

Clearspan[®] OpEasy[®] Management Suite Release 23.3

OCTOBER 2023

RELEASE NOTES

VERSION 1



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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 23.3 release.

DESCRIPTION

OpEasy® is a suite of applications that simplifies 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 web features for Mitel, Cisco, Panasonic and Polycom/Poly phones along with provisioning, reporting, and system management capabilities.

PROVISIONING

OpEasy allows administrators to define 'user profiles' establishing a common feature set and a phone template 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 export 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 23.3

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 21.2	OpEasy 22.1	OpEasy 22.1 SP1, 22.1 SP2, 22.1 SP3	OpEasy 22.2	OpEasy 22.3	OpEasy 23.1	OpEasy 23.2	OpEasy 23.3
Advanced Spreadsheet	A285	A286	A287	A288	A289	A290	A290	A291
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E226	E227	E227	E227	E227	E227	E227	E228
Group Spreadsheet	G293	G294	G295	G296	G297	G298	G299	G300
System Spreadsheet	S206	S206	S206	S206	S206	S206	S206	S206

NEW FEATURES IN OPEASY 23.3

DEVICES/PHONES

For Managed AudioCodes MP-1288: User Changes, Adds and Deletes conducted without impacting all users (CC-2907)

This enhancement enables user moves, adds, and changes associated with AudioCodes MP-1288 devices to take affect without a service-impacting reboot of the device.

PROVISIONING

Add Ping client(s) to User Profile (CC-1971)

This enhancement adds the Clearspan Bridge device type to the Primary device and SCA section of 'User Profiles.' When 'Clearspan Bridge' is selected as the device type, in a User Profile, the application also forces selection of the designated Enterprise-level device.

Improve Intrado Integration Scale (CC-2938)

The current OpEasy integration with Intrado is sufficient for dozens of ERL entries per Enterprise. However, admins may be severely delayed upon opening a provisioning session when the number of ERL entries extends beyond several hundreds, because OpEasy must fetch all ERL entries previously created for the Enterprise.

This enhancement renders a search dialog instead of a drop-down list for Enterprises with greater than 250 provisioned ERL entries.

Schedules - Export/Import (CC-3122)

This enhancement to OpEasy's Import and Export functions allows Enterprise and Group schedules to be added, modified, and/or deleted.

Provisioning Support for Ping Features (CC-3123)

The Clearspan Ping client will be enhanced ongoing to provide optional feature functionality that must be enabled on a per user basis and potentially billed as a monthly recurring charge (MRC). This enhancement allows Ping features to be enabled/disabled via OpEasy. The first such Ping feature provides Call Center Agent control.

Support for Provisioning Sync of O365 (CC-3261)

Clearspan can provide PSTN calling services for Microsoft Teams users. OpEasy provisioning interoperates with Office365 to enable or disable Calling Services. However, after provisioning of Calling Services is complete, an O365 administrator must login to O365 and initiate a “sync” function to activate the changes. Alternately, each Enterprise has the option to ‘grant consent’ for OpEasy to perform the sync function through its integration without involving the O365 administrator. If OpEasy has been ‘granted consent,’ an O365 Sync request can be initiated via OpEasy using the following methods:

- OpEasy Web Application: Sync Teams button on the Provisioning - Users page
- Advanced Import: SyncTeams Command on the Users tab or SCA tab of the import spreadsheet
- OpEasy API: SyncTeams Command in the Users Task

ISSUES ADDRESSED IN OPEASY RELEASE 23.3

Version 23.3. includes the following corrections:

- **CC-2438:** Significant display delays and/or page timeouts associated with many users hosted on a single SIP device, such as a PBX or Ping server.

Resolution: Code inefficiencies removed to resolve the delay.

- **CC-3004:** Characters in the SIP Authentication name entered into OpEasy are not validated correctly.

Resolution: Spaces are no longer allowed in the SIP Authentication Name.

- **CC-3290:** After making a change to Polycom Global Settings or clicking the Force Rebuild button for the Polycom manufacturer, the Rebuild Status is not displayed or updated when Refresh is clicked. The status always says 'No Rebuilds Pending' even though the rebuilds are happening.

Resolution: The display issue was corrected.

- **CC-3307:** Asterisk (*) is not allowed in a destination number string for 'Forward-to' on the Voice Mail tab.

Resolution: The string validation was corrected.

- **CC-3413:** The OpEasy 23.2 Xtrabackup function is not overwriting the existing backup.

Resolution: The issue was corrected.

- **CC-3459:** Clearspan Bridge device may be inadvertently deleted if all user appearances are SCAs.

Resolution: All users must be removed from a Clearspan Bridge device before it can be deleted.

- **CC-3480:** Deletion of CDR partitions is failing since the upgrade to MySQL 8.0.

Resolution: The end-of-month deletion issue has been resolved. Script UpdateCDRPartitions.sh is available to be run as a pre-install step to remove older partitions.

- **CC-3576:** Provisioning | Users - Search for Users without selecting an Enterprise or Group. The Users are listed. Sort by Group. All the Users are hidden on the page you are on.

Resolution: The Sort now works properly.

- **CC-3607:** Provisioning | Users | Hoteling Guest - Click the Associated Host button without highlighting one of the Available hosts and no warning or error is returned.

Resolution: A Warning/Error is now displayed.

- **CC-3625:** A backend exception occurred during the processing of an API scheduled operation. As a result, the processing of the list of operations stopped and no results were returned to the front end to indicate that a fatal error had occurred. The following is the scenario that caused the fatal exception: 'DeleteUserAndDevices' command was issued for a user that had an SCA device assigned but it did NOT have a primary device.

Resolution: The exception has been resolved; the operation is now allowed.

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 likely 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.