

Clearspan® OpEasy® Management Suite Release 23.2

JULY 2023

RELEASE NOTES

VERSION 1



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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 23.2 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/Poly 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 23.2

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 21.1	OPEASY 21.2	OPEASY 22.1	OPEASY 22.1 SP1, 22.1 SP2, 22.1 SP3	OpEasy 22.2	OpEasy 22.3	OpEasy 23.1	OpEasy 23.2
Advanced Spreadsheet	A283	A285	A286	A287	A288	A289	A290	A290
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E226	E226	E227	E227	E227	E227	E227	E227
Group Spreadsheet	G290	G293	G294	G295	G296	G297	G298	G299
System Spreadsheet	S206	S206	S206	S206	S206	S206	S206	S206

NEW FEATURES IN OPEASY 23.2

PHONES/DEVICES

POLY EDGE E PROVISIONING (CC-1902)

Provisioning and reporting for the Poly Edge E phone series has been added to OpEasy with the same familiar functions such as 'User Profiles,' 'Global Settings,' and Templates. The models supported are: E100, E220, E300, E320, E350, E400, E450, E500, E550.

PROVISIONING

UPDATE TO LATEST PING ROOM CREATION ENDPOINT (CC-2353)

Enhancements, robustness, and error handling improvements to the Ping provisioning API.

ADDITIONAL BW DATA IN PING PROVISIONING (CC-2467)

1. Enhance the OpEasy side of the PING provisioning API to add/modify/delete phone number and extension as changes are made in Clearspan. The PING client will initially use the data to show "My Number" in the UI.
2. Enhance the OpEasy side of the PING provisioning API to include SIP Authentication credentials. These information elements are securely stored in the Ping backend and made available to the associated client login for purposes of authenticating call control and feature/service control via Xsi-Actions requests. A one-time sync method is included to update previously created Ping accounts with their SIP Authentication credentials.

IMPLEMENT ROW CLICK FOR DATA TABLES IN THE MONITORING APPLICATION (CC-2794)

Most of the data tables in the Monitoring app require the admin to explicitly click the 'Edit' link (or other appropriate link like 'Display', 'View', etc.) to perform the desired action. In all other OpEasy apps the admin can click a table row to trigger the preferred action for the data item in the row.

RESTRICT ACCESS TO THE 'SUSPENDUSER' AND 'RESTOREUSER' COMMANDS IN ADVANCED IMPORT (CC-2811)

Access to the SuspendUser and RestoreUser commands in Advanced Import must be limited to Super User (SU) and System (SA) Administrators.

UPDATE INTRADO ERS API URLs TO NEW HOSTNAME (CC-2936)

The Intrado ERS service is no longer a part of the West corporation and as a result they have changed the hostnames for their API URLs.

REPORTING

ADD VIRTUAL SERVICES DEPARTMENTS TO XML REPORT (CC-2034)

The System XML Report has been enhanced to include Department information for 'virtual users such as Auto Attendants and Hunt Groups.

ADD LIST OF ENTERPRISE AND GROUP DEFAULT ACCOUNTS IDs TO THE SYSTEM XML REPORTS (CC-3214)

Add a list of the Enterprise and Group default account IDs to the System XML Report.

SYSTEM

WEAK PASSWORD AUDIT (CC-1230)

The Weak Password audit compares the password of an OpEasy administrator to a list of weak passwords such as "password", "123456", "qwerty", etc.

- The Weak Password audit has been included as a part of the OpEasy Administrator Report.
- A new "Include Weak Password" option has been added to the Administrator Report page.
- When this new option is selected OpEasy performs a Weak Password Audit on the OpEasy and Clearspan administrator passwords.
- New columns have been added to the OpEasy Admin and Clearspan Admin tabs of the Administrator Report to indicate the administrator's weak password status.

JAVA VNEXT (CC-1765)

Implement and validate the next appropriate Java version for OpEasy.
AdoptiumJDK 17 has been implemented.

OPEASY UI EXPERIENCE IMPROVEMENTS PHASE 4 (CC-2616)

The OpEasy **Monitoring** application pages have been reworked with the new UI look and feel.

OPEASY UI EXPERIENCE IMPROVEMENTS PHASE 5 (CC-2750)

The OpEasy **Provisioning** application pages have been reworked with the new UI look and feel.

ISSUES ADDRESSED IN OPEASY RELEASE 23.2

Version 23.2 includes the following corrections:

- **CC-784:** Some of the programmable hard keys are not available in OpEasy for the 6900 phones.

The hard keys on OpEasy should include these:

- Directory
- Callers
- Voicemail (missing)
- Redial
- Hold (missing)

Resolution: The Voicemail and Hold keys are now available as programmable via OpEasy.

- **CC-1465:** An administrator did an Advanced Export of the BLFs for an enterprise and then did a Modify command for one of the users on the tab. The admin expected that BLF list of 5 users would be created but instead a BLF list of 17 users was created.

This behavior is confusing and inconvenient when an admin is using information from an export spreadsheet.

Resolution: The behavior has been corrected so that OpEasy will stop processing when:

- Another command is encountered.
- The row contains a **UserID** (the addition row has a user ID and it is assumed that the BLF data in this row applies to a different user)
- The row contains a **BLF List URI** (the addition row has a **BLF List URI** and it is assumed that the BLF data in this row applies to a different BLF List. This covers the case where the **UserID** column is empty but there is a **BLF List URI** for some reason).
- The **Entry UserID** in the row is empty (The end of the list has been found because the rows must be contiguous)

- **CC-1593:** Import | Group | Global Settings - Panasonic tab - The Group Import, Global Settings - Panasonic tab, does not have instructions for the User to use "Use Enterprise Settings" in the Handset Settings section, column X, Y & Z.

Resolution: The Group Import for the Panasonic tab now has instructions on the header.

- **CC-2768:** 'Mailbox reset' may not clear personal greetings when the 'Arriving Voice Mail Action' is set to "Forward to E-mail Address."

Resolution: Reset of the mailbox via OpEasy will clear the personal greetings as per the warning message.

- **CC-2904:** Provisioning API webhook registrations are deleted by the upgrade process.

Resolution: The API install script has been modified so that the mongodb service is not reloaded and the data is not deleted.

- **CC-2913:** Search results are displaying administrator accounts twice.

Resolution: Each admin account only displays once.

- **CC-2918:** Scheduled reporting incorrectly flags an underscore as an invalid character in an email address.

Resolution: Underscores are allowed as valid characters in a destination email address. No errors are returned.

- **CC-2919:** An Enterprise Admin with access to all Enterprises cannot view ERLs.

Resolution: When an Admin has access to all the Enterprises they are able to view the ERS ERLs.

- **CC-2927:** Password help message is misaligned.

Resolution: Fixed the spacing between the green message area and the yes/no buttons on the Change Password page.

- **CC-2929:** On the User Profile page, the User Billing Bundle drop-down list should show with 'NONE' when no billing bundles exist. This makes it consistent with Users tab Billing bundle drop-down list and eliminate confusion.

Resolution: The User Profiles User Billing Bundle drop-down list shows 'NONE' when no billing bundles exist.

- **CC-2932:** The 'Extension' field is not cleared when switching User Profiles during a User Add session.

Resolution: The Extension is removed when a different Users Profile is selected.

- **CC-2971:** On the Group Announcement Repository page, the 'Total Repository Size' is not updated if the Enterprise selected has only one group.

Resolution: The Group Announcement Repository Total Size is now updated no matter the number of Groups in the Enterprise

- **CC-2977:** "Mailbox reset" may not clear personal greetings per the warning message.

Resolution: The issue has been corrected

- **CC-2995:** Add a ping user, delete the user. Add the same user again. This is setting the Ping user in 'deactivate' state and the User unable to log into Ping.

Resolution: The issue has been corrected; user deletion will delete the Ping account instead of deactivating.

- **CC-3076:** Ping users created via import may not be able to login to the app.

Resolution: The import provisioning function has been corrected.

- **CC-3188:** SIP authentication credentials may not be updated for some existing Ping users.

Resolution: The existing Ping user update function was modified to accommodate identified anomalies.

- **CC-3190:** When users are added to ports 2 or higher on an AudioCodes M500L, the user is not being set to 'activate' in the cli file of the devices.

Resolution: This issue has been corrected

- **CC-3232:** The Clearspan Billing app is excluding Ping Users from billing if the Ping User is configured on a ClearspanBridge device that is marked as a 'Support Device' in the System XML file.

Resolution: The System XML Report was modified for ClearspanBridge, Audiocodes, Media 5, and DECT devices so that the <SupportDevice> element will not have a value of 'Yes' when 'Support Users' are configured on the device. And a new <SetSupportUserPortCount> element has been added to these devices. This new element contains the count of 'Support Users' that are configured on the device.

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.