



Central Equipment Identity Register Portal

Operations User Manual v 2.1



Document Change History

Version	Change Type	Description	Date
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1 Overview

1.1 Scope

The objective of this manual is to help operations user use the CEIR (Central Equipment Identity Register) application to clear consignments, raise confiscated stock requests, collect tax for register devices and report grievances.

1.2 Acronyms & Abbreviations

Acronym	Full Form
CEIR	Central Equipment Identity Register
IMEI	International Mobile Equipment Identity
PDA	Personal Digital Assistant
TAC	Type Allocation Code
TRC	Telecommunication Regulator of Cambodia

1.3 Conventions

Information	Convention
UI elements (such as names of windows, buttons, and fields)	Bold
References (such as names of files, sections, paths, and parameters)	<i>Italics</i>
*	Indicates a mandatory field or column



2 Operations User - Operations

2.1 Application Overview

The CEIR (Central Equipment Identity Register) Operation User Portal is used in various work-flow in the CEIR application.

Operations user perform the following tasks:

- Block/unblock devices
- Alert Management
- Running alert management
- IP log management
- SLA management

2.2 Logging into the Application

To register:

As part of configuration, the System Admin would provide the login details to the Operation user. It is advised to change the password once System Admin creates the account.

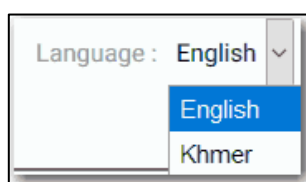
To login:

1. Open the browser and enter the CEIR Operations Portal URL in the address bar. The login screen appears.



Figure 1: Login

On the top right corner of the login screen is the **Language** option. The application supports two languages: **English** and **Khmer**. On selecting a given language, all the field and column labels in the application appear in the selected language. All user inputs are, however, in English.



2. Next, enter the assigned login username and password.

Username is the registration ID that is sent on mail to the System Admin after successful registration in the system.

3. Enter the captcha.

4. Click **LOGIN**.

If the login and password are incorrect or the captcha is not correct, an error message appears, and you are prompted to re-enter the login details.

On entering correct information, the application Search page appears.

If the Operation user forgets the assigned password, then the same need to request from the System admin. The **Forgot Password** link work for external user who register themselves from the DMC portal



2.3 Application User Interface

On logging into the application successfully, the CEIR Operations Portal Home page appears.

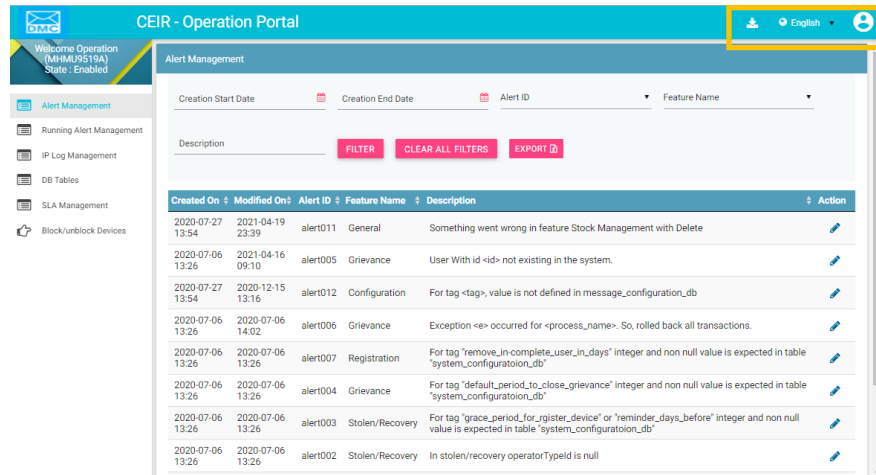
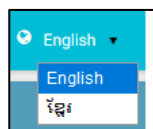



Figure 2: Home Page

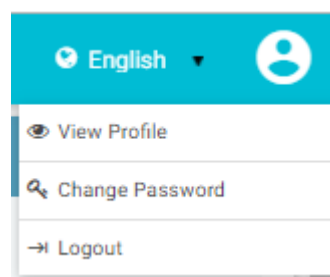
The Home page has all the feature menus on the left panel.


The top right corner of the screen displays the following menu options:

- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



-  **(User profile):** Click on it to see the following menu:



-  **(View Profile):** Click on it to view the registered information. The **View Profile** page opens.




View Profile

First Name	Middle Name	Last Name
Operation	NA	one
Contact Number	Email ID	
2647276476	c5@goldilocks-tech.com	
UserID	User Type	
MHMU9519A	Operation	
Remarks		
for operation 1 updated		

CANCEL

Figure 3: Edit Information

-  **(Change Password):** Click on it change the login password.

Change Password


Old Password

New Password

Confirm Password

SUBMIT CANCEL

Figure 4: Change Password

1. **Old Password:** Enter the existing password. Click  to see the password characters being entered. Click on it again to hide the password characters. This works like a toggle key.
2. **New Password:** Enter a new password.
3. **Confirm Password:** Re-enter the new password to confirm the password.
4. Click **SUBMIT**.

2.4 Block/Unblock Devices

CEIR Operation user can block devices (IMEI) on special requests. The operation users can block or unblock a single device at a time or multiple devices at a time.



Whenever a device is blocked, the IMEI of the device is kept in a greylist. This is done for a given duration after which the device IMEI is moved to the blacklist. Moving the information to the blacklist indicates permanent blocking.

2.4.1 Single Device Blocking/Unblocking

To block or unblock a single device:

1. Select **Block/Unblock Devices** in the left panel of the home page.

The **Block/Unblock Devices** dashboard appears.

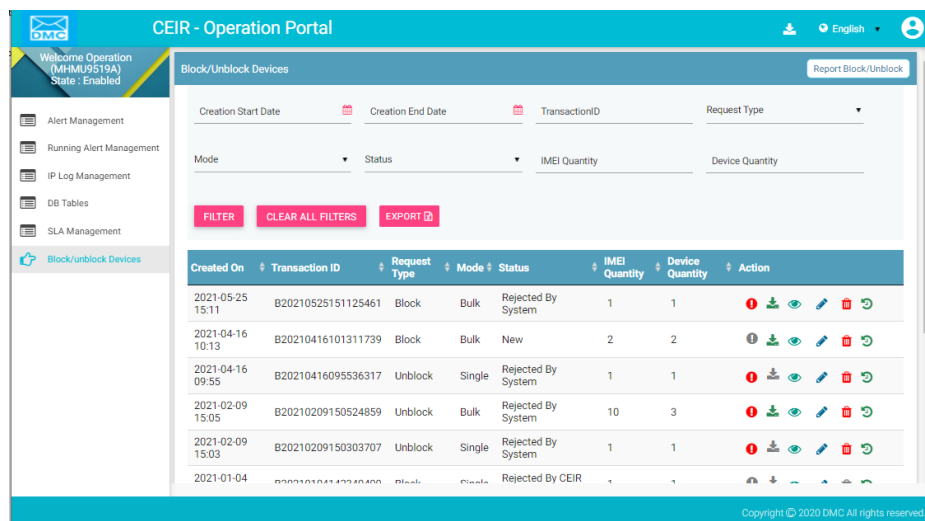


Figure 5: Block/Unblock Devices

2. Click **Report Block/Unblock** (seen on the top right corner of the menu bar).




3. Select **Block** or **Unblock** as per the action to be taken.

**Figure 6: Report Block**

The screen has two sections: **Single** and **Bulk**.

By default, the **Single** section appears.

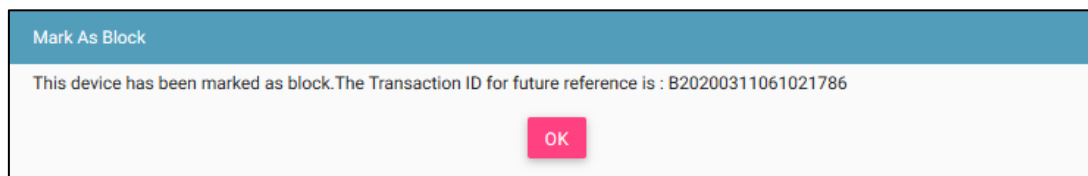
4. Enter the following information:

- **Device Type:** Select the type of device to be blocked or unblocked.
- **Device ID Type:** Select the type of ID to be entered for the device that is being blocked or unblocked:
 - IMEI
- ***Multiple SIM Status:** Number of SIMs the device supports (1-4)
- **Device Serial Number:** Enter the device serial number.
- ***Remarks:** Enter details about device being blocked or unblocked.
- ***Category:** Select the reason for blocking the device:
 - Contract Violation
 - Other
- **Blocking Type:** Select the blocking mode. This is applicable only to blocking:
 - Immediate: The device is instantly blacklisted.
 - Default: The device is sent to the blacklist after a given duration. The duration is configurable by the CEIR administrator.
 - Later: The device is sent to the blacklist at the specified date. Select the date using the calendar .
- **IMEI:** Enter the value of the IMEIs of the device to be blocked.

5. Click **Submit**.






A unique transaction ID is generated, and the blocking or unblocking request is processed internally. The request can be seen on top of the dashboard.






For each request, the dashboard displays the following information:

Column	Description
Date	Date of registering the request to block or unlock the device.
Transaction ID	Transaction ID assigned to the request.
Request Type	The request type can be block or unblock depending on the action taken.
Mode	This indicates whether the transaction is for a single device (Single) or for bulk devices (Bulk).
Status	<ul style="list-style-type: none">• The request goes through the following status modes:<ul style="list-style-type: none">○ New: When a request is raised, the status is New.○ Processing: The request is verified internally.○ Rejected by System: If the request has an error, an error file is generated. The error file can be downloaded. The error could be in the file format, size, policy violation or request specifications.○ Pending Approval from CEIR Admin: If the request is successfully verified by the system, the request is shared with the CEIR administrator for review.○ Rejected by CEIR Admin: The CEIR administrator reviews the details and



Column	Description
	<p>rejects the request if there is a problem. The operator can view the error file and fix the errors in the request.</p> <ul style="list-style-type: none">○ Approved by CEIR Admin: When the CEIR administrator approves the request, the status changes to Approved by CEIR Admin.○ Withdrawn by CEIR Admin: When the CEIR administrator withdraws the request, the status changes to Withdrawn by CEIR Admin. For example, this could be done when the operator has wrongly marked a device as stolen, which has been rightly claimed by another user.○ Withdrawn by User: The operator can withdraw the request only when the status is New or Rejected by System.
Quantity	If the request is for a bulk device request, this refers to the number of IMEIs in the .csv file else it refers to the IMEIs in the single device being blocked or unblocked.
Action	<p>This displays different actions that can be performed on the request.</p> <ul style="list-style-type: none">• Error : This is enabled when there is an error file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.• Download : This is used to take a dump of the .csv file that is uploaded to the system. This is enabled only for bulk requests. Click on it download the file.• View : This is used to view the request. Click on it view the request details.



Column	Description
	<ul style="list-style-type: none">• Edit  : This is used to modify the request. This is allowed only when the status is New or Rejected by System or Rejected by CEIR Admin. Click on it to modify the request details.• Delete  : This is used to delete the request. This is allowed only when the request status is New or Rejected by System. Click on it to delete the request.• History  : This is used to view the history of the request.

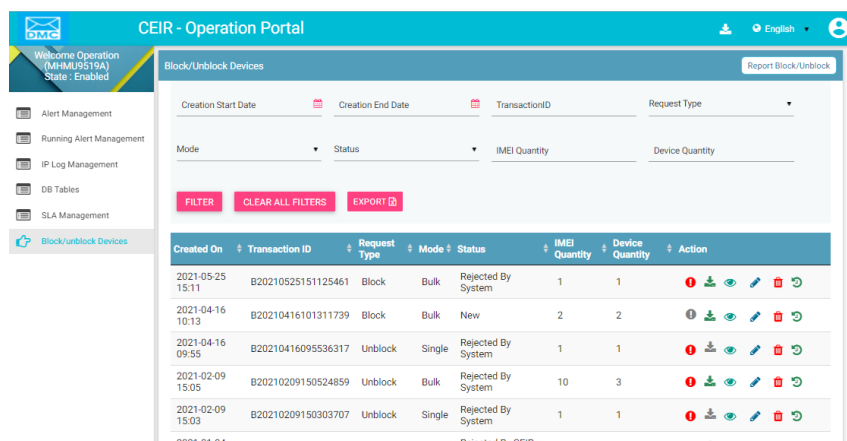
2.4.2 Bulk Device Blocking/Unblocking

Instead of blocking or unblocking one device at a time, operations user can block or unblock multiple devices at a time. This saves time and speeds up the processing.

To block or unblock multiple devices, operations user is required to enter the device information in a **.csv** file and upload it to the system. The format of the file and a sample are shown later in this section.

To block or unblock multiple devices:

1. Select **Block/Unblock Devices** in the left panel of the Home page.





















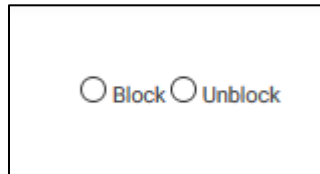
Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-25 15:11	B20210525151125461	Block	Bulk	Rejected By System	1	1	  
2021-04-16 10:13	B20210416101311739	Block	Bulk	New	2	2	  
2021-04-16 09:55	B20210416095536317	Unblock	Single	Rejected By System	1	1	  
2021-02-09 15:05	B20210209150524859	Unblock	Bulk	Rejected By System	10	3	  
2021-02-09 15:03	B20210209150303707	Unblock	Single	Rejected By System	1	1	  
2021-01-04				Rejected By CEIR			  

Figure 7: Report Block

The **Block/Unblock Devices** dashboard appears.



- Click **Report Block/Unblock**.



- Select **Block** or **Unblock**.
- On selecting **Block**, the **Report Block** page appears. Select **Bulk**.

Figure 8: Report Block

- Enter the following information:
 - *Category:** Select the reason for blocking or unblocking devices:
 - Contract Violation
 - Other
 - *Remarks:** Enter information about the bulk blocking or unblocking.
- *IMEI Quantity:** The number of IMEIs to be blocked or unblocked.
- *Device Quantity:** The number of devices.
- Click **Download Sample Format** to save the format of the **.csv** file in which to enter the details of the devices to be blocked or unblocked.

	A	B	C	D	E	F	G
1	DeviceType	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2							
3							

- Enter the details under each column for each device to be blocked. The file size should not exceed 2 MB. The file name should not exceed 30 characters.



The file has the following columns:

- **Device type:** The device can be a handheld phone, mobile phone, feature phone, smart phone, Vehicle, Portable (include PDA), Module, Dongle, WLAN router, modem, connected computer, tablet, e- Book.
- ***Device ID type:** Type can be IMEI.
- **Multiple SIM Status:** Number of SIMs the device supports (1-4)
- **S/N of Device:** Device serial number
- ***IMEI:** Value of IMEI
- **Device launch date:** Launch date or manufacturing date of the device (in the format, DDMMYYYY).
- **Device status:** Whether the device is new or used (New/Used)

	A	B	C	D	E	F	G
1	DEVICETYPE	DeviceIdType	MultipleSIMStatus	S/NofDevice	IMEI	DeviceLaunchdate	DeviceStatus
2	Handheld	IMEI	4	34562	999339988776608	22-05-2020	New
3	Handheld	IMEI	4	34562	999339988776609	22-05-2020	New
4	Handheld	IMEI	1	98126	999339988776610	22-05-2020	New
5	Handheld	IMEI	4	34562	999339988776611	22-05-2020	New
6	Handheld	IMEI	1	34523	999339988776612	22-05-2020	New
7	Handheld	IMEI	4	34562	999339988776613	22-05-2020	New
8	Handheld	IMEI	1	98126	999339988776614	22-05-2020	New
9	Handheld	IMEI	1	34523	999339988776615	22-05-2020	New
10	Handheld	IMEI	1	98126	999339988776616	22-05-2020	New

10. Save the file.

11. Click **File** to upload the saved file to the system.

12. Click **Submit**.

The request is saved, and a unique transaction ID is generated and assigned to the request. This transaction ID is used to track and identify the request.

The request appears on top of the dashboard.

For each request, the dashboard displays information in a table as shown in *Single Device Blocking/Unblocking*.

2.5 Edit Block/Unblock Device Requests

Operations user can change the block/unblock request details registered in the system. This can be done only when the request status is New or Rejected by System.

To modify request details:



1. Click **Edit** (✎) against the request to be modified.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2020-12-30 15:15	B20211230151545564	Unblock	Single	Rejected By CEIR Admin	1	1	
2020-12-30 14:34	B20211230143405541	Unblock	Bulk	Rejected By CEIR Admin	10	3	
2020-12-30 14:17	B20211230141711076	Unblock	Single	Rejected By System	1	1	
2020-12-30 14:15	B20211230141523451	Unblock	Single	Rejected By System	1	1	
2020-12-29 16:11	B20211229161104083	Block	Bulk	Rejected By CEIR Admin	10	3	

Figure 9: Block/Unblock Devices

The **Edit** page appears. The page has the same fields for block and unblock single devices.

Edit Unblock Device

Device Type

Module

No. of SIM slot *

Remarks *

Unblock IMEI

Device network access disable status ☒ Immediate ☐ Default ☐ Other

IMEI 1 *

898787675654450

Device ID Type *

IMEI

Device Serial Number

afafkajflakjflakjfoielkak

Category *

Contract Violation

IMEI should be 15 to 16 digit number

Required Field are marked with *

UPDATE

CANCEL

Figure 10: Edit Block Device (Single Device)

The **Edit** page is different for bulk devices (block and unblock).



Figure 11 shows the 'Edit Block Device' form. The form includes fields for Category (Contract Violation), IMEI Quantity (10), Device Quantity (3), Remark (Testing bulk file), and Upload Bulk Devices (OperationBlockUnblock.csv). It also features radio buttons for Device network access disable status (Immediate, Default, Other) and a Download Sample Format link. The form has UPDATE and CANCEL buttons at the bottom.

Figure 11: Edit Block Device (Bulk Device)

2. Make the required changes
3. Click **UPDATE**.

The status of the request changes to **New** and is submitted for reprocessing.

2.6 Filter Block/Unblock Device Requests

Operations user can view selective block/unblock device requests after specifying the required filters. For example, operations user can view requests that are pending approval from the CEIR administrator.

To filter block/unblock device requests:

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2020-12-30 15:15	B20211230151545564	Unblock	Single	Rejected By CEIR Admin	1	1	[Icons]
2020-12-30 14:34	B20211230143405541	Unblock	Bulk	Rejected By CEIR Admin	10	3	[Icons]
2020-12-30 14:17	B20211230141711076	Unblock	Single	Rejected By System	1	1	[Icons]
2020-12-30 14:15	B20211230141523451	Unblock	Single	Rejected By System	1	1	[Icons]

Figure 12: Block/unblock Devices



1. Enter data in one or more of the listed fields:
 - **Start Date** and **End Date**: This refers to the registering block/unblock device requests in the system.
 - **Transaction ID**: Each request is assigned a unique transaction ID. Operations user can view a specific request by entering its transaction ID.
 - **Request Type**: This refers to the type of request: Block or Unblock.
 - **Mode**: This refers to whether the request is for a single device or bulk devices: Single or Bulk.
 - **Status**: This refers to the status of the request
 - **IMEI Quantity**: This refers to the IMEI quantity of the request
 - **Device Quantity**: This refers to the device quantity of the request.
2. Click **FILTER**.

The requests that match the filter values are shown in the dashboard.

The screenshot shows the 'Block/Unblock Devices' dashboard. At the top, there are filter fields for 'Creation Start Date', 'Creation End Date', 'TransactionID', 'Request Type', 'Mode', 'Rejected By CEIR Admin', 'IMEI Quantity', and 'Device Quantity'. Below the filters are buttons for 'FILTER', 'CLEAR ALL FILTERS', and 'EXPORT'. The main table displays a list of requests with columns: Created On, Transaction ID, Request Type, Mode, Status, IMEI Quantity, Device Quantity, and Action. The table is filtered to show only requests with a status of 'Rejected By CEIR Admin'.

Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-01-04 14:23	B20210104142349499	Block	Single	Rejected By CEIR Admin	1	1	[Info] [Download] [View] [Edit] [Delete] [Refresh]
2021-01-05 14:29	B20210105142922516	Block	Single	Rejected By CEIR Admin	1	1	[Info] [Download] [View] [Edit] [Delete] [Refresh]
2020-12-30 15:15	B20211230151545564	Unblock	Single	Rejected By CEIR Admin	1	1	[Info] [Download] [View] [Edit] [Delete] [Refresh]
2020-12-30 14:34	B20211230143405541	Unblock	Bulk	Rejected By CEIR Admin	10	3	[Info] [Download] [View] [Edit] [Delete] [Refresh]
2020-12-29 16:11	B20211229161104083	Block	Bulk	Rejected By CEIR Admin	10	3	[Info] [Download] [View] [Edit] [Delete] [Refresh]

Figure 13: Filtered Device Block/Unblock Requests

2.7 Export Block/Unblock Device Requests

Operations user can download all the uploaded requests in a **.csv** file. This is done using an export utility.

To export the uploaded requests:

1. On the **Block/Unblock Devices** page, click **Export**.



Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Action
2021-05-25 15:11	B20210525151125461	Block	Bulk	Rejected By System	1	1	[Icons]
2021-04-16 10:13	B20210416101311739	Block	Bulk	New	2	2	[Icons]
2021-04-16 09:55	B20210416095536317	Unblock	Single	Rejected By System	1	1	[Icons]
2021-02-09 15:05	B20210209150524859	Unblock	Bulk	Rejected By System	10	3	[Icons]
2021-02-09 15:03	B20210209150303707	Unblock	Single	Rejected By System	1	1	[Icons]

Figure 14: Block/Unblock Devices

The following page appears.

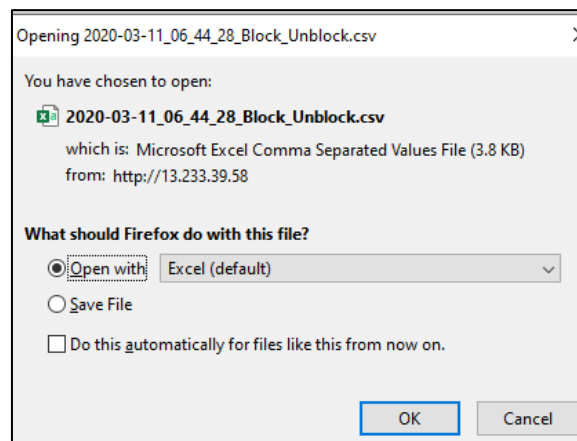


Figure 15: Open or Save Exported Block/Unblock Devices File

2. Click **Open with** to view the .csv as an Excel file.

	A	B	C	D	E	F	G	H	I	J
1	Modified On	Created On	Transaction ID	Request Type	Mode	Status	IMEI Quantity	Device Quantity	Filename	Operator
2	05-01-2021 14:23	05-01-2021 14:34	B20210105143429353	Unblock	Bulk	Rejected By System	10	3	OperationBlockUnblock.csv	Operation
3	15-12-2020 18:27	15-12-2020 18:26	B20201215182655798	Block	Bulk	Rejected By System	1	1	BlockUnblockfile8.csv	Operation
4	29-12-2020 16:04	29-12-2020 16:03	B20211229160347233	Block	Bulk	Rejected By System	10	10	OperationBlockUnblock.csv	Operation
5	30-12-2020 14:53	30-12-2020 14:34	B20211230143405541	Unblock	Bulk	Rejected By CEIR Admin	10	3	OperationBlockUnblock.csv	Operation
6	30-12-2020 15:19	30-12-2020 15:15	B20211230151545564	Unblock	Single	Rejected By CEIR Admin	1	1		Operation
7	09-02-2021 14:52	09-02-2021 15:05	B20210209150524859	Unblock	Bulk	Rejected By System	10	3	OperationBlockUnblock.csv	Operation
8	13-11-2020 18:21	13-11-2020 18:19	B20201113181943945	Unblock	Bulk	Rejected By CEIR Admin	1	1	BlockUnblockfile.csv	Operation
9	05-01-2021 14:19	05-01-2021 14:31	B20210105143139373	Block	Bulk	Rejected By System	10	3	OperationBlockUnblock.csv	Operation

Figure 16: Exported Block/Unblock Devices

Filtered data can also be exported. To do this, filter specific data by defining filter values. Refer to *Filter Block/Unblock Device Requests* for information and then use the export feature to export the filtered data.

2.8 Alert Management

System Admins can configure the alert management information using this feature.

To configure Alerts:

1. Select **Alert management** in the left panel.

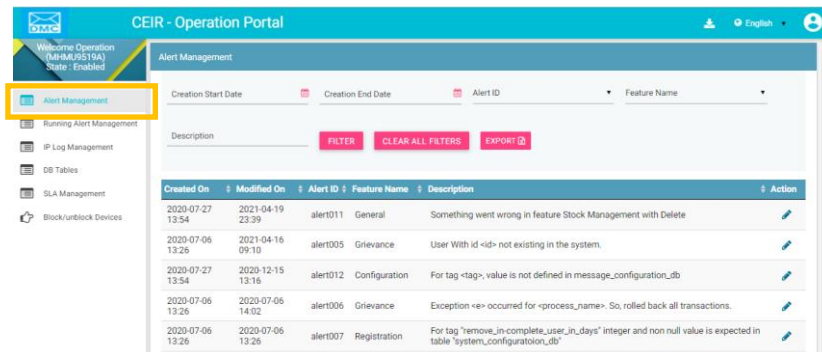



Figure 17: Alert Management– View All


The following columns are seen in the Alert Management Page

Column	Description
Created On	This is the date of creation of alert.
Modified On	Date when alert was last modified.
Alert ID	Alert ID
Feature Name	Feature name of the alert
Description	Description of the alert
Action	<p>This displays different actions that can be performed on the alerts.</p> <ul style="list-style-type: none"> • Edit : This is used to modify the alert details.

2.9 Edit Alerts

System Admins can modify the alerts.

To edit alerts:

1. Click **Edit**  against the alert entry to be modified.



2. The **Edit Alert** page appears.

Alert ID: alert011

Feature Name: General

Description*: Something went wrong in feature Stock Management with Delete

UPDATE CANCEL

Figure 18: Alert Management - Edit

3. Make the required changes.
4. Click **UPDATE**.

2.10 Filter Alerts

System Admins can view selective information by defining specific values in the listed fields. For example, System Admins can view the alerts based on feature name.

To view specific parameter:

Alert Management

Creation Start Date Creation End Date Alert ID Stolen/Recovery

Description FILTER CLEAR ALL FILTERS EXPORT

Created On	Modified On	Alert ID	Feature Name	Description	Action
2020-07-06 13:26	2020-07-06 13:26	alert003	Stolen/Recovery	For tag "grace_period_for_register_device" or "reminder_days_before" integer and non null value is expected in table "system_configuratioin_db"	
2020-07-06 13:26	2020-07-06 13:26	alert002	Stolen/Recovery	In stolen/recovery operatorTypeid is null	

Showing 1 to 2 of 2 entries Previous 1 Next

Figure 19: Alert Management– Filter Option

1. Enter the required value in one or more of the listed fields:
 - **Date:** Select the dates
 - **Alert ID:** Alert Id which is to be filtered



- **Feature Name:** Select Feature name
 - **Description:** Select description
2. Click **FILTER**.

The alerts that matches the specified values is shown in the dashboard.

2.11 Running Alert Management

System Admins can view the list of alerts raised in the system, when any unexpected event occurs.

To view running alert management:

2. Select **Running Alert** in the left panel.

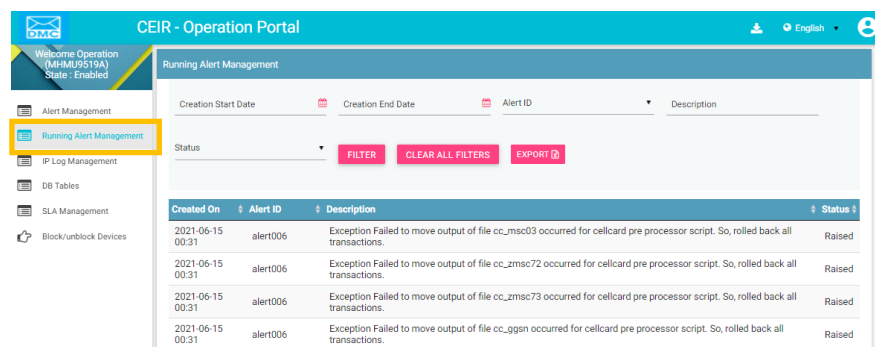


Figure 20: Running Alert Management – View All

The following columns are seen in the Running alert management Page

Column	Description
Created On	This is the date of installation of system.
Modified On	Date when message is last modified.
Alert ID	ID of the alert
Description	Description of the alert
Status	Status of the alert



2.12 Filter Running Alerts

System Admins can view selective information by defining specific values in the listed fields. For example, System Admins can view specific alerts

To view specific running alerts:

The screenshot shows the 'Running Alert Management' interface. At the top, there are input fields for 'Creation Start Date', 'Creation End Date', 'Alert ID', and 'Description'. Below these is a 'Status' dropdown menu. A yellow box highlights the 'FILTER' button, along with 'CLEAR ALL FILTERS' and 'EXPORT' buttons. Below the filters is a table with columns: 'Created On', 'Alert ID', 'Description', and 'Status'. The table contains six rows of alert data, all with a status of 'Raised'.

Created On	Alert ID	Description	Status
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_msc03 occurred for cellcard pre processor script. So, rolled back all transactions.	Raised
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_zmsc72 occurred for cellcard pre processor script. So, rolled back all transactions.	Raised
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_zmsc73 occurred for cellcard pre processor script. So, rolled back all transactions.	Raised
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_ggsn occurred for cellcard pre processor script. So, rolled back all transactions.	Raised
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_msc02 occurred for cellcard pre processor script. So, rolled back all transactions.	Raised
2021-06-15 00:31	alert006	Exception Failed to move output of file cc_zmsc71 occurred for cellcard pre processor script. So, rolled back all transactions.	Raised

Figure 21: Running Alert Management – Filter Option

1. Enter the required value in one or more of the listed fields:
 - a. **Date:** Select the dates
 - b. **Alert ID:** Alert Id which is to be filtered
 - c. **Feature Name:** Select Feature name
 - d. **Description:** Select description

2. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

2.13 IP log management

System Admins can view the IP logging information using this feature.

To view IP log related parameters:

3. Select **IP log Management** in the left panel.

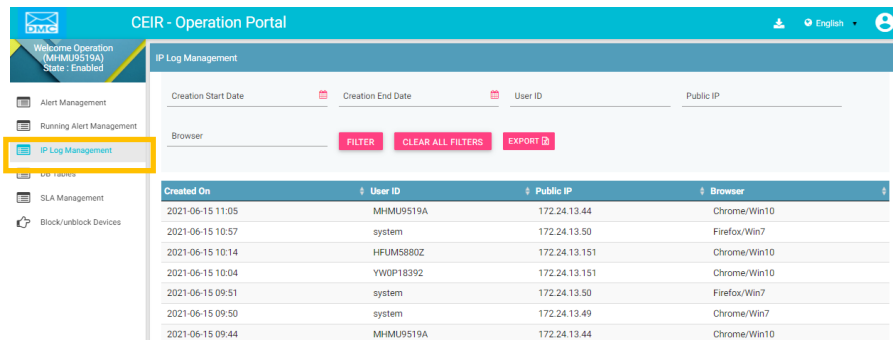


Figure 22: IP log Management – View All

The following columns are seen in the IP log management Page

Column	Description
Created On	This is the date of installation of system.
User ID	User ID
Public IP	IP of the user machine
Browser	Browser which was used to access the application

2.14 Filter Ip logs

System Admins can view selective information by defining specific values in the listed fields. For example, System Admins can view the Ip logs.

To view specific parameter:

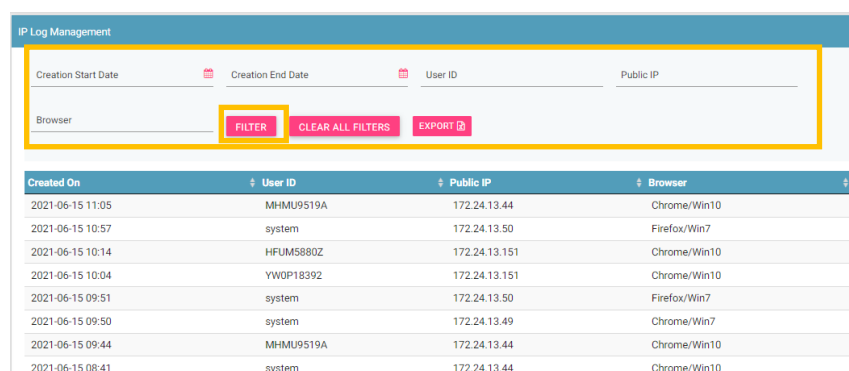


Figure 23: Ip log management – Filter Option

3. Enter the required value in one or more of the listed fields:

a. **Date:** Select the dates



- b. **User ID:** User ID
 - c. **Public IP :** Select public IP
 - d. **Browser:** Select browser
4. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.

2.15 SLA Management

CEIR Admin has to perform certain activity within the defined timelines. In case the activity is not performed within the timelines, a SLA breach report is generated which denotes the activity where the SLA has not been met.

For example, if CEIR admin has to approve the consignment within 3 days and if CEIR admin is not able to approve the consignment within stipulated time, then on the 4th day, the SLA report will contain an entry for this consignment.

To view SLA Management Report

Created On	User ID	Transaction ID	User Type	Feature Name	Status
2021-06-15 00:30	81WL3560X	81WL3560X	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	81NS6966I	81NS6966I	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	WMRH3076J	WMRH3076J	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	1TVP0145B	B20201126150748209	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHMHU9519A	B20211228120248208	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	EJJA0142M	B20201130164917879	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHMHU9519A	B20210104142706205	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHMHU9519A	B20211229003522291	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHMHU9519A	B20201225231328465	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	1TVP0145B	B20201225143640733	Operator	Block/unblock Devices	Pending Approval From CEIR Admin

Figure 24: SLA management

For each request, the dashboard displays the following information:

Column	Description
Created On	Date on which the request was created by user
User ID	User ID of the user who created the request
Transaction ID	Transaction ID of the request.
User Type	User Type of the user



Column	Description
Feature Name	Feature for which the request was initiated
Status	Status of the request

2.16 Filter SLA Management

System Admins can view selective information by defining specific values in the listed fields. For example, System Admins can view the SLA Management.

To view specific parameter:

The screenshot shows the 'SLA Management' interface. At the top, there are filter fields: 'Creation Start Date', 'Creation End Date', 'User ID', and 'Transaction ID'. Below these are 'User Type' and 'Feature Name' dropdown menus. To the right of these dropdowns are three buttons: 'FILTER' (highlighted with a yellow box), 'CLEAR ALL FILTERS', and 'EXPORT'. Below the filter section is a table with the following columns: 'Created On', 'User ID', 'Transaction ID', 'User Type', 'Feature Name', and 'Status'. The table contains 10 rows of data.

Created On	User ID	Transaction ID	User Type	Feature Name	Status
2021-06-15 00:30	81WL3560X	81WL3560X	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	81NS6966I	81NS6966I	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	WMRH3076J	WMRH3076J	Importer	Registration Request	Approval Pending From CEIR Admin
2021-06-15 00:30	1TVP0145B	B20201126150748209	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHIMU9519A	B20211228120248208	Operation	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	EJJA0142M	B20201130164917879	Operator	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHIMU9519A	B20210104142706205	Operation	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHIMU9519A	B20211229003522291	Operation	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	MHIMU9519A	B20201225231328465	Operation	Block/unblock Devices	Pending Approval From CEIR Admin
2021-06-15 00:30	1TVP0145B	B20201225143640733	Operator	Block/unblock Devices	Pending Approval From CEIR Admin

Figure 25: Filter SLA management – Filter Option

5. Enter the required value in one or more of the listed fields:

- Date:** Select the dates
- User ID:** Enter User ID
- Transaction ID:** Enter Transaction ID
- User Type:** Select User Type
- Feature Type:** Select Feature Type.

6. Click **FILTER**.

The parameter that matches the specified values is shown in the dashboard.



2.17 DB Tables

DB Tables feature is a troubleshooting tool to view and verify the parameter values in database tables. Also have the facility to export the tables.

System Admins can view the database tables using this feature.

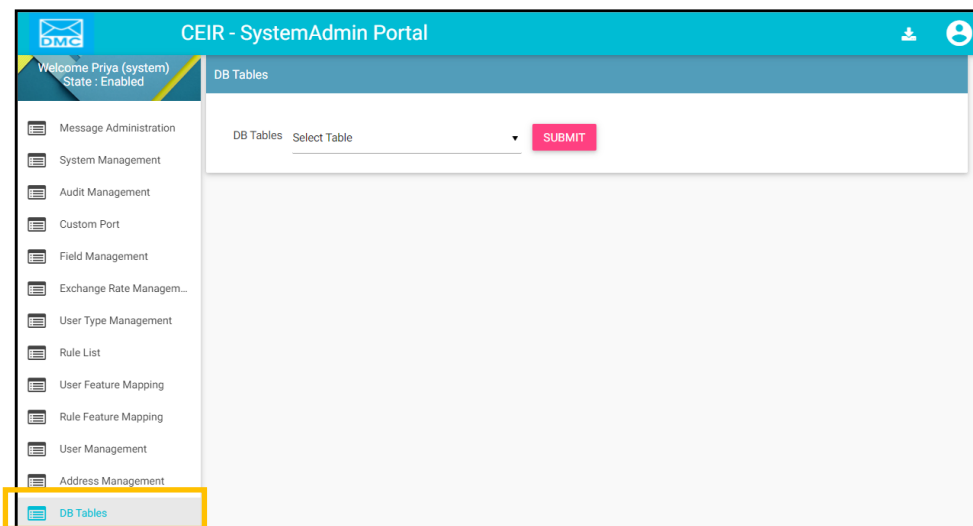


Figure 26: DB Tables

Data in tables can be sorted based on dates.

ID	CREATED_ON	FEATURE_ID	FEATURE_NAME	J_SESSION_ID	MODIFIED_ON	SUB_FEATURE	USER_ID	USER_NAME	USER_TYPE	USER_TYPE_ID	TXN_ID	ROLE_TYPE	PUBLIC_IP	BROWSER
169576	2021-06-28 11:27:13.936	39	DB Tables	NA	2021-06-28 11:27:13.936	View All	4	system	SystemAdmin	NA	NA	SystemAdmin	172.24.13.120	Chrome/Win10
169575	2021-06-28 11:24:37.99	39	DB Tables	NA	2021-06-28 11:24:37.99	View Tables List	4	system	SystemAdmin	NA	NA	SystemAdmin	172.24.13.120	Chrome/Win10
169574	2021-06-28 11:22:37.412	39	DB Tables	NA	2021-06-28 11:22:37.412	View All	4	system	SystemAdmin	NA	NA	SystemAdmin	172.24.13.120	Chrome/Win10
169573	2021-06-28 11:22:24.655	39	DB Tables	NA	2021-06-28 11:22:24.655	View Tables List	4	system	SystemAdmin	NA	NA	SystemAdmin	172.24.13.120	Chrome/Win10
169572	2021-06-28 11:06:10.492	21	Manage Type Approval	NA	2021-06-28 11:06:10.492	View All	1152	XYAS4305H	Importer	NA	NA	Importer	172.24.13.4	Firefox/Win7
169571	2021-06-28 11:04:30.713	21	Manage Type Approval	NA	2021-06-28 11:04:30.713	View All	1152	XYAS4305H	Importer	NA	NA	Importer	172.24.13.4	Firefox/Win7
169570	2021-06-28 11:03:59.551	21	Manage Type Approval	NA	2021-06-28 11:03:59.551	View All	1152	XYAS4305H	Importer	NA	NA	Importer	172.24.13.4	Chrome/Win7

Figure 27: DB Tables – view specific table

The table data can be exported using the Export button on the top right.