Clearspan® OpEasy®
Management Suite Release 24.3

SEPTEMBER 2024

RELEASE NOTES

VERSION 1

Clearspan®

NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Clearspan LLC. The information is subject to change without notice and should not be construed in any way as a commitment by Clearspan LLC or any of its affiliates or subsidiaries. Clearspan LLC and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Clearspan LLC.

TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Clearspan's Internet sites or in its publications are registered and unregistered trademarks of Clearspan LLC or its subsidiaries (collectively "Clearspan") or others. Use of the Trademarks is prohibited without the express consent from Clearspan LLC.

Table of Contents

OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 24.3 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 24.3

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 22.2	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	OpEasy 24.3
Advanced Spreadsheet	A288	A289	A290	A290	A292	A293	A295	A296
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E227	E227	E227	E228	E228	E229	E229
Group Spreadsheet	G296	G297	G298	G299	G300	G301	G302	G303
System Spreadsheet	S206	S206	S206	S206	S206	S206	S208	S208

NEW FEATURES IN OPEASY 24.3

API

OpEasy API - Add MS Teams Voicemail support to the JSON for the API frontend (CC-4592)

A new "useMSTeamsVoicemail" JSON field has been added to the "user" object of the OpEasy Provisioning API.

This new field is used to enable/disable the use of the MS Teams Voicemail in the TeamMate portal for Clearspan users with an MS Teams device (Clearspan Native Teams Int). This field is applicable only for users that have an MS Teams device (Clearspan Native Teams Int) assigned (Primary or Shared Call Appearance).

Devices/Phones

Mitel 6915 - OpEasy Provisioning (CC-4259)

The Mitel 6915 phone model has been added to OpEasy Provisioning, Import/Export, and Reporting.

Provisioning

TeamMate Provisioning Enhancements (CC-1756)

- The ability to enable/disable the MS Teams Voicemail setting in the TeamMate portal has been added for users provisioned with an MS Teams endpoint in OpEasy.

User: Shared Call Appearance (SCA) Modify

Modify the assignment of the user as a line on a phone device. *Pressing OK, Unassign, or Delete retains but does not save entered changes.

OK*   Cancel   Unassign Device*   Delete Device*   Custom Tags

Enterprise: SystemValidation -- System Validation
Group: JazzTest -- JazzTest
User:

Phone Device

Phone Device: MSTeamsDev (Group)
* Device Level: Group
Device Type: Clearspan Native Teams Int
Device Billing Type: Use Org Billing Type

MS Teams Settings
◯ Use MS Teams Voicemail
Voice Route: US East 1
PBX Location: PBX HQ

- The ability to set the MS Teams Voice Route and PBX Location options for new users by means of a User Profile has been added.

MS Teams Settings
◯ Use MS Teams Voicemail
Voice Route: None (Manually selected by Admin)
PBX Location: None (Manually selected by Admin)

DND Management in OpEasy GUI (CC-3548)

The ability to manage the "Do Not Disturb" (DND) service is added to the "Service" dropdown on the 'Users Add/Modify' page. Note that management of DND via Export/Import is NOT included.

Advanced: User Modify

Modify an existing Clearspan user.

OK   Cancel   Apply   Delete

Enterprise: pingWeb-dev -- Ping Development & QA
Group: bridgeDev -- Bridge Development
User: Jetson, Judy (judy.jetson@cslab.clearspancloud.com)
Service: Do Not Disturb

User	Optional	Phones	Announcements	Do Not Disturb

(Close Tab) (Pin Tab) (Close Other Tabs)

Do Not Disturb

Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.
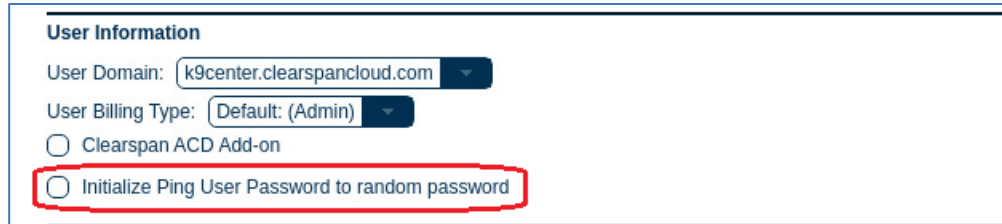
Do Not Disturb:
◯ On   ◉ Off
◯ Play Ring Reminder when a call is blocked

Ping Client Password via User Profile (CC-3667)

The ability to randomly generate the Ping client password has been added to the User Profiles GUI and Import function. When a User Profile is provided during Clearspan Bridge assignment with no Ping password, OpEasy can auto-generate the Ping password.

Implement Matrix "Locked" State for 'Retained' Ping Accounts (CC-4565)

Modify the OpEasy provisioning integration with the Clearspan Bridge such that when a Ping user account is detached from a Clearspan user account and 'retained' for future re-use, the Ping user account is set to the 'Locked' state as opposed to the 'Detached' state. In the Locked state, the account is not available for login and will not appear in subsequent directory searches while the state persists.

Reporting

None

System

OpEasy Maintenance Page (CC-1123)

This enhancement adds an "OpEasy Down for Maintenance" page that is displayed when administrators attempt to access the OpEasy web application when OpEasy is being updated or other EMS maintenance is being performed.

ISSUES ADDRESSED IN OPEASY RELEASE 24.3

Version 24.3 includes the following corrections:

CC-3778: An administrator attempted to reset a user's voicemail passcode and after clicking 'OK,' the following error was displayed.
> *Error: Failure modifying Primary Phone Device: Invalid Device Type: Generic SIP Int Proxy Domain GW*

The passcode was reset but the error is confusing to the Admin.

Resolution:
> The code was modified to populate the Device Type field with known information before submitting the request to avoid the error feedback.

CC-4047: Provisioning is not pulling the Teams domain from the Teammate portal for the selected PBX Location.

Resolution:
> The User Profile and User provisioning functions have been modified to reference the current TeamMate portal settings for PBX Location.

CC-4137: A Group Administrator (GA) cannot reset a user's Ping password.

Resolution:
> The following updates were added:
> 1. Added a Ping section to the Users tab for both the User Edit and View pages when a Bridge device is assigned as a Primary/SCA device.
> 2. The Export Advanced Users tab now includes Ping user info for any administrator level when a Bridge device is assigned as a Primary or SCA device.
> 3. The Import: Users tab → userModify command can be used to update Ping Features/Password by any administrator level.

CC-4257: OpEasy API frontend did not notify the client that the requested job had completed.

Resolution:
> ScheduledServices (the API backend processor) was modified to send the 'Accepted' response to the API frontend and wait 3 seconds **before** starting the processing of the API request. This is to allow time for the API frontend to receive and process the response before the API request is completed by the backend.

CC-4357: The R24 version of Clearspan Application Server software no longer allows spaces in the Physical Location field. As a result, an OCI error is being returned when an admin enters a Physical Location that contains a space.

Resolution:
> The OpEasy input validation was updated to remove ASCII 'space' as a valid character.

CC-4361: An admin attempted to search for a trunk user using the User ID search criteria, but the search did not find the user.

> **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

CC-4371: A vulnerability in the commons-compress package was identified. [CVE-2024-25710]

> **Resolution:**
> The apache commons-compress package has been replaced with version 1.26.2.

CC-4372: A vulnerability in the gson package was identified. [CVE-2022-25467]

> **Resolution:**
> The com.google.code.gson:gson package has been replaced with version 2.8.9

CC-4374: SCA Tab on the Advanced Import is not Deriving User Profile Data for a CSBridge Endpoint

> **Resolution:**
> Code is updated to correctly handle the use case.

CC-4483: A cross-site scripting vulnerability was identified on the login page (Bug Bounty 19789)

> **Resolution:**
> The susceptible 'conNumber' element was removed from the page.

CC-4484: A vulnerability in an outdated library on the 'myAccount' page was identified [CVE-2018-14371] (Bug Bounty 19762)

> **Resolution:**
> The library was upgraded to use jakarta.faces.2.3.21 in all the applicable web app files.

CC-4491: The Ping SCA display page hangs in page refresh for a Group Administrator session

    Resolution:
        Code is fixed in UserEditPhones for SCA to disallow changes and provide useful feedback.

CC-4524: User Profile copy command allows service packs that do not exist in the destination group

    Resolution:
        Code correction done in UserProfileCopy to ensure the confirmation dialog is presented when service packs aren't found in the destination Group.

CC-4602: An Enterprise Admin can create an Enterprise Admin in another Enterprise.

    Resolution:
        Create the appropriate list of Enterprises based on the logged-in admin that is doing the provisioning. If the logged-in admin is an SU, SA, or SR then present the list of <u>licensed </u>enterprises. If the logged-in Admin is an Enterprise Admin then present the list of Enterprises that are <u>assigned to the logged-in admin</u>.
        Also, when an EA admin is logged in and is adding/modifying another EA, the 'Select all' Enterprises option is not rendered.

CC-4607: Import attempt to change 'CF Ring Count' got error: 'User suspended'.

    Resolution:
        Corrected the logic that verifies if an MS Teams user is suspended or not.

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. Use the 'Retain' option to avoid this circumstance if there is an expectation that the username might be re-used.

OPEASY INSTALLATION

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