

Clearspan® OpEasy® Management Suite Release 24.1.SP2

MAY 2024

RELEASE NOTES

VERSION 1



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Table of Contents

Overview.....	2
Description	2
Compatibility	2
Supported Spreadsheet Versions For This Release	3
New Features In OpEasy 24.1.SP2.....	4
Issues Addressed In OpEasy Release 24.1.SP2	4
Known Limitations And Issues	5
OpEasy Installation	5

OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 24.1.SP2 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 web 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 24.1

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 22.1	OpEasy 22.1 SP1, 22.1 SP2, 22.1 SP3	OpEasy 22.2	OpEasy 22.3	OpEasy 23.1	OpEasy 23.2	OpEasy 23.3 & 23.3.SP1 23.3.SP2	OpEasy 24.1, 24.1 SP1, 24.1 SP2
Advanced Spreadsheet	A286	A287	A288	A289	A290	A290	A292	A293
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E227	E227	E227	E227	E227	E228	E228
Group Spreadsheet	G294	G295	G296	G297	G298	G299	G300	G301
System Spreadsheet	S206	S206	S206	S206	S206	S206	S206	S206

NEW FEATURES IN OPEASY 24.1.SP2

None

ISSUES ADDRESSED IN OPEASY RELEASE 24.1.SP2

Version 24.1.SP2 includes the following corrections:

- **CC-4224:** 'Retain Ping Account' option is not provided on user delete request if the user was previously unassigned from the Clearspan Bridge device.

Resolution:

Code has been modified to present the option to retain the Ping user account.

- **CC-4248:** A Ping user was unable to make PBX calls after the Ping account was detached and re-attached to the same Clearspan account.

Resolution:

Code was modified to ensure the retained Ping username is not overwritten by error processing in the use case where an admin attempts to re-assign the Clearspan Bridge to a user and does not enter data in all of the required fields.

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.