

Clearspan[®] OpEasy[®] Management Suite Release 22.1 SP3

AUGUST 2022

RELEASE NOTES



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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 22.1 SP3 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:

- Microsoft Edge 103 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, 22.1 SP2 22.1 SP3
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Advanced Spreadsheet	A281	A281	A282	A282	A283	A285	A286	A287
System Spreadsheet	S205	S205	S206	S206	S206	S206	S206	S206
Enterprise Spreadsheet	E225	E225	E225	E225	E226	E226	E227	E227
Group Spreadsheet	G285	E285	G288	G288	G290	G293	G294	G295

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

ISSUES ADDRESSED IN OPEASY RELEASE 22.1 SP3

Version 22.1 SP3 includes the following corrections:

- **CC-2063:** ERS ERL/Subscriber record support needs to be added for Ping clients.
Ping Clients can be assigned a user ERL as a Primary device and an SCA device. When a Ping Client is the primary device the User ERL dropdown is available on the User Tab and on the Primary Phone Device Modify page in the User Line section. When a Ping Client is an SCA the User ERL dropdown is only available on the Shared Call Appearance Modify page.
An ERL can be assigned for a Ping client using Import on the User tab when the Ping client is the primary device and on the SCA tab.

On the User tab the following commands are affected:

- AddUserDevice - assigns the user ERL and subscriber record if the primary device is a bridge
- AddUserAssignDevice - assigns the user ERL and subscriber record if the device is a bridge
- ModifyUser - assign/change the user ERL and update subscriber record if the device is a bridge.

- UnassignDevice - removes the subscriber record if the device is a bridge
- DeleteUserAndDevices - removes the user ERL and subscriber record if a bridge was assigned

On the SCA tab the following commands are affected. Each command uses the ERL specified in the ERL Record Name column (AD) when the device assigned is a Ping Client:

- Assign - assigns a device and assigns the specified ERL
- AddDeviceAssign - adds the device, assigns the device and the specified ERL
- ModifyUserInfo - Modifies the user Info including the ERL if the user has a Ping Client SCA device.

Resolution – Users assigned a Ping Primary and SCA Device can be assigned a User ERL Record Name.

- CC-2128: An admin attempted to add a new user with a Teams SCA using a User Profile with Advanced Import. The Import failed with the error “The Line/Port Domain for the Microsoft Teams device is invalid. The required Line/Port Domain for Microsoft Teams devices in this Enterprise was specified in the User Profile.

Resolution – A Teams User can be created with a User Profile and the Line/Port Domain will be correct.

- CC-2137: When adding a Primary Device to a new or existing User, without using a User profile, the Line/Port Username does not auto populate as it should.

Resolution – Able to add a Device to a New or Existing User without a User Profile the Line/Post Username is populated automatically.

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.