

Clearspan[®] OpEasy[®] Management Suite Release 23.1

FEBRUARY 2023

RELEASE NOTES

VERSION 3



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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 23.1 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.

COMPATIBILITY

This release of OpEasy supports:

- Microsoft Edge 103 or later
- Google Chrome 64 or later
- Firefox Quantum 58 or later
- License Manager version 23.1

NEW FEATURES IN OPEASY 23.1

PHONES/DEVICES

AUDIOCODES M800C W/LTE PROVISIONING (CC-1576)

Provisioning and reporting for the AudioCodes M800C w/LTE have been added to OpEasy with the same familiar functions such as 'User Profiles,' 'Global Settings,' and Templates.

PROVISIONING

AUTODIAL SUPPORT FOR AUDIOCODES MEDIAPACKS (CC-1851)

Provisioning for the 'Autodial' functionality has been added for AudioCodes MediaPack devices on the 'User: Phone Device Add/Modify' page.

BILLING BUNDLE SELECTION ADDED TO USER PROFILE (CC-2500)

The option to add a Billing Bundle to a User Profile has been added.

MITEL 6920W,6930W,6940W – WIFI PROVISIONING (CC-2011)

Template General Settings for WiFi have been added to the existing 6920, 6930, and 6940 Device Types.

SUSPEND BILLING STATUS (CC-2282)

OpEasy has been enhanced to provide the ability to suspend and restore users that have a Clearspan Native Teams primary device. The new suspend function disables the Teams user in the TeamMate portal, rendering the MS Teams client calling capability inoperable. Also, the Device Billing Type of the Clearspan Native Teams device is set to SUSPENDED which changes the fee charged to hosted customers.

The new restore function re-enables the Teams user in the TeamMate portal restoring the MS Teams client calling capability and the Device Billing Type of the Clearspan Native Teams device is set to the group default Device Billing Type. The Suspend and Restore functions are only available through the Provisioning API or through the use of an import spreadsheet.

TRIGGER SEARCH WHEN THE ENTER KEY IS HIT (CC-2633)

Pages with search boxes have been modified to initiate the desired search by hitting the 'Enter' key if the focus/cursor is on the search box. Previously, an explicit click of the 'Search' button was required.

SYSTEM

OPEASY PROVISIONING API PHASE 2 (CC-2510)

The OpEasy Application Programming Interface (API) has been augmented to include:

- MS Teams 'suspended billing mode'

- Call Forwarding

TOMCAT 9.0.70

An upgrade of the Tomcat web server to version 9.0.70 is included to address security vulnerabilities. The list of known vulnerabilities corrected since the previous embedded version (9.0.43) can be reviewed [here](#).

UI EXPERIENCE IMPROVEMENTS, PART 3 (CC-2311)

The web pages for the Reporting application are updated in this release with a new look and feel.

ISSUES ADDRESSED IN OPEASY RELEASE 23.1

Version 23.1 includes the following corrections:

- **CC-2631:** The MyAccount page is not allowing 8-12 digits for voice portal passcode when the AS passcode rule is set to use 8-12 digits.

Resolution: The MyAccount page has been modified to enforce voice portal passcode rules as defined in the Application Server.

- **CC-2632:** Erroneous “unlicensed” status message is displayed on the OpEasy SSO landing page

Resolution: The erroneous status has been corrected.

- **CC-2643:** Provisioning Import | Advanced | Auto Attendant tab - Run an Advanced Import to change the Personal Audio Announcement for the 3 menus, Business Hours, After Hours and Holiday Hours. The Holiday and the After-Hours Personal Greeting are not changed with the import although the import shows it worked.

Resolution: Fixed. An Advanced import can now be run to change the Personalized Greeting for all 3 menus, Business Hours, After Hours and Holiday Hours.

- **CC-2775:** The ERS subscriber records of Ping users are being deleted from the ERS when a new user is added to the Clearspan Bridge via the User Modify GUI page (a Ping SCA is added in the modify operation).

Resolution: Corrects processing of the ERS subscriber records for Ping users and other soft clients.

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.