

# Clearspan<sup>®</sup> OpEasy<sup>®</sup> Basic Provisioning Guide

Release 24.3  
September 2024



## NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Clearspan LLC (Clearspan®). The information is subject to change without notice and should not be construed in any way as a commitment by Clearspan or any of its affiliates or subsidiaries. Clearspan 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. Use of the Trademarks is prohibited without the express consent from Clearspan.

Clearspan OpEasy Basic Provisioning Guide  
Release 24.3 – September 2024

®,™ Trademark of Clearspan LLC  
© Copyright 2024 Clearspan LLC  
All rights reserved

REVISION HISTORY.....	1
OVERVIEW .....	3
LOGGING IN .....	4
ADDING A SINGLE USER .....	5
USER ADD PAGE.....	5
OPTIONAL TAB.....	9
PHONES TAB.....	10
SCA OPTIONS BUTTON.....	14
USER SETTINGS .....	15
NEW USER E-MAIL NOTIFICATION .....	16
MODIFYING A SINGLE USER.....	17
DELETING A SINGLE USER .....	18
ADDING MULTIPLE USERS WITH IMPORT .....	19
OPENING A WORKSHEET .....	19
ADDING USERS IN THE WORKSHEET .....	22
ADD COMMAND DETAILS .....	23
CORRECTING VALIDATION FAILURES.....	25
IMPORTING THE WORKSHEET .....	26
VIEWING IMPORT RESULTS .....	28
USERS TAB.....	29
VOICEMAIL TAB.....	29
ERROR EXAMPLES ON THE RESULTS WORKSHEET.....	29
REMOVING MULTIPLE USERS WITH IMPORT .....	30
SCHEDULING AN IMPORT .....	32
VIEWING SCHEDULED IMPORTS.....	37
RESTARTING A SCHEDULED IMPORT .....	39
DELETING A SCHEDULED IMPORT.....	39
BASIC IMPORT CHANGES .....	40

# REVISION HISTORY

---

The following represents the revision history of this publication:

DATE COMPLETED	DESCRIPTION
08/2024	R24.3
05/2024	R24.2
03/2024	R24.1
10/2023	R23.3
06/2023	R23.2
02/2023	R23.1
12/2022	R22.3
09/2022	R22.2
4/2022	R22.1
8/2020	R20.2
07/2020	R20.1
11/2019	R19.2
6/2019	R19.1
8/2018	R4.11
2/2018	R4.10
10/2017	R4.9
08/2017	R4.8
04/2017	R4.7
11/2016	R4.6
06/2016	R4.5
04/2016	R4.4
09/2015	R4.3
05/2015	R4.2
11/2014	R4.1
08/2014	R4.0

06/2014	R3.10
04/2014	Updates and Revisions for R3.9.
09/04/2013	Updates and Revisions for R3.6.
07/08/2013	Updates and revisions for R3.5.
04/25/2013	Initial release of this publication.

# OVERVIEW

---

The primary purpose of the OpEasy® Provisioning application is to simplify the process of adding users, features, and devices to the Clearspan® system.

This document provides instructions on functions generally available to Department Administrators (DAs) such as adding, modifying, and removing users. Advanced provisioning topics such as assigning user features, exporting, phone templates, phone management, and group settings are covered in the Clearspan OpEasy Advanced Provisioning Guide.

# LOGGING IN

Your system administrator will provide your username and password. Your system administrator will also provide the URL for your login, shown below.

1. Enter the URL (case sensitive) into your web browser. It will be similar to the following:  
http://<Fully Qualified Domain Name> or <IP Address>/opeasy/

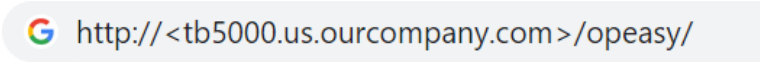


Figure 1 - Browser Search Box with URL

2. Enter the **User Name** and **Password** provided by your system administrator.
3. Click **Login**. The OpEasy main page displays as the following image.

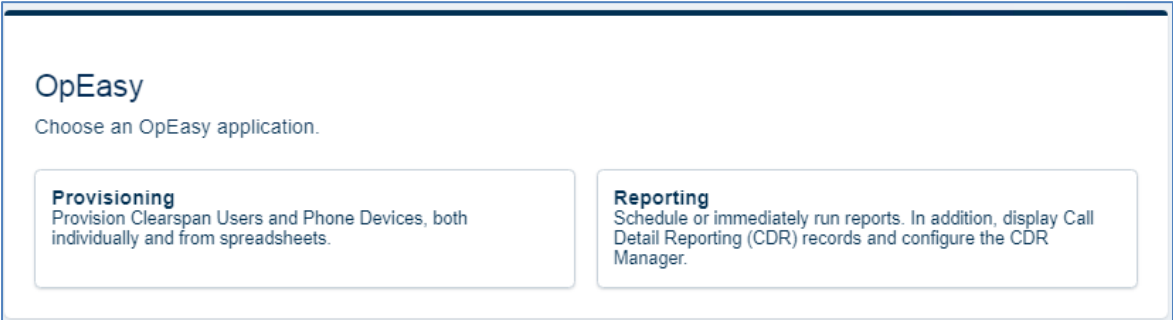


Figure 2 - OpEasy Main Menu for Department Administrators

4. Click on **Provisioning**. The Provisioning page displays as in the following figure.

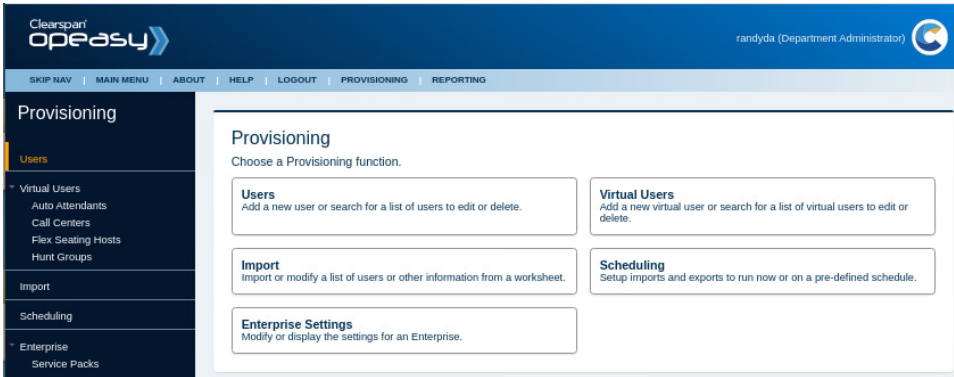


Figure 3 - Provisioning Main Menu

The options that you see, both on the main page, and in the pages that follow for each function, depend upon licensing and your assigned user privileges. Direct any questions to your system administrator.

## ADDING A SINGLE USER

---

This section describes the process of adding a single Clearspan user.

When new users are created, an email is sent to the new users with instructions for setting up their Mitel or Polycom phones.

### USER ADD PAGE

1. From the OpEasy main menu, click **Provisioning**.
2. From the Provisioning page, click **Users** from the menu tree on the left, or click **Users** from the Provisioning menu. The Users page displays as in the following image.

Figure 4 - Users Page

The **Enterprise** and **Group** associated with this DA's login are displayed. If the login is other than a DA, you may be prompted to select this information.

3. Click **Add**. The User Add page displays. If no license is available, an error display.



**Note:** If the Add button does not appear, then you are not authorized to add or delete users.

4. Select the **User Profile** from the drop-down list.



**Note:** If a Teammate User Profile has Manual selection of Voice Route and PBX Location the Admin will receive an error.

Click the **View Template** button if you want to see the template that will be assigned to the phone. The template assignment is made in the User Profile that you selected.

5. Enter the **Last Name**, **First Name** and **E-mail Address** of the user to add.
6. Select the **Department** and **Phone Number**.

Click the **View Phone Template** button if you want to see the template for the primary phone. This is the same template as displayed under **View Template**.

7. Enter the physical location of this user's phone device in **Phone Location**. This can be the



address, building, office, or any type of description the system administrator has set for this value.

If the Emergency Gateway Manager is in use, your System Administrator will set the Emergency Response Location (ERL).

8. Select the VM Transcription checkbox if the user requires this service (Mutare)
9. Enter the **Voice Portal Passcode** and **Confirm Voice Portal Passcode**. It should be a numeric value, four to eight digits in length.
10. Enter the **User Password** and **Confirm User Password**. It can include any character but must include at least three characters; the number of characters to enter is set by the administrator. You can click **Initialize User Password to random password** to protect the user from unauthorized access in cases where the password will not be used.

11. Click **Show Details** at the bottom of the page if you want to see additional details of the User Add page. The hidden information is automatically generated as you enter user information on the top half of the page. There is no need to change any of this information.
12. Click **Refresh** if you want to update the fields on the bottom of the page to reflect changes made on the top of the page.

## User Add

Select a User Profile and complete the user information to add a new Clearspan user.

OK
Cancel

Enterprise: Canine Center -- Training and Pet Store  
Group: Training  
User:

User	Optional	Phones
------	----------	--------

**User Classification**

User Profile: (Select User Profile)

View Template

---

**Clearspan User**

\* Last Name:

\* First Name:

E-mail Address:

Use Organization ID

Account ID:

Department:

Dept\_1 (Group) \ Tester

Phone Number: (Select Phone Number)

\* Extension:

View Phone Template

VM Transcription (Mutare)

Voice Mail:

Voice Portal Passcode:  (create a numeric passcode of 4 to 8 digits)

Confirm Voice Portal Passcode:

\* User Password:  (create a password of at least 6 characters)

\* Confirm User Password:

[Initialize User Password to random password](#)

Show Details

*Figure 5 - User Add Page*

13. View or modify the four sections of additional information as necessary.
  - **New User Notification**—Mitel, Panasonic, and Polycom phones only
  - **User Information**—The Clearspan User ID, Extension, and Network Server Site.
  - **Calling Line ID**—The Calling Line ID name and number.
  - Service Packs selection—click on the Service Pack(s) on the left and click **Add**
  - **Authentication**—User Name, automatically generated Password and Confirm Password fields. If you change this password, enter valid characters such as, a-z, A-Z, 0-9, blank, or special characters: - \_ . , ! \$ % & \* + / = ? ^ { } | ~ @, and confirm password. You can click **Initialize Authentication Password to random password** to auto generate a password. This randomly generated password is lengthy and

complicated, which protects the user from unauthorized access in cases where the password will not be used. The generated password has 40 characters, and includes uppercase, lowercase, numeric, and special characters.

- **Primary Phone Device**—The device name, line/port, VLAN ID, and MAC address, and the Device Access Username and Password for Polycom devices. Leave the VLAN ID blank unless your device uses VLAN operation. If the device is a Mitel (Aastra) phone, enter a temporary MAC Address to use as the Auto Install Device ID. This value is typically the user's extension but might need to be set to something else if multiple groups share the same sets of extensions. If the device is a Polycom phone, enter a true MAC Address or leave that field blank. Valid Device Access Password characters are a-z, A-Z, 0-9, blank, or special characters: - \_ . , ! \$ % & \* + / = ? ^ { } | ~ @.

#### 14. Click **OK**.

You can click OK without viewing the other tabs, or you can go to the Optional tab and Phones tab. If you click **OK**, all input up to this point is validated and saved, the user is successfully added to Clearspan, and you are returned to the previous Users page where the new user appears in bold text in the user list.

## OPTIONAL TAB

Click on the **Optional** tab of the User Add page to view or change optional values such as Contact Information, Time Zone, Language information, and Aliases used to place and receive calls.

You can enter up to four Alternate User IDs, which can be used to sign on to the Clearspan system. When searching for users by User ID, matching Alternate User IDs are included in the results.

### User Add

Select a User Profile and complete the user information to add a new Clearspan user.

Enterprise: Canine Center -- Training and Pet Store  
Group: Training  
User:

User	Optional	Phones
------	----------	--------

---

#### User Information

Class of Service: No Restrictions  
Time Zone:   
Language:

---

#### Alternate User IDs

Alternate User ID 1:   
Description:   
Alternate User ID 2:   
Description:   
Alternate User ID 3:   
Description:   
Alternate User ID 4:   
Description:

---

#### User Aliases

sip:  @   
sip:  @   
sip:  @

---

#### User Contact

Title:   
Mobile:  Pager:   
Address Location:   
Address Line 1:   
Address Line 2:   
City:  State / Province:   
Zip / Postal Code:  Country:

Figure 6 - User Add Page - Optional Tab

## PHONES TAB

Click on the **Phones** tab of the User Add page to view the Phone Configuration and Shared Call Appearances and view the primary phone device. (The **Restart Selected Phones** button is not available when creating a phone. It is only available when modifying a phone.)

- **View** –Takes you to the [User: Primary Phone Device View](#).
- **View Template** –Takes you to the [User: Phone Template](#) page.
- **SCA Options** (Shared Call Appearance) –Takes you to the SCA Options tab.



**Note:** There are two View links in the Phone Devices table. The View button takes you to the [User: Phone Template](#) page, and the View link in the last column takes you to the [User: Primary Phone Device View](#) page.

### User Add

Select a User Profile and complete the user information to add a new Clearspan user.

OK Cancel

Enterprise: Canine Center -- Training and Pet Store  
 Group: Training  
 User:

User

Optional

Phones

**Phone Devices**  
 Primary Phone: None

**Shared Call Appearance:**  
SCA Options

---

**Phone Restart**  
 Select All Phones  
Restart Selected Phones

**Phone Devices**

Restart Select	Device Name	Device Level	MAC Address	Device Type	Line / Port	Type	Disabled	Template	...	View
No phone devices exist.										

**End of Phone Devices**

Figure 7 - User Add - Phones Tab

User: Primary Phone Device View

The User: Primary Phone Device View page is read only and has the following sections.

- **Phone Device**–Device Name, Level, and Type, and the Template Name, Level, and Description.
- **User Line**–Displays the line/port and where the line appears on the phone.
- **Device Description**–Additional information about the device in Clearspan, including the Physical Location.
- **Device Configuration**–Additional information about the device in Clearspan, including MAC address and Device Access information, when applicable.

### User: Primary Phone Device View

View the primary phone device of the user.

OK
Custom Tags
Custom Rings

Enterprise: Canine Center -- Training and Pet Store  
 Group: Training  
 User: Last33, First33 (3124481033@k9center.clearspancloud.com)

**Phone Device**

Device Name: PolycomV VX400DMS-3124481033  
 Device Level: Group  
 Device Type: Polycom V VX 400 (DMS)  
 Template: Grp\_V VX400  
 Template Level: Group  
 Template Description: Test

View Template

**User Line**

Line / Port: 3124481033.primary@k9center.clearspancloud.com  
 Line Position: 1st Phone Line

Hide Details

**Device Description**

Description:  
 Serial Number:  
 Physical Location:

**Device Configuration**

Host Name / IP Address:  
 Port:  
 Outbound Proxy:  
 Stun Server:  
 MAC Address:

**Device Access:**

User Name: 3124481033  
 Device Protocol: SIP 2.0  
 Transport Protocol: Unspecified  
 VLAN ID: (VLAN is not enabled in the template)  
 ERL Record Name: 90447C07-EC71-49B8-81C6-335553DB2095  
 Encryption: None  
 Lines/Ports: 34  
 Assigned Lines/Ports: 1  
 Unassigned Lines/Ports: 33

**Phone Device Users**

Last Name	First Name	Department	Phone Number	Extension	User ID	Line / Port	Type	Position
Last33	First33	Dept_1	312-448-1033	1033	3124481033@k9center.clearspancloud.com	3124481033.primary@k9center.clearspancloud.com	Primary	1

Figure 8 - User: Primary Phone Device View

- **Phone Device Users Table**–This table contains information about users that are on the phone, including this user.

From the User: Primary Phone Device View page:

- The **View Template** button takes you to the [User: Phone Template](#) page, where you can

view a graphical layout of the phone template.

- The **Custom Tags** button takes you to the Primary Phone Device Custom Tags page where you can view the name and value of any custom tags configured for the device.
- The **Custom Rings** button takes you to the Primary Phone Device Custom Ring Tones page where you can view the ring selections for each line on the device.

#### *User: Phone Template Page*

The User: Phone Template page is read only. This display is the phone device/template of this user's phone. The following information is displayed:

- The Enterprise and Group associated with the user.
- The Phone Device Type, Template Name, and Template Level. These values come from the User Profile, which is created by advanced OpEasy administrators.
- Photo of the phone device, along with the soft key/hard key descriptions.
- Detail of hard keys on the phone that have been changed from their default usage.

### User: Phone Template

View the details of the phone template assigned to a phone device of the user.

**OK**

Enterprise: Canine Center -- Training and Pet Store  
 Group: Training  
 Phone Device Type: Polycom VVX 400 (DMS)  
 Template Name: Grp\_VVX400  
 Template Level: Group  
 Description: Test

Telephone Line	Phone Number	Line Label	Ring
1	1st Phone Number	Extension	Default
2	2nd Phone Number	Extension	Default
3	(Unassigned)		
4	(Unassigned)		
5	(Unassigned)		
6	(Unassigned)		
7	(Unassigned)		
8	(Unassigned)		
9	(Unassigned)		
10	(Unassigned)		
11	(Unassigned)		
12	(Unassigned)		

Standard Polycom Soft Keys		
End Call	Forward	Join
New Call	Split	

Soft Keys	Function
Fixed Soft Keys	
None	
Floating Soft Keys - placed before standard soft keys	
	Dir Pickup
Floating Soft Keys - placed after standard soft keys	
	Speed 100

Figure 9 - Phone Template Page



## SCA OPTIONS BUTTON

Shared Call Appearances are created by advanced administrators. When you click on the **SCA Options** button on the User Modify page, the SCA-related settings appear.

**User Modify**  
Modify an existing Clearspan user.

Enterprise: Canine Center -- Training and Pet Store  
Group: Training  
User: Last36, First36 (3124481036@k9center.clearspancloud.com)

---

**User** | **Optional** | **Phones**

---

**Phone Devices**  
Primary Phone: PolycomV VX411DMS-3124481036  
Phone Level: Group

**Shared Call Appearance:**

---

**Phone Restart**  
 Select All Phones

**Phone Devices**

Restart Select	Device Name	Device Level	MAC Address	Device Type	Line / Port	Type	Disabled	Template	...	View
<input type="checkbox"/>	PolycomV VX411DMS-3124481036	Group		Polycom V VX 411 (DMS)	3124481036.primary@k9center.clearspancloud.com	Primary	false	Grp_V VX411 (Group)	<input type="button" value="View"/>	<a href="#">View</a>
<input type="checkbox"/>	PolycomV VX450DMS-3124481036sca01	Group		Polycom V VX 450 (DMS)	3124481036.sca01@k9center.clearspancloud.com	SCA	false	Grp_V VX450 (Group)	<input type="button" value="View"/>	<a href="#">View</a>

End of Phone Devices

Figure 10 - User Modify - SCA Options

## USER SETTINGS

You can view Account ID and Integrated IM&P user settings at the System, Enterprise, and Group level.

1. From the main menu, select **Provisioning** and then **Users**.
2. Click **General Settings** and then **User Settings**. The User Settings page displays.
3. If Account ID under System Settings is set to Required, the administrator must enter an Account ID when creating or modifying a user. The Account ID under Enterprise Settings can be Required, Not Required, or Use System Setting, which uses the setting selected above. This setting appears only when an Enterprise is specified. The Account ID under Group Settings can be Required, Not Required, or Use Enterprise Setting, which uses the setting selected above. This setting appears only when a Group is specified.
4. The Voicemail Email setting indicates if the user is allowed to receive voicemail messages via email (and can be set at the Group or Enterprise levels)
5. The Voicemail Acct Password is set for the Group or Enterprise and allows the password to be automatic or set per user if required.
6. The Integrated IM&P setting under Enterprise Settings can be set to Use System Setting or IM&P Service Domain, with the service domain entered in the text field. This setting appears only when an Enterprise is specified. The Integrated IM&P setting under Group Settings can be set to Use Enterprise Setting or IM&P Service Domain, with the service domain entered in the text field. This setting appears only when a Group is specified.
7. Click **OK**.

# NEW USER E-MAIL NOTIFICATION

After a new user is created, an optional e-mail goes out to the user containing instructions for setting up the user’s new phone. The User Profile specifies whether the e-mail will be sent. A DA cannot change the content of this message but can view it.

- 1. From the main menu, select **Provisioning** and then **Users**.
- 2. Click **General Settings** and then **New User E-mail Notification**. The User General Settings: New User E-mail Notification page displays.
- 3. Click **OK** to exit General Settings.

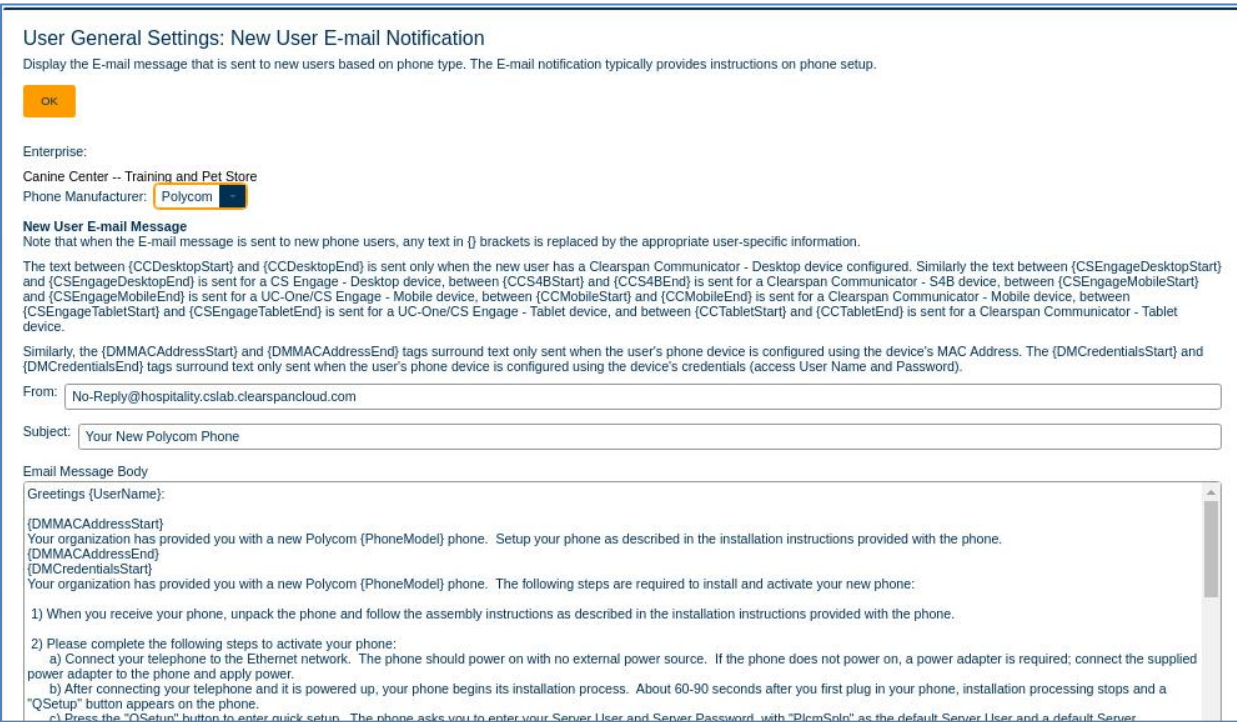


Figure 11 - User: General Settings - New User E-mail Notification

# MODIFYING A SINGLE USER

The User Modify page displays when you access a user after it is created. The options are the same as in the User Add pages. You can modify those items that need to be changed.

1. From the main menu, select **Provisioning** and then **Users**.
2. Find the user to modify using the search fields. The default is to search for all users. However, you can narrow the search by adding search criteria as shown in the following illustration.

**Users**

To add a new user, press the Add button. To display a list of users to edit or delete, press the Search button. To display or modify General User settings, or E-mail message sent to new users, press the General Settings button.

OK Cancel Add General Settings

Enterprise: Canine Center -- Training and Pet Store  
Group: Training

User Search

(All Users) Equal To Search

**Users**

Last Name	First Name	Department	Phone Number	Extension	User ID	OpEasy Managed User	Support User	Device Name	Device Level	Edit	View
Last22	First22	Dept_1 (Group)	312-448-1022	1022	3124481022@k9center.clearspancloud.com	true	false	Aastra6865/DMS-3124481022	Group	Edit	View
Last27	First27	Dept_1 (Group)	312-448-1027	1027	3124481027@k9center.clearspancloud.com	true	false	PolycomVvx101DMS-3124481027	Group	Edit	View
Last29	First29	Dept_1 (Group)	312-448-1029	1029	3124481029@k9center.clearspancloud.com	true	false	PolycomVvx300DMS-3124481029	Group	Edit	View
Last31	First31	Dept_1 (Group)	312-448-1031	1031	3124481031@k9center.clearspancloud.com	true	false	Polycom_VVX310_dms-3124481031	Group	Edit	View
Last33	First33	Dept_1 (Group)	312-448-1033	1033	3124481033@k9center.clearspancloud.com	true	false	PolycomVvx400DMS-3124481033	Group	Edit	View
Last35	First35	Dept_1 (Group)	312-448-1035	1035	3124481035@k9center.clearspancloud.com	true	false	PolycomVvx410DMS-3124481035	Group	Edit	View
Last71	First71	Dept_1 (Group)	312-448-1071	1071	3124481071@k9center.clearspancloud.com	true	false	Aastra6867/DMS-3124481071	Group	Edit	View
LTest49	FTest49	Dept_1 (Group)	312-448-1049	1049	3124481049@k9center.clearspancloud.com	true	false	Aastra6739/DMS-3124481049	Group	Edit	View

End of Users

Figure 12 - Search for User

3. Click on the **Edit** link at the end of the user's row. The User Modify page displays. (The View link opens the User View page, which displays user details that cannot change.)
4. Make any necessary changes to any part of the user's parameters. If no license is available when attempting to edit a user, a warning displays and the user modifications cannot be saved until additional licenses are allocated in the Enterprise.
5. Click **OK**. The Users page displays.

## DELETING A SINGLE USER

---

You can delete a user entry after it has been created.

1. From the main menu, select **Provisioning** and then **Users**.
2. Click **Search** to obtain the list of users.
3. Click the **Edit** link on the end of the row of the user you wish to delete. The User Modify page displays with a Delete button.
4. Click **Delete**.
5. Click **Yes** in the confirmation dialog box.
6. The user is deleted.
7. In addition, the following devices associated with the user are also deleted:
  - User's primary device, if any existed, but **ONLY** if that device has no other assigned primary users.
  - Any device that the user was assigned to as a Shared Call Appearance (SCA) but **ONLY** if that device has no other assigned users.
  - Any Clearspan Communicator device the user is assigned to.

Deleting a user makes available any licenses that were allocated to the user.

## ADDING MULTIPLE USERS WITH IMPORT

---



**Note:** Import is not available if you are not authorized to add or delete users.

One or more Clearspan users can be added or deleted by importing Microsoft Excel worksheets into the Clearspan system. If you add a user in the worksheet, those fields are added to Clearspan. If you remove a user in the worksheet, all information regarding that user is deleted from Clearspan. Saved worksheets provide records for reference.

The Basic Import worksheet requires that a User Profile is used. The User Profile(s) must exist prior to execution of the worksheet and those that do exist will be available for selection when using the worksheet.



**Note:** If a Teammate User Profile has Manual selection of Voice Route and PBX Location the Admin will receive an error.

Users and features can be processed depending upon your assigned privileges. In the Basic worksheet, only users and their voice mail options are generated. This document addresses the Import Basic type. The Import Advanced option is presented in the *Clearspan OpEasy Advanced Provisioning User Guide*.

## OPENING A WORKSHEET

To add users using import, you must first open and prepare an Excel worksheet to use.

1. In OpEasy, click **Import** from the menu tree or from the main Provisioning menu.
2. Select **Import: Basic** from the **Import Type** drop-down list on the Import page.
3. Click **Get Worksheet** to open a new spreadsheet or click **E-mail Worksheet** to have a new spreadsheet sent in an E-mail message, as shown in the following example.

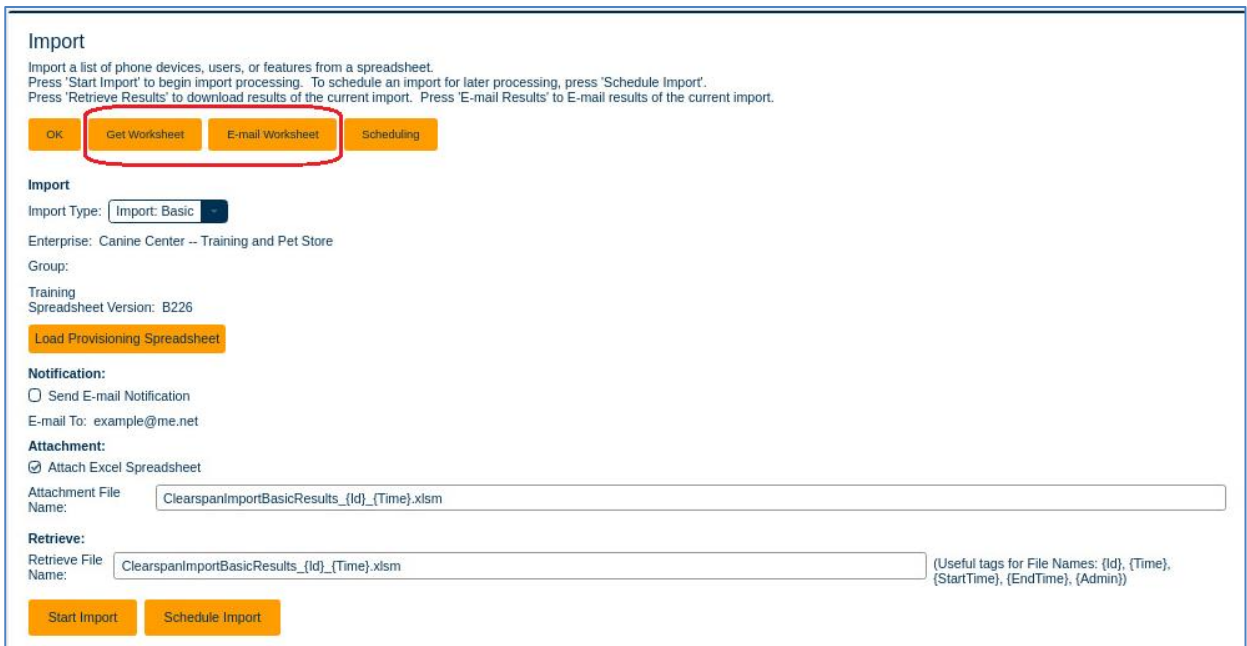
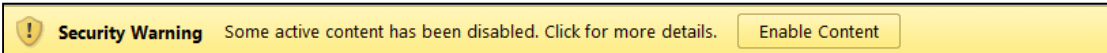
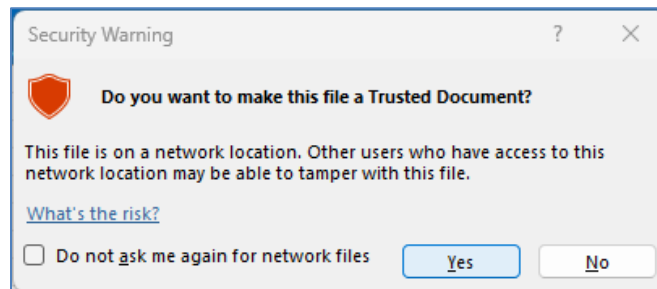


Figure 13 - Get Worksheet Button

4. Click **Open**. The new worksheet opens. Do not try to edit the worksheet until you have cleared all the Windows security warnings.
5. Click **Enable Content**.



6. A security warning dialog box may also be displayed, click the 'Yes' button to make the file a "Trusted Document."



The worksheet is now available for editing as shown in the following figure.

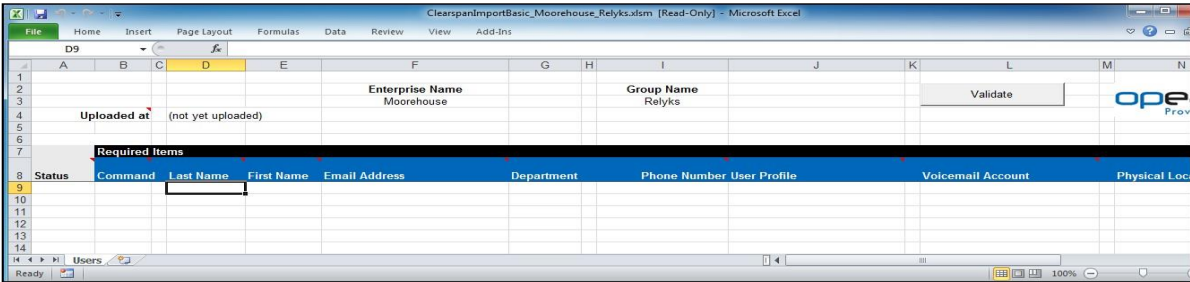


Figure 14 - Basic Import Worksheet

The following is a description of the basic worksheet starting at the top.

- The Basic worksheet has two tabs:
  - Users—There are only 10 fields that must be entered on the worksheet.
  - Voicemail—The voicemail fields are generated automatically. The Voicemail tab appears when at least one user is created that specifies a Voicemail account type.
- The name of the new worksheet, which is shown centered at the top, is “ClearspanImportBasic\_” followed by the Enterprise name and Group name. You should save this file to another name that is more meaningful to you. The Import page shows tags that you can use in the file name if desired.
- To the right of the Enterprise and Group name headers is the **Validate** button. It is used to perform validation of data that is entered in the worksheet.

ROW	COLUMN	INFORMATION
2	F	Contains header 'Enterprise Name'
3	F	Contains the enterprise selected
2	I	Contains header 'Group Name'
3	I	Contains the group selected
2,3	L	Contains the Validate button
4	B, D	Contains header 'Uploaded at' followed by either: '(not yet uploaded)' - if the sheet has not yet been imported or the date and time of the import - if the sheet has been imported
5	L	Contains results of validation
5	N	Contains version number (e.g. B226) of the worksheet
7	B - R	Contains header 'Required' to identify the columns required below
8	A - R	Contains the column labels. The provisioning tool will assume that the next row contains the first row of data, i.e. a valid command and field content.
Any after 8	A	This first column is the Status column. It is updated in the results spreadsheet to either 'Success' or 'Failure'. A 'Skip' in this column will cause the row to be skipped on import.
Any after 8	AD	The rightmost column is the Processing Error column. It is updated in the results spreadsheet for any command that has a status of 'Failure'.



## ADDING USERS IN THE WORKSHEET

After you have retrieved and opened an Excel worksheet to use, fill it in with the information you want to import. The Users worksheet provides drop-down boxes for ease of selection for certain fields. To gain access to the drop-down box options, first click the cell where you wish to make a selection, and then the down arrow appears just to the right. Click the down arrow to choose an available option.

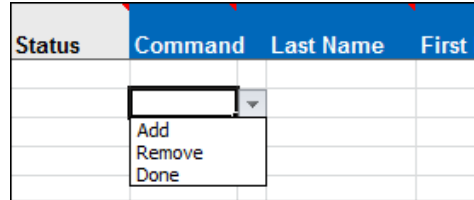


Figure 15 - Commands

1. Click on a cell in column B and select **Add** from the Command drop-down list. You can only **Add** or **Remove** users in the Basic worksheet. The **Done** command ends the processing at the row where it appears.
2. Enter values in the other columns. Each column is described in the OpEasy Worksheet Definitions document
3. Add Command Details section of this document.
4. Fill in a row for every user you want to add.
5. Select **Done** from the Command column drop-down list on the last row when you have entered all the users for this worksheet.
6. Click the **Validate** button to validate the user data entered as described in the Correcting Validation Failures section of this document.

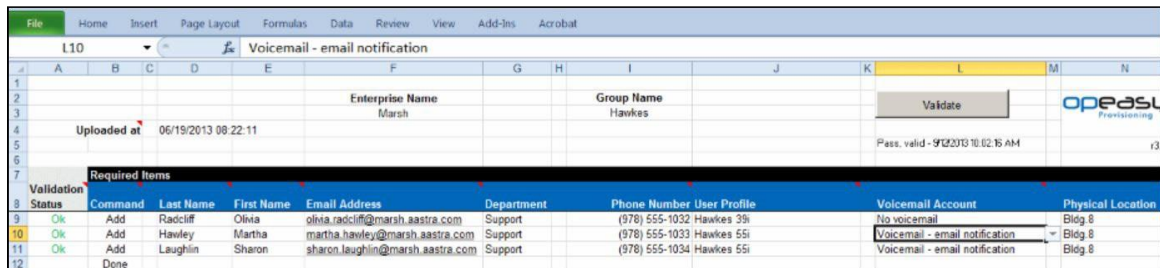


Figure 16 - Worksheet Validated

7. Save the Worksheet locally with a descriptive name because you will be using this worksheet later. For example, you might want to save it as **"ClearspanImportBasic\_Marsh\_Hawkes\_Add\_3\_Users\_20140410.xlsm"**.



**Note:** Spreadsheets are not interchangeable between Enterprises/Groups.

## ADD COMMAND DETAILS

Each column on the Basic Worksheet's Users tab is contained in the table below. Refer to the section for each command for details specific to that command.

COLUMN NAME	COLUMN	FIELD REQUIREMENTS
Status	A	No entry is required but possible values include: <b>Skip</b> – entered by the admin to prevent command processing. <b>Success</b> – filled by the system via the Results spreadsheet. <b>Failure</b> – filled by the system via the Results spreadsheet
Command	B	Commands available via the drop-down box include: <b>Add</b> - Add a new user and its device. The Voicemail Account column (L) is automatically filled when the User Profile (J) is selected. <b>Remove</b> - Remove a user and its device. <b>Done</b> - Ends processing of the worksheet.
	C	Reserved as the drop-down box for Command selection.
Last Name	D	<b>(Required)</b> Up to 30 characters. Most characters are acceptable, but the first character cannot be a '+'. The combination of first and last name must be at least 5 characters.
First Name	E	<b>(Required)</b> Up to 30 characters. Most characters are acceptable, but the first character cannot be a '+'. The combination of first and last name must be at least 5 characters.
Email Address	F	<b>(Required)</b> Up to 80 characters. Format: xxx@yyy.com (or .org, .net, etc.). xxx must be at least 6 characters. yyy.com must be known by the system. The address must contain the '@' symbol.
Department	G	Must match the name of an existing Department. Departments for the selected Enterprise/Group are available via the drop-down box.
	H	Reserved as the drop-down box for Department selection.
Phone Number	I	<b>(Required if not providing a User Profile)</b> Up to 23 characters. E.164 format is supported. Must exist and be assigned to the Enterprise/Group. The System Administrator must provide the phone number range. Depending on the User Profile settings, the Phone Number may not be required because it is automatically selected by OpEasy.
User Profile	J	<b>(Required)</b> Must match the name of an existing User Profile. User profiles for the selected Enterprise/Group are available via the drop-down box.
	K	Reserved as the drop-down box for User Profile.

Voicemail Account	L	<p>Selections are available via the drop-down box after a User Profile is selected (if selections are allowed via the User Profile). If no voice mail is associated with this user, the column does not have a drop-down list.</p> <p>Possible values include:</p> <p><b>No voicemail</b></p> <p><b>Voicemail – no email notification</b></p> <p><b>Voicemail – email notification</b></p> <p><b>Voicemail – email delivery</b></p>
	M	Reserved as the drop-down box for Voicemail Account.
Physical Location	N	Identifies the user's location. This can be the address, building, office, or any type of description the system administrator has set for this value. If the Emergency Gateway Manager is in use, your System Administrator will set the Emergency Response Location (ERL). Optional, up to 1024 characters if entered.
Voice Portal Password	O	<b>(Required)</b> Enter digits (no alpha characters). If your user will be given the ability to retrieve voice mail messages from his or her phone, a voice portal password is required. This password is entered from the phone to allow entry to the voice mail portal. This portal is used for more than just voice mail access; for this reason, the worksheet allows entry of a password even if voice mail is not enabled. Passcode security rules are defined on Clearspan. Sets the passcode for this user. The value must be numeric, and the system administrator typically sets the length between four and eight digits.
Clearspan Password	P	<b>(Required)</b> Enter alpha-numeric characters. Password rules are defined on Clearspan. The value can include any characters, and the minimum is usually six characters. Sets the Clearspan password for this user. This password is used to allow Clearspan user access to the Clearspan web portal, if authorized.
Device Access UserName	Q	<p>Enter the device access username.</p> <p>Required for Polycom devices when device management using device credentials is in use.</p>
Device Access Password	R	<p>Enter the password for the device access username.</p> <p>Required for Polycom devices when device management using device credentials is in use.</p>
Processing Error	AD	Used to provide detail of a failure in the Results Worksheet.

# CORRECTING VALIDATION FAILURES

The Validate button is provided on the Basic Import worksheet so that contents of the worksheet can be tested prior to executing / importing the worksheet. To initiate validation, click the **Validate** button, and the results of the validation appear immediately on the worksheet.

If the validation is successful, two things will happen.

- The Validation Status column, Column A on the far left of the row, will show Ok for each row where a command (other than “Done”) was issued.
- Below the Validate button, the text “Pass, valid” along with the date and time of validation appears.

When validation fails, the cells associated with failure are highlighted. In the following example, cells 9-I and 10-I are highlighted as are the associated Status columns. The ‘D’ under Status means that duplication appears. In this case, note that both users have been assigned the same phone number and this is not allowed.

Status	Command	Last Name	First Name	Email Address	Department	Phone Number	User Profile	Voicemail Account
D	Add	Hunt	Jason	jason.hunt@mitel.com	Maytown North	815-638-2023	571_Sales	Voicemail - email delivery
D	Add	Long	Ray	ray.long@mitel.com	Maytown South	815-638-2023	Support Team	No voicemail

Figure 17 - Validation Failed

In this example, if the duplication is removed and the Validate button is clicked again, no other issues are found; the worksheet reflects that the validation was successful with a ‘Pass’ status below the Validate button and ‘OK’ in the Status column. See the following example.

Status	Command	Last Name	First Name	Email Address	Department	Phone Number	User Profile	Voicemail Account
Ok	Add	Hunt	Jason	jason.hunt@mitel.com	Maytown North	815-638-2023	571_Sales	Voicemail - email delivery
Ok	Add	Long	Ray	ray.long@mitel.com	Maytown South	815-638-2023	Support Team	No voicemail

Figure 18 - Validation Successful

The validation process not only validates contents of the worksheet, but it also processes some of the underlying fields of data (for example, UserId). For this reason, it is necessary to save the validated spreadsheet and then use this latest saved version for import.

## IMPORTING THE WORKSHEET

The Import page allows you to set up Worksheet processing and view results.

1. In OpEasy, select **Provisioning** and then **Import**.
2. Select **Import Basic** from the **Import Type** drop-down list.

### Import

Import a list of phone devices, users, or features from a spreadsheet.  
 Press 'Start Import' to begin import processing. To schedule an import for later processing, press 'Schedule Import'.  
 Press 'Retrieve Results' to download results of the current import. Press 'E-mail Results' to E-mail results of the current import.

**Import**

Import Type: Import: Basic

Enterprise: Canine Center -- Training and Pet Store

Group:

Training

Spreadsheet Version: B226

ClearspanImportAdvanced\_PlanoLab.1.xlsx

**Notification:**

Send E-mail Notification

E-mail To: example@me.net

**Attachment:**

Attach Excel Spreadsheet

Attachment File Name:

**Retrieve:**

Retrieve File Name:  (Useful tags for File Names: {Id}, {Time}, {StartTime}, {EndTime}, {Admin})

User Licenses (Enterprise):  
 Used: 80  
 Available: Auto

3rd Party Phone Licenses (Enterprise):  
 Used: 49  
 Available: Auto

Figure 19 - Import Page

3. Select the **Enterprise/Group**, if necessary.
4. **Browse** to locate filename of the Provisioning Spreadsheet that you wish to run.
5. Check the **Notification** check box to have an E-Mail notification sent to the specified E-mail address with processing results.
6. Check the **Attach Excel Spreadsheet** box if you wish to attach the results spreadsheet.
7. Enter the **Attachment File Name** in the text box or keep the default. The system will rename the results file for you. You can also use the suggested tags in the filename.
8. Enter the **Retrieve File Name** or keep the default. The system will rename the results file for you. You can also use the suggested tags in the filename.

9. Click **Start Import**. Worksheet processing starts and the **Progress Messages** box is updated to reflect the text “**Import waiting to start...**”.



**Note:** A User License is required for each added user, and a Polycom Phone License is required for each added Polycom phone. The import aborts on a line where a license could not be obtained. You can restart the import after adding the appropriate number and type of licenses to the Enterprise.

10. Click **Refresh** while processing is active to get status updates. The “Import Basic completed successfully” message displays when processing is complete.

## VIEWING IMPORT RESULTS

After the import has processed, the “*SUCCESSFUL: Import Basic completed successfully*” text displays at the bottom of the Import page. If the import completed with errors, processing details are displayed.

**Results**  
 Results: Completed (with Errors)  
 Results ID: 2180871  
 Run Count: 1  
 Start Time: 06/30/2023 16:34:55  
 End Time: 06/30/2023 16:35:29  
 Results Time: 06/30/2023 16:35:29  
 E-mail Users Notified: None

**E-mail Results:**  
 To: randy.craig@clearspancloud.com

**Attachment:**  
 Attach Excel Spreadsheet

Attachment File Name:

**Retrieve Results:**  
 Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

**Details:**  
 Results Details

\*\*\* Clearspan Import: Advanced \*\*\*

Enterprise: PlanoLab

Scheduling:  
 Request ID: 21562  
 Started: 06/30/2023 16:34:55  
 Finished: 06/30/2023 16:35:29

SUCCESSFUL: Import: Advanced completed successfully, but with processing errors.

\*\*\*\*\* Processing Log:  
 Import waiting to start...  
 Import Started  
 Processing Worksheet 'Users'  
 - Error: UserId not specified (Worksheet: Users Row: 9)  
 Summary: Processed 1 Command (with 1 failure)  
 Skipping worksheet AutoAttendant: No commands to process.

Figure 20 - Progress Messages - Error

Results can be retrieved immediately or sent by E-mail. The E-mail parameters on the Import page determine how the E-mail will be handled. Click **Email Results** to send the results of the current worksheet that was processed. To retrieve the results immediately, click **Retrieve Results** on the OpEasy Import page. The import results spreadsheet opens.

### USERS TAB

The Status column shows Success. This is an indication that each command was successfully performed.

The Processing Error column for each user shows no errors.

Status	Command	Last Name	First Name	Email Address	Department	Phone Number	User Profile	Voicemail Account	Physical Location
Success	Add	Radicliff	Cleia	sleeta.radicliff@marsh.aastra.com	Support	(978) 555-1032	Hawkes 39	No voicemail	Blgd 8
Success	Add	Hawley	Martha	martha.hawley@marsh.aastra.com	Support	(978) 555-1033	Hawkes 55	Voicemail - email notification	Blgd 8
Success	Add	Laughlin	Sharon	sharon.laughlin@marsh.aastra.com	Support	(978) 555-1034	Hawkes 55	Voicemail - email notification	Blgd 8

Figure 21 - Results Worksheet

### VOICEMAIL TAB

The VoiceMail tab appears when at least one user is created that specifies a VMail account type. As shown in Figure 22, the Status column shows Success in the first column of the VoiceMail Tab. The voicemail information has been updated successfully.

Status	Command	Clearspan Userid	Voicemail Server Active	RedirectAllToVoicemail	RedirectBusyToVoicemail	RedirectNoAnsToVoicemail	RedirectOutOfZoneToVoicemail	Message Processing	Delivery
Success	Add	Martha.Hawley@marsh.aastra.com	Clearspan	Yes	No	Yes	Yes	No	Unified Voice and Email martha.haw
Success	Add	Sharon.Laughlin@marsh.aastra.com	Clearspan	Yes	No	Yes	Yes	No	Unified Voice and Email sharon.laug

Figure 22 - Voicemail Tab

### ERROR EXAMPLES ON THE RESULTS WORKSHEET

The following example shows you what happens when an error is introduced in the worksheet. This example adds a user that has the wrong phone number.

On the Results worksheet in Figure 23, the first column indicates “Failure”. Scroll to the right of the worksheet to view the Processing Error column content. The Error column indicates “OCI Error: [Error 4201] Phone number is not available for assignment: +1- 9785551001.” This error means that the phone number is used by someone else or is not assigned to this group. The solution is to enter a valid phone number for the user.

Voicemail Account	Physical Location	Voice Portal Password	Clearspan Password	Device Access UserName	Device Access Password	Processing Error
DefaultVmailSelection		123456	power\$	uid567	654321	OCI Error: [Error 4201] Phone number is not available for assignment: +1-4695551001

Figure 23 - Validation Status Column - Failure



# REMOVING MULTIPLE USERS WITH IMPORT



**Note:** Import is not available if you are not authorized to add or delete users.

If you have used a worksheet in the past to add multiple users, you can change the operation to “Remove” to delete those users. When using Basic Import to remove multiple users, you must start with the original Results worksheet that was created when the users were added. If you do not have the original Results worksheet, then you must use Advanced Import to remove multiple users, which allows specification of User ID.

1. Open the worksheet that was used to originally add the user(s) that you want to remove.
2. Select **Remove** from the Command drop-down list in column B. Do this for each user that you wish to delete.
3. Select **Done** from the drop-down list when you are finished.
4. Clear the values in the **Status** column. See the following example.

Enterprise Name		Group Name		Validate								
Marsh		Hawkes		Pass valid - 9/30/2013 12:07 PM								
Uploaded at		09/12/2013 10:02:47		3.4 v2.0								
Required Items												
Status	Command	Last Name	First Name	Email Address	Department	Phone Number	User Profile	VoiceMail Account	Physical Location	Voice Portal	Password	CLI
Ok	Remove	Raccliff	Olivia	olivia.raccliff@marsh.aastra.com	Support	(978) 555-1032	Hawkes 39i	No voicemail	Blgd 9		123456	
Ok	Remove	Hawley	Martina	martina.hawley@marsh.aastra.com	Support	(978) 555-1033	Hawkes 55i	VoiceMail - email notification	Blgd 9		123456	
Ok	Remove	Laughlin	Sharon	sharon.laughlin@marsh.aastra.com	Support	(978) 555-1034	Hawkes 55i	VoiceMail - email notification	Blgd 9		123456	
	Done											

Figure 24 - Worksheet - Validation

5. Click **Validate**. Validation removes the data in the Voice Mail tab automatically and provides a new status in the **Status** column.
6. Save the spreadsheet with a new name.
7. In OpEasy, select **Provisioning** from the main menu, and then select **Import**.
8. Click **Browse** on the Import page to locate the Provisioning Spreadsheet that you just saved.
9. Click **Open**. The Provisioning spreadsheet box is populated.
10. Click **Start Import**. The Status message box opens with the “Waiting to start...” message.

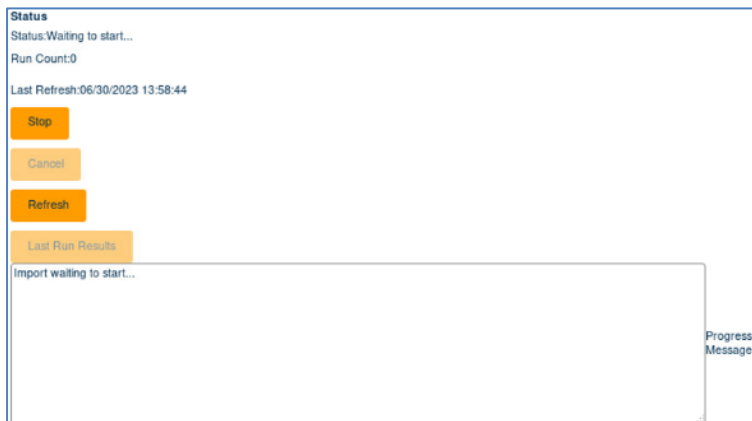


Figure 25 - Remove User Worksheet Process Starting

11. Click **Refresh** to view the progress messages. The “Import Basic completed successfully” message displays when processing is complete. The users are deleted.

# SCHEDULING AN IMPORT

You can schedule an Import on the Import page after you have selected a worksheet to process. The Scheduling page displays imports that have already been scheduled to run now or on a pre-defined schedule.

1. From the OpEasy main menu, select **Provisioning**, and then select **Import**.
2. Select **Import: Basic** as the Import Type.
3. **Browse** for the worksheet that you wish to schedule for import.
4. Click **Schedule Import**. The Scheduling Request: Import: Basic page opens as shown in **Figure 26**.



**Note:** Do not use the Start Import button until you have provided the Schedule information.

### Scheduling Request: Import: Basic

Setup a request to run an Import: Basic on a pre-defined schedule.

**Scheduling Request**

Scheduled Task: Import: Basic  
Request ID:  
Creating OpEasy Admin: randyda  
Request Creation Time:  
Enterprise: Canine Center -- Training and Pet Store  
Group: Training  
Import Spreadsheet: ClearspanImportBasic\_CanineCenter\_Training.xlsx

**Schedule**

Schedule:

Start Time:  (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

**E-mail Notification**

**Success:**  
 E-mail notification of successful completion  
To: randy.craig@clearspancloud.com

From:

Subject:

Attach Excel Spreadsheet  
File Name:

Figure 26 - Scheduling Request: Import: Basic Page – Top Half

5. Select the **Schedule** type from the Schedule drop-down menu.

**Schedule**

Schedule: Run Once

Start Time: 07/11/2023 18:21 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

E-mail Notification: Hourly

Success: Daily

E-mail on successful completion

To: randy.c@cloud.com

Figure 27 - Selecting the Schedule Type

If you selected Run Once:

- Enter the Start Time: The date, a space, and the time (hour and minute). The Import runs only one time.

**Schedule**

Schedule: Run Once

Start Time: 07/11/2023 18:21 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

Figure 28 - Schedule 'Run Once'

If you selected Repeated:

- Enter the Initial Start Time: The date, a space, and the time (hour and minute).
- Enter the Repeat Run: The Import runs every (number of minutes).
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

**Schedule**

Schedule: Repeated

Initial Start Time: 07/11/2023 18:21 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

\* Repeat Run: Every 60 (minutes)

Maximum Number of Runs: 48 (Blank or 0 for no limit)

Figure 29 - Schedule Repeated

If you selected Hourly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter an Hourly Schedule: A list of minutes within the hour. Example: 00:15, 00:45. The import runs at 15 minutes, and another at 45 minutes.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

**Schedule**

Schedule: Hourly

Start After: 07/11/2023 18:21 (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

\* Hourly Schedule: 00:30, 09:00, 15:30  
(List of minutes in the hour, in '00:MM' format, separated by commas or blanks. Example: 00:15, 00:45)

Maximum Number of Runs: (Blank or 0 for no limit)

Figure 30 - Schedule Hourly

If you selected Daily:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Daily Schedule: A list of times within the day using the 24-hour clock. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

**Schedule**

Schedule:

Start After:  (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

\* Daily Schedule:   
(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs:  (Blank or 0 for no limit)

Figure 31 - Schedule Daily

If you selected Weekly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Weekly Schedule. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

**Schedule**

Schedule:

Start After:  (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

\* Weekly Schedule: Recurs every  weeks on:

Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

at the following times of the day:

(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs:  (Blank or 0 for no limit)

Figure 32 - Figure 32 Schedule Weekly

If you selected Monthly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Monthly Schedule. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.

**Schedule**

Schedule:  Monthly

Start After:  (Date and time, in 'MM/DD/YYYY HH:MM' format. Example: 11/19/2012 21:00)

Months:

January  February  March  April  May  June

July  August  September  October  November  December

on the following days of each month (Days separated by commas or blanks. Use 'Last' for last day of the month. If entered day is valid and > max allowed for the selected month, it gets scheduled for the max allowed day):

at the following times of the day:

(List of times, in 'HH:MM' format, separated by commas or blanks. Example: 03:00, 21:30)

Maximum Number of Runs:  (Blank or 0 for no limit)

Figure 33 - Schedule Monthly

6. Set up E-mail notification parameters. E-mails are sent to the E-mail address associated with your OpEasy Admin login. For worksheet imports that are successful and not successful, select whether to send an E-mail notification, specify the **From** address and **Subject**, and select whether to attach a spreadsheet. See **Figure 34** for an example.

**E-mail Notification**

**Success:**

E-mail notification of successful completion

To: randy.craig@clearspancloud.com

From:

Subject:

Attach Excel Spreadsheet

File Name:

---

**Failure:**

E-mail notification of failure

To: randy.craig@clearspancloud.com

From:

Subject:

Attach Excel Spreadsheet:

File Name:

Tags useful in the Subject and attachment File Name fields for both Success and Failure: {Id}, {Enterprise}, {Group}, {Department}, {RunCount}, {Time}, {StartTime}, {EndTime}, {Admin}

Figure 34 - E-mail Notification Section - Setup

7. Click the **Start Import** button. The import will complete on schedule.
- After you click Start Import, the screen refreshes and includes a Status section containing the current status of the Import as in the following figure.

- Click **Stop** to stop the schedule.

- Click **OK** to save changes to the schedule and exit the page.
- Click **Cancel** to discard the changes and exit the page.
- Click **Apply** to save changes to the schedule.
- Click **Delete** to delete the schedule.

**Scheduling Request: Import: Basic**  
Setup a request to run an Import: Basic on a pre-defined schedule.

Saved, Started

OK Cancel Apply Delete

**Scheduling Request**  
Scheduled Task: Import: Basic  
Request ID: 21849  
Creating OpEasy Admin: randyda  
Request Creation Time:  
Enterprise: Canine Center -- Training and Pet Store  
Group: Training  
Import Spreadsheet: ClearspanImportBasic\_CanineCenter\_Training.xlsm

**Status**  
Status: Waiting to start...  
Run Count: 0  
Last Refresh: 07/11/2023 18:52:13

Stop  
Cancel  
Refresh

Last Run Results

Import waiting to start...

Progress Messages

**Schedule**  
Schedule: Monthly  
Start After: 07/11/2023 18:21

Figure 35 - Status Section

# VIEWING SCHEDULED IMPORTS

The Scheduling page displays imports and exports that have been scheduled to run now or on a pre-defined schedule. You can also delete a schedule on this page.

1. Click on **Provisioning** and then **Scheduling** in the menu tree or click on the **Scheduling** button on the Import page. The Scheduling page displays with the current imports scheduled, finished, waiting to run, etc.
2. Select the **Scheduled Task** from the drop-down list. This filters the list of schedules.

The screenshot shows the 'Scheduling' page with the following elements:

- Buttons: OK, Cancel, Apply, Refresh
- Scheduled Task: Import: Basic
- Enterprise: Canine Center -- Training and Pet Store
- Group: Training
- Displayed Requests: All (selected), Active / Waiting, Active, Waiting, Stopped, Finished
- Last Refresh: 07/12/2023 11:52:58
- Scheduling Requests Table:
 

Delete	Request ID	Task	Imported File / Exported Worksheets	Schedule	Request Status	Last Run Time	Last Run Results	...	Edit
<input type="checkbox"/>	21868	Import: Basic	ClearspanImportBasic_CanineCenter_Training.xlsx	Run Once	Waiting to Start	07/12/2023 11:46:01	Completed (with Errors)	Results	Edit

Figure 36 - Scheduling Page

The following example illustrates a scheduled worksheet that is waiting to start.

This close-up shows the 'Scheduling Requests' table with the following data row highlighted:

Delete	Request ID	Task	Imported File / Exported Worksheets	Schedule	Request Status	Last Run Time	Last Run Results	...	Edit
<input type="checkbox"/>	21868	Import: Basic	ClearspanImportBasic_CanineCenter_Training.xlsx	Run Once	Waiting to Start (Next Run: 07/12/2023 11:46:00)				Edit

Figure 37 - Worksheet Waiting to Start a Run

3. Click **Refresh** to bring the screen up to date.



**Note:** All scheduled service requests with a Never Started status are deleted after 30 days. All scheduled service requests with a Finished, Stopped, or Terminated status are deleted after 90 days.

4. Click on the **Results** link in the row of the schedule for which you would like to see the results.



**Results**  
Results: Completed (with Errors)  
Results ID: 2270735  
Run Count: 1  
Start Time: 07/12/2023 11:46:01  
End Time: 07/12/2023 11:46:07  
Results Time: 07/12/2023 11:46:07  
E-mail Users Notified: None

**E-mail Results:**  
To: randy.craig@clearspancloud.com

**Attachment:**  
 Attach Excel Spreadsheet  
Attachment File Name:

**Retrieve Results:**  
Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Group}, {Time}, {StartTime}, {EndTime}, {Admin})

---

**Details:**  
Results Details

\*\*\* Clearspan Import: Basic \*\*\*

Enterprise: Canine Center -- Training and Pet Store  
Group: Training

Scheduling:  
Request ID: 21868  
Started: 07/12/2023 11:46:01  
Finished: 07/12/2023 11:46:07

SUCCESSFUL: Import: Basic completed successfully, but with processing errors.

\*\*\*\*\* Processing Log:  
Import waiting to start...  
Import Started  
Worksheet Processing Started  
Worksheet: Users  
Processing  
- Error: User Profile Not Specified (Worksheet: Users Row: 9)  
Terminated after reading 100 empty rows without finding "Done" command.

Figure 38 - Scheduling Results - Basic Import

## RESTARTING A SCHEDULED IMPORT

1. From the main menu, select Provisioning and then Scheduling.
2. Click on the Edit link in the row of the schedule you want to edit. The Scheduling Request: Import: Basic page displays. The spreadsheet is already chosen. The status is marked as "Finished".
3. Click **Restart Import**. The Import restarts.

## DELETING A SCHEDULED IMPORT

1. From the main menu, select **Provisioning** and then **Scheduling**.
2. Check the **Delete** box next to the schedule(s) to delete.
3. Click **OK**. The schedule(s) are deleted from the list.

## BASIC IMPORT CHANGES

OpEasy Version	Workbook changes	Workbook version
24.3	None	B226
24.2	None	B226
24.1	None	B226
23.3	None	B226
23.2	None	B226
23.1	None	B226
22.3	None	B226
22.2	None	B226
22.1	None	B226
21.2	None	B226
21.1	None	B226
20.2	None	B226
20.1	None	B226
19.2	None	B226
19.1	None	B226
4.11	None	B226
4.10	None	B226
4.9	None	B226
4.8	None	
4.7	None	
4.6	None	
4.5	None	
4.4	<ul style="list-style-type: none"> <li>In the <b>Phone Number</b> column, formatted the phone number as xxx-xxx-xxxx, instead of the previous (xxx)xxx-xxxx. This formatting change aligns with how OpEasy UI displays phone numbers.</li> <li>The physical location of the phone (<b>Physical Location</b> column) is no longer required.</li> </ul>	
4.3		

