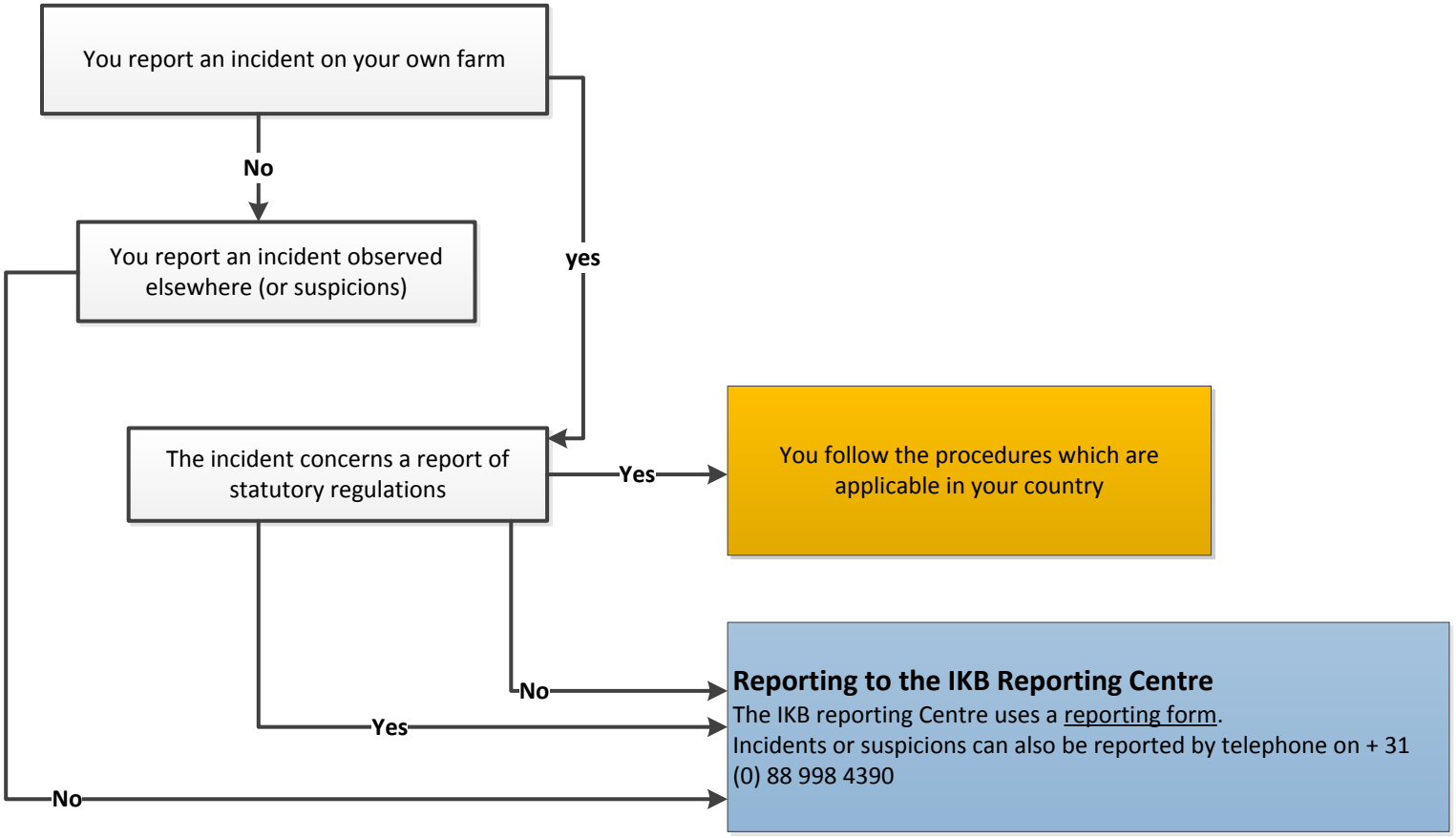How and when to report incidents