4/9/2026	3:30 AM	Jon	RAMP	GMS	RAMP reported the GMS is running very slow, Jon verified it's taking 9 minutes to update.	Remoted in and restarted the ARM services.	N/A	4/9/2026	3:45 AM	100%	100%
4/9/2026	6:00 AM	Jon	Terminal 3	PA	Terminal 3 reports that the audio is extremely loud.	Reset the DNA Amp frame to factory defaults using SNMPGetSet and then sent config to the device in SMC.	N/A	4/9/2026	6:15 AM	100%	100%
4/9/2026	8:00 AM	NONE (Paul)	Terminal 3	Visual PA	The Vs computer at Terminal 3 is not responding to ping requests.	Replaced coin cell battery and updated bios settings on cpu.	N/A	4/9/2026	9:45 AM	100%	100%
4/9/2026	8:00 AM	NONE (Paul)	Lobby 2	Visual PA	The Vs computer at Lobby 2 Makai is not responding to ping requests.	The display is blank and the network lights are off. Power light is on. Hard rebooted the CPU.	N/A	4/9/2026	11:00 AM	100%	100%
4/9/2026	9:30 AM	NONE (Levi)	Terminal 3	PA	The PA / FIDS rack in Terminal 3 is all powered down.	The breaker to feed the equipment rack is turned off. Turned back on.	N/A	4/9/2026	9:30 AM	100%	100%
4/9/2026	9:45 AM	NONE (Travis)	Bag Carousel 9	BIDS	The bag carousel 9 dual BIDS displays are blank.	The displays are hard powered off. Turned back on and added labels to hard switch side 'Do Not Turn Off, Call Comm'.	N/A	4/9/2026	11:15 AM	100%	100%
4/9/2026	9:45 AM	NONE (Travis)	Bag Carousel 10	BIDS	The bag carousel 10 dual BIDS displays are blank.	The displays are hard powered off. Turned back on and added labels to hard switch side 'Do Not Turn Off, Call Comm'.	N/A	4/9/2026	11:15 AM	100%	100%
4/9/2026	10:15 AM	Mark	IAB	Video Ribbon	The 6 video ribbon displays near bag carousel 5 are blank.	Reseated the DVI cables into the transmitters at the rack.	N/A	4/9/2026	3:30 PM	100%	100%
4/9/2026	12:00 PM	NONE (Travis)	C Gates	PA	The C Gates frame 16 is offline in SMC on the PA server.	Hard rebooted the Titan frame.	N/A	4/9/2026	2:00 PM	100%	100%
4/9/2026	12:45 PM	Kim	Terminal 2 Airside Concourse	PA	Jamie at VIP has requested that the PA system be muted around the International Shoppes on sterile side of Checkpoint 2 on 4-20 at 9:45AM to 10:30AM for the Blessing ceremony.	Setup the Zone Group 90 - Mute Group Terminal 2 to have zones: C6C, C6A, E7A, 1C6B, 2-C6B, C8, CC, CD. Initiated mute using launch event #2 in SMC and unmuted after.	N/A	4/20/2026	11:00 AM	100%	100%
4/10/2026	3:30 AM	Jon	RAMP	GMS	RAMP reported the GMS is running very slow, Jon verified it's taking 9 minutes to update.	Remoted in and restarted the ARM services.	N/A	4/10/2026	3:45 AM	100%	100%
4/10/2026	2:00 PM	Loa	Gate E8	NONE	Delta reported a bird stuck on the bird spikes of the GIDS at Gate E8.	The bird was gone when we arrived. AA agents and passengers said it was hanging from the air vent and got itself loose.	N/A	4/10/2026	2:30 PM	100%	100%
4/11/2026	7:15 PM	Renea	E Gates	PA	Southwest reported all E Gates is has no paging	Titan Frame 9 in OST was offline, brought back online remotely by turning off the switch port and turning back on.	N/A	4/9/2026	8:15 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
4/12/2026	5:00 AM	Jon	Terminal 1	PA	HA reported all of IIT, A13-A20 PA is not working, only getting a "beeping" sound.	Titan Frame 2 in IIT was offline, brought it back online remotely by turning off the switch port and turning back on.	N/A	4/12/2026	5:30 AM	100%	100%
4/12/2026	5:30 AM	NONE (Paul)	ACC	GMS	Found the SQL Server Group had moved to AODB02 and the Cluster Group was still on AODB1.	Moved the SQL Server Group back to AODB1	N/A	4/12/2026	5:45 AM	100%	100%
4/12/2026	7:00 AM	Loa	Airport Wide	GIDS	PRIZM does not have many flight records for the day in it.	The PRIZM private queue was filled with 8800 records. Restarted PRIZM services using the batch file on the PA server desktop.	N/A	4/12/2026	7:30 AM	100%	100%
4/12/2026	10:00 AM	Loa	Lobby 7	ANDS	Delta reported that monitors 4 and 5 are black in Lobby 7.	No power at the overhead receptacles for the displays. Electrical Panel NWA Circuit 10 breaker was tripped. Turned the circuit back on. Once AC power recovered had to hard reboot, soft reboot and reseal all cables from cpu and display before the content displayed.	N/A	4/13/2026	9:30 AM	100%	100%
4/13/2026	10:30 AM	Kim Tanaka	DH Pedestrian Bridge	FIDS	The FIDS displays are out at the DH Pedestrian bridge to the Overseas Garage.	The network switch DD6 in Lobby 7 EWA restroom equipment closet is not responding to pings. The HP 2626 switch has all LED lights flashing in unison. Hard reboot does not help. Replaced switch with previous office switch, HP2650, and reprogrammed VLANs on each port.	HP.J4899C-R	4/13/2026	3:00 PM	100%	100%
4/13/2026	11:30 AM	Loa	Comm	D3 LED	Loa is trying to change the text on signs 20 to 24 in the D3 configuration Comm computer but the text does not change on the sign representation.	The Sign playlist shows the new text but stopping and starting the playlist does not work to update the sign text displaying in the monitor program. Rebooted the two servers in the ACC room. This fixed.	N/A	4/13/2026	1:00 PM	100%	100%
4/13/2026	11:45 AM	Libby	Terminal 2 Ticket Lobbies	LED	Regarding the Lobby 4, 6, 7 and 8 Airline Logos on the dvLED board Libby asked if the Airline name can show in addition to the logo.	Paul found airline branding guideline approved or airline provided graphics to replace the logos that originally did not include the airline name. All logos have names in them now.	N/A	4/14/2026	2:00 PM	100%	100%
4/15/2026	6:00 AM	Loa	Bag Claim 31	Bag List	Loa reported the display at the end of Bag Claim 31 is showing a black screen and says it needs to be restarted.	Forceably rebooted the DDC and it's back up and working.	N/A	4/15/2026	8:30 AM	100%	100%
4/15/2026	8:50 AM	NONE (Paul)	WikiWiki 4	FIDS	The FIDS at WikiWiki 4 is not responding to ping requests	Rebooted and is working fine.	N/A	4/15/2026	8:30 AM	100%	100%
4/15/2026	8:15 AM	NONE (Paul)	Gate A4	FIDS	The FIDS at Gate A4 is not responding to ping requests	Rebooted the DDC and it's working fine.	N/A	4/15/2026	9:00 AM	100%	100%
4/15/2026	2:15 PM	Libby	Terminal 1	PA	Libby says the Gate A15_ A16 holdroom has high volume on the audio and believes it is all of Terminal 1	The Gate A13 to A20 gates are not in much use due to taxiway road replacement. With low amount of people the audio feels louder than when the terminal is packed with people. Ambient noise sensing and ramping the audio up and down would be the solution. This is recommended for the PA redesign project.	N/A	4/15/2026	6:30 PM	100%	100%
4/15/2026	8:15 PM	Renea	Comm	PA	TCAS in Comm is showing announcements in waiting status since 6:34pm.	The TCAS service is not running and cannot be re-started. Rebooted the PA server.	N/A	4/16/2026	12:30 AM	100%	100%
4/15/2026	8:30 PM	NONE (Travis)	ACC	PA	The PA server is running Windows Server 2016 OS and there is the 04/2026 Servicing Stack, CU update, and available to install.	The servicing stack update installed correctly but the CU update failed. Installed the CU update after manually downloading the installer from Microsoft Update Catalog.	N/A	4/16/2026	6:00 PM	100%	100%
4/16/2026	5:00 AM	Rick	RAMP	GMS	RAMP reports the ARM software is running slow.	Restarted the ARM service on AODB1	N/A	4/16/2026	5:15 AM	100%	100%
4/16/2026	5:00 PM	Loa	Bag Carousel 31	BIDS	The bag carousel 31 displays are showing a flight that was assigned to bag claim 26.	VisDID urls are stuck at 4:07pm and the bag carousel 31 url is showing bag carousel 26 graphic. Multiple VisDID displays throughout the airport are stuck at 4:07pm. Stopping and restarting the PRIZM page generator service on the PA server did not help. Restarted the server and updated the 04/2026 CU installation.	N/A	4/16/2026	6:00 PM	100%	100%
4/16/2026	5:45 PM	Loa	Lobby 7	FIDS	Southwest reports that four flights that should be operating WN3982, WN3977, WN3993 and WN1492 are showing as canceled on the FIDS boards.	Southwest is incorrect and the four flights are on the FIDS boards as normal. There are 3 additional flights that are showing as canceled that RAMP likely meant to Non-Op and then delete. To remove the flights from the APV7 FIDS need to Non-Op the flight and then delete the flight in GMS.	N/A	4/16/2026	6:45 PM	100%	100%

Kimberlee Tanaka

05/05/2026

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
4/17/2025	1:00 PM	NONE (Paul)	Lobby 7	ANDS	After updating Dell client computers to latest graphics driver the windows OS will only allow 720P or 1080P desktop resolutions instead of the required 1280x1024 for APV5 ANDS in Lobby 7.	Installed the Custom Resolution Utility (CRU) and setup the CPU output resolution using CRU to always output 1280x1024 resolution on the Dell Win 11 computers.	N/A	4/17/2026	2:30 PM	100%	100%
4/17/2025	2:00 PM	NONE (Paul)	Lobby 8	ANDS	Lobby 8 display 25 has bad video input board and flickers all the time.	Replaced display.	SHAR.PN-M322	4/17/2026	5:00 PM	100%	100%
4/17/2025	3:00 PM	NONE (Kamaaina)	Lobby 8	FIDS	The UPS in the Lobby 8 dvLED FIDS board equipment rack has a red screen on the UPS.	The UPS reports the battery has failed. Replaced battery.	APC.R8C152	5/18/2026	5:00 PM	100%	100%
4/17/2025	8:00 AM	NONE (Paul)	Entire Airport	FIDS/PA	Sometimes computers don't reboot or come up correctly and have to be rebooted.	Updating BIOS, firmware and drivers on Win 11 CPUs by using Python scripts on the Linux based TechClient and SSH to the client computers. One script for BIOS update and one script for other Dell updates. The appropriate Dell update files have been downloaded to the tech client for each CPU model and put in separate folders. Completed programming, downloading from Dell and running scripts, all Dell drivers and BIOS are up to date.	N/A	4/17/2026	5:00 PM	100%	100%
4/18/2025	10:00 AM	Loa	Lobby 7	ANDS	Delta reported in Lobby 7, displays 7 & 12 are black.	Can remote in to both displays and they look fine remotely, will look onsite. VNC is not working on display 12, used SSH to start and make VNC a service that starts on reboot. Both displays are showing "Format not supported". Remoted in and adjusted the custom resolution and not have a proper image.	N/A	4/20/2026	9:00 AM	100%	100%
4/20/2025	6:15 AM	Loa	IAB	FIDS	VIP reported the FIDS near Bag Claim 5 Mauka is not showing departures.	Remoted in and it's only showing one display. Checked the rack transmitter and it's on, but can't see the receiver. Will check the receiver after flights this afternoon. The HDBT receiver's dead. Replaced the DDC in the basement rack with a Dell 5060 micro located at the displays and 2 display port cables.	DELL.5060Micro HUMA.B07TDM5G88	4/20/2026	5:00 PM	100%	100%
4/20/2025	1:00 PM	NONE (Paul)	IAB	Video Ribbon	IAB DH Video Ribbon display 5 (near bag carousel 5) is blank.	Display is bad. Replaced display and added DVI to HDMI converter with HDMI cable.	SHAR.PN-P556	4/20/2026	4:15 PM	100%	100%
4/21/2025	8:30 AM	NONE (Paul)	Bag Claim 18	FIDS	The V5 near Bag Claim 18 is not responding to ping requests	Restarted the DDC	N/A	4/21/2026	9:00 AM	100%	100%
4/21/2025	8:30 AM	NONE (Paul)	Gate A4	FIDS	The Fids at Gate A4 Bottom is not responding to ping requests	Restarted the DDC and it didn't last long before going off. Replaced the 180Watt power supply.	DELL power supply	4/21/2026	11:00 AM	100%	100%
4/24/2025	8:00 AM	NONE (Paul)	ACC	Nutanix	There are errors on the Nutanix dealing with the IPMI	Remote service with Nutanix, reset the IPMI system and reset the IPMI passwords	N/A	4/24/2026	10:00 AM	100%	100%
4/24/2025	11:45 AM	Mark	Gate E8	PA	Airline reported the mic station at Gate E8 keeps going back to "Waiting for Host"	Replaced the mic station	IED.A528HFM	4/24/2026	12:00 PM	100%	100%
4/24/2025	2:00 PM	NONE (Paul)	Gate A8	GIDS	The GIDS at Gate A8 Counter is not responding to ping requests	Replaced the DDC's battery and reconfigured BIOS	DURA.CR2420	4/24/2026	4:00 PM	100%	100%
4/26/2025	5:30 PM	Joanne	Gate E8	PA	Airline reported the mic station at Gate E8 display is blank, cannot make a page	The mic station was recently replaced and is dead, replaced again.	IED.A528HFM	4/27/2026	8:30 AM	100%	100%
4/27/2025	7:15 AM	Comm	Lobby 7	ANDS	American Airlines reporting the Lobby 7, counter 33 is not working and just black.	The display is dead. Replaced display and added display port cable.	SHAR.PN-M322	4/27/2026	10:15 AM	100%	100%
4/27/2025	7:15 AM	Comm	Lobby 7	ANDS	American Airlines reporting the Lobby 7, counter 30 and 31 turn off but can't turn back on.	The displays are working well Monday morning.	N/A	4/27/2026	8:30 AM	100%	100%
4/27/2025	10:30 AM	NONE (Paul)	Gate C9	GIDS	The Gate C9 Jetway GIDS is not responding to ping requests	Showing a BIOS screen that recovery failed. Rebooted and it's working fine.	N/A	4/27/2026	2:15 PM	100%	100%
4/27/2025	10:30 AM	NONE (Paul)	WikiWiki 4	FIDS	The WikiWiki 4 FIDS is not responding to ping requests	Unplugged power from the DDC to reboot, working fine now.	N/A	4/27/2026	9:00 AM	100%	100%
4/27/2025	8:00 AM	Loa	Airport Wide	GMS	GMS is not populating OST/IT correctly.	Changed and added rules to correctly place flights	N/A	4/27/2026	2:00 PM	100%	100%
4/27/2025	11:00 AM	NONE (Travis)	Gate B4	GIDS	The Gate B4 Jetway display is only 40" in size.	Installed two 55" displays at bag carousel 30 and one of the removed displays, a NEC P484, was installed at Gate B4 Jetway to increase the GIDS size.	SHAR.PN-P556	4/27/2026	4:45 PM	100%	100%
4/28/2025	8:30 AM	Loa	Gate A3	GIDS	The GIDS at Gate A3 Counter is not responding to ping requests	Showing a BIOS screen that recovery failed. Rebooted and it's working fine.	N/A	4/28/2026	9:30 AM	100%	100%
4/28/2025	8:30 AM	Loa	Gate A3	GIDS	The GIDS at Gate A3 Jetway is not responding to ping requests	Showing a BIOS screen that recovery failed. Rebooted and it's working fine.	N/A	4/28/2026	9:30 AM	100%	100%
4/28/2025	8:30 AM	Loa	Gate A4	GIDS	The GIDS at Gate A4 Jetway is not responding to ping requests	Showing a BIOS screen that recovery failed. Rebooted and it's working fine.	N/A	4/28/2026	9:30 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
4/29/2025	8:30 AM	NONE (Paul)	Gate C6	PA	The mic station at Gate C3 Jetway is not responding to ping requests	Rebooted the Mic station.	N/A	4/29/2026	9:00 AM	100%	100%
4/29/2025	8:30 AM	NONE (Paul)	Gate C6	PA	The mic station at Gate C6 Jetway is not turning on when pushing a button	Rebooted the Mic station.	N/A	4/29/2026	9:00 AM	100%	100%
4/29/2025	4:30 PM	Jamie Ohta	Mauka Extension	VIP Displays	Jamie forwarded a Vimeo link that shows a new video for the Mauka Extension VIP Displays	Paul was able to rip the video from the Vimeo website with FireFox web browser and video downloader extension. Installed the video on a USB stick with the default name of KHON2.mpeg4 and then loaded onto each MPI4E compute module memory.	N/A	4/30/2026	12:00 PM	100%	100%
4/30/2025	8:00 AM	NONE (Travis)	ACC	PA	Courtesy Announcement Software (TCAS) has a software update that will allow native usage in Microsoft Edge instead of Internet Explorer browser.	AtlasIED provided the update installer .exe. Installed on the PA server and verified TCAS functionality from the client computers. TCAS will now function correctly in Edge browsers. The update works well on Windows 10 and 11 computers in Edge but Win XP and Win 7 IE browser have issues. The installer made a backup folder of the original TCAS for IE. Moved the complete folder to C:\IED\T-CAS\IE\ so we could use both TCAS web pages, older and newer, at the same time.	N/A	5/5/2026	11:45 AM	100%	100%
4/30/2025	9:30 AM	NONE (Kamaaina)	Rental Car Facility	FIDS	The DH dual FIDS at the Rental Car facility has the left display only showing faint distorted lines and not video.	This is a NEC P554-R display. Replaced display.	SHAR,PN-P556	4/30/2026	11:30 AM	100%	100%
4/30/2025	9:45 AM	Kim	C Gates	PA	Hawaiian reports that the boarding announcements in C Gates are playing the older board by zones announcements and not the board by Groups announcements.	The old takes were copied over with the new takes in the Haw-us folder on both PA controllers so this is almost an impossibility. Listened to Hawaiian agents board flights at Gate C3 and Gate C6 using the FAS boarding sequences and all announcements referenced the Groups and played the new announcements. Spoke with agents at both flights and they said they had no issue with FAS.	N/A	4/30/2026	11:45 AM	100%	100%
4/30/2025	12:30 PM	JAL Agent	Gate G1	PA	JAL reported Gate G1 both mic stations are not working.	Looked at GCK and the first Titan Frame in G Gates is offline. Rebooted.	N/A	4/30/2026	12:45 PM	100%	100%
4/30/2025	12:30 PM	NONE (Paul)	Main	PA	Titan frame 2 is offline in the PA Room	Rebooted the Titan Frame	N/A	4/30/2026	12:30 PM	100%	100%
4/30/2025	1:00 PM	NONE (Travis)	International Arrivals Lobby 201	Video Ribbon	International Arrivals Lobby 201 S display video ribbon display 3 is displaying vertical brown lines.	Display is bad. Replaced display and added DVI to HDMI converter with HDMI cable.	SHAR,PN-P556	4/30/2026	4:15 PM	100%	100%
4/30/2025	2:00 PM	Comm	Bag Claim 20_21	PA	Southwest reports the TCAS workstation at Bag Claim 20_21 is not working.	The TCAS workstation at Bag Claim 20_21 is an XP OS machine and does not work with new TCAS upgrade. Installed new CPU with Microsoft Edge browser and DP to VGA adapter.	Dell Optiplex 3080 Micro COMP.DP2VGAF	4/30/2026	6:15 PM	100%	100%
4/30/2025	7:30 PM	Jon	E Gates	GIDS	Southwest reported some gates in E Gates are not showing up to date information.	This would be Airport Wide. Restarted the Prizm Services on the PA Controller	N/A	4/30/2026	7:45 PM	100%	100%
5/1/2026	8:00 AM	NONE (Paul)	Bag Claim 27_31	PA	The TCAS workstation at Bag Claim 27_31 is an XP OS machine and does not work with new TCAS upgrade.	Installed new CPU with Microsoft Edge browser and DP to VGA adapter.	Dell Optiplex +7010 Micro COMP.DP2VGAF	5/1/2026	11:00 AM	100%	100%
5/3/2026	5:15 PM	Renea	E Gates	PA	Southwest reports PA trouble at all E Gates.	No Titan frames are offline but no announcements are in the log and none being created. Rebooted the vACS1 T2 PA controller.	N/A	5/3/2026	5:30 PM	100%	100%
5/3/2026	6:15 PM	Renea	A Gates	PA	Hawaiian reports that Gate A13 to Gate A15 are not working.	The net switch is online but the mic stations are offline. The PoE injector has power light but all ports have no lights or power. Replaced injector with older spare.	Beld.AX-6551 R Beld.AX-6500GIG R	5/3/2026	8:30 PM	100%	100%
5/4/2026	6:00 AM	Scott	IAB	FIDS	The Koa cabinet FIDS at IAB outdoor Lobby are blank.	Computer appeared on but screens blank. Hard rebooted the CPU.	N/A	5/4/2026	9:00 AM	100%	100%
5/4/2026	7:00 AM	Renea	Gate G4	PA	United reported the PA at the Gate G4 jetway is not letting them sign in. Currently says "Waiting for host"	Hard rebooted the Gate G4 Jetway mic station.	N/A	5/4/2026	8:45 AM	100%	100%
5/4/2026	1:00 PM	Loa	Comm	GMS	Loa is wondering if it is possible to get the arrivals and departure Passenger counts to display on the main GMS screen. Basically can a column that isn't currently listed as an option in the current drop down menu?	In the ARMin the Slot Bar Chart view the left window shows the flight details in spreadsheet format. Add columns by right clicking on the columns and using the Setup Columns. Selected Arrival PAX and Departure PAX.	N/A	5/18/2026	2:30 PM	100%	100%
5/4/2026	1:30 PM	Loa	VIP 6th Floor	PA	The TCAS workstation in VIP is 'just thinking' and not working.	This is a Windows 7 OS CPU. The kiosk version of Internet Explorer just freezes on the TCAS screen now. I logged in as IED user and TCAS web page in Internet Explorer appears to function well. I replaced the 'TCAS Login' shortcut in the folder 'C:\User\tcas\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup'. with a version that does not use the -k. On reboot the TCAS opens in a window and functions well for the VIP user.	N/A	5/4/2026	3:30 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
5/4/2026	3:45 PM	NONE (Kamaaina)	Ticket Lobby 7	ANDS	All ANDS in Lobby 7 are showing half screens.	The NET-ANDS-L7 had no power. The top UPS in the ANDS rack was off and the switch is plugged into this UPS. The top UPS batteries have failed but the UPS did not recognize and did not switch gracefully to AC power. Moved the switch to bottom UPS.	N/A	5/4/2026	4:45 PM	100%	100%
5/4/2026	4:45 PM	NONE (Travis)	Ticket Lobby 7	ANDS	The top Lobby 7 ANDS UPS batteries have failed.	The UPS says battery changed in 2018 but we have listed new battery installed in September 2023.	APC.RBC43	5/18/2026	5:00 PM	100%	100%
5/4/2026	5:00 PM	NONE (Kamaaina)	Ticket Lobby 7	ANDS	ANDS Display 19 is showing 'No signal detected'	This is driven by a slide in CPU and C-port at the display. Replaced the C-Port power supply	ALIT.ALSV5ABK-R	5/5/2026	3:45 PM	100%	100%
5/5/2026	5:30 AM	Rick	Terminal 2 Landside	PA	Checkpoint 5 roll up door is broken and Checkpoint 4 will be used for TSA Precheck. Request to change the PDRP announcement.	Updated the scheduled action PDRP with the Checkpoint 4 Take instead of the Checkpoint 5 take. Disabled action and saved. Then re-enabled the action and saved.	N/A	5/5/2026	5:45 AM	100%	100%
5/5/2026	7:00 AM	NONE (Kamaaina)	Security Checkpoint 5	Visual PA	In checkpoint 5 the NEC P495 display was smashed by Island Pacific Installers as they were working in Security Checkpoint 5.	Installed NEC P495 display moved from Bag carousel 30 and installed new 55" displays at the carousel 30.	SHAR.PN-P556	5/5/2026	10:00 AM	100%	100%
5/5/2026	8:00 AM	NONE (Paul)	Gate C6	PA	The mic station at Gate C5 Jetway is not responding to ping requests	Hard rebooted the mic station and it came back up and is working fine.	N/A	5/5/2026	9:00 AM	100%	100%
5/5/2026	8:00 AM	NONE (Paul)	Curbside Bag Claim 28	FIDS	The FIDS Curbside at Claim 28 is not responding to ping requests	The DDC is flashing an error code with the Power LED, Motherboard, Memory or CPU error. Replaced the memory and still showing the error. Replaced the DDC with a Dell 3240	DELL.3240 Compact	5/5/2026	3:45 PM	100%	100%
5/5/2026	9:00 AM	NONE (Paul)	AAC	FIDS	Getting lots of bad records and having to reboot the Reporting Server to help fix the issue.	Set the Reporting Server to reboot at 5 am every morning.	N/A	5/5/2026	9:30 AM	100%	100%
5/5/2026	10:00 AM	Loa	Main IIT EWAY	FIDS	The top right display is blank at the Koa FIDS cabinet at the Main IIT EWAY.	Restarted the display and it's working again.	N/A	5/5/2026	11:30 AM	100%	100%
5/5/2026	1:00 PM	Jamie Ohta	Terminal 2 Landside	PA	Checkpoint 5 roll up door is fixed and Checkpoint 5 will be used for TSA Precheck starting at 1 PM. Request to change the PDRP announcement.	Updated the scheduled action PDRP with the Checkpoint 5 Take instead of the Checkpoint 4 take. Disabled action and saved. Then re-enabled the action and saved.	N/A	5/5/2026	1:15 PM	100%	100%
5/5/2026	3:00 PM	NONE (Kamaaina)	IAB	Video Ribbon	IAB DH Video Ribbon display 6 (near bag carousel 5) has flashing lines across the display.	The transmitter in the rack has a bad power supply. Replaced the power supply. Need to remove the old one from the rack.	ALIT.ALSV5ABK	5/5/2026	4:30 PM	100%	100%
5/6/2026	2:00 PM	NONE (Paul)	Claim 1	FIDS	The FIDS at Claim 1 Makai side is not responding to ping requests.	Rebooted the DDC.	N/A	5/6/2026	2:30 PM	100%	100%
5/6/2026	2:00 PM	NONE (Paul)	Gate A9	GIDS	The GIDS at Gate A9 Jetway is not responding to ping requests	The power supply for the CPU is dead. Replaced Dell power supply.	DELL.492-BDDT	5/6/2026	5:00 PM	100%	100%
5/7/2026		NONE (Paul)		PA	The TCAS workstation needs update to function with the new TCAS server software.	For the Windows XP machines, reinstalled the old web pages on the server at http://10.612.40.2/tcas/ie/ and pointed each machine's IE to that URL. For the Windows 7 machines, IE operates correctly only if the browser is not in Kiosk Mode. Turned off Kiosk Mode on each on, if it was turned on, and verified it functions correctly. For Windows 10, if the computer is capable of running Windows 11, installed Windows 11, otherwise installed the latest version of MSEdge that will run and made shortcuts that open to MSEdge. On Windows 11, made sure MSEdge was working properly with the new pages and then made the computer boot to a Kiosk running the new pages in MSEdge.	N/A	5/7/2026	6:00 PM	100%	100%
5/7/2026	10:45 AM	Shannon Cheng	Airport Wide	PA	Shannon reports that boarding by zones announcements were heard again by Hawaiian Airlines.	Shannon reports it was a 787 plane. After research, these are non Hawaiian Airlines branded flights, which do not have the Hawaiian Airlines FAS takes associated with the AS 1 to 799 group. Shannon asked that we add the FAS to the AS 1 to 799 group. Added the new Hawaiian Airlines branded FAS sequences to the original AS PRIZM group and tested at Gate G7 with both the AS login and the AS (HA) login. Both logins have access to initiate the FAS sequences.	N/A	5/7/2026	4:00 PM	100%	100%
5/7/2026	3:00 PM	NONE (Paul)	Gate G1	PA	Cannot access the TCAS workstation CPU at Gate G1 for testing	The DDC is not running and on reboot came up with Unlicensed version of Windows. Brought back to the shop and cannot activate Windows 7. Replaced with an existing Dell Optiplex 5060	Dell.5060	5/8/2026	9:00 AM	100%	100%
5/8/2026	5:00 AM	Rick	Terminal 1	PA	Hawaiian reports Gates A14 to A20 there is no audio.	Both Titan frames in the Terminal 1 PA headend are offline in GCK but show as online on the network switch ports. Administratively turned the network switch ports off and back on. Frames came online.	N/A	5/8/2026	5:15 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
5/11/2025	8:00 AM	NONE (Paul)	Checkpoint 4	FIDS	The FIDS at Checkpoint 4 Landside is not responding to ping requests	Rebooted the DDC, working fine now.	N/A	5/11/2026	8:30 AM	100%	100%
5/11/2025	1:30 PM	Loa	Gate C3	PA	The mic station at Gate C3 Ticket Counter just beeps when they try to use it.	Restarted the mic station	N/A	5/11/2026	2:30 PM	100%	100%
5/11/2025	1:30 PM	NONE (Paul)	Gates C7-C9	All	Gates C7-C9 went offline completely, all at once.	The network switch is dead. Replaced the network switch.	HP 4104gl	5/11/2026	5:00 PM	100%	100%
5/13/2025	9:30 PM	Comm	Gate G2	PA	United reports that Gate G2 PA is not working.	See fix below.	N/A	5/14/2026	9:15 AM	100%	100%
5/14/2025	8:30 AM	Loa	Gate G1	PA	United reports that Gate G1 has no audio.	The Titan Frame 10 G Gates is offline in T2 SMC. Turned off and back on the network port on the G Concourse Intermediate switch for the Titan frame. This did not work. Hard rebooted the Titan frame.	N/A	5/14/2026	9:15 AM	100%	100%
5/14/2025	8:45 AM	Loa	VIP 6th Floor	FIDS	VIP FIDS screens are showing 6 flights that are from yesterday.	3 are AS and 3 are WN. RAMP needs to depart the AS flights but cannot find the WN flights. The departure flights are in AODB tracking but no aircraft or Arrival flight associated. Deleted the three flights.	N/A	5/14/2026	9:00 AM	100%	100%
5/14/2025	10:45 AM	NONE (Travis)	ACC	PA	The PA server is running Windows Server 2016 OS and there is the 05/2026 Servicing Stack and CU update available to install.	Installed through Windows Update and server rebooted itself.	N/A	5/14/2026	2:00 PM	100%	100%
5/14/2025	11:00 AM	Comm	Gate C3	PA	The PA system is not working at Gate C3 podium.	The mic station has lost all settings showing mic 0, group 1. Hard reboot of the station allowed IP address to correct itself. From SMC sent station configuration and station back working.	N/A	5/18/2026	11:45 AM	100%	100%
5/15/2025	10:45 AM	Loa	IAB	BIDS	The bag carousels at IAB are not showing the assigned flights.	The PA server has 7000 records in the PRIZM rrs queue. Restarted PRIZM connect services using the batch file on the PA server desktop.	N/A	5/15/2026	11:00 AM	100%	100%
5/16/2025	6:30 AM	Comm	Terminal 3	PA	Mokulele reported their mic station doesn't work and the recorded messages are playing soft	Used the "SNMPGetSet" application on the vACS controller to reset the frame to factory defaults. The DNA frame is v2.11. Also rebooted the vACS6 PA controller. Turning on the BGM and back lower.	N/A	5/18/2026	9:30 AM	100%	100%
5/16/2025	9:00 PM	Jon	Airport Wide	PA	The TCAS messages are all not playing and show as failing in TCAS webpage.	The CAS service is not started on the PA server and cannot be started. Rebooted the PA server and waited 5 minutes to restart PRIZM connect services once the server was rebooted.	N/A	5/16/2026	9:45 PM	100%	100%
5/16/2025	9:30 AM	Comm	Gate A20	PA	Hawaiian reported the mic station at Gate A20 is not working	The Titan Frame is offline. Rebooted the Titan Frame.	N/A	5/18/2026	8:45 AM	100%	100%
5/16/2025	11:30 AM	Jon	Lobby 7	ANDS	Delta reported the ANDS display at Counter 11 is blank	The display is on, but no picture and no backlight. Rebooted the display with the hard button	N/A	5/18/2026	8:30 AM	100%	100%

Kimberlee Tanaka

05/19/2026

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
5/17/2026	10:00 AM	Comm	Gate A14	PA	Hawaiian reported the mic stations at Gates A13 & A14 are not working	The Titan Frame is offline. Rebooted the Titan Frame.	N/A	5/18/2026	8:45 AM	100%	100%
5/18/2026	8:30 AM	NONE (Levi)	Gate A19	FIDS	The FIDS near Gate A19, Top Right display is blank	The Display is locked up, can't turn it off with the soft button. Rebooted with the hard button and it's working again	N/A	5/18/2026	9:00 AM	100%	100%
5/18/2026	11:45 AM	NONE (Paul)	Gate C1	PA	Gate C1 Counter mic station is showing offline.	Rebooted the mic station and it's working again	N/A	5/18/2026	12:00 PM	100%	100%
5/18/2026	4:00 PM	NONE (Travis)	ACC	PA	Too many Titan frames have been going offline.	Moved the T2 PA controller cobranet card network cable back to patch bay point #3 to plug directly into the Cisco Core switch. This device is the Cobranet conductor.	N/A	5/18/2026	4:15 PM	100%	100%
5/19/2026	6:00 AM	Rick	Gate G3	PA	United says there is no paging at Gate G3.	The Gate G3 amplifier and mic stations are on-line in SMC.	N/A	5/19/2026	10:00 AM	100%	100%
5/19/2026	1:30 PM	Agent	Bag Claim 18-19	PA	The mic at Bag Claim 18&19 is not working	The mic station was in Gooseneck mode, changed it to no extensions and it's working fine	N/A	5/19/2026	3:45 PM	100%	100%
5/19/2026	4:00 PM	NONE (Paul)	IAB	FIDS	The FIDS at Claim 1 Makai end is not responding to ping requests	Came back online with the overnight reboot, but was not communication with the server. Restarted the client software and is now working correctly.	N/A	5/20/2026	8:00 AM	100%	100%
5/19/2026	4:15 PM	Renea	6th Floor VIP	PA	VIP TCAS CPU is reported to have issues.	TCAS webpage is running in kiosk mode and is spinning and freezing. Updated the TCAS Login shortcut on the desktop of the TCAS user at C:\User\tcas\desktop with a version that does not use the -k. Now both startup and desktop links do not use kiosk mode.	N/A	5/19/2026	5:00 PM	100%	100%
5/20/2026	9:00 AM	Mark	Bag Claim 9-11	PA	Hawaiian reported the PA is not working at Bag Claim 9-11	Everything is online in SMC. All mic stations and T-CAS are working properly.	N/A	5/21/2026	8:30 AM	100%	100%
5/20/2026	3:30 PM	Renea	Comm	PA	Renea reported their TCAS is running slow	I tested ours and it's running fine, went up and they're on Windows 10 running the new TCAS on IE. Changed the shortcut to the old IE version. Then installed edge and created another shortcut so they have both.	N/A	5/20/2026	4:00 PM	100%	100%
5/20/2026	5:30 AM	Joanne	6th Floor VIP	PA	VIP TCAS CPU is reported to have issues.	The TCAS computer was turned off, turned it back on. Also complained about the 5 second refresh on IE, switched it to the old IE version of TCAS.	N/A	5/20/2026	5:45 AM	100%	100%
5/21/2026	4:00 AM	Rick	Departures Curbside	D3 LED	The D3 computer in Comm is showing all red.	Properly rebooted the D3 Server and AEP PLUS. Refreshed the Comm computer webpage	N/A	5/21/2026	8:15 AM	100%	100%
5/24/2026	7:00 AM	Loa	Ticket Lobbies 2 & 3	TSA Wait Time	Loa reports no one is available in VIP to change the status of Checkpoint 1A and 1B due to personnel not in.	Let him know we don't have access to the app but sent him the NEC CAM support email address and phone number. VIP opened a ticket with NEC.	N/A	5/24/2026	7:00 AM	100%	100%
5/24/2026	7:30 AM	Loa	Ticket Lobbies 2 & 3	TSA Wait Time	The Wait time dvLED boards are not updating.	I locked the players so the desktop time screen would show instead of the improper wait times. The Omnivex Moxie Data Server computer was in an unregistered state after a reboot which caused Moxie to stop connecting to Players. Upon start up, Moxie will reach out to the Omnivex license server for a valid registration key, or look for a manual key stored locally on the Moxie Back Office server. Without a manual key or successful Internet connectivity to the Omnivex license server, Moxie will be in an unregistered state and not connect to Players. Omnivex added a manual key and then PAXCA added a Whitelist Access Rule to allow the on-prem servers to communicate to licensing.omnivex.com on ports 80 and 443. LAN to WAN access rule.	N/A	5/26/2026	6:00 AM	100%	100%
5/25/2026	9:30 AM	Joanne	Entire Airport	FIDS	Flight RV1784 is not showing up correctly.	When remoted in, the flight was showing fine and everything is working on the FIDS and the GIDS	N/A	5/25/2026	9:45 AM	100%	100%
5/25/2026	7:00 PM	Renea	Gate G3	PA	Airline reported they cannot log into the mic station at Gate G3 Jetay	Went to test the mic station and you are able to log into the mic station and make a page	N/A	5/26/2026	10:00 AM	100%	100%
5/26/2026	7:30 AM	Loa	Bag Claim 10	GIDS	Hawaiian reported they tried to turn back on the displays at Bag Claim 10, but they're not working	The displays were turned off with the hard switch, turned them back on	N/A	5/26/2026	9:45 AM	100%	100%
5/26/2026	9:00 AM	NONE (Paul)	Gate A7	GIDS	The GIDS at Gate A7 Counter is not responding to ping requests	The GIDS was on a Windows Error screen, unable to boot. Rebooted.	N/A	5/26/2026	9:30 AM	100%	100%
5/26/2026	9:00 AM	NONE (Paul)	Gate A8	GIDS	The GIDS at Gate A8 Counter is not responding to ping requests	The GIDS was on a Windows Error screen, unable to boot. Rebooted.	N/A	5/26/2026	9:30 AM	100%	100%
5/26/2026	9:00 AM	NONE (Paul)	Claim 1	FIDS	The FIDS at Claim 1 Makai is not responding to ping requests	The network connection on the DDC wasn't making good contact. Cleaned the connectors	N/A	5/26/2026	2:30 PM	100%	100%
5/26/2026	9:00 AM	NONE (Paul)	Gates G7-G10	FIDS	The FIDS near Gates G7-G10 is not responding to ping requests	The FIDS were stuck on the Dell boot up screen. Power cycled the cpu and readjusted the FIDS.	N/A	5/26/2026	10:00 AM	100%	100%
5/26/2026	12:30 PM	Loa	Gate E4	GIDS	Ameircan Airlines reported they had a flight, but an Alaska flight was showing.	Investigated and brought up the aa.com page for E4 and it was also showing the Alaska Flight, and showing it in the AA layout, not the Alaska layout. This is an AA web page issue.	N/A	5/26/2026	1:00 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
5/27/2026	3:45 PM	Lonnie	Bag Claim 29-30	PA	United reported their PA at Bag Claims 29-30 is not working.	Tested and it's working fine	N/A	5/27/2026	5:00 PM	100%	100%
5/28/2026	6:15 AM	Mark	RAMP	FIDS	The FIDS displays show desktop instead of FIDS.	Cannot reach the CPU remotely and cannot be pinged. DDC was in BIOS setup, cleaned everything off the keyboard and it booted fine.	N/A	5/18/2026	7:45 AM	100%	100%
5/30/2026	9:00 AM	NONE (Travis)	ACC	GMS	AODB1 has 215000 and building records in the private\$\amdb queue.	Used the MSMQ message reader software and input direct=os:HNL-AODB-MSCS01 as the server and amdb as the Queue. Restarted the HNL-Reporting server. Read multiple records from the queue by pressing Read Next button. Lots of records indicating 1900. It moved down to 115000 records but stopped on 5-31. Once storage space on Reporting server gained and server rebooted records dropped.	N/A	5/31/2026	8:00 PM	100%	100%
5/31/2026	2:15 AM	Jon	RAMP	GMS	Comm and RAMP ARM software is not loading flights and gives error.	AODB2 has taken over on the SQL side but AODB1 is still the master on the other cluster services. Tried to move SQL back to AODB1 but after first saying it did, all SQL automatically moved back to AODB2. Moved all to AODB2 and rebooted AODB1.	N/A	5/31/2026	2:30 AM	100%	100%
5/31/2026	3:00 AM	NONE (Travis)	ACC	GMS	The reporting server has 2.94MB only space left on DATA F: Drive.	The F Data folder has two .mdf files (database data), AMDB514.mdf and DATA_MART_5.mdf, that are 15GB and 10GB respectively. These are the database files. In the Log folder, AMDB514_log.ldf and DATA_MART_5_log.ldf are 7GB and 3GB each. Using SQLCMD did the below commands to shrink the log files to 200 and 300MB max each and obtained 9GB of free space on F Drive: <pre>USE DATA_MART_5; GO ALTER DATABASE DATA_MART_5 SET RECOVERY SIMPLE; GO CHECKPOINT GO DBCC SHRINKFILE (DATA_MART_5_log, 200); GO USE AMDB514; GO ALTER DATABASE AMDB514 SET RECOVERY SIMPLE; GO CHECKPOINT GO DBCC SHRINKFILE (AMDB514_log, 300); GO</pre>	N/A	5/31/2026	4:30 AM	100%	100%
5/31/2026	9:45 AM	Maria Hunter	Terminal 2	FIDS	PR reports that it has been brought to their attention that PAL flights are not displaying on 3rd level bridge or airside.	PR101 flight at 1:10PM is the only flight Philippine Airlines has. It does not fly on Monday and Wednesday. The flight was in OST and flew out of Gate G5 per AODB tracking. On the 3rd floor bridge displays there are usually about 3 hours' worth of departure flights that display due to the number of airport wide flights. At 9:45am the 1:10pm departure for any airline would not be displayed. It would have been displayed at around 10AM. Sent email to Maria.	N/A	5/31/2026	10:30 AM	100%	100%
6/1/2026	6:30 AM	NONE (Travis)	RAMP	FIDS	UA154 to Majuro is showing status of boarding on the 3rd level Bridge FIDS but no gate is assigned.	I cannot find the flight in ARM. In AODB tracking I can see that in the remarks dakau NOP the flight on 5-31 20:05. So why is it showing up on the FIDS? Did this re-surface when the remark turned to BOR-boarding? The flight is NO_OP in AODB tracking. Yes it did.	N/A	6/2/2026	9:00 AM	100%	100%
6/2/2026	11:45 AM	Arnel Bautista	Terminal 2	FIDS	Arrival flight PR100 does not appear to be displayed on the 3rd floor Pedestrian garage bridge elevator lobby.	The flight arrived at 10:57AM. The arrival flights roll off this display after 30 minutes. In and near the customs area a different filter is used to roll off the flights after 90 minutes past the arrival time.	N/A	6/2/2026	12:15 PM	100%	100%
6/2/2026	11:45 AM	Arnel Bautista	Terminal 2	FIDS	Departure flight PR101 is not displayed after the TSA checkpoints.	PR101 flight is at 1:10PM and when looked at 12:15pm the flight was currently displaying at 3rd level bridge, airside of Checkpoint 3 FIDS, Airside of Checkpoint 2 FIDS, Airside of Checkpoint 4 FIDS and G concourse FIDS.	N/A	6/2/2026	12:15 PM	100%	100%
6/2/2026	12:00 PM	Loa	Terminal 1	PA	Hawaiian reports that the FAS announcements are not functioning in Terminal 1.	Restarted AAS services on the PA server using the .bat file on the desktop of the server.	N/A	6/2/2026	12:15 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/2/2026	2:00 PM	Libby	Airport Wide	PA	Libby requests that Travis record a new USO message and play it every 30 minutes.	Attention: Arriving active-duty Army personnel—report to baggage claim 19 or call (808) 859-5784 for assistance. All active-duty U.S. military, retirees, and their dependents with valid DoD IDs are welcome at our USO lounge, located on the ground level between baggage claim 19 and 20. Open daily 7:30 am–8 pm. Thank you for your service. Travis recorded the two takes and uploaded them to both vACS1 & vACS2 using GCK and then updated the USO Scheduled Action with the new take numbers and changed the MBP to 30 instead of 60.	N/A	6/2/2026	4:45 PM	100%	100%
6/2/2026	5:30 PM	Renea	Gate C5	PA	ANA reports that Gate C5 PA is not working.	Both mic stations are online. AA has been playing quite a few TTS announcements to C concourse. ANA reports paging is working.	N/A	6/2/2026	5:45 PM	100%	100%
6/2/2026	5:30 PM	Mark Ah Yo	RAMP	GMS	AIR-OO is opening up the use of the Emergency Helicopter parking spot on the south ramp, please create a new slot in GMS to be labeled EHS-1, just after the Ohana spots, to better track the flights for possible conflicts	Created a Stand/Gate resource named EHS-1 in ARM with Area as SouthRamp, Type BAY, Sort order 1594. Added all AC Type in the Rules.	N/A	6/2/2026	6:15 PM	100%	100%
6/3/2026	5:00 AM	Rick	Lobby 7	ANDS	Delta reported the Displays at Lobby 7, 22 & 23 need to be reset	Showing "Critical Process Died". Failing to gather information to reboot. Pulled power and rebooted.	N/A	6/3/2026	8:30 AM	100%	100%
6/3/2026	6:00 AM	Rick	Gate C1	PA	HA reported the PA at Gate C1 is not working	The mic station at Gate C1 Counter is offline. Reseated the daughterboard on the mic station	N/A	6/3/2026	9:00 AM	100%	100%
6/3/2026	8:30 AM	Loa	Checkpoint 1b	TSA Wait Time	Hawaiian Airlines reported the TSA wait time boards for Checkpoint 1b are showing a 43min wait and the checkpoint is empty	Let Loa know to contact VIP and TSA. VIP opened ticket with NEC. Wait times fixed at 10:45am.	N/A	6/3/2026	10:45 AM	100%	100%
6/3/2026	4:00 PM	Renea	Bag carousel 26	BIDS	a passenger reported Bag Claim 26 is showing desktop icons	Remoted in and it was on the desktop. stopped VisDID and restarted, didn't restart. rebooted and it started up normally.	N/A	6/3/2026	4:00 PM	100%	100%
6/4/2026	1:00 PM	Loa	Gate C1	PA	The mic station at Gate C1 ticket counter is flashing red and green lights and screen is blank.	2nd day in a row. Replaced mic station.	IED.A528HFM	6/4/2026	1:45 PM	100%	100%
6/5/2026	8:00 AM	NONE (Travis)	Terminal 1	PA	Gate A13 Net switch IIT1 (IIT-E2-04) is using a PoE injector that is only good for spare temporary usage.	Replaced with Cisco PoE network switch and now have a spare HP switch to use as needed.	CISC.C9200L24P4 CISC.GLCSXMMD	6/5/2026	12:00 PM	100%	100%
6/5/2026	11:15 AM	NONE (Travis)	Terminal 2 USO	FIDS	The EWA side FIDS KOA near USO has two displays blank and two displays showing jibberish.	Hard powered off the CPU using the front button. On reboot said boot drive not found. Did same procedure. 2nd boot it came up with two boot selections of the same hard drive then booted normally.	N/A	6/5/2026	1:00 PM	100%	100%
6/8/2026	8:00 AM	Loa	VIP 6th Floor	FIDS	Visitor Information System reported they are seeing Hawaiian domestic flights.	Yes they would see these if overseas but interisland flights show on the other computer.	N/A	6/8/2026	9:00 AM	100%	100%
6/8/2026	10:30 AM	Loa	Gate G4	PA	United reported that the mic station at the boarding door says, "Waiting for Host".	Hard reboot of mic station and reseated the cables and expansion card.	N/A	6/8/2026	11:00 AM	100%	100%
6/8/2026	11:00 AM	NONE (Levi)	Bag Claim 27-31	Visual PA	All displays from Claim 27-31 are not working.	Tried rebooting the BIDS cpu, but still was not connecting. Hard reboot DD1 Network Switch and displays came back online.	N/A	6/8/2026	2:00 PM	100%	100%
6/9/2026	5:45 AM	Rick	Gate A20	PA	Hawaiian reported they can't get the PA to work at Gate A20.	The Titan Frame is offline. Rebooted	N/A	6/9/2026	9:00 AM	100%	100%
6/9/2026	9:30 AM	NONE (Paul)	Gate A7	Visual PA	The Visual Display at Gate A7 is not responding to ping requests	Rebooted the DDC and it came up correctly. No sign of needing a replacement battery, the BIOS was intact.	N/A	6/9/2026	3:00 PM	100%	100%
6/9/2026	9:30 AM	NONE (Paul)	ConRAC	FIDS	The Ewa FIDS at ConRAC is not responding to ping requests	The DDC is not on, turned on. No sign of needing a replacment battery.	N/A	6/9/2026	4:00 PM	100%	100%
6/9/2026	11:30 AM	NONE (Paul)	Gate C8	PA	The TCAS at Gate C8 is not responding to ping requests	Could not remote in. Onsite, the computer did not have a network connection. Unplugged and replugged the network cable and everything is working properly.	N/A	6/9/2026	3:30 PM	100%	100%
6/9/2026	9:45 PM	Renea	Bag Carousel 31	BIDS	Bag Claim 31 isn't showing United flight 638	Flight doesn't arrive for another 40 minutes, it's well before roll on time	N/A	6/9/2026	10:00 PM	100%	100%
6/10/2026	5:15 AM	Loa	E Gates	PA	Southwest reported all mic station in E Gates are not working.	Remoted in and found one of the E Gates Titan Frames offline. Rebooted the Titan Frame.	N/A	6/10/2026	6:15 AM	100%	100%
6/10/2026	5:30 AM	NONE (Paul)	Terminal 2	PA	Main Titan Frame 3 is offline.	Rebooted the Titan Frame.	N/A	6/10/2026	6:00 AM	100%	100%
6/10/2026	5:30 AM	NONE (Paul)	G Gates	PA	G7-G10 Titan frame is offline	Rebooted the Titan Frame.	N/A	6/10/2026	6:45 AM	100%	100%
6/10/2026	6:15 AM	NONE (Paul)	Terminal 1	PA	IIT Titan Frame 2 is offline.	Rebooted the Titan Frame.	N/A	6/10/2026	6:30 AM	100%	100%
6/10/2026	7:30 AM	NONE (Levi)	Bag Claim 27-31	Visual PA	All displays from Claim 27-31 are not working.	Likely the same network switch. Rebooted the switch as a stop-gap. Programmed an existing HP replacement and replaced.	HP.J4900B	6/10/2026	3:30 PM	100%	100%
6/11/2026	4:00 AM	Rick	RAMP	GMS	Henri is working in RAMP and says ARM is too slow.	Restarted the ARM server service on AODB2. The database loading pop-up showed on ARM for 40 minutes and then flights loaded.	N/A	6/11/2026	4:45 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/11/2026	5:00 AM	NONE (Travis)	ACC	PA	No Problem: Software update to the Cisco 9300 Core switch is available.	Updated the Core switch system switch with version IOS XE 17.15.05	N/A	6/11/2026	11:00 AM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	G Concourse	PA	No Problem: Software update to the Cisco 9300 series of switches is available.	Updated the G Concourse intermediate switch with version IOS XE 17.15.05.	N/A	6/11/2026	2:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	Terminal 2	PA	No Problem: Software update to 9200 series of switches is available for ED2	Updated the switch with version IOS XE Lite 17.15.05.	N/A	6/11/2026	5:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	Ticket Lobby 6	PA	No Problem: Software update to 9200 series of switches is available for NET-ANDS-LOB6-ED11	Updated the switch with version IOS XE Lite 17.15.05.	N/A	6/11/2026	5:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	Ticket Lobby 4	PA	No Problem: Software update to 9200 series of switches is available for NET-ANDS-L4	Updated the switch with version IOS XE Lite 17.15.05.	N/A	6/11/2026	5:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	C Concourse	PA	No Problem: Software update to the Cisco 9300 series of switches is available.	Updated the C Concourse Intermediate switch with version IOS XE 17.15.05.	N/A	6/11/2026	5:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	E Concourse	PA	No Problem: Software update to the Cisco 9300 & 9200 series of switches is available.	Updated the E Concourse switches with version IOS XE 17.15.05 and IOS XE Lite 17.15.05 respectively.	N/A	6/12/2026	5:00 PM	100%	100%
6/11/2026	5:00 AM	NONE (Travis)	Terminal 1	PA	No Problem: Software update to the Cisco 9400 & 9200 series of switches is available.	Update the Terminal 1 switches with version IOS XE 17.15.05 and IOS XE Lite 17.15.05 respectively. Clean unused files, Uploaded and installed, Save and Applied, then committed.	N/A	6/12/2026	5:00 PM	100%	100%
6/11/2026	4:00 PM	NONE (Paul)	All Terminals	All Systems	No Problem: BIOS for all QBM1250 DDCs is available	Upgrade BIOS for all QBM1250 DDCs to v. 1.15.1	N/A	6/12/2026	1:00 PM	100%	100%
6/11/2026	4:00 PM	NONE (Paul)	All Terminals	All Systems	No Problem: BIOS for all 7020 DDCs is available	Upgrade BIOS for all 7020 DDCs to v. 1.26.1	N/A	6/12/2026	1:00 PM	100%	100%
6/12/2026	7:15 AM	Camilla	Terminal 1	PA and FIDS	Hawaiian reported all the PA and FIDS at Terminal 1 are not working.	Remoted in and everything looks fine. Walked IIT and could not find any issues	N/A	6/12/2026	8:45 AM	100%	100%
6/12/2026	10:30 AM	NONE (Paul)	Gate C2	PA	The TCAS at Gate C2 is not responding to ping requests	The Computer was off, turned back on and verified it's set to boot every morning at midnight and power back on after a power outage.	N/A	6/12/2026	11:15 AM	100%	100%
6/15/2026	10:00 AM	Kim	Terminal 1	PA	The USO has changed their hours and need the PSA announcement re-recorded. The new hours are 8am to 8pm.	Made a recording with verbiage of open time 8 AM instead of 7:30 AM on my laptop and uploaded to the USO 2026 recorded take and also updated the visual text. I made a config backup of the system as well.	N/A	6/16/2026	6:00 AM	100%	100%
6/15/2026	10:00 AM	Kim	Terminal 2	PA	The USO has changed their hours and need the PSA announcement re-recorded. The new hours are 8am to 8pm.	Made a recording with verbiage of open time 8 AM instead of 7:30 AM on my laptop and uploaded to the USO 2026 recorded take and also updated the visual text. I made a config backup of the system as well.	N/A	6/16/2026	6:15 AM	100%	100%
6/15/2026	1:30 PM	Loa	Gate E5	GIDS	Southwest reported Gate E5 is showing the wrong flight.	Looked remotely and it's showing correctly. Loa said it's showing correctly in Prism.	N/A	6/15/2026	1:30 PM	100%	100%
6/15/2026	1:30 PM	Loa	Bag Claim 25-26	BIDS	United reported Bag Claim 25-26 flight is showing on Claims 27-28.	Loa said looks correct in Prism. Remoted into all 4 claims and they look fine. Went out and talked to the agent that called, she said it was fixed just after hanging up with Loa. Looked at the Transaction History and it was set to 25-26 at 7:41:59am. Checked the PA server for stuck records, all looks fine.	N/A	6/15/2026	2:00 PM	100%	100%
6/15/2026	2:00 PM	NONE (Paul)	Gate C2	PA	The TCAS at Gate C2 is not responding to ping requests	The Computer was off, turned back on. noticed it came back from Standby. Remoted into the Client and force disabled Sleep, Hiberate and Hybrid Sleep completely. (according to CoPilot, good luck)	N/A	6/15/2026	5:00 PM	100%	100%
6/15/2026	3:00 PM	NONE (Paul)	Terminal 2 Ewa Y	FIDS	The 2nd FIDS display was blank, but on.	Rebooted the display and it came up fine.	N/A	6/15/2026	3:00 PM	100%	100%
6/16/2026	4:15 AM	Rick	Comm	GMS	Rick reports that he and RAMP had done some flight changes in ARM and looked like took but then reverted to checked.	AODB2 is still the master for both sets of services. Restarted ARM service.	N/A	6/16/2026	4:30 AM	100%	100%
6/16/2026	6:30 AM	NONE (Travis)	ACC	PA	The PA vACS1 controller is running Windows Server 2016 OS and there is the 06/2026 Servicing Stack and CU update.	The server automatically Installed through Windows Update and server rebooted itself.	N/A	6/16/2026	6:45 AM	100%	100%
6/16/2026	6:30 AM	NONE (Travis)	Terminal 1	PA	The PA vACS2 controller is running Windows Server 2016 OS and there is the 06/2026 Servicing Stack and CU update.	The server automatically Installed through Windows Update and server rebooted itself.	N/A	6/16/2026	6:45 AM	100%	100%
6/16/2026	6:30 AM	Kim	Terminal 1	PA	The USO has notified the State that they have different hours on the weekend and need the PSA announcement re-recorded. Open 8:00 am to 8:00 pm Monday through Friday and 8:30 am to 8:00 pm on Saturday and Sunday	Made a recording with the new verbiage and uploaded to the USO 2026 recorded take and also updated the visual text.	N/A	6/18/2026	7:45 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/16/2026	6:30 AM	Kim	Terminal 2	PA	The USO has notified the State that they have different hours on the weekend and need the PSA announcement re-recorded. Open 8:00 am to 8:00 pm Monday through Friday and 8:30 am to 8:00 pm on Saturday and Sunday	Made a recording with the new verbiage and uploaded to the USO 2026 recorded take and also updated the visual text.	N/A	6/18/2026	7:45 AM	100%	100%
6/16/2026	6:30 AM	Loa	Terminal 3	PA	Mokulele reports that the mic station audio is very loud and distorted.	Used the "SNMPGetSet" application on the vACS controller to reset the frame to factory defaults. The DNA frame is v2.11.	N/A	6/16/2026	6:45 AM	100%	100%
6/16/2026	7:00 AM	NONE (Travis)	ACC	PA	The PA server is running Windows Server 2016 OS and there is the 06/2026 Servicing Stack and CU update.	The server automatically Installed through Windows Update and server rebooted itself. It took the server a long time, but it came up and is working fine.	N/A	6/16/2026	8:00 AM	100%	100%
6/16/2026	7:15 AM	Lonnie	Gate B2	PA	HA reported they can't log into the mic station at Gate B2	This is because the PA server is rebooting. This would be incorrect.	N/A	6/16/2026	8:00 AM	100%	100%
6/16/2026	8:00 AM	NONE (Paul)	Bag Claim 17-18	Visual PA	The Vs between Bag Claims 17 and 18 is not responding to ping requests.	The DDC was off from a power supply issue, reset the power supply and booted back up.	N/A	6/16/2026	8:30 AM	100%	100%
6/16/2026	9:00 AM	NONE (Paul)	ACC	FIDS	The Nutanix server is showing a major error on Prism Central. Running out of Hard Drive space on PCVM3	Read through the documents until I found the issue. Deleted 300M of logs. Over 75% of disk used in /home/log/audit. See KB-21372 PC version is 7.5.1.1, issue will be solved in v.7.5.1.6 and above.	N/A	6/16/2026	1:30 PM	100%	100%
6/16/2026	6:15 PM	Renea	All Gates	PA	Agents are complaining that the announcements are too loud and they can't hear their own announcements and can't talk to passengers at the counters.	Listened around the airport and the volume seems to be the same as it always has. I verified that using the mic stations or the TCAS system interrupts the PSA announcements in the local area.	N/A	6/17/2026	9:00 AM	100%	100%

Kimberlee Tanaka

06/24/2026

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/17/2026	9:45 AM	NONE (Paul)	ACC	FIDS	No Problem: Update available for the Nutanix cluster	Upgraded FSM from 5.3 to 5.3.0.1 (small update).	N/A	6/17/2026	10:00 AM	100%	100%
6/17/2026	10:00 AM	NONE (Paul)	IA Tour Group	Visual PA	The Visual display at IA Tour Group Mauka is not responding to ping requests	Cleaned the network connector and it's back online and working.	N/A	6/17/2026	10:30 AM	100%	100%
6/18/2026	8:30 AM	NONE (Paul)	Entire Airport	All Display Systems	No Problem: Scanned all the DDCs and Client computers around the entire airport to see if any need a Windows 11 update.	Found 14 computers with older versions of Windows 11 still out. Ran updates on each of them using the latest .iso from Microsoft. Also found some running on computers that cannot be upgraded.	N/A	6/18/2026	12:00 PM	100%	100%
6/18/2026	12:30 PM	Loa	Comm	PA	Loa reported hearing very loud announcements coming from outside Comm, through the windows.	Went an checked all areas and listened to announcements, they sound at normal levels. Talked to Loa again and he said the message begins with a chime. That would not be our messages. Don't know what that is.	N/A	6/18/2026	1:00 PM	100%	100%
6/18/2026	1:30 PM	NONE (Paul)	ACC	FIDS	No Problem: Updates available for the Nutanix cluster.	Upgraded NCC from 5.3.1 to 5.3.11 (small update). Upgraded Prism Centerl from 7.5.1.1 to 7.5.1.4 (Large update). Upgraded Security Dashboard CVE Data from 2024.03.1 to 2026.05.1 (small update).	N/A	6/18/2026	4:45 PM	100%	100%
6/19/2026	4:00 AM	Rick	RAMP	GMS	Henri is working in RAMP and says ARM is too slow.	Restarted the ARM server service on AODB2. The database loading pop-up showed on ARM for 15 minutes and then flights loaded.	N/A	6/19/2026	4:45 AM	100%	100%
6/19/2026	3:00 PM	Joanne	G Gates	PA	United report that when the log into the mic station, no audio is coming out.	Restarted G Gates Titan Frame 10. Checked the mic station and reseated all the cables and connectors.	N/A	6/19/2026	4:00 PM	100%	100%
6/19/2026	4:00 PM	Jon	D Gates	PA	American reported that the mic station at the podium is "Waiting for Host."	Restarted the mic station and reseated all cables and connectors.	N/A	6/19/2026	4:45 PM	100%	100%
6/20/2026	3:30 PM	Jon	Terminal 3	PA	Mokulele reported their mic station is "Waiting on Host"	Showed errors when trying to reload the configuration to the mic station. Rebooted vACS 6 and everything came back online.	N/A	6/20/2026	3:45 PM	100%	100%
6/21/2026	2:45 PM	Jon	F Gates	PA	Getting complaints that both Gate F1 and F2 PA is not working	Checked the Titan Frame and it's online. Cannot see either mic station or any GIDS. The network switch is dead. Replaced the network swith with a new Cisco.	CISC.C9200L-24-4G CISC.GLC-SX-MMD	6/21/2026	5:00 PM	100%	100%
6/22/2026	6:15 AM	Loa	Lobby 6	Visual PA	The message board in Lobby 6 is blank. Might not have power.	This is V Lobby 6 EWA side. The visual announcements are playing good, the screen saver video is playing slowly.	N/A	6/22/2026	9:00 AM	100%	100%
6/22/2026	6:15 AM	Loa	Checkpoint 3	Visual PA	The display walking into Checkpoint 3 might be powered off.	Checked all 5 displays in Checkpoint 3 and they are all up and running.	N/A	6/22/2026	9:30 AM	100%	100%
6/22/2026	10:00 AM	Loa	Mauka Extension	PA	Hawaiian reported Mauka is not playing recorded messages.	FAS is playing at the Gates.	N/A	6/22/2026	10:30 AM	100%	100%
6/23/2026	5:45 AM	Rick	Gates A14-A20	PA	HA reported the PA is down from approximately A14-A20	Checked the mic stations at A14-A20 and all audio is working as intended.	N/A	6/22/2026	9:00 AM	100%	100%
6/23/2026	7:00 AM	Camilla	Gate A6	PA	UA reported the FAS says "Not Valid" when pressed.	See no AAS messages in GCK. Restarted the AAS services with the desktop batch file.	N/A	6/23/2026	7:30 AM	100%	100%
6/23/2026	8:15 AM	Loa	RAMP	GMS	RAMP reported that their GMS is running really slowly.	Restarted the ARM services. Moved the ARM Server to AODB1.	N/A	6/23/2026	12:00 PM	100%	100%
6/23/2026	2:00 PM	NONE (Levi)	Terminal 2	FIDS	Top right display of the FIDS at the KOA Cabinet Y Intersection was the wrong image size.	Changed the image to the correct size and restarted the cpu.	N/A	6/23/2026	3:00 PM	100%	100%
6/23/2026	4:00 PM	Travis Takata	Gate F1	PA	The Gate F1 counter mic station is flashing and going to 'waiting on host'	Replaced mic station with new.	IED.A528HFM	6/23/2026	6:00 PM	100%	100%
6/23/2026	7:00 PM	NONE (Travis)	Ewa Bridge	FIDS	The FIDS for the Ewa Garage Bridge is down, no signal on the displays	Cannot ping the DDC. Found the power supply is dead. Replaced with a new Dell 492-BFDJ	DELL.492-BFDJ	6/24/2026	9:00 AM	100%	100%
6/24/2026	9:30 AM	Lonnie	Gate A20	PA	Hawaiian reported the PA at Gate A20 is not working	The Titan Frame is offline. rebooted.	N/A	6/24/2026	10:00 AM	100%	100%
6/24/2026	10:00 AM	NONE (Paul)	Gate A19	FIDS	The FIDS near Gate A19, display 2 is blank.	Rebooted the display and it's working fine.	N/A	6/24/2026	10:30 AM	100%	100%
6/24/2026	12:15 PM	NONE (Travis)	Ticket Lobby 3	FIDS	The dvLED FIDS board in Lobby 3 has blue streaks in the white and one FIDS page has yellow when the color should be white.	The Lobby 2 side looks good. Rebooted the Christie 365 Spyder and it came up fine for a few moments, then reverted. Turned off the Spyder for several minutes and it came up look fine. Watched it for several minutes and it stayed looking fine. After an hour reverted to bad. Placed a 16" DeWalt shop fan in the front of the unit blowing in same direction as the air intake. Monitoring for a few days this keeps a majority of the blue streaks at bay.	N/A	6/25/2026	5:00 PM	100%	100%
6/24/2026	12:15 PM	NONE (Travis)	Ticket Lobby 3	Visual PA	The makai center Visual display in Lobby 3 is stuck on a bad image.	Restarted the display and it's fine again.	N/A	6/24/2026	3:30 PM	100%	100%
6/24/2026	2:45 PM	Renea	Gate G1	PA	Delta reported the mic station buttons B, C and D don't work.	Can't get the buttons to work, all buttons are worn out. Replaced the mic station	IED.A528HFM	6/24/2026	5:15 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/25/2026	5:45 AM	Rick	Terminal 1 Airside Concourse	PA	Hawaiian reports the audio is muffled and low in the Gates A14 to A20.	Everything is online in vACS2. Rebooted the vACS and soft reset the two Titan frames for the Terminal 1 area. We still hear very slow audio and low audio from zones. Factory defaulted the two Titan frames using IPAUconfig tool and then resent configuration using SMC.	N/A	6/25/2026	9:45 AM	100%	100%
6/25/2026	8:45 AM	NONE (Paul)	Gate A14	PA	Speaker zone Gate A14-A15 on vACS2 frame 1, card 7 has no audio playing from the speakers.	Tested the cable going to a dead zone, Gates A14-A15, using inductive amp and DATS software. Audio is playing from the amp but the cable is shorted. Ran tone through and heard it coming from one speaker. Opened the speaker and found the speaker cables shorted in and out of the speaker, completely mis-wired. Corrected wiring. Maintenance or someone had to have removed the speaker last night and then tried to re-install.	N/A	6/25/2026	2:00 PM	100%	100%
6/25/2026	1:30 PM	NONE (Travis)	Checkpoint 3 Airside	FIDS	FIDS and Visual Paging displays are blank in the Terminal 2 Main Mall, checkpoint 3 airside concourse.	The network switch, ED6 in Elec Rm "2B" Airside between Chkpt 3 & 4 is dead and cannot be brought back. Replaced the network switch with a spare Luxul	Luxul AMS-1208P	6/25/2026	5:30 PM	100%	100%
6/25/2026	2:30 PM	Annisia	Terminal 3	PA	Annisia reported they had a couple of power outtages and now the PA isn't working.	Tried resetting the DNA and the mic station. Still not working, but Annisia confirmed audio is playing in the Passenger Lounge. Reset the DNA amp to factory defaults and reloaded the program to it. Confirmed working.	N/A	6/25/2026	4:00 PM	100%	100%
6/26/2026	5:45 AM	Rick	Terminal 1	PA	HA reports that all PA in Terminal 1 is not working.	In SMC all looks good and see AAS message played. Restarted vACS and AAS services on the PA server anyway.	N/A	6/26/2026	6:15 AM	100%	100%
6/26/2026	9:00 AM	NONE (Paul)	Gate A14	PA	Paul reports that during FAS playback at Gate A14 the audio slows down and finishes after the visual paging.	It seems to be on 2nd template of FAS sequence. This is the new Pre-boarding take that was loaded to the Interisland 1064 template. Created a test flight in the T2 vaCS1 system at Gate G10 and the same distortion was there. The three new takes TAKES105, TAKES156, and TAKES157 all had a sampling rate of 48kHz instead of the correct rate of 16kHz. Converted the sampling rate and then copied to the C:/Messages/US-Haw folder on both PA controllers. Also added 0.160 seconds of silence to the front of each take and made the maximum level -6dB full scale.	N/A	6/26/2026	11:15 AM	100%	100%
6/26/2026	9:30 AM	Camilla	Bag Claim 27_31	PA	United reports they cannot open the keyboard at the Courtesy announcement workstation in Bag Claim 27_31.	The rack rails are bent slightly but with reasonable force the KVM will slide out and back in.	N/A	6/26/2026	10:30 AM	100%	100%
6/26/2026	10:30 AM	Kim	Terminal 1	PA	Malcom sent a recording of what sounds like an open mic playing the backgound talking that HA sent over from Terminal 1.	The recording sounds like an open mic catching background noise and discussion. An agent left a microphone open at some point. A walk through and listen of Terminal 1 showed could not hear this anymore.	N/A	6/26/2026	12:15 PM	100%	100%
6/27/2026	6:30 AM	Loa	Bag Claim 6-11	PA	HA reported no audio on the PA at Bag Claims 6-11, can see scrolling text.	Titan frame IIT2 is offline. reset the network connection on the switch and it came back up.	N/A	6/27/2026	7:15 AM	100%	100%
6/27/2026	8:00 AM	Loa	Bag Claim 6-11	PA	HA reports that in Bag Claim 6-11 that audio is not playing.	Changed a setting in the Titan frame 1, saved and resent config to frame. Loa reports that BGM is playing but silence when messages should be playing. Factory defaulted frame 1 in IPAUconfig tool and then resent config using SMC.	N/A	6/27/2026	9:00 AM	100%	100%
6/27/2026	8:15 AM	Loa	Ticket Lobby 5	ANDS	Japan Airlines reports that display 13 in Lobby 5 is blank.	Can't reach the CPU remotely. Restarted the CPU and everything came up fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/27/2026	8:15 AM	Loa	Ticket Lobby 5	ANDS	Japan Airlines reports that display 19 in Lobby 5 is blank.	Can't reach the CPU remotely. Restarted the CPU and everything came up fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/27/2026	8:15 AM	Loa	Ticket Lobby 5	ANDS	Japan Airlines reports that display 20 & 21 in Lobby 5 are blank.	Can't reach the CPU remotely. Restarted the CPU and everything came up fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/27/2026	8:15 AM	Loa	Ticket Lobby 5	ANDS	Japan Airlines reports that display 22 & 23 in Lobby 5 are blank.	Remotely the CPU looks good. Went up to get a look at it and everything looks fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/27/2026	8:15 AM	Loa	Ticket Lobby 5	ANDS	Japan Airlines reports that display 24 in Lobby 5 is blank.	Remotely the CPU looks good. Went up to get a look at it and everything looks fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/27/2026	9:30 AM	NONE (Paul)	Bag Claim 6-11	PA	The live paging works fine but TCAS and PDRP messages do not play in Bag Claim 6-11.	Restarted vACS2.	N/A	6/27/2026	9:45 AM	100%	100%
6/27/2026	12:30 PM	Loa	Gates F1 & F2	PA	When trying to page, the mic station just beeps and no audio at Gates F1 and F2	Turned off and rebooted the vACS1, Titan Frame 1 which was offline in SMC.	N/A	6/27/2026	1:30 PM	100%	100%
6/28/2026	6:00 AM	Jon	Departures Curbside	D3 LED	The D3 computer in Comm shows communication failed and the monitors are blank on the curbside.	Hard rebooted the servers in ACC room rack with rebooting the top server then the bottom server in order. Had Jon refresh the web interface for it to update on the Comm computer.	N/A	6/28/2026	7:15 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
6/29/2026	8:00 AM	NONE (Paul)	ACC	FIDS	The Nutanix server is showing a major error on Prism Central. Running out of Hard Drive space on PCVM3	Looked up last instance. Deleted appropriate logs. Over 75% of disk used in /home/log/audit. See KB-21372 Prism Central version is now 7.5.1.4, issue will be solved in v.7.5.1.6 and above. v7.5.1.6 is not fully released.	N/A	6/29/2026	9:00 AM	100%	100%
6/29/2026	9:00 AM	NONE (Levi)	Ticket Lobby 5	ANDS	Display 26 & 27 in Lobby 5 are blank.	Restarted the CPU and everything came up fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/29/2026	9:00 AM	NONE (Levi)	Ticket Lobby 5	ANDS	Display 32 & 33 in Lobby 5 are blank.	Restarted the CPU and everything came up fine.	N/A	6/29/2026	10:30 AM	100%	100%
6/29/2026	9:00 AM	NONE (Levi)	Ticket Lobby 5	ANDS	Display 34 in Lobby 5 are blank.	Restarted the CPU, changed the display settings to extend and saved the settings. Locked the settings in the OS so will stay.	N/A	6/29/2026	10:30 AM	100%	100%
6/29/2026	5:00 PM	NONE (Paul)	ACC	GMS	AODB1 has 110,000 and building records in the private\$\amdb queue.	The XML records are not being processing into the HNL-reporting SQL database correctly and the queue is getting loaded up. Used the MSMQ message reader to read records from the amdb Queue. Lots of records with date of 1900 or times between 0:00AM and 0:00AM. After read all those records and restarted the HNL-Reporting server, the records went down fine.	N/A	6/30/2026	8:00 AM	100%	100%
6/30/2026	7:15 AM	Loa	Bag Claim 27_31	TCAS	The TCAS KVM at Bag Claim 29-30 is stuck out, can't put it back in.	Pushed in like normal, no issues	N/A	6/30/2026	8:00 AM	100%	100%
6/30/2026	2:15 PM	Renea	G Gates	PA	United reports they are not hearing any messages playing in the G Gates.	All mic stations show as offline in SMC for vACS1 Terminal 2. Rebooted the PA controller and verified paging working.	N/A	6/30/2026	2:30 PM	100%	100%
6/30/2026	7:45 PM	WN Agent	Bag Claim 20_21	PA	Southwest reports that the Bag Claim 20_21 workstation is not functioning.	All frames are online and pages are showing to be made. Verified on-site no issues with the workstation.	N/A	7/1/2026	6:00 AM	100%	100%
7/1/2026	9:00 AM	Kim	Comm	GMS	Comm has a new employee, Ms. Cindy Ma, that needs an ARM log-in created.	Username: cindma Password: cm082257 is requested. Added to AODB users with Comm Group access. Added Comm access to user in ARM after.	N/A	7/1/2026	10:00 AM	100%	100%
7/1/2026	5:45 PM	NONE (Paul)	Gate G2	GIDS	The Gate G2 Jetway GIDS is not responding to ping requests.	Fixed the network connection on the back of the DDC.	N/A	7/1/2026	6:00 PM	100%	100%
7/2/2026	3:00 PM	NONE (Paul)	Ticket Lobby 6	FIDS	The Lobby 6 LED Christie Spyder X20-0808i has the left of the two power supplies dead.	Replacement refurbished power supply on ordered and then installed.	CHRI.00400302801	7/16/2026	2:15 PM	100%	100%
7/6/2026	5:45 AM	Jamie Ohta	Ticket Lobby 3	TSA Wait Time	The Ticket Lobby 3 TSA Wait time boards are not working.	The Lobby 3, Checkpoint 1A dvLED area for the TSA Wait Time is blank.The FIDS are working. The player shows as uptime of 2 hours and looks good remotely. Rebooted the unit to try and get video connection to the Spyder back. Still no video. Moved connection to the KVM and reseated both ends. Looks good on the KVM, so moved back to the LED Board. Now working.	N/A	7/6/2026	8:00 AM	100%	100%
7/6/2026	6:00 AM	NONE (Travis)	Ticket Lobby 3	TSA Wait Time	The Lobby 3, Checkpoint 1A TSA Wait time player has many Dell Command updates to install.	Installed all updates except Dell Recovery and the Command update software. Rebooted to finish install.	N/A	7/6/2026	6:15 AM	100%	100%
7/6/2026	8:00 AM	Comm	USO	FIDS	The FIDS in front of the USO are completely blank.	Only the Ewa side is blank. The DDC is off and will not come on, the power supply LED is not lit. Replaced the power supply.	Dell.492-BFDJ	7/6/2026	8:30 AM	100%	100%
7/6/2026	9:00 AM	NONE (Paul)	IAB Curbside	FIDS	The FIDS curbside of IAB is not responding to ping requests	The power supply was not lit up. Reset the power supply and everything came up normally.	N/A	7/6/2026	4:15 PM	100%	100%
7/6/2026	9:00 AM	NONE (Paul)	Lobby 6	ANDS	The Lobby 6 DH ANDS user workstation is not responding to ping requests.	The Client PC was off and the power supply LED was out. Reset power to the power supply and it came up fine.	N/A	7/6/2026	9:30 AM	100%	100%
7/6/2026	9:00 AM	NONE (Paul)	Gate E10	TCAS	The TCAS at Gate E10 is not responding to ping requests	The client is pinging now	N/A	7/6/2026	12:00 PM	100%	100%
7/6/2026	9:30 AM	NONE (Paul)	Airport Wide	Visual PA	All Visual PA displays from Lobby 4 to Lobby 6 are not playing the video. They are playing the Visual Paging Messages	HNL DDC clients updated Microsoft Edge Stable version to Version 150.0.4078.48 Released: July 2, 2026. The mp4 screensaver videos are now not playing. The current url pages are not compatible anymore. Sent email to AtlasIED for resolution. Marc Beeler changed the HTML programming of the GIDS, BIDS, V, Vs and security templates for the video element so that the video plays again.	N/A	7/8/2026	7:00 AM	100%	100%
7/7/2026	5:15 AM	Jon	Ticket Lobby 3	FIDS	The FIDS in Lobby 3 large dvLED board are wrong color and jumping around.	The last output from the DX4 card on the Christie Spyder 365 is putting out unreadable text and colors are incorrect. Raised the 16" DeWalt shop fan to directly in front of the processor. Rebooted the processor.	N/A	7/7/2026	8:30 AM	100%	100%
7/7/2026	9:15 AM	NONE (Paul)	IAB Curbside	FIDS	The FIDS curbside of IAB is not responding to ping requests	The CPU power supply failed. Replaced the power supply.	Dell.492-BFDJ	7/7/2026	4:45 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
7/7/2026	11:00 AM	Comm	E Concourse	BIDS	Jamie reports that the BIDS claim lists are only showing Alaska flights.	The Bag Claim List - Central url (67_903_1) is now showing Baggage Claim 9 content instead of the E Gates Bag Claim List. This must have accidentally been messed up on the url template updates. Opened ticket with AtlasIED. We locked the desktop to show time only on the display. AtlasIED has fixed the issues with the templates.	N/A	7/8/2026	6:00 AM	100%	100%
7/7/2026	1:30 PM	NONE (Travis)	Bag Claim 19_20	BIDS	The Bag Claim list End displays in Bag Claim 19_20 are showing the screensaver video but there are flights assigned to carousels.	The Claims List - Overseas (67_904_1.htm) page does not show any flights. This must have accidentally been messed up on the url template updates. Opened ticket with AtlasIED.	N/A	7/8/2026	6:00 AM	100%	100%
7/8/2026	1:15 PM	Loa	Comm	D3 LED	Loa reported the D3 computer in Comm is making loud fan noises again. Lilely needs cleaning.	Cleaned the computer and all the fans, the fans for the 2.5" drives are still rattling. Likely because bushing are wearing out. Turned the fans off.	N/A	7/8/2026	3:00 PM	100%	100%
7/9/2026	9:30 AM	NONE (Paul)	Airport Wide	PA	Graphics Driver upgrade available for Dell 3080 and Dell 5080 DDCs across the airport.	Completed all upgrades	N/A	7/10/2026	10:00 AM	100%	100%
7/9/2026	4:45 PM	Joanne	Comm	TCAS	Joanne reported their TCAS is showing all red, nothing is playing.	Looked at TCAS and nothing has been playing, tried restarting services and they failed to start. Rebooted the PA Server. After Reboot, restarted Prizm services.	N/A	7/9/2026	5:15 PM	100%	100%
7/10/2026	10:00 AM	NONE (Paul)	ACC	FIDS	The Nutanix server is showing a major error on Prism Central. Running out of Hard Drive space on PCVM3	Looked up last instance. Deleted appropriate logs. Over 75% of disk used in /home/log/audit. See KB-21372. Prism Central version is now 7.5.1.4, issue will be solved in v.7.5.1.6 and above. v7.5.1.6 is not fully released.	N/A	7/10/2026	10:30 AM	100%	100%
7/11/2026	8:00 PM	Jon	Gate E3	PA	Southwest reported they can't turn on the mic station at Gate E3 Jetway	Mic station was working fine when I arrived. However the microphone rattles and sound muffled. Replaced the microphone	IED.A501HH	7/13/2026	8:30 AM	100%	100%
7/13/2026	10:30 AM	NONE (Paul)	Gate C2	Visual PA	The Vs display at Gate C2 Concourse is blank.	Display was soft powered off, turned back on.	N/A	7/13/2026	10:30 AM	100%	100%
7/14/2026	7:45 AM	NONE (Paul)	USO	FIDS	The FIDS Ewa of the USO is not working, all displays blank except one showing garbage.	Rebooted the DDC, came up to recovery screen, rebooted again.	N/A	7/14/2026	7:45 AM	100%	100%
7/14/2026	3:30 PM	Libby	Airport Wide	Visual PA	Libby has provided a City and County Report Human Trafficking graphic to add to the image rotation on the Visual Paging Displays.	Added the graphics to the PA server and updated the .json file on each DDC to play the 'Report Trafficking.png' graphic for 30 seconds on Bulletin Boards and Visual in Mauka, 10 seconds on GIDS, and 30 seconds on BIDS. Libby also provided a portrait version at 1080x1920 which we put on the Garage Bridge Lobby displays. For the Windows 7 DDCs transferred the files to the harddrive.	N/A	7/16/2026	10:00 AM	100%	100%
7/15/2026	11:30 AM	NONE (Paul)	ACC	Nutanix	Small upgrade to the Nutanix Cluster	Completed the upgrade	N/A	7/15/2026	12:15 PM	100%	100%
7/16/2026	5:30 AM	Rick	Gate E5	PA	Southwest reported the PA at Gate E5 is not working	Mic stations are online in GCK Agents said it was the automated messaged. Restarted the AAS services	N/A	7/16/2026	8:30 AM	100%	100%
7/16/2026	6:30 AM	Loa	Gates B1 & B5	PA	HA reported they can't log into the mic stations at Gates B1 and B5	Mic stations are online in GCK Everything was working when arrived.	N/A	7/16/2026	8:45 AM	100%	100%
7/16/2026	1:00 PM	NONE (Paul)	Lobby 6	GIDS	The GIDS Lobby 6, 6 and 7 are down. Cannot find TPM.	Rebooted the DDC and it came up fine.	N/A	7/16/2026	1:15 PM	100%	100%
7/16/2026	4:00 PM	NONE (Paul)	ACC	Nutanix	Small upgrade to the Nutanix Cluster	Completed the upgrade to FSM	N/A	7/16/2026	4:45 PM	100%	100%

Kimberlee Tanaka

07/23/2026

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
7/17/2026	8:00 AM	NONE (Travis)	Airport Wide	Visual PA	The PA server urls are not updating using VisDID on the Visual Paging DDCs with VisDID version 5.0.5.1	Marc Beeler has released VisDID 4.0.6.0 to address the "last updated time" of the page on the server was coming back invalid and that caused the update routine to stop. The new version added guarding to catch the error and not stop the update timer (refresh rate). Using Paul's Python script updated all Win11 Visual Paging DDCs from version 4.0.5.0 and 4.0.5.1 to the new version.	N/A	7/17/2026	5:00 PM	100%	100%
7/19/2026	2:15 AM	Jon	RAMP	GMS	GMS is giving an error and keeps coming back.	Half the system moved to AODB2, moved back to AODB1 and it moved back to AODB2 again. Moved everything to AODB2 and rebooted AODB1	N/A	7/19/2026	2:45 PM	100%	100%
7/19/2026	7:00 AM	Loa	E Gates	PA	Southwest reported that the volume messages are too loud.	The complaint is that the PSA announcements are too loud. We pulled back the takes from the Messages folder for all Terminal wide PDRP messages. The RMS dB value for Takes 0083 to 0088 were at least 3dB louder than the other takes. Used audacity to adjust the RMS dB value to -25dB using the loudness normalization function for these takes and then pasted them back to both PA controllers. Takes 0077 to 0082 for Terminal 1.	N/A	7/27/2026	3:45 PM	100%	100%
7/19/2026	9:45 AM	Jon	Terminal 3	PA	Mokulele reported the PA isn't working.	Reset the DNA amp to factory defaults and reloaded the program to it.	N/A	7/19/2026	10:30 AM	100%	100%
7/19/2026	1:00 PM	Loa	Comm	PA	The TCAS webpage cannot be loaded on the Comm workstations.	The PA server is rebooting for Windows Server 2016 updates. It installed Server 2016 07/2026 Servicing stack,CU, and malicious software removal tool. After the reboot I had to restart the PRIZM connect service to have PRIZM process the records in the microsoft queue.	N/A	7/19/2026	1:30 PM	100%	100%
7/21/2026	6:15 AM	Rick	Gates G1&G2	PA	United reported the PA at Gates G1 and G2 are not working.	Everything is online. Both gates are working fine.	N/A	7/21/2026	8:15 AM	100%	100%
7/21/2026	8:30 AM	NONE (Paul)	Gates F1&F2	GIDS	2 GIDS at F1 and F2 are showing the AtlasIED logo. Error: Exception in PlayNextMessage() Object reference not set to an instance of an object.	Found double commas after the main URL, corrected	N/A	7/21/2026	8:45 AM	100%	100%
7/21/2026	4:00 PM	NONE (Travis)	Ticket Lobby 3	TSA Wait Time	The Ticket Lobby 3 Makai TSA Wait time board has a blank spot on the Nanolumens board.	With TeamViwer logged into the Nanolumens Remote Config PC, NSN-4177 and opened VMP (Vision Management Platform). All modules are communicating and show green on both boards. The Module 16 is the one that is physically blank. In Tools > Maintain restarted the KU20 unit for the dvLED board. This did not help. Restarted the dvLED board at the receptacles.	N/A	7/21/2026	6:00 PM	100%	100%
7/22/2026	9:45 AM	NONE (Paul)	ACC	Nutanix	There's an update to Foundation and LCM Framework on the Nutanix Cluster	Completed updates	N/A	7/22/2026	10:15 AM	100%	100%
7/22/2026	9:45 AM	NONE (Paul)	ACC	FIDS	The Nutanix server is showing a major error on Prism Central. Running out of Hard Drive space on PCVM3	Looked up last instance. Deleted appropriate logs. Over 75% of disk used in /home/log/audit. See KB-21372. Prism Central version is now 7.5.1.4, issue will be solved in v.7.5.1.6 and above. v7.5.1.6 is not fully released.	N/A	7/22/2026	10:45 AM	100%	100%
7/22/2026	5:00 PM	NONE (Travis)	Gate A20	PA	T1 2nd Lvl Gate A20 Net switch IIT5 (IIT-E2-03) has PoE and there is a spare 8 port PoE injector unused in this rack.	Remove PoE injector and label as SPARE for future use.	N/A	7/23/2026	10:30 AM	100%	100%
7/23/2026	8:45 AM	Camilla	E Gates	PA	Southwest is complaining that the announcements are too loud in E Gates	The complaint is that the PSA announcements are too loud. We pulled back the takes from the Messages folder for all Terminal wide PDRP messages. The RMS dB value for Takes 0083 to 0088 were at least 3dB louder than the other takes. Used audacity to adjust the RMS dB value to -25dB using the loudness normalization function for these takes and then pasted them back to both PA controllers. Takes 0077 to 0082 for Terminal 1.	N/A	7/27/2026	3:45 PM	100%	100%
7/23/2026	10:30 AM	NONE (Paul)	B Gates	FIDS	The FIDS at B Gates Ceiling, display 3 is blank.	Cannot control the display with the remote, hard power cycled the display and it came back fine.	N/A	7/23/2026	11:15 AM	100%	100%
7/23/2026	10:00 AM	Kimberlee Tanaka	Gate A15	FIDS	The FIDS KOA near Gate A15-A16, display 2 is blank.	Used the remote to turn off and back on the display, came back up fine.	N/A	7/23/2026	11:30 AM	100%	100%
7/23/2026	10:00 AM	Kimberlee Tanaka	Ewa Y	FIDS	The FIDS KOA at the Ewa Y, display 1 is blank.	The backlight on the display is dead, need to replace. Replaced with used P403	NEC.P403-R	7/23/2026	3:30 PM	100%	100%
7/23/2026	12:00 PM	NONE (Paul)	Airport Wide	All Systems	No Problem: BIOS update 6 models of computers	Downloaded the updates and installed on all computers	N/A	7/29/2026	1:00 PM	100%	100%
7/23/2026	4:30 PM	Libby	Airport Wide	Visual PA	Libby has provided a DLNR Coastal Kuleana graphic to add to the graphic rotation on the GIDS displays.	Added the graphic to the PA server PA server at C:\IED\Prizm\PrizmPageGenerator\output\Media and updated the .json file on each DDC to play the 'DLNR-Kuleana.png' graphic for 10 seconds	N/A	7/24/2026	5:00 PM	100%	100%
7/23/2026	4:30 PM	Libby	Airport Wide	Visual PA	Libby has provided a DLNR Turtle graphic to add to the graphic rotation on the Courtesy Message displays.	Added the graphic to the PA server and updated the .json file on each DDC to play the 'DLNR-Turtle.png' graphic for 30 seconds	N/A	7/24/2026	5:00 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
7/23/2026	4:30 PM	Libby	Airport Wide	Visual PA	Libby has provided a DLNR Monk Seal graphic to add to the graphic rotation on the BIDS displays.	Added the graphic to the PA server and updated the .json file on each DDC to play the 'DLNR-MonkSeal.png' graphic for 30 seconds	N/A	7/24/2026	5:00 PM	100%	100%
7/23/2026	4:30 PM	Libby	Airport Wide	Visual PA	Libby has provided a portrait DLNR Outdoor graphic to add to the graphic rotation on the Pedestrian bridges vertical displays.	Added the graphic to the PA server and updated the .json file on each DDC to play the 'DLNR-Outdoor.png' graphic for 30 seconds	N/A	7/23/2026	6:00 PM	100%	100%
7/24/2026	8:00 AM	Kim	Terminal 1	PA	The PA system is not working at the Mauka Gates.	Four of the five titan frames are offline in SMC. Hard rebooted the four frames.	N/A	7/24/2026	8:45 AM	100%	100%
7/24/2026	8:00 AM	Kim	Airport Wide	FIDS	FIDS displays are not working at the Bag Claim 6_8.	Many FIDS throughout the airport are showing 'Waiting on Server' with black screens. Names of the client computers were changed in Windows OS yesterday but the FIDS APV7 server uses the CPU name to connect and send the correct template. Changed each of the computers names back to the original name put into the client devices in Airport Vision.	N/A	7/24/2026	11:00 AM	100%	100%
7/26/2026	3:15 AM	Jon	RAMP	GMS	GMS is running very slow.	Restarted service, still the same. RAMP couldn't log in. Changed to AODB1 and ARM Server would fail and switch back to AODB2. Service would not restart. Rebooted AODB2 and moved back. Finally working. Rebooted AODB1	N/A	7/26/2026	3:45 AM	100%	100%
7/27/2026	8:15 AM	NONE (Paul)	Claim 1	FIDS	The FIDS at Claim 1 Makai is not responding to ping requests	Cannot remote in, look when international flights clear out. The CPU did not find the OS sector on bootup. Hard rebooted the CPU and it booting into windows 7 OS.	N/A	7/27/2026	2:30 PM	100%	100%
7/27/2026	8:45 AM	Loa	VIP	FIDS	VIP reported Flights AS869 @9:50 and AS801 @9:54 are showing on their Interisland FIDS instead of their Overseas FIDS.	Flights are to the mainland, should be on the Overseas FIDS. Checked in ARM and the both flights are set for OST. Toggled from OST to IIT and back, showing on the correct FIDS now.	N/A	7/27/2026	9:00 AM	100%	100%
7/28/2026	7:30 AM	Loni	Terminal 3	PA	Mokulele reports that the audio is extremely loud in Terminal 3	Used the "SNMPGetSet" application on the vACS controller to reset the frame to factory defaults. The DNA frame is v2.11. Then reloaded settings using SMC.	N/A	7/28/2026	8:00 AM	100%	100%
7/28/2026	8:30 AM	Loa	Gate E2	GIDS	Alaska says flight AS1430 is not showing at Gate E2 but is currently on Gate A13.	This is an Arrival flight which does not count towards rolling a flight to the Alaska url. Only Departure flights. At 8:57am Gate E2 rolled to the Alaska url as flight AS1452 at 10:57AM is the departure flight. Only the screen saver was showing at Gate A13 GIDS.	N/A	7/28/2026	9:00 AM	100%	100%
7/29/2026	4:45 AM	Rick	RAMP	GMS	RAMP reports the ARM software is running slow.	Restarted ARM service on AODB2 and RAMP reported it was good for 1/2 hour and then called back that went bad again. Restarted ARM service again but database loading pop-up appeared and never went away for 45 minutes. Moved the master to AODB1.	N/A	7/29/2026	4:45 AM	100%	100%
7/29/2026	6:00 AM	Loa	Bag Claims 26-27	Visual PA	The Vs between Bag Claims 26 & 27 is blank.	The DDC was off, turned back on.	N/A	7/29/2026	9:00 AM	100%	100%
7/29/2026	1:00 PM	NONE (Paul)	ACC	Nutanix	No Problem: Major updates available for the Nutanix Cluster	Completed updates of Prism Central from v7.5.1.4 to v7.5.1.6, MSP from v3.0.1.2 to v3.0.1.6 and Dashboard CVE from 2024-03-1 to 2026.07.1 Prism Central v7.5.1.6 is the fix for previous issues.	N/A	7/29/2026	4:30 PM	100%	100%
7/30/2026	8:00 AM	NONE (Paul)	Ticket Lobby 3	FIDS	The dvLED FIDS board in Lobby 3 has blue streaks in the white and one FIDS page has yellow when the color should be white.	The Christie 365 Spyder outputs are failing and overheating. Replaced with a new Christie Spyder-S, 4x4, HDMI2.0 processor. Also replaced the configuration computer with a 64bit OS Win 11 CPU that can run the Spyder Studio software.	CHRI.1790011020	7/30/2026	2:00 PM	100%	100%
7/31/2026	3:15 PM	Jon	Gate E2	PA	The Gate E2 jetway mic station cannot be logged into.	The mic station cannot be pinged. The mic station is not powered. Found a loose screw shorting the circuit board. After removal still will not power up. In the office powers up. The Cisco 9200 switch port 1 has a PoE Denied state. Shutdown and re-enabled the port. Station now functions.	N/A	7/31/2026	4:15 PM	100%	100%
8/1/2026	6:30 AM	Renea	Gate D1	PA	The PA is not working at Gate D1.	See the fix for Titan frame 1 below.	N/A	8/1/2026	9:15 AM	100%	100%
8/1/2026	8:00 AM	Renea	Bag Claim 9-11	PA	The TCAS is not working in Terminal 1 bag Claim.	In SMC I see that Bag Claim 9_11 mic station is offline. The Station came back online.	N/A	8/5/2026	8:00 AM	100%	100%
8/1/2026	8:15 AM	NONE (Travis)	Mauka Extension	PA	The Terminal 1 Titan frame 4 is offline in SMC.	On NET-263-1 disabled and re-enabled the port for the Titan frame.	N/A	8/1/2026	8:30 AM	100%	100%
8/1/2026	8:45 AM	NONE (Travis)	Terminal 1	PA	The Terminal 1 vACS2 PA controller has an error that the cobranet network card is offline.	Disabling and re-enabling the port did not make the error go away. I can see FAS, TCAS and PDRP messages being made. If card was not passing audio assume agents would not be initiating FAS. In CobraNet Discovery the unit does not show up. It must have lost it's IP address. I rebooted the vACS and the card was assigned the correct IP address and error went away in SMC.	N/A	8/1/2026	5:30 PM	100%	100%
8/1/2026	9:00 AM	NONE (Travis)	ACC	PA	The Terminal 2 Titan frame 1 is offline in SMC.	On the Main switch disabled and re-enabled port A11.	N/A	8/1/2026	9:15 AM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
8/1/2026	5:00 PM	Jon	Comm	PA	Jon reports no BGM audio is playing airport wide but all other audio is playing.	Jon rebooted the BGM player but did not help. RDL RU-AFC2 does not have signal lights lit. A Crestron PW-2407WU provides 0.75 Amps and the RDL needs 100mA max. 2.1mm inner diameter / 5.5mm outer diameter size is the barrel size needed. The power supply was good. The BGM player is not outputting audio. Jon to call BGM service on Monday. The RDL input was moved from to the CD player output. On Tuesday the Mood Media service box was installed with a temporary loaner.	N/A	8/1/2026	6:45 PM	100%	100%
8/3/2026	9:45 AM	Libby	Airport Wide	Visual PA	Libby has provided a DOT Fly-Rights graphic jpg to add to the graphic rotation on the GIDS displays.	Added the graphic to the PA server PA server at C:\ED\Prizm\PrizmPageGenerator\output\Media and updated the .json file on each DDC to play the 'Fly-Rights.jpg' graphic for 10 seconds	N/A	8/5/2026	5:00 PM	100%	100%
8/3/2026	9:45 AM	Libby	Airport Wide	Visual PA	Libby has provided a DOT Fly-Rights graphic jpg to add to the graphic rotation on the Courtesy Message displays.	Updated the .json file on each DDC to play the 'Fly-Rights.jpg' graphic for 30 seconds	N/A	8/3/2026	6:15 PM	100%	100%
8/3/2026	9:45 AM	Libby	Airport Wide	Visual PA	Libby has provided a DOT Fly-Rights graphic jpg to add to the graphic rotation on the BIDS displays.	Added the graphic to the PA server and updated the .json file on each DDC to play the 'Fly-Rights.jpg' graphic for 10 seconds	N/A	8/4/2026	11:00 AM	100%	100%
8/3/2026	9:45 AM	Libby	Airport Wide	Visual PA	Libby has provided a DOT Fly-Rights vertical graphic jpg to add to the graphic rotation on the Pedestrian bridges vertical displays.	Added the graphic to the PA server and updated the .json file on each DDC to play the 'Fly-Rights-Vert.jpg' graphic for 30 seconds	N/A	8/3/2026	3:45 PM	100%	100%
8/3/2026	5:00 PM	NONE (Travis)	Airport Wide	Visual PA	The courtesy announcement boards that are running Windows 7 have playlists that are for the BIDS.	Updated the play lists to the Courtesy Announcement Bulletin Board playlists.	N/A	8/3/2026	6:15 PM	100%	100%
8/4/2026	8:00 AM	NONE (Paul)	Gate A19	FIDS	The FIDS near Gate A19 is not responding to ping requests	Cannot remote into the DDC. The DDC was running, but not displaying anything. Rebooted and it's working fine.	N/A	8/4/2026	8:30 AM	100%	100%
8/4/2026	8:00 AM	NONE (Paul)	Lobby 2	Visual PA	The Visual PA at Lobby 2 Mauka is not responding to ping requests.	Cannot remote into the DDC. The DDC was showing it could not find the BIOS. Rebooted and it's working fine.	N/A	8/4/2026	8:45 AM	100%	100%
8/4/2026	2:00 PM	Jamie Ohta	IAB	Video Ribbon	The 6x1 video ribbon in IAB EWA side has a display out and is not showing the content correctly.	on the Ewa side, replaced the transmitter power supply and fuse in the transmitter.	ALIT.AL5V5ABK	8/5/2026	3:00 PM	100%	100%
8/4/2026	2:00 PM	Jamie Ohta	IAB	Video Ribbon	The 6x1 video ribbon in IAB DH side has a display out and is not showing the content correctly.	The DH side first display backlight is dead. Replaced the display.	SHAR.PN-P556 DVI-HDMI cable	8/11/2026	3:00 PM	100%	100%
8/5/2026	1:00 AM	Rick	Departures Curbside	D3 LED	The D3 Curbside signage is not showing correctly	Rebooted the servers in ACC and the curbside LEDs are showing correctly again.	N/A	8/5/2026	8:00 AM	100%	100%
8/5/2026	7:00 AM	Loa	Gate G1-G2	Visual PA	Malcolm reported the FIDS board between G1 and G2 is showing the desktop screen	The FIDS is showing correctly, the Vs nearest Gate G2 is showing the desktop. The json file had an extra Open Bracket in the message list. Corrected.	N/A	8/5/2026	8:30 AM	100%	100%
8/5/2026	3:15 PM	Kim	Departures Curbside Lobby 4	D3 LED	The D3 Curbside displays 15 and 16 are not showing correctly.	Display 15b was showing correctly when we arrived and looked fine. Display 16a, panel 3 was not keeping up with the rest of the display. rebooted and still not keeping up. Swapped with panel 1 and now it's keeping up fine. Swapped the panels and they are both working fine.	N/A	8/6/2026	9:30 AM	100%	100%
8/6/2026	4:00 AM	NONE (Paul)	Lobby 3	Visual PA	The Lobby 3 Center Mauka Visual Display is showing an error.	Tried replacing the messagelist, but still get the error, replaced the entire Vis/DID directory and it works fine now.	N/A	8/6/2026	5:30 PM	100%	100%
8/6/2026	4:00 AM	NONE (Paul)	Lobby 2	Visual PA	The Lobby 2 Mauka Visual Display is showing "No Boot Device"	Rebooting didn't fix, need to replace the DDC.	Dell.QMB1250 COMP-DISPHD3ST	8/7/2026	10:00 AM	100%	100%
8/7/2026	10:00 AM	Jamie Ohta	Terminal 2 Concourse	VIP	The VIP concourse displays at the Terminal 2 food court are blank.	The micro CPU is flashing LED 3 times and then 6 times. This indicates corrupt BIOS. Using BIOS downloaded to USB stick from Dell, recovered the BIOS section of memory. Reinstalled the CPU in the closet behind the displays.	N/A	8/7/2026	11:15 AM	100%	100%
8/7/2026	12:15 PM	Loa	Gate E10	PA	Report that Gate E10 Podium mic station is showing "Host Busy" when trying to make a page.	The counter and jetway podium mic stations are functioning as normal. The busy notification from the mic station will occur when there is another local page being made from Gates E8 or E9 as they all share a holdroom.	N/A	8/7/2026	1:30 PM	100%	100%
8/7/2026	3:30 PM	Mark Ah-Yo	Comm	PA	Mark requests the verbiage of the PDRPs so he can re-record some audio takes.	Emailled the latest verbiage of all messages playing.	N/A	8/7/2026	4:15 PM	100%	100%
8/7/2026	4:15 PM	Cindy	Lobby 2 & 3	FIDS	The large FIDS dvLED board is not showing the flight times.	The F-Lobby-2-LED CPU was outputting 1024 x 768 resolution instead of the necessary 1280 x 768 resolution so the right side of the FIDS was not displaying. Changed to 1280 x 768 and rebooted.	N/A	8/7/2026	4:30 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
8/8/2026	8:15 AM	Renea	Gate E3	PA	The Gate E3 jetway mic station is blank with red and green lights and cannot be used.	The station is offline in SMC. On NET-CC1 turned the PoE power off on port 3 and then re-enabled. The station is drawing power but did not reconnect network. Replaced with a new mic station and did the replace process in SMC.	IED.A528HFM	8/8/2026	10:30 AM	100%	100%
8/9/2026	1:30 PM	Kim	Ticket Lobby 7	ANDS	American reports the Lobby 7 displays 42 & 43 are black.	Replaced the Clearcube C-port and the power supply for the C-port.	ClearCube G0900047 A01 C-Port ALIT.ALSV5ABK	8/9/2026	10:30 AM	100%	100%
8/9/2026	7:30 PM	Joanne	Gate A20	PA	The Gate A20 jetway mic station audio cuts in and out.	The audio does not cut out but the station faceplate and back box move around easy. Tightened the metal fasteners in the bottom of the back box. Missing one back box screw and the mic clip screw. Installed replacements for both.	AtlasIED Screws	8/9/2026	10:30 AM	100%	100%
8/10/2026	1:30 PM	Jamie Ohta	Terminal 2 Concourse	VIP	The VIP concourse displays at the Terminal 2 food court before the turtle slide there is a blank picture slide.	The blank is actually after the turtle slide. This is the 30 seconds of 'Fly_Rights.jpg'. Jamie provides access to the CPU and we loaded the slide and re-installed.	N/A	8/11/2026	4:00 PM	100%	100%
8/11/2026	1:30 PM	Loa	Departures Curbside Lobby 8	D3 LED	The D3 Curbside displays 2 for United Airlines shows just United Air.	The power cord jumper from module 8 to 9 on Display 2 was slightly unplugged. Plugged back in and reset the breaker power as well as replugged the network cable to the module.	N/A	8/11/2026	4:30 PM	100%	100%
8/11/2026	1:30 PM	Loa	Departures Curbside Lobby 4	D3 LED	The D3 Curbside display for Phillipines Airlines has color block near the wording.	Turned power off using the above ceiling breaker switch to this display. On repower the green blocking was gone.	N/A	8/11/2026	4:45 PM	100%	100%
8/11/2026	4:00 PM	Renea	Ticket Lobby 8	ANDS	United reports Lobby 8 ANDS displays 18 and 20 have cables that are hanging down.	The video cabling is hanging down. It appears United cleaned the back of the displays. Bundled and velcro'd the video cabling to the bottom display cable management point for both displays.	N/A	8/11/2026	4:15 PM	100%	100%
8/12/2026	6:00 AM	Rick	Terminal 3	PA	Mokulele reports that the audio is extremely loud in Terminal 3	Used the "SNMPGetSet" application on the vACS controller to reset the frame to factory defaults. The DNA frame is v2.11. Then reloaded settings using SMC.	N/A	8/12/2026	6:15 AM	100%	100%
8/12/2026	7:00 AM	NONE (Travis)	E Concourse	PA	The E concourse Titan frame 9, vACS1 is offline in SMC.	Turned off administratively and then back on the network switch port associated with the Titan frame.	N/A	8/12/2026	7:15 AM	100%	100%
8/12/2026	7:00 AM	NONE (Travis)	G Gates	PA	The G Gates Titan frame 10, vACS1 is offline in SMC.	Turned off administratively and then back on the network switch port associated with the Titan frame.	N/A	8/12/2026	7:30 AM	100%	100%
8/12/2026	7:00 AM	NONE (Travis)	G Gates	PA	The G Gates G7 to G10 Titan frame 12, vACS1 is offline in SMC.	Turned off administratively and then back on the network switch port associated with the Titan frame.	N/A	8/12/2026	7:30 AM	100%	100%
8/12/2026	7:00 AM	NONE (Travis)	Terminal 2	PA	The Main terminal 2 Titan frames 3 and 4, vACS1 are offline in SMC.	Turned off administratively and then back on the network switch ports associated with the Titan frames.	N/A	8/12/2026	7:30 AM	100%	100%
8/13/2026	6:45 AM	Comm	WikiWiki IIT	FIDS	The FIDS at WikiWiki IIT is not working.	Showing 'Waiting on Server'. Remotely restarted and it's working fine.	N/A	8/13/2026	8:00 AM	100%	100%
8/13/2026	8:00 AM	NONE (Paul)	Mauka Extension	FIDS	The FIDS at near Checkpoint 1a exit is not responding to ping requests.	Cannot remote in. Power supply dead. Replaced the power supply	DELL.492-BFDJ	8/13/2026	8:45 AM	100%	100%
8/13/2026	8:30 AM	NONE (Paul)	Terminal 1 Airside Concourse	FIDS	The KOA cabinet at Terminal 1 Gate A19 concourse has a blank display in the top right.	The display is on, but not responding to any button pressed. Rebooted with hard switch and it came back up fine.	N/A	8/13/2026	9:15 AM	100%	100%
8/13/2026	8:45 AM	Kim	Bag Claim 18_19	FIDS	The 2nd display in the FIDS 4x1 at Bag Claim 18 is blank.	The video is scrambled and frozen. Rebooted the display with the hard switch.	N/A	8/13/2026	10:30 AM	100%	100%
8/14/2026	11:30 AM	Libby	Airport Wide	PA	Libby requests to create and start a PDRP message with verbiage 'LOCAL WEATHER UPDATES: See weather.gov/hfo for current information.'	Travis recorded a new take 117 with the verbiage. Created Local Weather Updates scheduled action in SMC and enabled to play every 30 minutes alternating with the Flood Watch message so a weather message plays every 15 minutes.	N/A	8/14/2026	1:15 PM	100%	100%
8/14/2026	11:30 AM	Libby	Airport Wide	PA	Request to enable the 'Flood Watch' Scheduled Message.	Enabled the Flood watch message in SMC.	N/A	8/14/2026	12:15 PM	100%	100%
8/14/2026	11:30 AM	Libby	Terminal 2 Lobbies	LED	Libby requests that a message url show on the large dvLED boards in the Lobbies.	We created an alternate Bright Sign program that has a Ticker box area the size of the Airline graphic area previous. Created a text file that says 'LOCAL WEATHER UPDATES: weather.gov/hfo'. Pushed the new program to Lobbies 4 to 8 players for the dvLED board.	N/A	8/14/2026	4:45 PM	100%	100%
8/14/2026	5:00 PM	Libby	Terminal 2 Lobbies	LED	Libby provided a 16x9 graphic saying LOCAL WEATHER UPDATES: weather.gov/hfo to display on the Terminal 2 Lobbies dvLED boards.	Added the graphic to the alternate Bright Sign programs and published to the Lobby players.	N/A	8/14/2026	5:30 PM	100%	100%
8/14/2026	5:00 PM	Libby	Airport Wide	Visual PA	Libby provided a vertical and portrait graphic saying LOCAL WEATHER UPDATES: weather.gov/hfo to display on the GIDS, BIDS and Courtesy Msg boards airport wide.	WeatherInfo.jpg and WeatherInfoVert.jpg placed in the C:\IED\Prizm\PrizmPageGenerator\output\Media folder on the PA server. Using Paul's new Python script added the lines in the VisDID json file on each IED DDC Airport Wide to play the new graphic for 30 seconds in the appropriate rotation.	N/A	8/14/2026	6:30 PM	100%	100%

DATE	TIME	CALLER NAME	Associated Area	Associated System	PROBLEM AS REPORTED	ACTION TAKEN	Replacement Hardware	DATE	TIME CLOSED	Component Status %	System Status %
8/14/2026	6:15 PM	Curt Otaguro	Airport Wide	PA	Curt Otaguro the Deputy Director informs that the Tropical Storm watch for Oahu has been upgraded to a Warning.	I replaced the Local Weather Updates message with the Severe Weather Warning message. The Flood Watch message and severe weather message alternate every 15 minutes.	N/A	8/14/2026	6:45 PM	100%	100%
8/15/2026	4:15 AM	Rick	RAMP	GMS	RAMP reports the GMS is slow and cannot log into ARM.	Restarted ARM service on AODB1.	N/A	8/15/2026	4:30 AM	100%	100%
8/15/2026	4:30 AM	Rick	Ticket Lobbies 2 & 3	FIDS	Hawaiian reports that the canceled flights are not showing on in Lobbies 2 & 3.	The canceled flights are now showing. Flights to Maui and Hilo are showing as canceled.	N/A	8/15/2026	4:45 AM	100%	100%
8/15/2026	9:00 AM	Curt Otaguro	Airport Wide	PA	Curt Otaguro the Deputy Director requests that an announcement with the verbiage of alerts from the Honolulu Department of Emergency Management and NOAA be played over the PA.	I sent email about the pros and cons of using TCAS system for emergency alerts. I set-up a Free Text TCAS template labeled Weather Information T1 and one for T2. Set to play for every 20 minutes and for 30 plays. I signed up for the Everbridge alerts from City and County of Honolulu. Navigated to weather.gov/hfp/watchwarn to see what the current alerts are for Oahu. Navigated to https://www.nhc.noaa.gov/mobile/index.html to see what the latest summary of Lala information is. Search online for the latest alert from Honolulu EMA since the Everbridge alerts do not immediate send the past alerts. I selected text from the different sources to put in the TCAS message for each. and started the messages from a TCAS workstation in T1 and one in T2 respectively. HA stopped the Terminal 1 announcement after 1 play. Terminal 2 announcement played 14 times before someone stopped it.	N/A	8/15/2026	11:00 AM	100%	100%
8/16/2026	6:30 AM	NONE (Travis)	Airport Wide	PA	Per previous direction from the Deputy Director an announcement with the verbiage of alerts from the Honolulu Department of Emergency Management and NOAA should be played over the PA.	No TCAS messages were scheduled to play so I created T1 and T2 messages with verbiage 'Tropical Storm Lala will continue to affect the state today as it moves westward to the south of Oahu and Kauai. Areas of damaging winds will persist, mainly across the western end of the state, and the threat of heavy flooding rainfall will continue on all islands. As Lala moves west of Kauai tonight and Monday, strong easterly winds will slowly diminish, and the threat of flooding will decrease. A drier moderate to locally breezy trade wind flow will prevail Tuesday through the end of the work week.' to play every 20 minutes and 16 plays. Someone canceled both TCAS messages at 10:02 AM after 10 plays.	N/A	8/16/2026	7:00 AM	100%	100%
8/16/2026	10:45 AM	Jamie Ohta	Terminal 2 Landside	PA	The checkpoint 5 equipment is down and TSA Pre-Check is moved to Checkpoint 4. Request to change the scheduled message.	Changed the takes in use from checkpoint 5 take to Checkpoint 4 take and re-enabled the scheduled message in SMC.	N/A	8/16/2026	11:00 AM	100%	100%
8/16/2026	5:30 PM	NONE (Travis)	Airport Wide	PA	The Tropical Storm warning from EMA has expired.	Turned off the Severe Weather warning announcement.	N/A	8/16/2026	5:45 PM	100%	100%
8/16/2026	2:00 PM	Loa	Bag Claim 27-31	PA	United reported the mic station at Bag Claim 29-30 is making a buzzing sound when they key the mic. Cannot talk.	Could not duplicate issue	N/A	8/17/2026	9:00 AM	100%	100%

Kimberlee Tanaka

08/26/2026

MEETING ATTENDANCE SHEET

Pre-Bid Meeting

Project Name: Maintenance of Electronic Information Conveying Systems
Daniel K. Inouye International Airport
Project No. BO1722-53
Meeting Location: Microsoft Teams Date: 9/11/2026

Name: Shaun Yamaki Title: Engineer	Company: Department of Transportation Airports Address: 400 Rodgers Blvd. Suite 700	Phone: 808-838-8713 Fax: E-Mail: shaun.k.yamaki@hawaii.gov
Name: Cheryl Powell Title:	Company: Ford Audio-Video Systems Address:	Phone: Fax: E-Mail: powec@fordav.com
Name: Travis Ellis Title:	Company: Ford Audio-Video Systems Address:	Phone: Fax: E-Mail: ellit@fordav.com
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Name: Violeta Peters Title:	Company: Aloha Empire Address:	Phone: 1-508-237-8755 Fax: E-Mail:
Name: Zhulieta Ibisheva Title:	Company: Aloha Empire Address:	Phone: 808-636-3068 Fax: E-Mail: support@alohaempire.com

MAINTENANCE OF ELECTRONIC INFORMATION CONVEYING SYSTEMS

DANIEL K. INOUE INTERNATIONAL AIRPORT

HONOLULU, OAHU, HAWAII

STATE PROJECT NO. BO1722-53

RESPONSES TO REQUESTS FOR INFORMATION (RFI'S/QUESTIONS)

The following Requests for Information (RFI) were received.

1. **QUESTION: Is it the intent of the BO1722-53 specifications to include maintenance of the International Arrivals Video Ribbon Systems?**

RESPONSE: Yes, the International Arrivals Video Ribbon Systems are to be included in the scope of work.

2. **QUESTION: Is it the intent of the BO1722-53 specifications to include maintenance of the new Pass and ID office Public Address system?**

RESPONSE: Yes, the Pass and ID office Public Address system is to be included in the scope of work.

3. **QUESTION: Is it the intent of the BO1722-53 specifications to include maintenance of the VIP Local Interest Video Display System in the Mauka Extension Building?**

RESPONSE: Yes, the VIP Local Interest Video Display System in the Mauka Extension Building are to be included in the scope of work.

4. **QUESTION: Please confirm the intent of the BO1722-53 specifications is to include the maintenance of the GIDS (Gate Information Display System), BIDS (Baggage Information Display System) and Visual Paging Systems at the HNL Airport, under the umbrella of the (FIDS) Flight Information Display System and (PAS) Public Address Systems.**

RESPONSE: Yes, the maintenance of the GIDS (Gate Information Display System), BIDS (Baggage Information Display System) and Visual Paging Systems are to be included in the scope of work.

5. **QUESTION: Is it the intent of the BO1722-53 specifications to include maintenance of the complete Terminal 1 TSA Wait Time Display System?**

RESPONSE: No, maintenance of the complete Terminal 1 TSA Wait Time Display System is not included in the scope of work.

6. **QUESTION: In addition to flight information, the Ticket Lobbies dvLED boards display digital signage content and creative accessed over the internet. Please confirm if the digital signage, subscriptions, and applicable internet services are to be included in the scope of work?**

RESPONSE: Yes, the digital signage, subscriptions, and applicable internet services are to be included in the scope of work.