Accident/Incident Computer related:
American Airlines Resumes Flights After a Computer Problem

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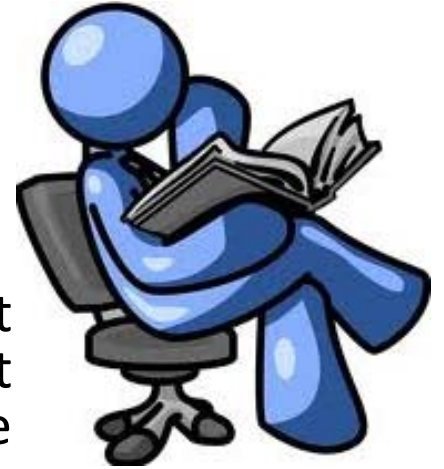@02660097

BREAKING NEWS — LIVE
AA FLIGHTS GROUNDED
COVERING ORANGE COUNTY

AA
AmericanAirlines®

2:55P	AmericanAirlines	1012	E6	Delayed
4:25P	AmericanAirlines	1919	D36	Delayed
12:25P	AmericanAirlines	1659	D25	Delayed
12:55P	AmericanAirlines	1245	D49	Delayed
12:00P	AmericanAirlines	935	D34	Delayed
12:00P	AmericanAirlines	1331	E5	Delayed
3:25P	AmericanAirlines	939	E21	Delayed

Summary

- On Tuesday, August 16 2013; the third biggest US flight company (American Airlines) faced a tremendous shut down of almost all of its operations. Indeed, the incident forced the company to ground all of its flights for several hours all over nation. The problem according to the CEO of American Airlines (Tom Horton) was due to one of their computer systems.

- According to some sources from the Wall Street Journal More than 970 flights were canceled and 1608 flights were delayed. The problem is believed to have started around midday of Tuesday and lasted until around 4:30 p.m. Eastern time.

- The incident is believed to have been caused by the instability of the reservations system, called Sabre. The system in question is a center piece for American Airlines company. Indeed, it is responsible for bookings and reservations, and other ramifications operations related to flights such as printing boarding passes, online check-ins, ticketing, and tracking bags.

What and Where It happened

- One of American Airline company system which is used to run daily operations failed to deliver and crashed.

- The system failure originates from one of the company system at its home base of Forth Worth, Texas which is the headquarter of the American Airline company.

Timeline of the incident

- The whole system failure is said to have started midday (approximately around 1pm) on Tuesday, April 16 2013 and lasted until 4:30- 5pm (eastern time).

How did it happen

- A computer system used to run many daily operations at Fort Worth-based American Airlines failed Tuesday, forcing the nation's third-largest carrier to ground all flights across the United States for several hours and stranding thousands of frustrated passengers at airports and on planes.

- Flights already in the air were allowed to continue to their destinations, but planes on the ground from coast to coast could not take off.

- American blamed its reservation system, which is used for much more than booking flights. Airlines commonly rely on such systems to track passengers and bags, update flight schedules and gate assignments and file flight plants. The computers also help determine how much fuel to put in an aircraft or which seats should be filled to balance a plane.

- The failure caused cascading delays and cancelations nationwide.

Consequences and reason

- American and sister airline American Eagle had canceled 970 flights and delayed at least 1,068 more by early evening Tuesday, according to flight-tracking service FlightAware.com.

- The reason of such a wide spread of the failure of the computer system was due to the crash of both the main system and its back-up.