Clearspan® OpEasy® Management Suite Release 24.1

MARCH 2024

RELEASE NOTES

VERSION 1

Clearspan®

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OVERVIEW

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

COMPATIBLITY

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
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

PHONES/DEVICES

AUDIOCODES MP-504 AND MP-508 (CC-3176)

Provisioning via the OpEasy GUI, import/export, and reporting for the AudioCodes MP-504 and MP-508 analog gateways has been added to OpEasy with the same familiar functions such as 'User Profiles,' 'Global Settings,' and Templates. These new models are the functional equivalent replacements for the legacy MP-114 and MP-118 analog gateways.

PROVISIONING

EXTEND BILLING BUNDLES TO 'BASIC' USERS (CC-3895)

When billing bundles were originally implemented, it was assumed that bundles would only ever be assigned to a Premium user type. Billing bundle assignment has now been extended to include assignment to Basic users.

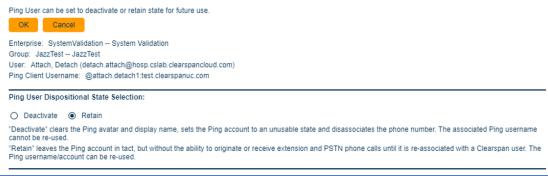### OPEASY API: MOVE PHONE NUMBERS BETWEEN GROUPS (CC-3512)

The OpEasy Provisioning API has been extended to allow Add, Delete, Activate and Deactivate operations for single or range of phone numbers.

DETACH AND RE-ATTACH PING ACCOUNT (CC-3868)

From an operational and administrative perspective, it is useful and beneficial to allocate users that share common resources into Clearspan 'Groups' within an Enterprise. However, for some customers, moving users between Groups is a common operational necessity. OpEasy/Clearspan requires a user account to be deleted from its current Group and recreated in the target Group to achieve this end.

In previous versions of OpEasy, re-attaching the deleted user's Ping account with the new instance of the user was not possible. OpEasy 24.1 is enhanced to prompt the administrator with the option to 'Deactivate' or 'Retain' the associated

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Ping User Deactivate/Retain

Ping User can be set to deactivate or retain state for future use.

`OK` `Cancel`

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
User: Attach, Detach (detach.attach@hosp.cslab.clearspancloud.com)
Ping Client Username: @attach.detach1:test.clearspanuc.com

Ping User Dispositional State Selection:

○ Deactivate   ◉ Retain

"Deactivate" clears the Ping avatar and display name, sets the Ping account to an unusable state and disassociates the phone number. The associated Ping username cannot be re-used.

"Retain" leaves the Ping account in tact, but without the ability to originate or receive extension and PSTN phone calls until it is re-associated with a Clearspan user. The Ping username/account can be re-used.

Ping account when a user is deleted, or when the Clearspan Bridge device is 'unassigned' from the user. Example below:

If 'retained' in this step, the administrator can re-attach the existing Ping account when the user is re-created in the destination Group.

REPORTING

ADD PING TO LICENSE AND OPTIONAL SERVICES REPORT (CC-3749)

The License and Optional Services Report has been enhanced with the following:

1. A new 'Additional Services' table has been added to the User Licenses tab that contains the counts of users that are assigned the following non-Broadworks services:
   - Ping User
   - MS Teams User
   - Voicemail Transcription
   - Emergency Routing Service (ERS)

2. Two new columns have been added to the Basic Users tab and Premium Users tab.

   - Ping User - an 'X' in this column indicates that a Ping account/device is assigned to the User.
   - MS Teams User - an 'X' in this column indicates that a Teams device is assigned to the User.

3. The "MS Teams XSI Plugin" column has been renamed to reflect the renaming of the product: "Clearspan ACD Add-on." An 'X' in this column indicates the Clearspan ACD Add-on (aka, the Call Center selector) app is enabled for the user.

SYSTEM

TLS1.3 FOR OPEASY (CC-470)

Support for Transport Layer Security (TLS) version 1.3 and associated encryption ciphers has been added to OpEasy version 24.1.

EMS/OPEASY ON RHEL8 (CC-3375)

Operational support for running OpEasy on Red Hat Enterprise Linux version 8, along with upgrade and implementation documentation has been added in OpEasy version 24.1.

ISSUES ADDRESSED IN OPEASY RELEASE 24.1

Version 24.1 includes the following corrections:

- **CC-2106**: The 'entries per page selection' is not returning to the default value, e.g. "25" if the admin selects a different value, e.g. "100" and then navigates away from the page.

    Resolution: The 'entries per page selection' will always return to the default value.

- **CC-2925:** Use of 'em dash' (long dash) in service pack names creates a mismatch with BroadWorks.

    Resolution: Use of the 'em dash' is now disallowed and will prompt the user with an error message.

- **CC-3047:** The OpEasy API does not return a distinct 'User does not exist' error message for the SuspendUser and RestoreUser command when the Teams user does not exist in the Teammate portal.

    Resolution: The issue was corrected; a specific error message will be returned to the client application.

- **CC-3257:** Auto install of Poly devices is not setting the MAC in the database if the Group ID contains ASCII spaces.

    Resolution: This was corrected, the SetMac script and the http configuration have been updated to accommodate ASCII spaces in the associated requests.

- **CC-3395**: On the page for 'Provisioning Group Phone Numbers' there are 530 lines to display for one group. Only 2 pages are accessible and all numbers between the first page and last page are not displayed.

    Resolution: The issue was corrected; all of the display pages are accessible.

- **CC-3400:** PING/Clearspan Bridge device assignments were created after failing communication with the PING server.

    Resolution: The issue has been corrected; device assignments will fail if the PING client account setup fails.

- **CC-3526**: Using multiple rows of query parameters in the CDR and Provisioning Log searches is not intuitive.

    Resolution: The input syntax and display have been enhanced.

- **CC-3649**: Changing the 'rows to display' selection on several pages from "25" to "100" still shows only 25 entries.

    Resolution: The issue was corrected; the selected number of entries will be displayed.

- **CC-3678**: The 'My Account' password reset page is not sized correctly; part of the dialog box is cut off.

  Resolution: The MyAccount page has been corrected so all the instruction text in the dialog box can be read.

- **CC-3717:** UserID, DeviceName should be case sensitive in the OCIRDB.user_table, device_table.

  Resolution: The table structure was updated to make the columns case sensitive. Also, the queries referencing these tables by those columns were updated to include 'BINARY'.

- **CC-3726**: In the use case where a PING/Clearspan Bridge device is being assigned to a user and the OpEasy database contains a reference pointer to a non-existent PING account, the operation fails and presents the user with an unresolvable error message.

  Resolution: The operation will proceed; the reference pointer will be overwritten with a valid pointer to the new PING account.

- **CC-3727**: Entering two or more consecutive spaces in the System Message will display   in the text when it is rendered in the OpEasy GUI.

  Resolution: Two consecutive spaces provisioned in the System Message render as expected.

- **CC-3736**: System performance is negatively impacted by inefficient database queries used for the SystemXML report.

  Resolution: The queries have been optimized.

- **CC-3807**: Import provisioning of a voice mail passcode for an auto attendant is not setting the new value.

  Resolution: The issue was corrected; the import function will set the new value.

- **CC-3808**: In the use case where an Enterprise has only one Teams Voice Route, the create/modify page for a new Teams device shows the single Voice Route as being selected, but an Apply/Save throws an error indicating 'selection required.'

  Resolution: The Voice Route will automatically be associated with the underlying provisioning object in the case of creating a new user with a Teams device or adding a Teams device to an existing user in an Enterprise with only a single Voice Route.

- **CC-3821**: OpEasy is qualifying the 'Clearspan Native Teams' device type as a "mobile" device and therefore not including the registration status in the registration report.

  Resolution: Issue has been corrected; the SIP registration status of Clearspan Native Teams devices will be appropriately displayed.

- **CC-3833**: The Advanced Export for a very large enterprise with MS Teams endpoints may require more than 24 hours to complete.

Resolution: The Advanced Export was rearchitected to retrieve information in bulk from the TeamMates portal.

- **CC-3845**: When an admin searches for all records on the 911 Services | ERS ERL Records page, and many thousands of records have been provisioned, the search results show 'No matching records found'.

  Resolution: The 'Proxy AJP' timeout for the EmergencyGatewayWebApp has been increased to 10 minutes to allow time for a large ERL search to complete.

- **CC-3867**: In the use case where tens of thousands of Emergency Response Locations (ERL) have been provisioned for an enterprise, any Advanced Import or Export for that enterprise will require an unusually long time to complete.

  Resolution: The following optimizations have been implemented:
    1. ERL records are pulled only if an ERL name is encountered in the spreadsheet and ERL information needs to be pulled to do a translation to ERL ID for the API.
    2. If ERL information is required, then logic has been added to optimize ERL retrieval and temporary caching.

- **CC-3902**: A Clearspan Bridge device can be deleted, and all PING accounts disassociated if all the user endpoints assigned to the Clearspan Bridge are Shared Call Appearances (SCAs).

  Resolution: The operation is blocked, if an admin attempts the operation, OpEasy will return an error message.

- **CC-3905**: Polycom VVX D230 auto-install provides an incorrect username to the device. Subsequent download of configuration files will fail.

  Resolution: A properly formatted message with the correct device username will be delivered to the VVX D230.

- **CC-3955**: The configuration file for an AudioCodes MP-1288 is not updated when Global Settings parameters are modified.

  Resolution: Issue was corrected, the thread keep-alive timer has been increased to allow for processing of a fully provisioned MP-1288.

- **CC-3963**: Import provisioning should allow upper case letters in the Ping username.

  Resolution: Upper case letters are now allowed. Also, exclamation point (!)is allowed in the password.

- **CC-4016**: The provisioned time zone is not displayed on the Poly D230 display.

  Resolution: The time zone parameter is now properly formatted in the configuration file.

- **CC-4021:** The OpEasy installation script may fail to decode some SSL certificates.

> **Resolution:** The installation script has been modified to correctly parse required certificate information.

- **CC-4036:** A null-pointer exception is thrown when the Advanced Import function is used to update a user whose primary phone device is not supported by OpEasy.

  > **Resolution:** Null-pointer handling was added to the code so the Import can complete as expected.

- **CC-4041:** OpEasy is including Apache and PHP version information in HTTP headers.

  > **Resolution:** The configuration files for the web services have been modified to block version information in HTTP responses.

- **CC-4057:** The delete device button was removed in 23.3 SP for all devices configured with "unlimited" lines. PC-Desktop was configured incorrectly with unlimited lines and caused the button to no longer appear on Users | Phone Edit screen.

  > **Resolution:** This has been corrected. Generic SIP, Clearspan Bridge, AudioCodes, Media5, and Trunk device types will NOT have the delete button option in Users | Phone Edit page.

- **CC-4067:** When 'Apply' is clicked when modifying a user, the User Billing Bundle selection switches to '(None)'. Also, some of the Billing Bundle options are not presented in the dropdown list on the User Modify page.

  > **Resolution:** This behavior has been corrected; the Billing Bundle selection will be properly processed and saved by the modify action, and the full list of available bundles will be presented in the drop down.

- **CC-4077:** "Missing First name and Last name" error is being reported when attempting to modify a user via Advanced Import.

  > **Resolution:** This has been corrected, if 'required' information elements are not included in the import spreadsheet for a modify request, OpEasy will fill the gaps with the existing data from BroadWorks.

- **CC-4080:** Adding a new announcement file and modifying 'Arriving Voice Mail action' in the same operation may delete an existing announcement file.

  > **Resolution:** This has been corrected, the Reset Voicemail and Delete Voicemail functions will be properly checked before deletion of greetings/announcements.

- **CC-4082:** If using Advanced Import with a User Profile to assign a Ping device as an SCA and a line/port address is not specified, OpEasy will correctly provision a line/port address using the User Profile criteria but does not provision the line/port address in the Clearspan Bridge.

  > **Resolution:** This has been corrected, the line/port address will be properly provisioned in the Clearspan Bridge for this use case.

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.