



Central Equipment Identity Register Portal

Operations User Manual v 1.0



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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
ESN	Electronic Serial Number
IMEI	International Mobile Equipment Identity
MEID	Mobile Equipment Identifier
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



Information	Convention
	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.

Customer Care Agent perform the following tasks:

- Block/unblock devices

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:

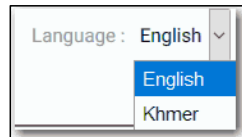
1. Open the browser and enter the CEIR Operations Portal URL in the address bar. The login screen appears.

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.



- 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.

- Enter the captcha.

- 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.

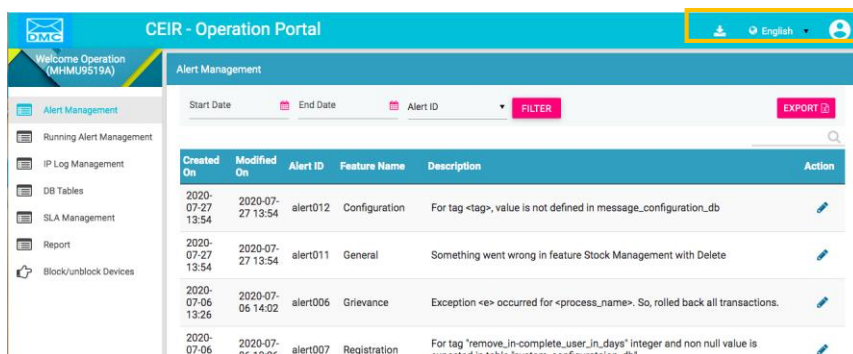


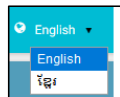
Figure 9: Home Page

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



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

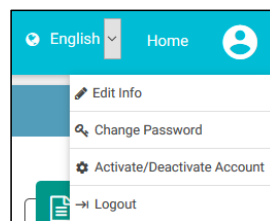
- **Download:** Click to download this user manual.
- **English:** Select **English** or **Khmer**. All the field and column labels appear in the selected language. User inputs are, however, in English.



- **Home:** Click on it to go to the **DMC Home Portal** page.



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



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

Change Password

Old Password
[password field] [toggle icon]

New Password
[password field] [toggle icon]

Confirm Password
[password field] [toggle icon]

SUBMIT CANCEL

Figure 11: 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/MEID/ESN) 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/MEID/ESN of the device is kept in a greylist. This is done for a given duration after which the device IMEI/MEID/ESN 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:

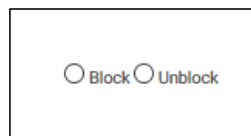
1. Select **Block/Unblock Devices** in the left panel of the Home page.

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

Date	Transaction ID	Request Type	Mode	Status	Quantity	Action
2020-03-05 07:39	820200305073920503	Block	Single	New		
2020-03-03 05:49	820200303054937758	Block	Single	New		
2020-03-02 14:17	820200302141743845	Block	Single	New		
2020-03-02 13:59	820200302135955036	Unblock	Single	New		
2020-03-02 13:58	820200302135815674	Block	Single	New		
2020-03-02 10:10	820200302101058056	Block	Single	New		
2020-03-02 10:07	820200302100719252	Block	Single	New		
2020-02-28 10:44	820200228104431200	Block	Single	New		

Figure 19: 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.



Report Block

SINGLE BULK

Device Type
Handheld

Multiple Sim Status
No

Remarks *
Contract violation

Blocking Type
☒ Immediate ☐ Default ☐ Later

IMEI/MEID/ESN
1 *
7821901314724299

Device ID Type *
IMEI

Device Serial Number
853144322367731

Category *
Contract Violation

Required Field are marked with *

SUBMIT CANCEL

Figure 20: Report Block


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

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

4. Enter the following information:

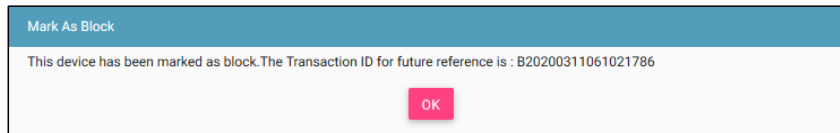
- ***Device Type:** Select the type of device to be blocked or unblocked.
- **Device ID Type:** Select the type of ID to be entered for the device that is being blocked or unblocked:
 - IMEI
 - MEID
 - ESN
- **Multiple SIM Status:** Select whether the device supports multiple SIM slots.
 - Yes
 - No
- **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/MEID/ESN:** Enter the value of the IMEIs or MEIDs or ESNs 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



Column	Description
	<p>be in the file format, size, policy violation or request specifications.</p> <ul style="list-style-type: none">○ 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 rejects the request if there is a problem. The operator can view the error file and fix the errors in the request.○ 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/MEIDs/ESNs in the .csv file else it refers to the IMEIs/MEIDs/ESNs 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



Column	Description
	<p>file generated because of any problem with the file format or policy violation. Click on the icon to download the error file.</p> <ul style="list-style-type: none">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.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.

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 are 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.

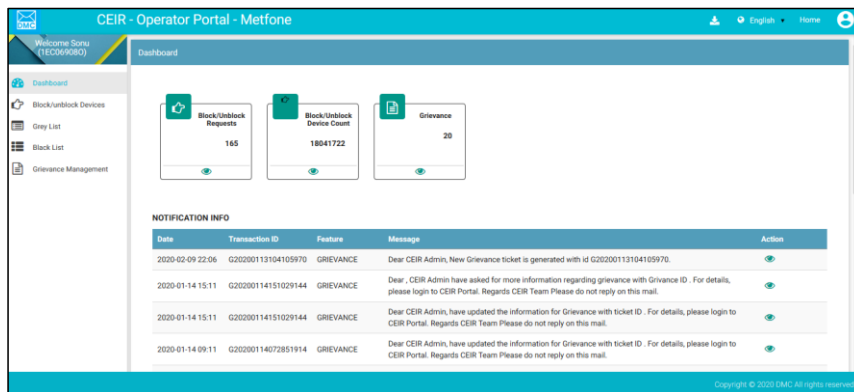


Figure 21: Report Block

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

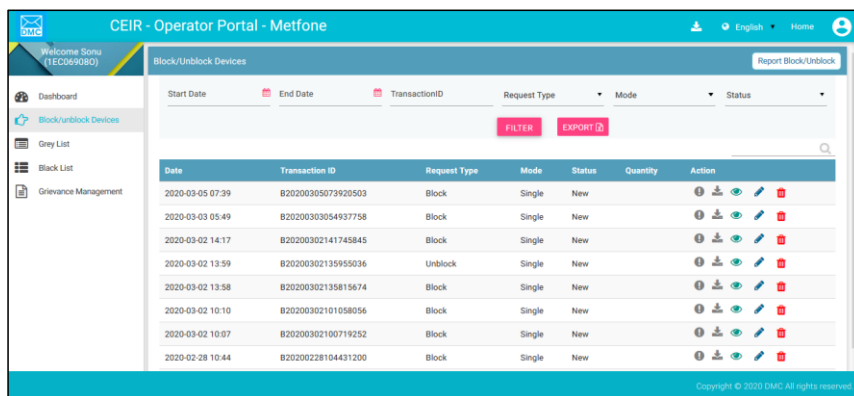
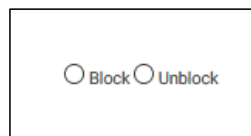


Figure 22: Block/Unblock Devices

- Click **Report Block/Unblock**.



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



Figure 23: Report Block

5. 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.

6. ***Quantity:** The number of IMEI/MEIDs/ESNs to be blocked or unblocked.

7. 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	Device type	Device ID type	Multiple SIM Status	S/N of Device	IMEI/ESN/MEID	Device launch date	Device Status
2							

8. 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 or ESN or MEID.
- **Multiple SIM Status:** Whether the device supports multiple SIM slots (Y/N).
- **S/N of Device:** Device serial number
- ***IMEI/ESN/MEID:** Value of IMEI or ESN or MEID
- **Device launch date:** Launch date or manufacturing date of the device (in the format, DDMMYYYY).

Commented [SG1]: Quantity not asked.

Commented [AS2]: It is seen in the UI.

Commented [AS3]:



- o **Device status:** Whether the device is new or used (New/Used)

	A	B	C	D	E	F	G
1	Device type	Device ID	Multiple SIM Status	S/N of Device	IMEI/ESN/MEID	Device launch date	Device Status
2	Mobile Phone/Feature phone	IMEI	Y	WERDDESS	234567221234561	23122001	New
3	Mobile Phone/Feature phone	IMEI	Y	WERDDESA	234567221234562	23122002	New
4	Mobile Phone/Feature phone	IMEI	Y	WERDDESB	234567221234563	23122003	New
5	Mobile Phone/Feature phone	IMEI	Y	WERDDESC	234567221234564	23122004	New
6	Mobile Phone/Feature phone	IMEI	Y	WERDDESD	234567221234565	23122005	New
7	Mobile Phone/Feature phone	IMEI	Y	WERDDESE	234567221234566	23122006	New
8	Smartphone	IMEI	Y	WERDDESF	234567221234567	23122006	Used
9	Smartphone	IMEI	Y	WERDDESG	234567221234568	23122006	Used

9. Save the file.

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

11. 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.

Block/Unblock Devices							Report Block/Unblock
Start Date	End Date	TransactionID	Request Type	Mode	Status		
							FILTER EXPORT
Date	Transaction ID	Request Type	Mode	Status	Quantity	Action	
2020-03-11 06:10	B20200311061021786	Block	Single	New			
2020-03-09 06:36	B20200309063631248	Block	Single	New			
2020-03-09 06:35	B20200309063513045	Block	Bulk	New	20		
2020-03-05 07:39	B20200305073920503	Block	Single	New			

Figure 24: Block/Unblock Devices

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

Commented [SG4]: When is edit allowed. Did we told in importer manual.

Commented [AS5]: Fixed here



Edit Block Device	
Device Type *	Device ID Type *
Handheld	IMEI
Multiple Sim Status *	Device Serial Number *
No	853144322367731
Remarks *	Category *
Contract violation	Contract Violation
IMEI/MEID/ESN	
1 *	2
7821901314724299	
3	4
Required Field are marked with *	
<div>UPDATE CANCEL</div>	

Figure 25: Edit Block Device (Single Device)

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

Edit Block Device	
Category *	Quantity *
Contract Violation	20
Upload Bulk Devices *	Remark *
<div>FILE Stock.csv</div>	Contract violation
Download Sample Format	
<div>UPDATE CANCEL</div>	

Figure 26: 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:

Date	Transaction ID	Request Type	Mode	Status	Quantity	Action
2020-03-11 06:10	B20200311061021786	Block	Single	New		
2020-03-09 06:36	B20200309063631248	Block	Single	New		
2020-03-09 06:35	B20200309063513045	Block	Bulk	New	20	
2020-03-05 07:39	B20200305073920503	Block	Single	New		

Figure 27: 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.
2. Click **FILTER**.

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

Date	Transaction ID	Request Type	Mode	Status	Quantity	Action
2020-03-02 13:59	B20200302135955036	Unblock	Single	New		
2020-02-28 06:14	B20200228061438355	Unblock	Bulk	New	44	
2020-02-28 06:40	B20200228064029581	Unblock	Single	New		
2020-02-28 06:12	B20200228061248250	Unblock	Single	New		
2020-02-24 04:47	B20200224044743282	Unblock	Bulk	New	12	

Figure 28: 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**.

Date	Transaction ID	Request Type	Mode	Status	Quantity	Action
2020-03-11 06:10	B20200311061021786	Block	Single	New		
2020-03-09 06:36	B20200309063631248	Block	Single	New		
2020-03-09 06:35	B20200309063513045	Block	Bulk	New	20	
2020-03-05 07:39	B20200305073920503	Block	Single	New		

Figure 29: Block/Unblock Devices

The following page appears.

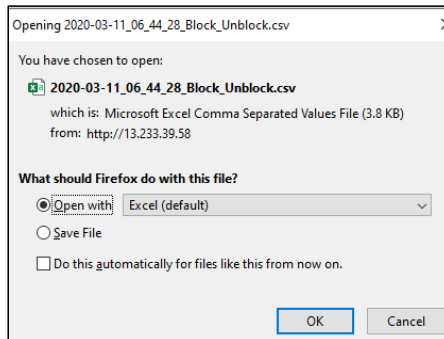


Figure 30: Open or Save Exported Block/Unblock Devices File

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

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Created On	Modified On	Txn Id	Request Type	Mode	Status	Source	Filename						
2	09-01-20 13:48	09-01-20 13:54	B20200109134845600	Unblock	Bulk		Metfone	Wastestream Profile.xlsx						
3	09-01-20 17:32	09-01-20 17:32	B20200109173209873	Unblock	Bulk		Metfone	TesttimeFile.csv						
4	09-01-20 17:32	09-01-20 17:32	B20200109173259740	Block	Bulk		Metfone	CeirCsvSampleFileFormat.csv						
5	09-01-20 17:53	09-01-20 17:53	B20200109175354047	Block	Single		Ceir Admin							
6	10-01-20 6:24	10-01-20 6:24	B20200110062443768	Unblock	Single		Ceir Admin							
7	10-01-20 10:54	10-01-20 10:54	B20200110105422224	Unblock	Single		Ceir Admin							
8	10-01-20 11:03	10-01-20 11:03	B20200110110345102	Unblock	Bulk		Metfone	TesttimeFile.csv						
9	13-01-20 7:25	13-01-20 7:25	B20200113072554230	Block	Single		Ceir Admin							
10	13-01-20 7:26	13-01-20 7:26	B20200113072658449	Unblock	Single		Ceir Admin							
11	13-01-20 12:28	06-02-20 12:54	B20200113122808452	Block	Single		Ceir Admin							
12	13-01-20 12:31	13-01-20 13:08	B20200113123151384	Unblock	Single		Ceir Admin							

Figure 31: 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 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

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