Clearspan® OpEasy® Management Suite Release 21.1

OCTOBER 2021

RELEASE NOTES

C Clearspan®

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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 21.1 release.

DESCRIPTION

OpEasy® is a suite of applications that simplify 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 XML features for Mitel and Polycom phones, provisioning, reporting, and system management capabilities.

PROVISIONING

OpEasy allows administrators to define user profiles, and feature sets and phone templates 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 exportation and manipulation of the data if desired.

SYSTEM MANAGEMENT

OpEasy provides additional management features for System Administrators such as the SNMP Trap Manager, status information on system components, Emergency Gateway Manager, and login management.

COMPATIBILITY

This release of OpEasy supports:

- Internet Explorer 11 or later
- Google Chrome 64 or later
- Firefox Quantum 58 or later
- License Manager version 21.1.1.0

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 19.1 SP1, 19.1 SP2, 19.1 SP3, 19.1 SP4, 19.1 SP5, 19.1 SP6, 19.1 SP7	OPEASY 19.2	OPEASY 19.2 SP1, 19.2 SP2, 19.2 SP3, 19.2SP4	OPEASY 20.1	OPEASY 20.1 SP1	OPEASY 20.2	OPEASY 20.2 SP1, 20.2 SP2, 20.2 SP3, 20.2 SP4 20.2 SP5	OPEASY 21.1
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	**B226**
Advanced Spreadsheet	A278	A279	A279	A281	A281	A282	A282	**A283**
System Spreadsheet	S205	S205	S205	S205	S205	S206	S206	**S206**
Enterprise Spreadsheet	E225	E225	E225	E225	E225	E225	E225	**E226**
Group Spreadsheet	G282	G284	G284	G285	E285	G288	G288	**G289**

For more information about spreadsheet changes and how to use new spreadsheets, refer to the *OpEasy Import Worksheet Definitions* document available at edocs.mitel.com and in the OpEasy Help.

NEW FEATURES IN OPEASY 21.1

MONITORING

ADDITIONS TO SYSTEM MONITOR (CC-562)

Operations has requested additional system monitoring to be added to check connections to:

- OCI to AS
- OSS to NS
- Surgemail and Tellmail via UM

The monitoring stated above is performed utilizing the addresses and credentials provisioned in the **Administrative Tools** | **System Settings** page.
The monitoring results are displayed on the Monitoring | Clearspan Monitoring | Monitoring Status page. Any failures that occur in the monitoring process are reported via SNMP traps.
These new monitors are enabled by default and cannot be disabled via the GUI.
Periodically one of these connections may fail and not be noticed for some time (such as VM Report from Surgemail)

MONITORING FOR OCI, OSS, SURGEMAIL, AND TELLMAIL (CS-35593)

OpEasy System Monitoring has been enhanced to periodically monitor the following:

- OCI Interface to AS-1

- OCI Interface to AS-2

- OSS Interface through XSP-1

- OSS Interface through XSP-2

- SurgeMail provisioning interface via UM-1

- SurgeMail provisioning interface via UM-2

- Tellmail data download via UM-1

- Tellmail data download via UM-2

MODIFY OPEASY TRAPS TO USE THE NEW CLEARSPAN PEN IN THE OID (CC-699/CS-37602)

Change the OID for all OpEasy traps to use the new Private Enterprise Number (PEN) for Clearspan. The new PEN is 57081 (the previous Aastra PEN was 11268).

PHONES

WIFI PHONE (GS-WP820) (CS-484)

Add Provisioning for the Grandstream GS-WP820 to OpEasy

PROVISION MEDIA 5 FXS/FXO MODELS (CC-566/CS-37140)

Provides functionality to provision Mediatrix C775 via OpEasy. Mediatrix C775 device supports both FXO (ports 1 and 2) and FXS (ports 3 and 4).
When assigning the Mediatrix C775 device to the user, assign appropriate 'Line Position'. This device uses ports 3&4 for FXS and ports 1&2 for FXO.

AUDIOCODES MP-1288 ENCRYPTION AND GENERAL UPDATES (CC-570CS-37401)

The following enhancements and modifications have been made for the provisioning of the AudioCodes MP-1288 device:
Implement provisioning of Encryption (TLS/SRTP) for the MP-1288.
Remove the ability configure the MP-1288 in Stand-Alone Survivable Mode.
Update several static configuration parameters in the MP-1288 configuration file.
Rename the option in the **Phone Manufacturer** dropdown list to **AudioCodes** – **Media Packs**.

PROVISIONING

MUTARE USER PROVISIONING & REPORTING (CC-856)

This feature provides provisioning and reporting of the Mutare Voicemail Transcription service for Clearspan users. OpEasy will be using the Mutare RESTful API for provisioning and obtaining user information.

INTRADO ERS PROVISIONING (CC-1060)

This feature adds the ability to provision Emergency Response Location (ERL) records and Subscriber records in the Intrado Emergency Routing Service (ERS) using OpEasy. The Intrado ERS is a cloud-based service that provides emergency call routing and location information to a local PSAP for 911 calls.

UPDATE IMPORT TO DELETE USER WITH ASSOCIATED DEVICES (CC-573/CS-225)

This feature adds the option to delete a User and any associated Devices with an Advanced Import

SYSTEM SELECTION FOR LICENSING DEFAULT (AUTO OR 10) (CC--571/CS-1451)

This feature adds a new System Setting to select either the current default of 10 licenses or Automatic ("Auto") license allocation. The current System Settings privilege limits changes to Super Users and System Admins.

ENHANCE ADVANCED IMPORT TO MODIFY SCA INFO (CC-572/CS-1446)
This feature allows administrators to Modify Shared call appearance (SCA) & User info in the Advanced Export SCA worksheet.

AUDIOCODES MP-1288 ENCRYPTION AND GENERAL UPDATES (CS-37401)

The following enhancements and modifications have been made for the provisioning of the AudioCodes MP-1288 device:

- Implement provisioning of Encryption (TLS/SRTP) for the MP-1288.

- Remove the ability configure the MP-1288 in Stand-Alone Survivable Mode.

- Update several static configuration parameters in the MP-1288 configuration file.

- Rename the option in the **Phone Manufacturer** dropdown list to **AudioCodes** – **Media Packs**.

CALL RECORDING FUNCTION FOR POLYCOM (CS-34057)

This feature will allow administrators to enable/disable call recording functionality from OpEasy for Polycom call recording supported devices. If user settings have been enabled for On Demand along with call Recording functionality being assigned, the Record softkey will display for users to start/stop recordings.

ALLOW ACCOUNT IDS TO BE ASSIGNED TO VIRTUAL USERS (CS-35385)

This feature change extends the use of 'Use of Organization ID' and 'Account ID' to Virtual Users.

EMERGENCY CALL NOTIFICATION – PROVISIONING (CC-563/CS-36029)

This feature is essential to fulfil Kari's Law. Kari's Law applies to multi-line telephone systems (MLTS). Along with providing precise location details when Emergency number is called, a notification should be triggered to Front desk or Security office.
This was introduced in release R22 of BroadSoft API. Accordingly, we are making changes to OpEasy. We are introducing new settings page under provisioning for both Enterprise & Group levels wherein users will be having provisions to enter email Id for Notification feature to work.

UI PHONE NUMBER MANAGEMENT REVISION (CS-36048)

Removed the '+' from the Group and Enterprise Phone Numbers screens. The phone numbers will be displayed as Assigned to a User and/or as Activated.

ASSIGN WEIGHTS TO USERS OF WEIGHTED HUNT GROUP (CS-36949)

OpEasy can create a Hunt Group with a Group Policy of 'Weighted Call Distribution' but there is no ability in OpEasy to assign weights to the users of the Hunt Group.
A new page was added to OpEasy to allow and administrator to assign percentage weights to the users of a Weighted Call Distribution Hunt Group.

QUEUE IMPORT/EXPORT FOR MULTIPLE ENTERPRISES (CS- 37219)

Allow Super Users, System Admin and Solution Resellers to select multiple enterprises for an Import and Export. This new functionality will only apply to Advanced and Enterprise Imports and Exports.

OPEASY PROVISION ENTERPRISE AUTHORIZED SERVICES (CC-575/CS-37286)

OpEasy already has the list of supported and unsupported services, but we need to add a new function in Enterprise settings to allow Super Users and System Administrators to have OpEasy send the list of supported services to a new enterprise.

REPORTING

ADD ORGANIZATION ID TO XML REPORT (CC-853)

The System XML Report provides information indicating that a user's account ID is a user specific value or if the user is using the organization ID for the account ID. A new UseOrganizationId property to each User element of the System XML Report has been added.

REPORT ERS ON LICENSE & OPT SVC REPORT (CC-569)

A column has been added to the 'License & Optional Services Report' to show ERS feature enablement.

ADD/DELETE COUNTS FOR SYSTEM XML REPORT (CC-1170)

The System XML Report has been modified to include a new section (<GeneralInfo>) and the counts for added and deleted users/virtual users & devices. This new section (located directly after OpEasyLicenses) can be extended later if needed to include other enterprise information.

INVENTORY REPORT ADDITIONAL COLUMNS (CC-1276)

The following columns have been added to the Inventory Report Users tab:

- Address Location
- User Create Data
- Device Create Date
- Phone Devices tab
- Device Create Date

PROVIDE SUPPORT FOR AN OR OPERATOR IN OPEASY QUERIES (CC-574/CS-34916)

The CDR query page has been updated to include support for Boolean 'OR' conditions and combinations of 'AND' and 'OR'.

REPORTING ERROR/WARNING MODIFICATIONS (CC-564/CS-33563)

Warnings and errors encountered during processing will be reported separately in report log.

ADMINISTRATOR PERMISSIONS REPORT (CC-561/CS-35798)

The Administrator Report has been added that will provide following details:
- Tab to display details of list of OpEasy admins, general settings and level of permissions granted to each one.
- Tab that will display list of administrators for the Clearspan AS.

Clearspan System Administrators are pulled into the report when report is requested by Super Users, System Admins and Solution Resellers.

PASSWORD EXPIRATION REPORT (CC-560/CS-36385)

A "User Information Report" has been added and 'Password Expiration' is the first tab. The tab data provides password expiration data by User.

QUEUE REPORTS FOR MULTIPLE ENTERPRISES (CC-567/CS-37182)

Allow Super Users, System Admin and Solution Resellers to select multiple enterprises for the following Report types:

- Inventory Report
- License & Optional Services Report
- Registration Report
- User Information Report
- Voicemail Audit Report

PASSWORD EXPIRATION REPORT (CS-37267)

A new column, ERSEnabled, has been added to the License and Optional Services Report. This field will show if a User has ERS enabled.

ISSUES ADDRESSED IN OPEASY RELEASE 21.1

Version 21.1 includes the following corrections:

- CC-543: Resolved an issue with Import not returning an error for a phone number already in use.
- CC-738: OpEasy now sends SNMP notifications when the VoiceMailScheduler is unable to pull report data from Surgemail.
- CC-1116: The fix allows an admin to assign an EGW to a newly created group.
- CC-1165: Fixed defect where new user email did not have BroadWorks tags substituted when a new user was created with Communicator as Primary device and any manufacturer device as SCA.
- CC-1182: This fix allows an admin to modify the Auth Username, Auth password, and phone number for a Teams user.
- CC-1262: Corrects error that causes an exception when the AddUserAssignDevice command is used to assign a user to a trunk device.
- CS-37581: Fixed defect where traps started failing on HVS due to DB column data type going beyond the allowed limit. Fixed by changing column from INT to BIGINT in SNMPDB.
- CS-37685: This fix allows an admin to use Advanced Import to build users on an AudioCodes device.

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 probably 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.

PRODUCT AVAILABILITY AND OPEASY SUPPORT STATEMENT

The OpEasy 21.1 Management Suite was released as a generally available product in October 2021. Customers can access the new release through the regular product channels.

With the availability of this maintenance release, all OpEasy releases prior to R19.2 will no longer be supported after 60 days of this General Availability notice being issued. With this statement, the following is to be understood:

- All earlier releases will no longer be supported. Customers experiencing issues and requesting support from Clearspan Technical Support who are running an OpEasy release older than 19.2 will be asked to first upgrade to OpEasy 19.2 (at a minimum) prior to receiving additional technical support.
- It is the responsibility of the Customer Operations Manager and the customer, and in the best interest of all parties, to ensure that an actively supported OpEasy release is deployed in the customer environement. Please follow up with Clearspan support to schedule any requried upgrades.

Please contact your Clearspan sales or Customer Operations Manager for assistance with upgrading to this release, or if there are any concern.