Clearspan® OpEasy®
Management Suite Release 22.2

C Clearspan®

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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 22.2 release

DESCRIPTION

OpEasy® is a suite of applications that simplifies the process of adding and managing users on the Clearspan system. Using OpEasy, an administrator with little or no Clearspan expertise can perform many of the typical user–related administrative tasks, without being exposed to the complexities of the underlying system. OpEasy includes auto install and XML features for Mitel, Cisco, Panasonic and Polycom phones along with provisioning, reporting, and system management capabilities.

PROVISIONING

OpEasy allows administrators to define 'user profiles' establishing a common feature set and a phone template for each profile. Once profiles are defined, administrators can enter non–technical data such as a user's name, phone number, and location with a specified user profile, and OpEasy does the rest. OpEasy also supports customizations and mass provisioning.

REPORTING

OpEasy contains several options for generating various reports related to users, devices, and licenses. Reports are generated as Microsoft® Excel® spreadsheets, which allow easy export and manipulation of the data if desired.

SYSTEM MANAGEMENT

OpEasy provides additional management features for System Administrators such as the SNMP Trap Manager, status information on system components, Emergency Gateway Manager, and login management.

COMPATIBLITY

This release of OpEasy supports:

- Microsoft Edge 103 or later

- Google Chrome 64 or later

- Firefox Quantum 58 or later

- License Manager version 22.2

SUPPORTED SPREADSHEET VERSIONS FOR THIS RELEASE

With each OpEasy release, some or all the Import Spreadsheets may change. Any existing spreadsheets that are affected and that have yet to be imported cannot be imported once OpEasy is upgraded. Therefore, it is best to use (import) any affected spreadsheets that exist, prior to the upgrade. For future imports after upgrading OpEasy, obtain a new spreadsheet via the **Provisioning | Import | Get Worksheet** button for each of the changed spreadsheets. Use the following table to determine which spreadsheets have changed since your last installation of OpEasy.

	OPEASY 20.1 SP1	OPEASY 20.2	OPEASY 20.2 SP1, 20.2 SP2, 20.2 SP3, 20.2 SP4 20.2 SP5	OPEASY 21.1	OPEASY 21.2	OPEASY 22.1	OPEASY 22.1 SP1, 22.1 SP2 22.1 SP3	OpEasy 22.2
Advanced Spreadsheet	A281	A282	A282	A283	**A285**	**A286**	**A287**	**A288**
Basic Import Spreadsheet	B226	B226	B226	B226	**B226**	**B226**	**B226**	**B226**
Enterprise Spreadsheet	E225	E225	E225	E226	**E226**	**E227**	**E227**	**E227**
Group Spreadsheet	E285	G288	G288	G290	**G293**	**G294**	**G295**	**G296**
System Spreadsheet	S205	S206	S206	S206	**S206**	**S206**	**S206**	**S206**

NEW FEATURES IN OPEASY 22.2

DATABASE

CENTRALIZED DATABASE (CC-1122)

This activity modified the database classes so that the database initialization code is not executed every time a database class is instantiated. Current OpEasy classes execute the database initialization method every time an OpEasy service is restarted or when a web application is restarted. The database initialization (schema update and retrofit) has been centralized and will be executed only by the InitializeDatabase application. This is significant as OpEasy moves forward into a model where modular components can be upgraded independent of the whole OpEasy suite.

LOGIN MANAGEMENT

CUSTOMER EA MANAGEMENT (CC-1487)

This enhancement allows selected Enterprise Administrators (EA) to manage other EA accounts. Any System Administrator (SA) or Solution Reseller (SR) can grant this new capability to new or existing EAs. An EA with this capability cannot grant another EA the same privilege.

PHONES

AUDIOCODES M-500LI PROVISIONING (CC-1034)

Added Provisioning for three AudioCodes M-500Li models to OpEasy:

M-500L-i8s (replacement for MP-118)
M-500Li-MSBR w/LTE (4FXS)
M-500Li-MSBR w/LTE (8FXS)

PROVISIONING

ERS PROVISIONING FOR TRUNK USERS (CC-1900)

Added Emergency Routing Service support for Trunk Users is now included in OpEasy

SYSTEM

OPEASY UI EXPERIENCE IMPROVEMENTS PART 1 (CS-992)

Phase 1 of OpEasy 'look and feel' updates have been completed for the Login & Login Management pages.

ISSUES ADDRESSED IN OPEASY RELEASE 22.2

Version 22.2 includes the following corrections:

- CC-1596: When EMS-1 and EMS-2 are configured as independent simplex servers, replication is not initially configured and the database table replication_table_list does not exist.
  The database optimization code attempts to get information from the replication_table_list table and an exception is thrown because the table does not exist.
  Resolution: Database optimization can be scheduled successfully.

- CC-1946: **Global Settings**: Grandstream - Correct password rules for User and Admin passwords. Password must be between 6 and 25 characters, including at least 1 digit and one letter/special character.
  Resolution: Fixed.

- CC-2055: The **DeleteUserAndDevices** command should:
  - ➤ Delete the User
  - ➤ Delete the User's Primary Device; other Users on the device will be unassigned. Exception: for Media Packs, trunks, Clearspan Bridge, and any device type that has 'unlimited' ports (these will not be deleted by this command and other user assignments on the device will remain intact)
  - ➤ Delete any device if the device has only Shared Call Appearances (SCA) assigned.

  Resolution: The **Advance Import** command **DeleteUserAndDevices** now performs as described.

- CC-2161: The **Phone Management** page displays the **Registration Status** of the Teams devices as 'Mobile Device'. The status 'Mobile Device' should only be displayed for mobile phone device types, not Teams devices.
  The following sequence displays the 'Mobile Device' status:
  - ➤ Check the **Registration Status** checkbox first
  - ➤ Perform the desired search
  - ➤ The registration status column is rendered with '**Mobile Device**' for all Teams devices.

  The following sequence will display the registration status correctly:
  - ➤ Uncheck the **Registration Status** checkbox
  - ➤ Perform the desired search
  - ➤ Check the **Registration Status** checkbox
  - ➤ The registration status column is rendered with the correct status.

  Resolution: Corrected the registration status of Teams devices.

- **CC-2176**: **Global Settings**: Grandstream - correct password rules for User and **Admin System Login Rules** have 2FA enabled. Create an EA admin account and do not set the 2FA setting and save. Then display the EA and see that the 2FA box is checked and grayed out. Login to the EA account and see that 2FA is not used. If 2FA is set when creating the EA, then the 2FA System Login Rules apply. This behavior

appears to be a display issue that leads the customer to believe the EA is using 2FA when it is not.

Resolution: Fixed. 2FA enablement for Administrator accounts will be accurately displayed.

- **CC-2178**: In the **User Profile**, the **MAC Address**, **Device Access Username**, and **Device Access password** have options for using a combination of the extension and unique ID as default values. The ordering of the extension and unique ID is controlled by the **UniqueID_PrecedingExtension** database column in provisioning_system_settings. The option in the dropdown must be displayed based on the database setting. If **UniqueID_PrecedingExtension** = 0, then the option should read "Extension and Unique ID", otherwise it should read "Unique ID and Extension."

  Resolution: The option text displayed in the drop-down control now reflects how the content will be generated.

- **CC-2179**: An admin specified an invalid phone number format in the **Forward To** column (AD) on the Hunt Groups tab of Group Import. The wrong column name is specified in the error message. The admin specified the **Forward To** number with dashes in the number. Import expects only digits 0-9, #, and *.

  Resolution: The error message will reflect the correct column name.

- **CC-2186**: Editing a Ping user's first name, last name, email, extension, or phone number is forcing the Ping user to log out. The client password must be reset to let the user log back in.

  Edit a user with existing Ping client assigned. Do not click on Ping in Phones tab. Try assigning a new SCA device (ie: Teams) to this user. Error returns with Ping Client Error Username is null or empty.

  Resolution: OpEasy updates to a Ping user will not adversely affect the client backend. Also, an SCA can be added to a user whose primary device is the Ping client.

- **CC-2209**: When using **Advanced Import**, the **ModifyUser** command does not change the value of **Use Organization ID** when the spreadsheet **Use Organization ID** column is set to "true" and the **Account ID** column is empty.

  Steps to reproduce the problem:
  - ➢ Set the **Use Organization ID** to false and specify an account ID for a user.
  - ➢ Use **Advanced Import** to try to set **Use Organization ID** to "true." On the **Users** tab specify the **ModifyUser** command, a user ID, set the **Use Organization ID** to "true," and set the **Account ID** column to empty.
  - ➢ Run the import.

  The import runs successfully but the **Account ID** info for the user is not changed.

  Resolution: Admin is now able to modify the **Use Organization ID** column with an **Advanced Import** and the correct account Id is used.

- **CC-2218**: OpEasy allowed a comma to be assigned in the name of the **User Profile** but is causing OpEasy to lock up on attempting to display that **User Profile**. Java errors indicating multiple selections not one selection are displayed. The admin is not able to cancel or log out.

- **Resolution**: Commas are allowed when naming User Profiles. The **User Profile** with commas will not lock up OpEasy.

- **CC-2234**: Customer attempted to delete primary devices from users with Teams SCAs and received an OCI error. However, the device was not deleted. Duplicated on Alpha but did not get the OCI error.
  Steps to reproduce:
    - ➤ Assign a device (device A) to a user as the primary device.
    - ➤ Assign the same device (device A) to another user as an SCA.
    - ➤ Now the device (device A) has 2 users, one is primary, and the other is an SCA
    - ➤ Modify the user that is primary on the device.
    - ➤ Go to the Phone Device Modify page and delete the primary phone.
    - ➤ Save the user
    - ➤ A null pointer exception error is reported. The primary device is removed from both users (primary and SCA) but the device still exists (with no users)
  Resolution: The devices are now being deleted as expected

- **CC-2241**: Unnecessary emails sent out to Ping client users.
  Resolution: An e-mail address is not sent when creating or modifying a Ping client user

- **CC-2266**: Login Rules are set to Use System Login Rules for All Enterprises and Two-Factor Authentication is enabled in the login rules.
  When an EA logs in, the two-factor authentication is not processed. The EA is allowed in after entering the username and password.
  Resolution: OpEasy has been modified so two factor authentication is working properly.

KNOWN LIMITATIONS AND ISSUES

When using Basic Import, the administrator may encounter an issue where the Validate button is ignored. If the Validate button of the Basic worksheet does nothing when pressed (is being ignored), a Microsoft Excel ActiveX Controls issue introduced during a recent Microsoft update is likely causing the problem. This issue is explained at http://stackoverflow.com/questions/27411399/microsoft–excel–activex–controls–disabled. Follow the instructions by going to C:\Users\{yourNameHere}\AppData\Local\Temp\Excel8.0 and removing the MSForms.exd file (or renaming it to something like MSForms.exd.delete.this.file).The system will recreate the file, but in a way that does not prevent the ActiveX controls from working. This should resolve the issue.

Basic Import spreadsheets cannot be used with Office 365 because Office 365 does not support the macro functionality used.

OPEASY INSTALLATION

For specific instructions on upgrading to this release, refer to the OpEasy Upgrade Procedure document.