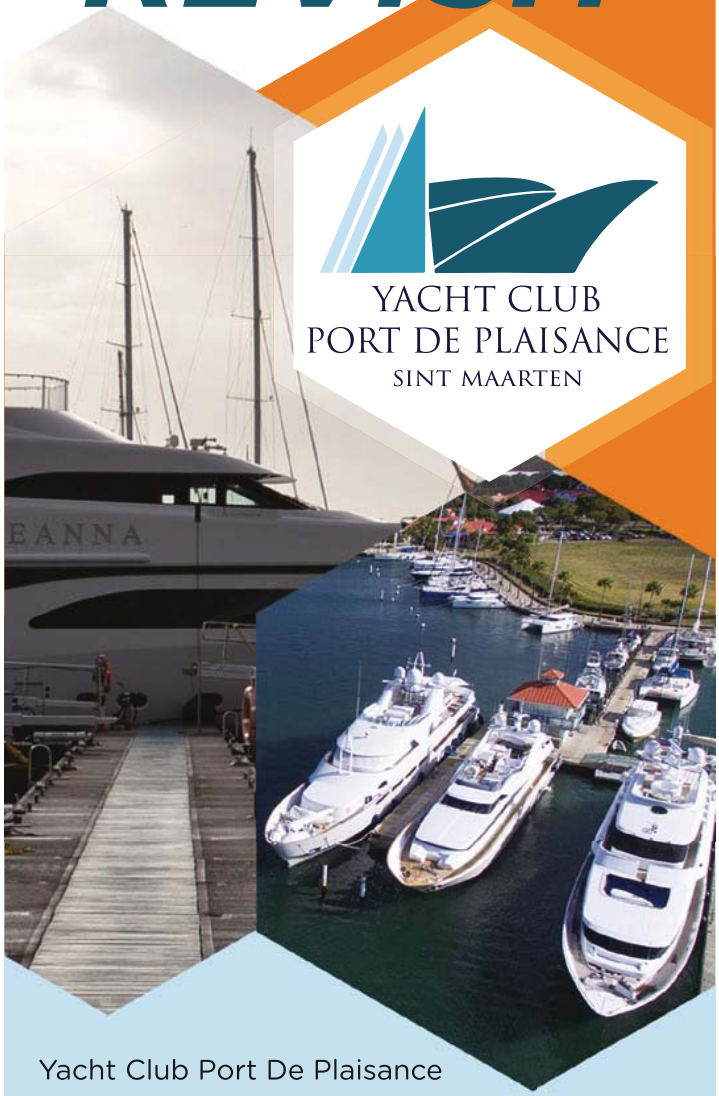
RESILIENT
REBUILD
REVISIT

YACHT CLUB
PORT DE PLAISANCE
SINT MAARTEN



Yacht Club Port De Plaisance is a professionally-managed full service facility with 90 plus slips for sail and motor-powered vessels from 40' to 260' LOA, with drafts up to 16".

VHF: 16
18°02.3' N
63°05.3' W

Phone: +721 544 4565 | Cell: +721 520 1985
info@pdpmarina.com | www.pdpmarina.com

AV/IT BACKUP PLAN

By Jason Robertson

Common AV/IT issues can occur on board a yacht at any time, and it's up to ETOs or engineers to quickly solve the problem or do a quick fix until shoreside support can be contacted.

LOSS OF INTERNET CONNECTIVITY: This is by far the most common and urgent issue to resolve. Often a vessel that requires constant Internet connectivity will have a redundant connection in place, i.e., a second VSAT, 4G data, wireless, or WiMAX connection.

PHONE SYSTEMS DOWN: If for any unforeseen circumstance your phone system is down and you are not within GSM (cellular) range, it's possible to connect an analog phone directly to a voice port on your VSAT provider's router. This will enable you to make an emergency outbound phone call to tech support (check with your VSAT provider before an emergency occurs to test and verify functionality). Similarly, it's possible to connect an analog phone directly to the Fleet terminal and dial out.

TVRO (TV SATELLITE DISH) ISSUES NO SIGNAL: Ensure that there is an alternative method in place for delivering important programs/sport fixtures, such as IP streaming services Slingbox, Jetstream, and OmniAccess's Plexus TV.

Clarify whether your local terrestrial provider has IP streaming services available, such as the Sky Go app, NBC Sports Gold app, or Katrina TV online.

For any connectivity issues with your TVRO DAC (antenna control unit), ensure that you can connect to it directly with a separate cable to upgrade firmware and backup/restore configuration. Make sure you have the manufacturer's contact details beforehand as well as spares should a critical component need replacing. Your manufacturer will recommend critical spares for the antenna's make and model.

AV ROOM'S UNINTERRUPTABLE POWER SUPPLY (UPS): Most equipment breakage occurs because of an incorrect shutdown caused by power loss. Installing a UPS to supply smooth and reliable power to all AV/IT equipment in the event of "going black" will ensure your equipment is protected from power surges or dips.

Configure your UPS to initiate the proper shutdown procedure of critical equipment. This is especially important for virtualized environments and services that have databases (IDEA database, Cisco CUCM, NAS Storage). Improper shutdown of these services could result in loss of data and corruption.

SWITCHES/CORE ROUTER DOWN: Backup your switches and core router configuration securely offline, as these sometimes can lose their configuration. By ensuring this, a switch's configuration can be easily restored. Make sure you have a console cable for your switch type available and that an engineer is trained in the restore procedure.

Jason Robertson has more than 18 years as an IT consultant, 10 in the yachting industry, and has established Robertson ETOs to provide qualified ETO personnel to the maritime industry. *www.robertsonetos.com*