Clearspan® OpEasy® Management Suite Release 24.2

C Clearspan®

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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 24.2 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 web features for Mitel, Cisco, Panasonic and Poly/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 24.2

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 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	OpEasy 24.2
Advanced Spreadsheet	A287	A288	A289	A290	A290	A292	A293	A295
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E227	E227	E227	E227	E228	E228	E229
Group Spreadsheet	G295	G296	G297	G298	G299	G300	G301	G302
System Spreadsheet	S206	S206	S206	S206	S206	S206	S206	S208

NEW FEATURES IN OPEASY 24.2

Devices/Phones

Add Cisco 6871 to Provisioning & Reporting (CC-4086)

Add the Cisco 6871 model to the set of phones supported by OpEasy Provisioning and OpEasy Reporting.

Provisioning

Domain Export/Import (CC-3043)

In the context of migrating an Enterprise between Clearspan service platforms, the migration of user and line/port domains is now facilitated through an export/import capability at the System, Enterprise, and Group level.

Simplify Ping Account Detachment

Detaching a Ping account from a Clearspan user can now be accomplished through the OpEasy 'Unassign' function, whereas in previous versions detachment was only available by deleting the Clearspan user.

In either case (Device Unassign or User Delete), the administrator will be prompted to 'Retain' or 'Deactivate' the Ping account. Ping accounts that are detached and 'retained' can be re-attached at a later time or re-attached to a different user.

There is no change to 'deactivated' Ping accounts; once 'deactivated' they are not able to be re-attached.

Ping Feature Management

Functionality has been added to enable/disable Ping client add-on functions as they become integrated with Ping and available to the market. Current options are "Call Center" (Join queues, set availability) and "SMS" (send/receive SMS messages).

Billing Bundle Name Duplication (CC-3780)

The same billing bundle name can be used in different Enterprises.

Reporting

Admin Provisioning Report (CC-2805)

This enhancement allows the Provisioning Log Report to present more detailed logs related to admin account settings changes. This information is only accessible by SU, SA, and SR administrators. The set of recordable data elements is as follows:

- Login Name (account owner)
- Administrator Name (account that made the change)
- E-mail Address
- E-mail Address for Two-Factor Authentication
- Temporary Account (true/false)

- Disable Account (true/false)

- Login Level

- Used Only for OpEasy API Authentication (true/false)

- Must Login only using Single Sign-On (SSO). No direct login permitted. (true/false)

- Two-Factor Authentication (true/false)

- Support Administrator (true/false)

- Clearspan Pilot Program Administrator (true/false)

- Enterprise

- Group

TeamMate Audit (CC-1081)

The MS Teams User Audit Report performs an audit of the MS Teams Users configured in Clearspan and in the TeamMate Connector portal.

This report provides the following information:

- A list of Clearspan users that are assigned to a Clearspan Native Teams Int device and meet one of the following conditions:
    - The Clearspan user does not have a corresponding MS Teams user configured in the TeamMate Connector portal.
    - The Billing State is out of sync between Clearspan and the Teammate Connector
- A list of MS Teams users in the TeamMate Connector portal that do not have a corresponding user configured in Clearspan.

System

Tomcat 9.0.87

Upgrade to Tomcat 9.0.87 to address technical debt and security vulnerabilities.

Database Pruning Enhancement

The OCIR records (Provisioning Logs) table will be automatically pruned and partitioned, retaining 13 months of history.

ISSUES ADDRESSED IN OPEASY RELEASE 24.2

Version 24.2 includes the following corrections:

CC-3959: Errors when reactivating MS Teams from a suspended billing state.

> **Resolution**:
> Moved the code to the correct area. If the user is trying to disable Call Forward All for a 'suspended' Teams user through import, the correct criteria is validated.

CC-4009: A Group Admin with Basic Provisioning (Advanced Provisioning privilege is set to "NO ACCESS") is unable to modify user settings such as First Name, Last Name, User Password, etc when the user's primary device is a Ping client..

> **Resolution:**
> Code checks have been updated to allow the operation as expected.

CC-4126: Error messages upon saving a new user with a retained Ping account.

> **Resolution:**
> Code has been modified to allow for data entry errors and subsequent correction during the process of adding a user.

CC-4188: Changing the ERL Record Name selection on the User: Primary/SCA Phone Device Add/Modify page clears any modified fields in the Device Configuration section.

> **Resolution:**
> Code has been modified to retain the data in fields modified prior to updating the ERL Record Name.

CC-4201: The error message for SCA assignment failure is unclear.

> **Resolution:**
> The error message has been modified to provide clear feedback and direction.

CC-4282: Import function fails to assign users to a Hunt Group when the Hunt Group has a 'Department' designation.

> **Resolution:**
> Since the Department information is not required to perform the Assign Users command, to resolve the problem, the Assign Users Import code was modified to remove any Department information from the hunt group object before executing the modify request.

CC-4361: Searching for a trunk user with the UserID fails to find any users.

> **Resolution:**

If the 'Trunk User' criteria was selected and set to 'Yes', then set 'userInTrunkGroupFilter' to true so that only matching users that are in a trunk group are returned.
If the 'Trunk User' criteria was selected and set to 'No', then set 'userInTrunkGroupFilter' to false so that only matching users that are not in a trunk group are returned.
If the 'Trunk User' criteria was not selected, then set 'userInTrunkGroupFilter' to null so that any users matching the specified criteria are returned, including any trunk users that match the criteria.

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.

Deactivating a Ping account through deletion of the associated Clearspan user, or through unassignment from the associated Clearspan user, leaves the Ping account username unusable in the future. This is a limitation of the open-source framework upon which Ping is based.

OPEASY INSTALLATION

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