



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# Network Operations

## User's Guide for ComReg's Network Incident Reporting portal

### Information Notice

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**An Coimisiún um Rialáil Cumarsáide**  
**Commission for Communications Regulation**

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## Additional Information

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# 1: Introduction

The Commission for Communications Regulation (“ComReg”) is responsible for regulating the electronic communications sector in Ireland in accordance with the European Union and Irish law. ComReg also manages Ireland’s radio spectrum (“spectrum”) and national numbering.<sup>1</sup>

ComReg’s Network Operations Unit (“NOU”), in its previous annual report<sup>2</sup>, committed to introduce a new portal in order to streamline the procedure for incident reporting. The new portal has now gone live and this document is a user’s guide for it.

The data required by the new portal for incident reporting reflects the incident reporting Form 14/02a<sup>3</sup> and for the efficiency and convenience of all concerned will now be submitted to ComReg online; through the e-licensing portal (<https://elicensing.comreg.ie/>). In contrast to submitting incidents in ‘hardcopy’ via a pdf form, the new portal enables both the reporting of a new incident and updating the information while the incident is still in progress. As part of two-factor authentication, only registered users and their authorised representatives will be able to use the new portal.

The goal of this document is to be a user’s guide for ComReg’s Network Incident Reporting portal. This document is divided into sections, and structured as follow:

- Section 2 (Account Activation and First Login), provides the URL and the steps to activate the account and login for the first time; and
- Section 3 (Report New Incident), provides the steps to report a new incident; and

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<sup>1</sup> ComReg Doc 18/118 - <https://www.comreg.ie/publication/radio-spectrum-management-strategy-statement-2019-to-2021-design-version/>

<sup>2</sup> ComReg Doc 19/31 - Network Operations Annual Report 2018 - <https://www.comreg.ie/publication/network-operations-annual-report-2018/>

<sup>3</sup> COMREG INCIDENT REPORTING TEMPLATE - <https://www.comreg.ie/publication/comreg-incident-reporting-template/>

- Section 4 (Update Incident Report), provides the steps to update an existing incident report - Modify and update submitted information, and,
- Section 5 (Close Incident Report), provides information on when to close the incident report, and the steps to follow to close incidents.

In order to clarify for the user when using this guide, the page names and the button<sup>4</sup> functions to press are indicated as below:

- ***Italic and Bold*** font, indicates the page's name – i.e. ***Network Incident Reporting*** page.
- "Inverted Comma" and underlined font, indicates the button's function (press button) – i.e. click on "Report new incident".

In case of issues using the portal, and for further questions, please contact ComReg via the following dedicated email ([incidents@comreg.ie](mailto:incidents@comreg.ie)).

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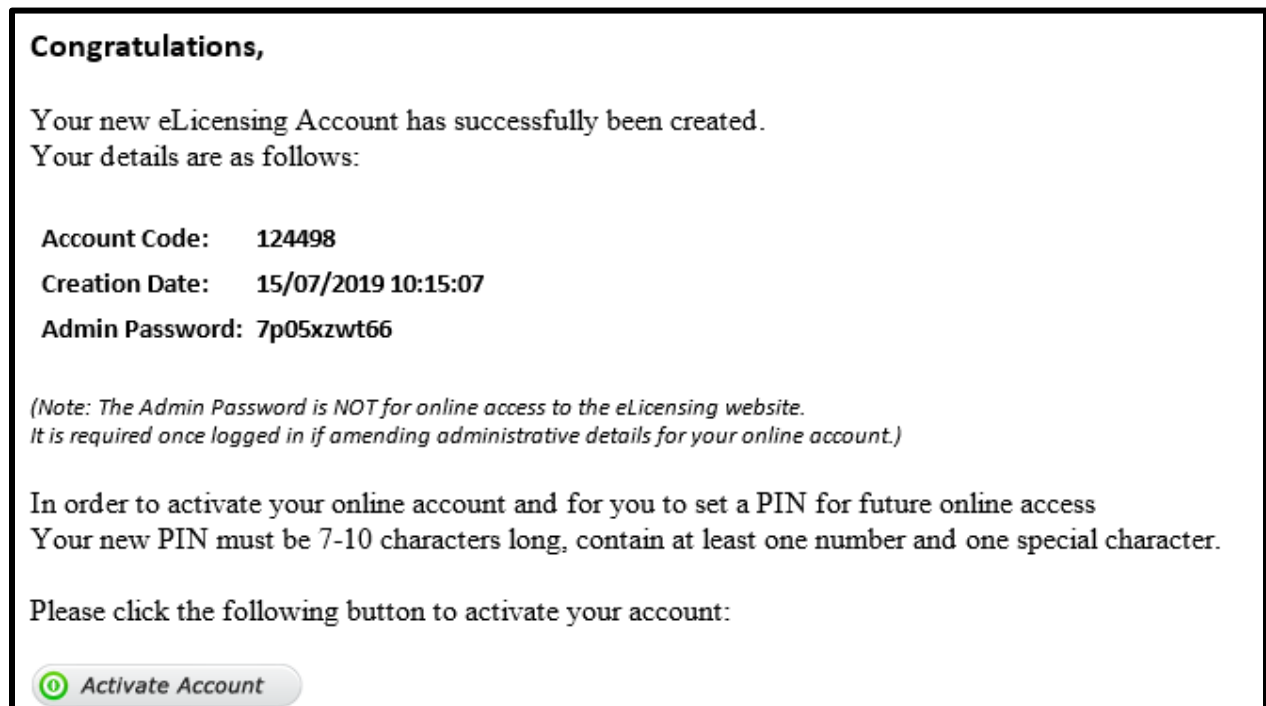
<sup>4</sup> All functionality is accessed by clicking on tagged buttons on each part of the form. The guide takes the operator through the steps, including buttons to press, to report an incident.

## 2: Account Creation and Logging In

The NOU will request users to provide at least one contact who is tasked with submitting network incidents to the portal. The following information needs to be supplied for the account to be setup:

- Company Name
- Office Address
- Name of Contact Person/s
- Contact Number
- Email Address

After the NOU creates the account, an email will be sent to the contact person(s) advising them of the account creation and with instructions as to how to activate the account. A screenshot of the email template is shown below:



**Figure 1: Email Confirming Account Creation**

Clicking on the “Activate Account” function (Figure 1 above), will redirect the user to the **Reset PIN for eLicensing** page. The user inputs the newly generated account code and the new PIN. The new PIN must be 7-10 characters long, contain at least one number and one special character. A screenshot of the **Reset PIN for eLicensing** page is shown in figure 2 below. **Please Note**, if a company wishes to assign multiple users to use the portal, the users will need to share and use the same PIN (7-10 characters), therefore, it is advised to use a strong, unique PIN. Choose a PIN that is unique from any PIN you have previously used.

**Reset PIN for eLicensing**

Enter "Account No"

Account No. <sup>?</sup> You must enter an Account Number

NEW PIN: <sup>?</sup>

CONFIRM NEW PIN: <sup>?</sup>

Enter "PIN"

Re-Enter "PIN"

Reset Pin

In order to use the eLicensing solution you must agree to be bound by the [terms and conditions](#) and acknowledge that you have read and understood same.

**Figure 2: Reset PIN for eLicensing Page**

After resetting the PIN, a new page will open, advising the user that the eLicensing account has been successfully activated, as shown in Figure 3 below.

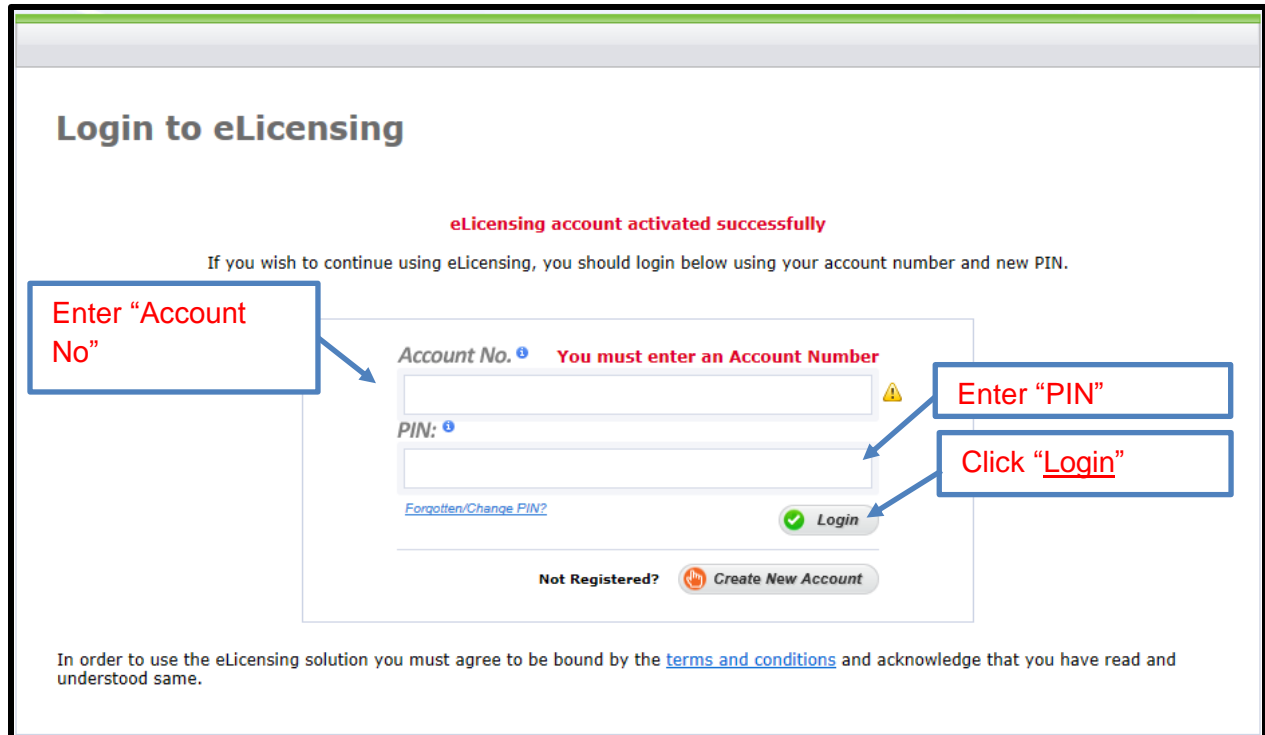


Figure 3: eLicensing Account Activation

The user can now login to the eLicensing portal. The user will be asked to provide the "Account No." and "PIN". After clicking the "Login" function, the user will be asked to read and accept the terms and conditions of the eLicensing website when logging in for the first time. Figure 4 below shows a screenshot of this page.

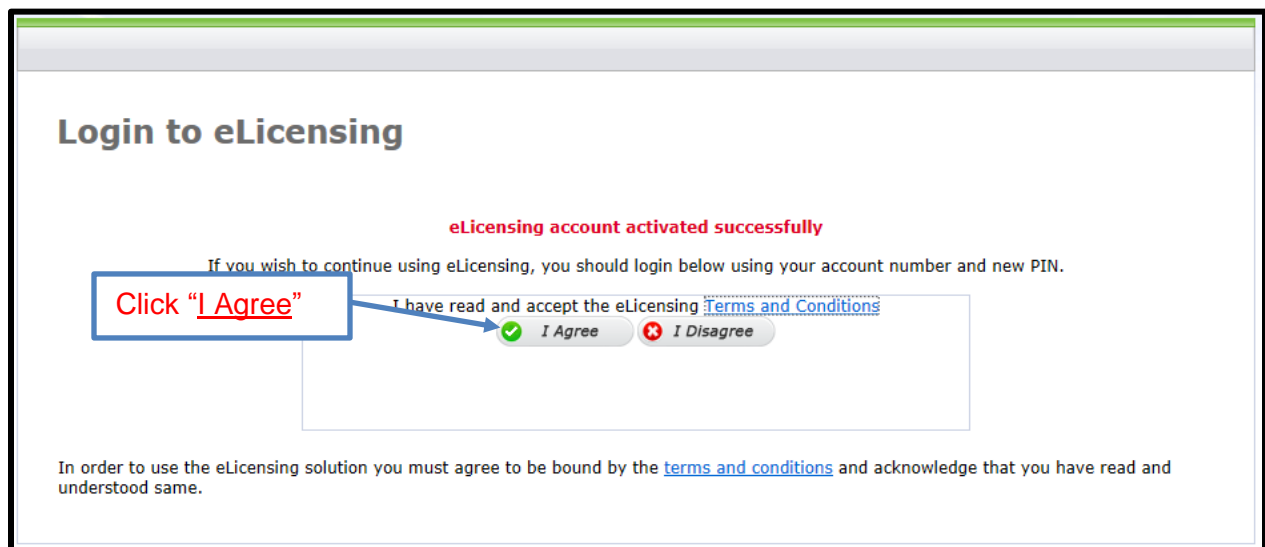


Figure 4: eLicensing Terms and Conditions Page



As part of two-factor authentication, the user will then be asked to select his or her name from the dropdown list and click on "Request Authentication Code" as shown in Figure 5 below.

**Login to eLicensing - Step 2**

In order to establish your user credentials, please select your name from the dropdown list below and request an authentication code. An email with an authentication code will be sent to the selected contact.

User ⓘ

-- Select Contact --

Request Authentication Code

Only Contacts with an assigned email address are displayed. If you wish to amend any of your Contact Details, please contact the Network Operations Unit at [NetworkOps@comreg.ie](mailto:NetworkOps@comreg.ie).

In order to use the eLicensing solution you must agree to be bound by the [Terms and Conditions](#) and acknowledge that you have read and understood the same.

**Figure 5: eLicensing Login – Two-Factor Authentication**

The authentication code, which will be valid for 10 minutes, is then sent to the registered email address associated with the user. In the **Login to eLicensing – Step 3** page, input this authentication code to the field and click on Complete Login, as shown in figure 6 below.

**Login to eLicensing - Step 3**

Please enter the authentication code that has been emailed to the selected contact email address below, and click the Complete Log in button to authenticate your log in. Note that the authentication code will expire after 12 hours.

User ⓘ

Test UAT Account marianne.macbean@comreg.ie

Authentication Code ⓘ

.....

Complete Log In

In order to use the eLicensing solution you must agree to be bound by the [Terms and Conditions](#) and acknowledge that you have read and understood the same.

**Figure 6: eLicensing Login – Two-Factor Authentication**

The user is now routed to the ***Network Incident Reporting*** page.

## 3: Report New Incident

After logging in, the user will be routed to the **Network Incident Reporting** page, which provides the option to report a new incident and also lists the incidents that have already been created. Note that, only open incidents in the incident list will have the update button available.

In order, to create a new incident report, click on "Report new incident" as shown in Figure 7 below.

Operator - Ihab Zine Contact: Ihab Zine Acc No: 124489

### Network Incident Reporting

[Help / Instructions](#) [Report new incident](#)

For queries please contact ComReg's Network Operations at 018049600 / [incident@comreg.ie](mailto:incident@comreg.ie).

Incident Id	Start date/time	End date/time	Title	Status	Reporter	Actions
124489-NO000066	07/05/2019 01:00		t7	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000065	27/05/2019 17:30		t6	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000064	28/04/2019 00:30	14/05/2019 01:00	test5	Closed	Ihab Zine	
124489-NO000063	28/04/2019 00:30		test5	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000061	16/04/2019 01:00		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000058	22/02/2019 12:55		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000053	08/04/2019 01:30	11/04/2019 01:30	Test carlos2	Closed	Ihab Zine	
124489-NO000052	08/04/2019 01:30	10/04/2019 02:00	Test carlos	Open	Ihab Zine	<a href="#">Update</a>

K < Page 1 of 1 > 20 items per page 1 - 8 of 8 items

Figure 7: Network Incident Reporting Page

Next, the user will be routed to the **Create Incident Report** page, as shown in Figure 8 below. In this page the user is required to do the following:

- 1) Provide a summary of the incident to be reported;
- 2) Tick the boxes of the services affected; under Fixed Services, Mobile Services or both; and
- 3) Click on "Create Report" when the required information has been provided.

**eLicensing** Account Network Operations Administration

Operator - Ihab Zine Contact: Ihab Zine Acc No: 124489

### CREATE INCIDENT REPORT

**SUMMARY**

Title:

Start Date and Time of Incident: Time:  Date:

Description of incident:

**Fixed Services**

ECAS Affected  Yes  No

Data Service Affected  Yes  No

Voice Service Affected  Yes  No

**Mobile Services**

ECAS Affected  Yes  No

Data Service Affected  Yes  No

Voice Service Affected  Yes  No

**3) Click on "Create Report"**

**Figure 8: Create Incident Report Page**

Note that when the user ticks the “Yes” box for Fixed Services, Mobile Services or both, the user will be required to select if the incident has impacted the Service Offering(s) for Retail or Wholesale. In addition, the user will be required to provide further information on the Number of End Users Affected and Quantity of Sites Affected, as shown in Figure 9 below.

### CREATE INCIDENT REPORT

#### SUMMARY

Title:

Start Date and Time of Incident: Time:  Date:

Description of incident: 

This incident is created for the purpose of demonstration.

#### Fixed Services

ECAS Affected  Yes  No

Data Service Affected  Yes  No

Voice Service Affected  Yes  No

#### Mobile Services

ECAS Affected  Yes  No

Data Service Affected  Yes  No

Service Offering(s) Affected  Retail

Number of End Users Affected

Quantity of Sites Affected

Wholesale

⚠ Please select at least one.

Voice Service Affected  Yes  No

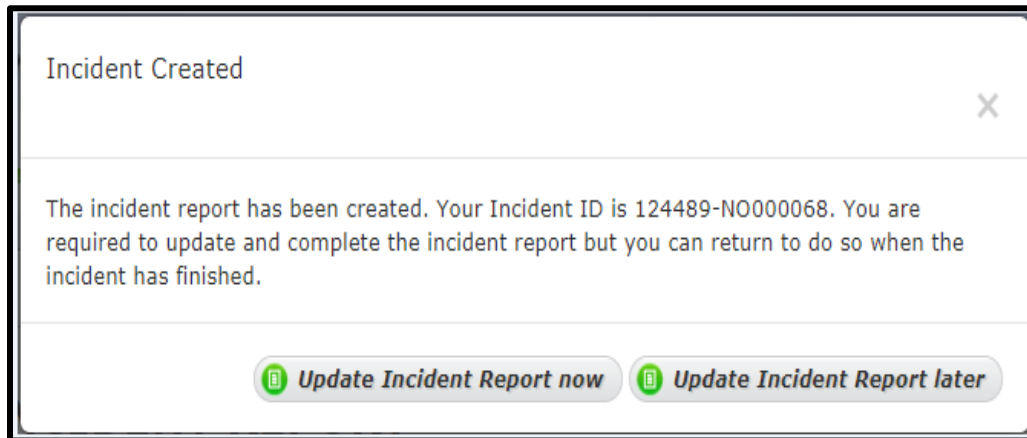
Service Offering(s) Affected  Retail  Wholesale

Number of End Users Affected

Quantity of Sites Affected

**Figure 9: Example of the *Create Incident Report* Page with Mobile Services Affected**

After Steps 1 to 3 above have been completed and the function "Create Report" has been clicked, a pop up window called ***Incident Created*** will appear, giving the user two options, "Update Incident Report now", or "Update Incident Report later" – this is shown in Figure 10 below.



**Figure 10: Incident Created Pop-Up Window**

Section 4 below, provides the steps that are required in order to update an incident report.

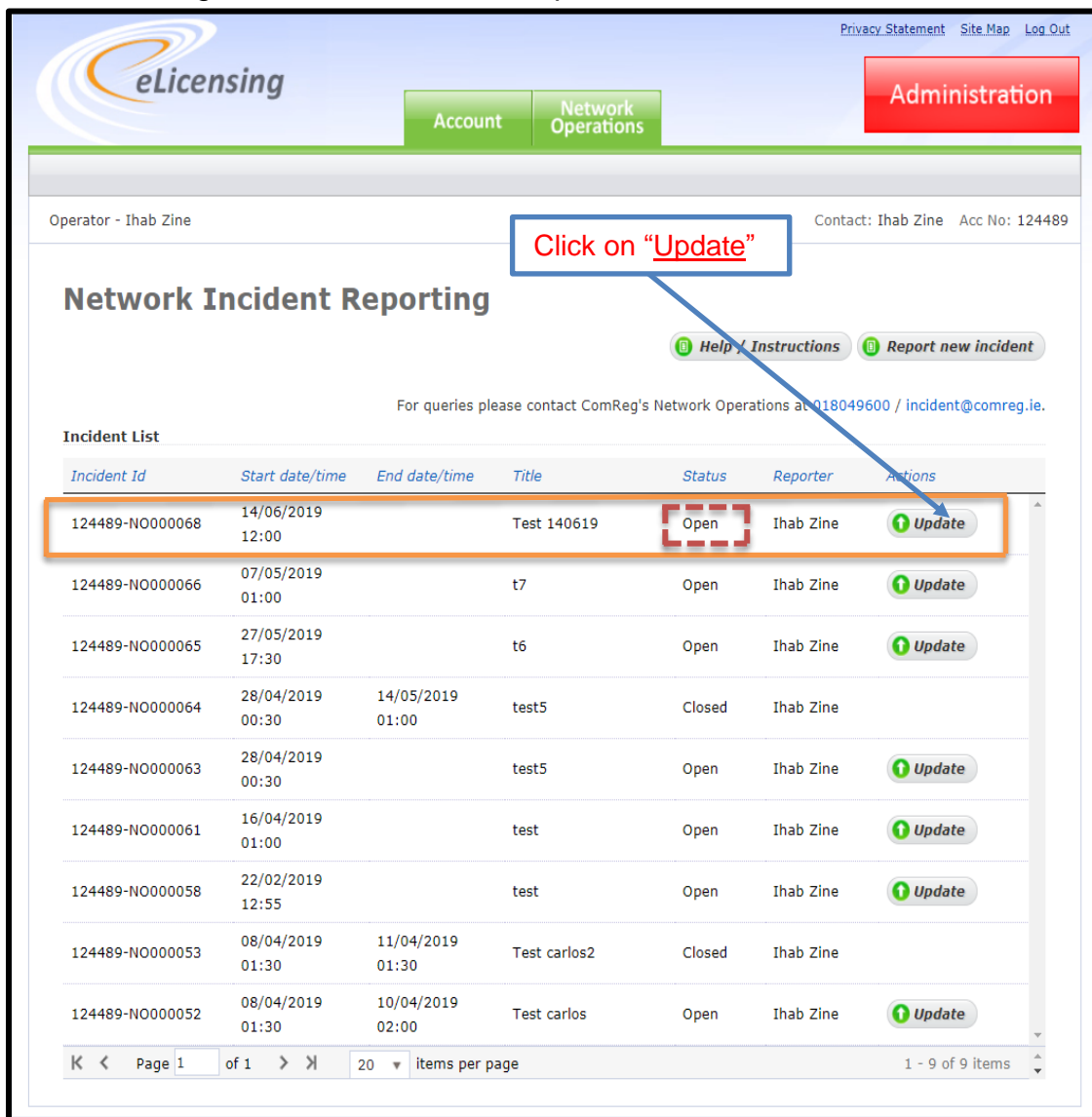
## 4: Update Incident Report

The user is required to update the submitted information while an incident remains open, and complete the incident report.

An existing incident report can be updated by logging into the **Network Incident Reporting** page. From the Incident List, the report to be updated can be chosen. Note that, only open incidents can be updated.

The required steps to update an incident report as follows:

- 1) As shown in Figure 11 below, click on **“Update”** ; and



The screenshot displays the 'Network Incident Reporting' interface. At the top, there is a navigation bar with 'Account' and 'Network Operations' buttons, and a red 'Administration' button. The user's name 'Operator - Ihab Zine' and contact information 'Contact: Ihab Zine Acc No: 124489' are visible. Below the navigation, there are links for 'Help / Instructions' and 'Report new incident'. A callout box with a blue border and red text says 'Click on "Update"', with an arrow pointing to the 'Update' button in the first row of the incident list. The incident list table has columns for Incident Id, Start date/time, End date/time, Title, Status, Reporter, and Actions. The first row is highlighted with an orange border, and the 'Update' button in the 'Actions' column is also highlighted with a red dashed box. The table contains 9 rows of incident data.

Incident Id	Start date/time	End date/time	Title	Status	Reporter	Actions
124489-NO000068	14/06/2019 12:00		Test 140619	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000066	07/05/2019 01:00		t7	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000065	27/05/2019 17:30		t6	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000064	28/04/2019 00:30	14/05/2019 01:00	test5	Closed	Ihab Zine	
124489-NO000063	28/04/2019 00:30		test5	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000061	16/04/2019 01:00		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000058	22/02/2019 12:55		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000053	08/04/2019 01:30	11/04/2019 01:30	Test carlos2	Closed	Ihab Zine	
124489-NO000052	08/04/2019 01:30	10/04/2019 02:00	Test carlos	Open	Ihab Zine	<a href="#">Update</a>

Page 1 of 1 | 20 items per page | 1 - 9 of 9 items

Figure 11: Network Incident Reporting Page

- 2) Next, in the ***Incident Details*** page - Figure 12(a), and Figure 12(b) - provide the required information. Then, click on "Save Changes"; and
- 3) If the incident is still open, and the user wants to exit from the ***Incident Details*** page, click on "Network Operations" function. The user will be routed back to the ***Network Incident Reporting*** page.

If the incident has ended, and the root cause analysis has been satisfactorily completed by the user concerned to ComReg's satisfaction, then the user can follow the required steps in section 5 below to close the incident report.



Operator - Ihab Zine Contact: Ihab Zine Acc No: 124489

## INCIDENT DETAILS

**SUMMARY** 124489-NO000068 Reporter: **Ihab Zine** [Hide detail](#)

Title:

Start Date and Time of Incident: **Time:**  **Date:**

End Date and Time of Incident: **Time:**  **Date:**

Duration: **0 days**

Description of incident:

Incident Response and Actions Taken:

Learnings and Improvements Made:

### Fixed Services

ECAS Affected  Yes  No

Data Service Affected  Yes  No

Voice Service Affected  Yes  No

**Figure 12(a): Incident Details Page**

### Mobile Services

ECAS Affected  Yes  No

Data Service Affected  Yes  No [Show details](#)

Voice Service Affected  Yes  No [Hide details](#)

Service Offering(s) Affected  Retail  Wholesale

Number of End Users Affected

Quantity of Sites Affected

Platform(s) Affected  Copper Access  Copper Backhaul  Fibre Access  Fibre Backhaul  SIP  GSM  UMTS  LTE  LTE+  Radio Access  Radio Backhaul  Other

Asset(s) Affected  Backhaul  Base Stations  Copper  Core  DSLAM  Fibre  Gateway  Interconnect  Network Control  Radio  Router  Server  SIP  Switch  Wholesale Services  Other

Root Cause  Cooling Failure  Malicious Actions  Natural Phenomena  Power Failure  System Failure  Third Party Failure  Other

[Save Changes](#) [Close Incident](#)

Click on "Save Changes"

Figure 12(b): Incident Details Page

## 5: Close Incident Report

As the incident has ended, and the root cause analysis has been satisfactorily completed by the user concerned to ComReg's satisfaction, the incident report can be closed as follows:

Click on "Save Changes" and then click on "Close Incident" as shown in Figure 13 below.

The screenshot displays the 'Incident Details Page' with the following sections and options:

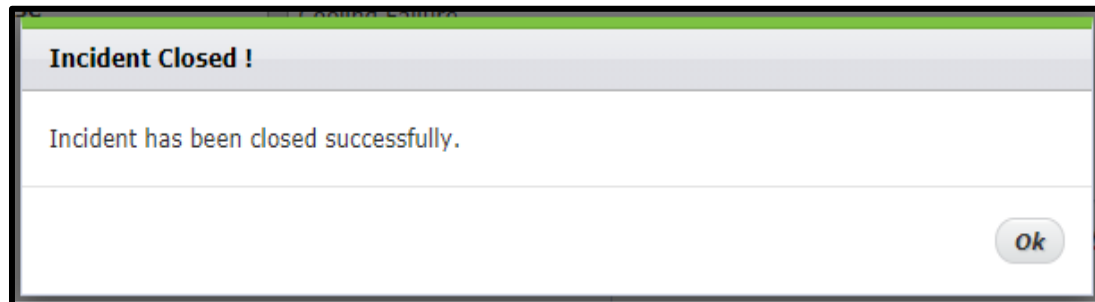
- Voice Service Affected:** Radio buttons for **Yes** (selected) and **No**. A [Hide details](#) link is present.
- Service Offering(s) Affected:** Checkboxes for **Retail** and **Wholesale** (checked).
- Number of End Users Affected:** Input field containing **1**.
- Quantity of Sites Affected:** Input field containing **1**.
- Platform(s) Affected:** Grid of checkboxes for Copper Access, Copper Backhaul, Fibre Access, Fibre Backhaul, SIP, GSM, UMTS, LTE, LTE+, Radio Access, Radio Backhaul, and Other.
- Asset(s) Affected:** Grid of checkboxes for Backhaul, Base Stations, Copper, Core, DSLAM, Fibre (checked), Gateway, Interconnect, Network Control, Radio, Router, Server, SIP (checked), Switch, and Wholesale Services.
- Root Cause:** List of checkboxes for Cooling Failure, Malicious Actions, Natural Phenomena, Power Failure, System Failure, Third Party Failure, and Other.

At the bottom of the form, two buttons are visible: **Save Changes** and **Close Incident**. Two callout boxes with red text and blue borders point to these buttons:

- One box points to the **Save Changes** button with the text: "Click on 'Save Changes'".
- Another box points to the **Close Incident** button with the text: "Click on 'Close Incident'".


Figure 13: Incident Details Page

A pop up window called ***Incident Closed*** will appear to confirm that the incident has been closed successfully as shown in Figure 14 below.



**Figure 14: *Incident Closed* Pop Up Window**

Once the incident report has been closed, the update function will be deactivated and the status of the incident report will be marked as closed, as shown in Figure 15 below.



The screenshot displays the 'Network Incident Reporting' interface. At the top, there are navigation tabs for 'Account', 'Network Operations', and 'Administration'. Below the navigation, the user's identity is shown as 'Operator - Ihab Zine' and 'Contact: Ihab Zine Acc No: 124489'. The main heading is 'Network Incident Reporting', with links for 'Help / Instructions' and 'Report new incident'. A note states: 'For queries please contact ComReg's Network Operations at 018049600 / incident@comreg.ie.' Below this is the 'Incident List' table.

Incident Id	Start date/time	End date/time	Title	Status	Reporter	Actions
124489-NO000068	14/06/2019 12:00	21/06/2019 03:00	Test 140619	Closed	Ihab Zine	
124489-NO000066	07/05/2019 01:00		t7	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000065	27/05/2019 17:30		t6	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000064	28/04/2019 00:30	14/05/2019 01:00	test5	Closed	Ihab Zine	
124489-NO000063	28/04/2019 00:30		test5	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000061	16/04/2019 01:00		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000058	22/02/2019 12:55		test	Open	Ihab Zine	<a href="#">Update</a>
124489-NO000053	08/04/2019 01:30	11/04/2019 01:30	Test carlos2	Closed	Ihab Zine	
124489-NO000052	08/04/2019 01:30	10/04/2019 02:00	Test carlos	Open	Ihab Zine	<a href="#">Update</a>

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and '20 items per page'. The total number of items is '1 - 9 of 9 items'.

**Figure 15: Network Incident Reporting Page with Closed Incident**

Note that, as the incident report has been marked as closed, it will not be possible to open the incident report or make any further changes. Should it be required by the user ComReg, in exceptional circumstances and at its sole discretion, may reopen the Incident Report; in order to allow the user to make any corrections or to submit further information.

Note also that, if the user fails to close out the Incident Report within 4 weeks, an email will be sent reminding them to do so. This ensures that cases are closed, once root cause analysis is completed.