

Clearspan® OpEasy® Management Suite Release 22.1

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RELEASE NOTES



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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 22.1 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, Cisco, Panasonic 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 22.1

SUPPORTED SPREADSHEET VERSIONS FOR THIS RELEASE

With each OpEasy release, some or all the Import Spreadsheets may change. Any existing spreadsheets that are affected and that have yet to be imported cannot be imported once OpEasy is upgraded. Therefore, it is best to use (import) any affected spreadsheets that exist, prior to the upgrade. For future imports after upgrading OpEasy, obtain a new spreadsheet via the **Provisioning | Import | Get Worksheet** button for each of the changed spreadsheets. Use the following table to determine which spreadsheets have changed since your last installation of OpEasy.

	OPEASY 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	OPEASY 21.2	OPEASY 22.1
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Advanced Spreadsheet	A279	A281	A281	A282	A282	A283	A285	A286
System Spreadsheet	S205	S205	S205	S206	S206	S206	S206	S206
Enterprise Spreadsheet	E225	E225	E225	E225	E225	E226	E226	E227
Group Spreadsheet	G284	G285	E285	G288	G288	G290	G293	G294

For more information about spreadsheet changes and how to use new spreadsheets, refer to the OpEasy Import Worksheet Definitions document available at [/www.clearspancloud.com/resources](http://www.clearspancloud.com/resources) and in the OpEasy Help menu

NEW FEATURES IN OPEASY 22.1

PROVISIONING

SYSTEM/OPEASY DEVICE PASSWORD RULES INCONSISTENT (CC-510)

Revised device provisioning to ensure that the Device Password Rules set in OpEasy also conform to the rules set on the Clearspan Application Server

ALLOW RINGER SETTING FOR POLYCOM BLF LINE (CC-516)

Provide the ability to set the Ringer for a BLF line

CHECK LICENSING AT START-UP (CC-518)

On startup, check to make sure the MAC addresses used for licensing match the system (this may happen after hardware has been replaced). This displays a warning on the Login screen indicating the system is unlicensed and they should contact an Administrator.

Administrators will know to:

- Make sure a new license file is generated if hardware has changed
- Make sure the license isn't copied to an unauthorized system.

TEAMMATE UPDATES (CC-1031)

Updated OpEasy with the ability to modify the following settings for MS Teams devices:

- Phone Number
- SIP Authentication Name
- SIP Authentication Password

ADD WARNING FOR MS TEAMS ADD/MODIFY (CC-1162)

Added a warning message on the provisioning pages where an MS Teams User is added or modified, which indicates that these changes may not be immediate (and they might need to contact an Office 365 Administrator to perform a Sync operation)

BILLING BUNDLES (CC-1346)

Implement provisioning for customized Billing Bundles and allow them to be assigned to users. Billing Bundle IDs will appear on customer invoices when provisioned. Also, Billing Bundle IDs will be shown on the License & Optional Services Report

ACD CALL CENTER PROVISIONING (CC-1515)

Implement provisioning for base ACD Call Center functionality. Available in the UI as well as Import and Export.

REPORTING

REGISTRATION REPORT FOR MOBILE APPS (CC-477)

Update the Registration Report for mobile devices to show the "Push Notification" registration (the SIP registration is not available for mobile devices)

ADD TITLE COLUMN TO THE INVENTORY REPORT (CC-1456)

Add a new column to the Inventory Report to contain the user Title information.

ISSUES ADDRESSED IN OPEASY RELEASE 22.1

Version 22.1 includes the following corrections:

- CC-1242: The User Licenses tab of the System License Report contains some incorrect values.
Resolution: In the 2nd section (BW Subscriber License section) for the "Used By" columns, the data shown in columns H through M should show counts for OpEasy Basic, Premium, and VM Only users only. We removed the invalid counts for both Virtual Users and Trunk Users.
- CC-1479: Performed an Advanced Import to add Pager Number. While the Pager Numbers were added correctly the Account IDs were removed.
Resolution: Corrected an error that was removing the Account Id if the field was blank (blank indicates it should be left as-is).
- CC-1530: Polycom EM50 supports only 30 lines
Resolution: An error in the template was corrected to allow all pages to be provisioned, 3 pages for a total of 90 lines keys,
- CC-1729: Group and Enterprise Import fails when attempting to modify an ERL and the Notification Email column is empty or contains a value of 'null'
Resolution: Corrected an error that should not have required the email column to contain any value

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.