

# Clearspan<sup>®</sup> OpEasy<sup>®</sup> Management Suite Release 22.1 SP1

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RELEASE NOTES



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# OVERVIEW

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This document describes enhancements and corrections in the Clearspan® OpEasy® 22.1 SP1 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 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	OPEASY 22.1 SP1
Basic Import Spreadsheet	B226	B226	B226	B226	B226	<b>B226</b>	<b>B226</b>	<b>B226</b>
Advanced Spreadsheet	A281	A281	A282	A282	A283	<b>A285</b>	<b>A286</b>	<b>A287</b>
System Spreadsheet	S205	S205	S206	S206	S206	<b>S206</b>	<b>S206</b>	<b>S206</b>
Enterprise Spreadsheet	E225	E225	E225	E225	E226	<b>E226</b>	<b>E227</b>	<b>E227</b>
Group Spreadsheet	G285	E285	G288	G288	G290	<b>G293</b>	<b>G294</b>	<b>G295</b>

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 SP1

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### PROVISIONING

#### CLEARSPAN DESKTOP CLIENT PROVISIONING (CC-1559)

Added the ability to assign the Clearspan Ping client to users as a Primary or SCA. Can be done via the UI or Import/Export like other devices.

#### PROVISIONING FOR MS TEAMS XSI PLUGIN (CC-1773)

Updated OpEasy Provisioning to enable/disable the MS Teams XSI Plugin for a user. Can be managed via the UI or Import/Export. The setting (True/False) will be visible in the License & Optional Services Report (in a column next to the VMTranscription column).

#### IMPLEMENT ERS SUBSCRIBER MIGRATE FUNCTION IN ERS SYNC PROCESS (CC-1912)

A new 'Sync & Migrate' function has been added for ERS accounts (on the ERS Account Edit page). The Sync & Migrate function synchronizes subscriber information (subscriber id and ERL) from OpEasy to the ERS like the sync button, but also migrates any found subscriber records in the ERS that have no corresponding assignment in OpEasy. The migrate process will attempt to find the corresponding user/device in Clearspan and assign the appropriate ERL.

The migrate function can be very useful for new customers with existing ERS subscribers to migrate the ERL assignments into OpEasy.

#### PRESELECT THE PROPER DOMAIN FOR MS TEAMS DEVICES (CC-1918)

OpEasy has been updated to automatically preset the appropriate domain for MS Teams devices. This simplifies creating of MS Teams devices and User Profiles and ensures that the proper domain is always used

# ISSUES ADDRESSED IN OPEASY RELEASE 22.1 SP1

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Version 22.1 SP1 includes the following corrections:

- CC-1964: The Mitel 6930 phone documentation states that it has 12 top softkeys that supports 44 functions. OpEasy templates for the 6930 currently support only 40 top softkeys.

Resolution – OpEasy Phone Management and Templates has been updated to support all 44 softkeys.

- CC-1966: The parameter 'held location identifier name' in the Mitel/Aastra config file contains the wrong information. It is currently being set to the ERS account name, but should be set to the constant value "CompanyID"

Resolution – Updated configuration to contain the proper text instead of the account name.

- CC-1995: An Admin attempted to add a User with a User ERL to an analog device using the AddUserDevice command and the Import failed with a message "Device ERL Record Name does not contain a valid ERL name". The Admin also tried to modify the User ERL using the ModifyUser command, and the same error was reported.

Resolution – Corrected the Advanced Import to allow create or modify of a User assigned an AudioCodes device with a User ERL Record Name.

- CC-2027: The OCI read timeout was set to 10 seconds in 22.1. When the System XML Report runs and executes the OCI get users in system command the AS is not responding within the 10 second time frame. As a result, a socket read time exception occurs and the system xml report fails to run.
- Resolution - Correct the OCI Read Timeout.

## KNOWN LIMITATIONS AND ISSUES

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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

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