# Clearspan OpEasy Reporting Guide

**Clearspan**®

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# REPORTING OVERVIEW

## REPORT TYPES

OpEasy® provides several basic reports from the Clearspan® system. Reporting privileges can be assigned at an individual admin level.

The report types are:

- [Administrator Report](#)
- [Edge Device Utilization Report](#)
- Enterprise Usage Report*
- [Extra Settings Audit Report](#)
- [Inventory Report](#)
- [License & Optional Services Report](#)
- [MSTeams User Audit Report](#)
- [Registration Report](#)
- System Information Report**
- System License Report**
- System User and Services Report**
- System XML Report**
- [User Information Report](#)
- [Voice Mail Audit Report](#)
- [Voice Mail Usage Report](#)

OpEasy also allows you to query Call Detail Reporting (CDR) records and logs for provisioning and phone applications. The Inventory Report, License & Optional Services Report, Registration report, Edge Device Utilization report, Extra Settings Audit Report, CDR queries, provisioning log queries, and phone application log queries are discussed in this document.

*For more information on the Enterprise Usage Report, System Information Report, System License Report, System User and Services Report, and the System XML Report, refer to the *Clearspan OpEasy Administrator Guide for Super Users*, *Clearspan OpEasy Administrator Guide for System Administrators* and the *Clearspan OpEasy Administrator Guide for Solution Resellers* based on your login privileges.

# Reporting

Choose a Reporting function.

**Administrator Report**
Provides list of all administrators, settings and privileges.

**Edge Device Utilization Report**
Provides a report on edge device utilization. Lists the phone devices that attach to each. Creates a CSV file (.csv) for download.

**Enterprise Usage Report**
Provides a summary of usage for all enterprises in the system. Creates a spreadsheet for download.

**Extra Settings Audit Report**
Provides an audit summary of Global Extra Settings and Template Extra Settings that are in conflict with Global and Template settings.

**Inventory Report**
Provides a user list with primary phone device and device list with assigned users. Creates a spreadsheet for download.

**License & Optional Services Report**
Provides license and optional service usage totals. Creates a spreadsheet for download.

**MS Teams User Audit Report**
Provides an audit of the MS Teams Users. Creates a spreadsheet for download.

**Registration Report**
Lists the users on each phone device and the registration status of each. Creates a spreadsheet for download.

**System Information Report**
Provides system information. Creates a spreadsheet for download.

**System License Report**
Provides system licensing information. Creates a spreadsheet for download.

**System User & Services Report**
Provides a list of users and all services assigned to those users. Creates a CSV file (.csv) for download.

**User Information Report**
Provides user information. Creates a spreadsheet for download.

**Voice Mail Audit Report**
Provides an audit summary of users Voicemail configuration.

**Voice Mail Usage Report**
Search and display the voice mailbox details.

**Scheduling**
Setup reports to run now or on a pre-defined schedule.

**Call Detail Reporting (CDR)**

**Phone Application Log Query**
Search and display the event messages generated by Phone Applications.

**Provisioning Log Query**
Search the provisioning log and display or download the selected events.

*Figure 1 Reporting Menu Page*

## REPORT FEATURES

The following are report features:

- The reports generated by OpEasy are provided in Excel format with an .xlsx extension. This format is compatible with Excel 2007 and later, but not with Excel 2003.

- Worksheet headers are color coded according to content:
    - Blue: user and license information.
    - Green: service information.
    - Teal: device information.
    - Red: rate information.
    - Orange: report errors.

- Reports that contain service information include counts of Service "Instances" (also known as Virtual Users) because they may be assigned user services and at that time will take up Clearspan User Licenses. Clearspan license names within the OpEasy reports and within the Service Import worksheet align with the Clearspan sales offerings. Clearspan license categories include Basic, Premium, Basic Trunk, Business Trunk and Voice Messaging Only.

## VIRTUAL USERS

A Virtual User is a Group service that has many of the characteristics of a user (e.g. User Id, Name, Phone Number, and Extension). It can be assigned services just as a normal user can be assigned services. A Virtual User does not consume a Clearspan User License by means of its existence. However, if one or more user services are assigned to a Virtual User, a Clearspan User License will be consumed. The Virtual User types include:

- Auto Attendant
- Clearspan Anywhere Portal
- Call Center
- Find Me/Follow Me
- Flexible Seating Host
- Group Paging
- Hunt Group
- Instant Group Call
- Meet-Me Conference Bridge

## REPORT FILE NAMES AND TAGS

The default file name for a report is of the form:
**ClearspanInventoryReport_{Enterprise}_{Group}_{Department}_{Id}_{Time}.xlsx.**

You can change the file names from the default format, choose different file names for files to retrieve in OpEasy and files sent in E-mail, and customize report names using tags. Useful tags for each type of file are shown on each report page. For example,

ClearspanInventoryReport_{Enterprise}_{Group}_{Department}_{Id}_{Time}.xlsx.

would have the following file name:

ClearspanInventoryReport_India_BNG_3_MitelPhones(Group)_93871_20200319-092811

- If the Reports runs against the System or All Enterprises, then the Report name is"AllEnterprises_Clearspan…"

- If there are no Departments in the Group, then the Report name is"EnterpriseName_GroupName_Clearspan…"

- If the Report runs for an Enterprise, with a Department and no Group, then the Report name is "EnterpriseName_DepartmentName_Clearspan…"

# RUNNING AND RETRIEVING REPORTS

From the Reporting pages, you can run reports, configure report file names, set up scheduled reports, retrieve reports, and enable E-mail notifications.

## RUNNING A REPORT

1.  From the OpEasy main menu, click **Reporting**. The Reporting menu page displays.

2.  Select the type of report you want to run in the menu tree or from the Reporting menu page. A report page appears as shown in figure 2.

### Clearspan Inventory Report

Provides a list of users with primary phone device and device list with assigned users (creates a spreadsheet for download).
Press 'Start Report' to begin report processing. To schedule a report for later processing, press 'Schedule Report'.
Press 'Retrieve Report' to download the current completed report. Press 'E-mail Report' to E-mail the current completed report.

OK    Scheduling

**Report Settings**

Enterprise: (Select Enterprise)

Group: (Select Group)

Department: (Select Department)

NOTE: The report includes all users in the selected department or "(All Departments)".
When choosing "(All Departments)", the report also includes users with no department assigned.

Report Version: IR-106
☑ Send E-mail Notification To: randy.craig@clearspancloud.com
☑ Attach Inventory Report

Attachment File Name:
ClearspanInventoryReport_{Enterprise}_{Group}_{Department}_{Id}_{Time}.xlsx

Retrieve File Name:
ClearspanInventoryReport_{Enterprise}_{Group}_{Department}_{Id}_{Time}.xlsx

(Useful tags for File Names: {Id}, {Enterprise}, {Group}, {Department}, {Time}, {StartTime}, {EndTime}, {Admin})

Start Report    Schedule Report

*Figure 1 - Clearspan Inventory Report Page - Inventory Report Section*

3.  Select the **Enterprise** to include in the report, if needed.

4.  Select the **Group** to include in the report, if needed.

5.  Select one **Department** to include in the report, or select **All Departments**, if needed.

6.  Check the **Notification** box to send a notification to the E-mail address specified.

7.  Check the **Attachment** box to receive a copy of the report in the E-mail.

8.  Assign different file names to the **Attachment File Name** and the **Retrieve File Name**, if desired, or just use the default names. Customizing file names can help you set file name standardization for file name sorting or displays. See  Tags for more information.

9.  Click **Start Report** to run the report now and see the status at the bottom of the page or click **Schedule Report** to run the report at a later time. The report starts running, or the report is queued as in Figure 3.



*Figure 2 - Clearspan Inventory Report Queued - Status Section*

10. Click **Refresh** while the report is running to see status updates.
    After the report runs, the Results are shown at the bottom of the page as in Figure 4. The Report Details indicate whether the report completed successfully or failed.

**Results**

Results: Completed      Start Time: 07/24/2023 14:22:05
Scheduling Request ID: 167663   End Time: 07/24/2023 14:25:22
Scheduling Results ID: 3136135   Results Time: 07/24/2023 14:25:22
Notification: ☐ E-mail Notification Sent

> Retrieve Report

> E-mail Report

> Delete

Details:
```
*** Clearspan Inventory Report ***

Enterprise:     SystemValidation -- System Validation
Group:          HeadQuarter -- HQ-DIRECT-MPLS
Department:         (All Departments)

Scheduling:
  Request ID:      167663
  Started:      07/24/2023 14:22:05
  Finished:     07/24/2023 14:25:22


SUCCESSFUL:  Inventory Report completed successfully.
```

*Figure 3 - Results Section - Report Completed Successfully*

## RETRIEVING A REPORT

To retrieve a report that has just run, click **Retrieve Report** on the OpEasy report page or retrieve the report from E-mail. The current report spreadsheet opens. If the retrieval buttons are grayed out, the user who is logged in has not run any recent reports in the system.

# ADMINISTRATOR REPORT

This Administrator report provides the list of all administrators, their settings, and privileges. An optional 'Weak Password' validation can also be selected to include in the report.  The Administrator report contains the following tabs based on the admin's privileges:

- OpEasy Admin

- Clearspan Admin

If the Administrator has Full Access, then the report displays:

- OpEasy Admin list with their settings and privileges

- Clearspan Admin list with their privileges

If the Administrator has Limited Access, then only the OpEasy Admin list with their settings and privileges will be displayed in the report.

---

**Note:** The Administrator Report is accessible to all Admins.



*Figure 4 - Administrator Report*

## WEAK PASSWORD AUDIT

If a Weak Password audit is included in the Administrator Report, then the cell contains 'Yes' if the administrator password was matched in the Weak Password list.  If the cell is blank, then the password was not matched in the weak password list.  If the Weak Password audit was not performed in the Administrator Report, then the Weak Password column header includes the text (Not Included) to indicate that the Weak Password Audit was not performed for this report.  Also, the cells in the column will contain '--' (double dashes) to indicate that the weak password audit was not performed on the administrator.

### OpEasy Administrator Weak Password Audit

The OpEasy Administrator Weak Password Audit processing compares an administrator's password to a weak password list that is stored internally on the EMS.  Additional customized weak password lists can be added that are specific to an Enterprise.  Contact Clearspan Customer Support for assistance with this process.

When an Administrator Report with Weak Password Audit is executed for 'All Enterprises' then the system default weak password list is used.  If an Administrator Report with Weak Password Audit is executed for a specific Enterprise, Group, or Department, then the Enterprise-specific weak password list is used if it exists.  If an Enterprise-specific weak password list does not exist, then the System default weak password list is used.

### Clearspan Administrator Weak Password Audit

The Clearspan Administrator weak password audit is performed on the Clearspan/BroadWorks Application Server using the BroadWorks weak password tool, "secureTlktWeakPasswordsTool".  OpEasy executes the secureTlktWeakPasswordsTool command remotely from the EMS via an SSH session and then downloads the results of the audit from the AS.  OpEasy parses the BroadWorks weak password audit results and includes the administrator weak password status in the OpEasy Administrator Report.

# EDGE DEVICE UTILIZATION REPORT

The Edge Device Utilization Report provides a report of edge devices by proxy address and lists the phone devices attached to each address. You can use this report to find the number of endpoints connecting through an Edge Device. This is helpful because AudioCodes edge devices used in the Clearspan system have limitations on the devices and traffic that they can support.

The report sorts the endpoint rows first by Proxy Address, then Enterprise, Group, Device Name, Template Name, Template Level and finally by User Id. At the beginning of the rows for each Proxy Address (representing an Edge Device) is an extra line identified by a blank Device Name column that shows the total endpoints for that row. The report shows Proxy Addresses that have the same IP address or host name, but different port numbers, as separateProxy Addresses.

| Edge Device Utilization Report - Phone Devices | | | | | | |
|---|---|---|---|---|---|---|
| Enterprise: | clearspanlab -- Clearspan LAB | | | | | |
| Group: | sales organization -- Sales Organization | | | | | |
| Edge Device Addresses: | All ("Unknown Address" included) | | | | | |
| Date: | 09/28/2020 05:45:06 | | | | | |
| Version: | EDUR-102 | | | | | |
| | | | | | | |
| Edge Device Address | Address From | Device Name | Device Level | Enterprise ID | Enterprise Name | Grou |
| tb20sbc.cslab.mitel.com:0 | | | Total = 2 endpoints | | | |
| tb20sbc.cslab.mitel.com:0 | System | MitelDect112-6063338903 | Group | clearspanlab | Clearspan LAB | sales |
| tb20sbc.cslab.mitel.com:0 | System | MitelDect112-6063338903 | Group | clearspanlab | Clearspan LAB | sales |
| (Unknown) | | | Total = 3 endpoints | | | |
| (Unknown) | User Defined | MItel Dect | Group | clearspanlab | Clearspan LAB | sales |
| (Unknown) | User Defined | MitelDECT6xxDMS-6063338902 | Group | clearspanlab | Clearspan LAB | sales |
| (Unknown) | User Defined | MitelDECT6xxDMS-6063338902 | Group | clearspanlab | Clearspan LAB | sales |

*Figure 5 - Edge Device Utilization Report*

**Notes:**

- For devices that are not managed by OpEasy (devices with User Defined, User Defined Default, or no template), the Outbound Proxy Address cannot be determined and is reported as blank.

- The Edge Report does not recognize when an Edge Device is reference by multiple Outbound Proxy Addresses. It reports the addresses separately.

- The Edge Device Report does not present information on User SCA utilization directly. This information may be derived from the report spreadsheet.

- The Edge Device Report does not provide any information on Group Simultaneous Ring features such as Hunt Groups, Instant Group Call, or Group Paging.

# EXTRA SETTINGS AUDIT REPORT

The Extra Settings Audit Report provides an audit summary of any Global Extra Setting(s) orTemplate Extra Setting(s) that is/are in conflict with any configured Global Extra Setting(s) or Template Extra Setting(s). The report contains only information for Global Extra Settings or Template Extra Settings that are in conflict. If there no Extra Settings are in conflict, then the report will be empty.

- The report contains the following tabs:
- Global Extra Settings tab
- Template Extra Settings tab

## GLOBAL EXTRA SETTINGS TAB

The global extra settings tab provides the following information:

- Enterprise
- Group
- Manufacturer
- Extra Settings in Conflict

| Extra Settings Audit Report - Global Extra Settings | | | |
|---|---|---|---|
| Enterprise: | Moorehouse -- Moore Enterprises of Texas | | |
| Group: | Hershey | | |
| | | | |
| Date: | 06/12/2018 06:27:39 | | |
| Version: | SIR-101 | | |
| Enterprise | Group | Manufacturer | Extra Settings In Conflict |
| <System> | | Mitel (Aastra) | dst config: 3 |
| | | | sip line1 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line2 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line3 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line4 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line5 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line6 rtcp summary report collector: telchemy@%BWHOST-1% |
| | | | sip line7 rtcp summary report collector: telchemy@%BWHOST-1% |

*Figure 6 - Extra Settings Audit Report – Global Extra Settings Tab*

## TEMPLATE EXTRA SETTINGS TAB

The template extra settings tab provides the following information:

- Enterprise
- Group
- Device Type
- Template Level
- Template Name
- Extra Settings in Conflict

| Extra Settings Audit Report - Template Extra Settings | | | | | |
|---|---|---|---|---|---|
| Enterprise: | Moorehouse -- Moore Enterprises of Texas | | | | |
| Group: | Hershey | | | | |
| | | | | | |
| Date: | 06/12/2018 06:27:39 | | | | |
| Version: | SIR-101 | | | | |
| Enterprise | Group | Device Type | Template Level | Template Name | Extra Settings In Conflict |
| Moorehouse -- Moore Enterprises of Texas | | Aastra 6867i (DMS) | Enterprise | 6867i test | Idle Screen Font Color: White |
| -- End of Conflicting Extra Settings List -- | | | | | |

*Figure 7 - Extra Settings Audit Report – Template Extra Settings Tab*

# INVENTORY REPORT

The Clearspan Inventory report provides a list of users with primary phone device and a device list with assigned users. The Group and Department that the report is qualified against, along with the date of generation, are presented at the top of the report.

It contains three tabs.

- **Users** tab–all users for the specific Enterprise, Group and Department are presented in Last Name order. Users without devices are included. The header is color-coded blue for Users.

- **Phone Devices** tab–all devices for the qualified Enterprise, Group, and Department are presented. The header is color-coded teal for Devices.

    - Shows all devices with all users assigned to each device.

    - Shows devices without users.

    - Shows **Shared Call Appearances** (SCA) assignments, which are marked with an 'X' to identify the shared lines.

- **Report Errors** tab–any errors that may have been generated. The header is color-coded orange for errors.

## USERS TAB

| Inventory Report - Users | | | | | | | |
|---|---|---|---|---|---|---|---|
| Enterprise: | BengaluruLab -- Bengaluru Lab | | | | | | |
| Group: | India_1 -- Bengaluru Lab 1 | | | | | | |
| Department: | All Departments | | | | | | |
| Date: | 10/05/2021 08:54:52 | | | | | | |
| Version: | IR-104 | | | | | | |
| Last Name | First Name | Phone Number | Extension | Numbers (Phone Number | Calling Line Id Phone Number | UserId | User Create Date |
| India_1 | x1001 | 986-555-1001 | 1001 | | 986-555-1001 | 9865551001@india.mitel.com | 06/01/2021 11:18:43 |
| India_1 | x1002 | 986-555-1002 | 1002 | | 986-555-1002 | 9865551002@india.mitel.com | 06/01/2021 11:18:44 |
| India_1 | x1003 | 986-555-1003 | 1003 | | 986-555-1003 | 9865551003@india.mitel.com | 06/01/2021 11:18:45 |

*Figure 8 - Clearspan Inventory Report – Users Tab*

The **Users** tab contains the following information:

- Last Name
- First Name
- Phone Number
- Extension
- Alternate Numbers (displayed in the format Phone Number (Extension))
- Calling Line Id Phone Number
- UserId
- User Create Date
- OM (OpEasy Managed UserId)

- SU (Support User)
- Group ID
- Group Name
- Department
- Email Address
- Account ID
- Title
- Fax Phone Number
- Fax Extension
- Address Location
- Device Name
- Device Level
- Device Create Date
- OM (OpEasy Managed Device)
- SD (Support Device)
- Device Type
- MAC Address
- Template Name
- Template Level
- Physical Location
- VLAN ID
- ERL Record Name
- Encrypted

## PHONE DEVICES TAB

| Inventory Report - Phone Devices | | | | | | | |
|---|---|---|---|---|---|---|---|
| Enterprise: | BengaluruLab -- Bengaluru Lab | | | | | | OM |
| Group: | India_1 -- Bengaluru Lab 1 | | | | | | |
| Version: | All Departments | | | | | | |
| Date: | 10/05/2021 08:54:52 | | | | | | |
| Version: | IR-104 | | | | | | |
| Device Name | Device Level | Device Create Date | OM | SD | SCA | Last Name | Firs |
| Aastra 6735i (DMS)_9865551014 | Group | 09/30/2021 07:15:08 | | | | India_1 | x10 |
| Aastra 6869i(DMS)_9865551052 | Group | 08/17/2021 02:15:02 | | | | Test6869 | Tes |
| Aastra-9865551012 | Group | 09/24/2021 07:14:51 | | | | India_1 | x10 |
| Aastra-9865551026 | Group | 08/05/2021 07:06:59 | | | | India_1 | x10 |

*Figure 9 - Inventory Report – Phone Devices Tab*

The **Phone Device** tab provides the following information:

- Device Name
- Device Level
- Device Create Date
- OM (OpEasy Managed Device)
- SD (Support Device)
- SUS (Suspended Device)
- SCA (Shared Call Appearance)
- Last Name
- First Name
- UserId
- OM (OpEasy Managed UserId)
- SU (Support User)
- Phone Number
- Group ID
- Group Name
- Device Type
- MAC Address
- Template Name
- Template Level
- Physical Location
- VLAN ID
- ERL Record Name
- Encrypted

## REPORT ERRORS TAB

| Inventory Report - Report Log | |
|---|---|
| **Enterprise:** | clearspanlab -- Clearspan LAB |
| **Group:** | sales organization -- Sales Organization |
| **Department:** | All Departments |
| **Date:** | 02/25/2021 08:27:34 |
| **Version:** | IR-103 |
| **Report Errors** | **(List of error messages encountered during processing)** |
| | |
| **Report Warnings** | **(List of Warning messages encountered during processing)** |
| | |
| | |

*Figure 10 - Clearspan Inventory Report – Report Errors Tab*

# LICENSE & OPTIONAL SERVICES REPORT

The Clearspan License & Optional Services Report provides license and optional service usage within an enterprise. It contains the following tabs.

- **User Licenses** tab – summary of license usage.

- **Basic Users** tab – users with a Basic license.

- **Premium Users** tab – users with a Premium license.

- **Basic Trunk Users** tab – users with a Basic Trunk User license.

- **Business Trunk Users** tab – users with a Business Trunk User license.

- **VM Only Users** tab – users with the Voice Messaging service only, and optionally the Internal/External Calling Line ID Delivery service, as well as any optional services.

- **No License Users** tab – Virtual Users with no service assignments.

- **Optional Services** tab – summary of usage for each Optional service.

- **Optional Service Users** tab – users assigned to each optional service.

- **System Resources** tab – counts of Meet Me Conference Ports and Trunk Channels.

- **OpEasy Licenses** tab - counts of users, 3rd Party phones, and licenses allocated/available for the Enterprise.

- **Virtual On-Net Extensions** tab - list of configured Virtual On-Net Enterprise Extension users.

- **Report Log** tab - any errors that may have been found during processing.

## USER LICENSES TAB

The User Licenses tab shows a summary of the license types, the types of users consuming them, and also a summary of users consuming 'Additional Services.' "Additional Services" represent add-on, optional unified communication functionality. The report is color-coded blue for "Users." The report also shows Virtual Users consuming no licenses.



| License & Optional Service Report - User Licenses | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enterprise: SystemValidation -- System Validation | | | | | | | | | | | | | | | | | | | | | | | |
| Group: JazzTest -- JazzTest | | | | | | | | | | | | | | | | | | | | | | | |
| Version: All Departments | | | | | | No License type identifies Virtual Users (Service Instances) that have | | | | | | | | | | | | | | | | | |
| Date: 03/06/2024 16:42:42 | | | | | | no assigned user services (these users do not consume a user license). | | | | | | | | | | | | | | | | | |
| Version: LOSR-108 | | | | | | | | | | | | | | | | | | | | | | | |

| | | | Clearspan Users | | | | | | | | | | | | | | Additional Services | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| License | Normal Users | Trunk Users | License Upgrade - Basic Services | License Upgrade - Premium Services | Auto Attendant - Basic | Auto Attendant - Standard | Clearspan Anywhere | Call Center | FindMe/FollowMe | Flexible Seating Host | Group Paging | Hunt Group | Instant Group Call | Meet Me Conf Bridge | Total | | | Ping Users | MS Teams Users | Clearspan ACD Add-on | VM Transcription (Mutare) | ERS |
| | | | | | | | Virtual Users | | | | | | | | | | Enterprise Totals | 57 | 1 | 0 | 3 | 153 |
| Basic | | | | | | | 1 | | | | | | 1 | | 2 | | | | | | | |
| Premium | 141 | | | | | | | | | | | | | 1 | 142 | | | | | | | |
| Basic Trunk | | | | | | | | | | | | | | | 0 | | | | | | | |
| Business Trunk | | 2 | | | | | | | | | | | | | 2 | | | | | | | |
| Voice Messaging Only | | | | | | | | | | | | | | | 0 | | | | | | | |
| No License | | | 1 | | | 5 | | | | | | | | | 6 | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | |
| Clearspan User Totals: | 141 | 0 | 2 | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 1 | 0 | 1 | | 152 | | | | | | | |

| Support User Counts | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Basic | | | | | | | | | | | | | | 0 | | |
| Premium | 1 | | | | | | | | | | | | | 1 | | |
| Basic Trunk | | | | | | | | | | | | | | 0 | | |
| Business Trunk | | | | | | | | | | | | | | 0 | | |
| Voice Messaging Only | | | | | | | | | | | | | | 0 | | |
| No License | | | | | | | | | | | | | | 0 | | |
| | | | | | | | | | | | | | | | | |
| Support User Totals: | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | |

| All User Grand Totals | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | | | | | |
| All User Grand Totals: | 142 | 0 | 2 | 1 | 0 | 0 | 6 | 0 | 0 | 0 | 1 | 0 | 1 | 153 | | |

User Licenses | Basic Users | Premium Users | Basic Trunk Users | Business Trunk Users | VMOnly Users | No Lic ...

*Figure 11 - License & Optional Service Report – User Licenses*

In this example, there is a count of users including Virtual Users and the type of license each user is consuming. The Group and Department that the report is qualified against, along with the date of generation, are presented at the top of the report.

Under the license column, note the following:

• Each of the User License types is listed, including Basic, Premium, Business Trunk and Voice Messaging Only.

• There is an entry for **No License**. This is provided to identify Virtual Users that exist on the system that have not been assigned any services.

For each License type, a user could be classified as a Normal, Trunk or Virtual User.

• Trunk Users are further broken down to identify those that have Basic or Premium services assigned.

- Virtual Users are broken down to include each type of Virtual User that could exist.

- Two tables provide license details for Clearspan Users and Support Users. Grand Totals are shown at the bottom of the page. "Support Users" is a special designation used for exclusion from billing.

- A third table provides the total number of users with the following optional services enabled:

  - PING Unified Communication client

  - Microsoft Teams client connectivity through Clearspan

  - Clearspan ACD Add-On:  Queue selector add-on for MS Teams and PING

  - Voicemail (VM) Transcription:  Speech to text service

  - Emergency Routing Service (ERS):  Enhanced 911 location service

## BASIC USERS TAB

The Basic Users tab lists normal users that are assigned one or more basic services, or no services. It is color-coded blue for Users.  The columns provide general user information including **Last Name**, **First Name** and **UserId**.

The **Virtual User Type** column contains the 'Type' if the user is 'virtual;' the column is empty for normal users.

The **Billing Bundle Name** column is populated with the name of the Billing Bundle if one has been assigned to the user.

Also provided is a **VMail User** column that identifies a user that has the Voice Messaging service assigned.

The **VM Transcription (Mutare)** column identifies users with the Mutare Voicemail transcription service enabled.

The **Clearspan ACD Add-on** column identifies users with the ACD queue selector add-in enabled on their PING or MS Teams client.

The **ERS Enabled** column identifies users with the Emergency Routing Service enabled.

The **PING User** column identifies users provisioned with a Clearspan PING client account.

The **MS Teams User** column identifies users provisioned with an MS Teams connectivity endpoint.

The **No Svcs** column identifies a user that has been assigned no services. If an Enterprise administrator sees a user with this column checked, they should consider whether this user needs to exist.

**Auto Attendant Menu Count** is the total count of menus changed and sub-menus created for each Auto Attendant.

The **Encrypted** column indicates if the user can be billed for encrypted device services.

| License & Optional Service Report - Basic Users | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enterprise: SystemValidation -- System Validation | | | | | | | OM indicates OpEasy Managed User; SU indicates Support User. | | | | | | | | |
| Group: JazzTest -- JazzTest | | | | | | | VMail User identifies a user with the Voice Messaging service assigned. | | | | | | | | |
| Version: All Departments | | | | | | | No Svcs identifies a user with NO services assigned. | | | | | | | | |
| Date: 03/06/2024 16:42:42 | | | | | | | | | | | | | | | |
| Version: LOSR-108 | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| Last Name | First Name | UserId | Virtual User Type | OM | SU | Create Date | VMail User | VM Transcription (Mutare) | Clearspan ACD Add-on | ERS Enabled | Ping User | MS Teams User | No Svcs | Phone Number | Extension |

*Figure 12 - License & Optional Service Report – Basic Users Tab*

## PREMIUM USERS TAB

The Premium Users tab shows each user consuming Premium Services. It is color-coded blue for Users. It provides the same columns as Basic users (above).

| License & Optional Service Report - Premium Users | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Enterprise: SystemValidation -- System Validation | | | | | | | OM indicates OpEasy Managed User; SU indicates Support User. | | | | | | | |
| Group: JazzTest -- JazzTest | | | | | | | VMail User identifies a user with the Voice Messaging service assigned. | | | | | | | |
| Version: All Departments | | | | | | | | | | | | | | |
| Date: 03/06/2024 16:42:42 | | | | | | | | | | | | | | |
| Version: LOSR-108 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| Last Name | First Name | UserId | Virtual User Type | Billing Bundle Name | OM | SU | Create Date | VMail User | VM Transcription (Mutare) | Clearspan ACD Add-on | ERS Enabled | Ping User | MS Teams User | Phone Number | Extension |

*Figure 13 - License & Optional Service Report – Premium Users Tab*

## BASIC TRUNK USERS TAB

The Basic Trunk Users tab shows each user that is a Trunk User. This tab is color-coded blue for Users.

A trunk user is like a normal user, but instead of being assigned to a phone device, it is assigned to a trunk group. The VMail User column identifies users that have the Voice Messaging service assigned.

| License & Optional Service Report - Basic Trunk Users | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Enterprise: | Bulk Provisioning -- Lab Val, Inc | | | | | | OM indicates OpE | |
| Group: | Group_G -- Group, Gewel | | | | | | VMail User identifi | |
| Version: | All Departments | | | | | | | |
| Date: | 03/04/2021 00:06:27 | | | | | | | |
| Version: | LOSR-105 | | | | | | | |
| | | | | | | | | |
| Last Name | First Name | UserId | OM | SU | Create Date | VMail User | ERS Enabled | Phone Number |
| LTest16 | FTest16 | 9722221016@labval.mitel.com | X | | 11/09/2020 10:39:04 | | | 972-222-1016 |
| TrunkUser | TrunkUser | 9722221087@labval.mitel.com | X | | 02/18/2021 04:27:15 | | | 972-222-1087 |

*Figure 14 - License & Optional Service Report – Basic Trunk Users Tab*

# BUSINESS TRUNK USERS TAB

The Business Trunk Users tab shows each user that is a Trunk User. This tab is color-coded blue for Users. It provides a column to identify users that are assigned:

• Voicemail service

• Basic services

• Premium services

A trunk user is like a normal user, but instead of being assigned to a phone device, it is assigned to a trunk group. If assigned one or more basic services, the Basic column will be marked withan "X". If assigned one or more premium services, the Premium column will be marked. If the trunk user is assigned no services, the Basic or Premium box will not be marked. The VMail User column identifies users that have the Voice Messaging service assigned.

| License & Optional Service Report - Business Trunk Users | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Enterprise: Bulk Provisioning -- Lab Val, Inc | | | | | | OM indicates OpEasy Mana | | | |
| Group: Group_G -- Group, Gewel | | | | | | VMail User identifies a user | | | |
| Version: All Departments | | | | | | Basic indicates the trunk use | | | |
| Date: 03/04/2021 00:06:27 | | | | | | Premium indicates the trunk | | | |
| Version: LOSR-105 | | | | | | | | | |
| | | | | | | | | | |
| Last Name | First Name | UserId | OM | SU | Create Date | VMail User | ERS Enabled | Basic | Premium |
| LTest17 | FTest17 | 9722221017.tu@labval.mitel.com | X | | 11/09/2020 10:39:05 | | | | |

*Figure 15 - License & Optional Service Report – Business Trunk Users Tab*

# VMONLY USERS TAB

The VMOnly Users tab shows each user that is assigned the Voice Messaging User or Voice Messaging User – Video service, and optionally the Internal/External Calling Line ID Delivery service, as well as any optional services. It is color-coded blue for Users.

| License & Optional Service Report - VMOnly Users | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Enterprise: clearspanlab -- Clearspan LAB | | | | | | | Shows users with | |
| Group: sales organization -- Sales Organization | | | | | | | and optionally the | |
| Department: All Departments | | | | | | | OM indicates OpE | |
| Date: 09/28/2020 05:02:40 | | | | | | | | |
| Version: LOSR-105.2 | | | | | | | | |
| | | | | | | | | |
| Last Name | First Name | UserId | OM | SU | Create Date | Phone Number | Extension | Auto Attendant Menu Count |
| | | | | | | | | |

*Figure 16 - License & Optional Service Report – VMOnly Users Tab*

This tab shows each user that is assigned Voice Messaging Only. The Voice Messaging Only user license requires a user to have the Voice Messaging service and/or the Video Messaging service. In addition, the user can have any Optional Services, as well as either or both of theInternal Calling Line ID Delivery or External Calling Line ID Delivery services. If the user is assigned any services other than these, then a Basic or Premium license is required.

## NO LICENSE USERS TAB

The No License Users tab shows each Virtual User (Service Instance) that has not been assigned user services. It is color-coded blue for Users. All users in the No License category are Virtual Users. They are presented on this tab only if they have been assigned no services. Virtual Users with no services do not consume a license and so are not chargeable.

**License & Optional Service Report - No License Users**

| Enterprise: | clearspanlab -- Clearspan LAB | | | | | |
|---|---|---|---|---|---|---|
| Group: | sales organization -- Sales Organization | | | | | |
| Department: | All Departments | | | | | |
| Date: | 09/28/2020 05:02:40 | | | | | |
| Version: | LOSR-105.2 | | | | | |

| Last Name | First Name | UserId | Virtual User Type | OM | SU | Create Date | VMail User |
|---|---|---|---|---|---|---|---|
| Group_Page_1 | | 6063338900@clearspanlab.com | Group Paging | | | 08/03/2020 01:21:33 | |
| sales | | CSLab_sales@clearspanlab.com | Clearspan Anywhere Portal | | | 09/26/2020 13:51:30 | |
| sales organization- | | 321108706-354700534-Default@clear | Collaborate Bridge | | | | |

*Figure 17 - License & Optional Service Report – No License Users Tab*

## OPTIONAL SERVICES TAB

The Optional Services tab lists all Optional Services and provides the number of users assigned to each. It is color-coded green for Services.

• Optional services are not included in the Basic or Premium packages.

• (Unsupported) indicates the service is not part of the standard offering.

• A row is provided for each Optional Service along with a count of times used. If an optional service has been assigned that is not included in a Clearspan sales offering, then the service name appears at the bottom of this list and is followed by "(Unsupported)".

• If there is more than one group in an Enterprise, the Group Totals columns appear, with a breakdown of the total across the groups in the Enterprise. If there is only one group in an Enterprise, the Group Totals columns are not displayed; the Total column contains the Total for the only group, the same as the Enterprise.

| License & Optional Service Report - Optional Services | | | |
|---|---|---|---|
| Enterprise: | clearspanlab -- Clearspan LAB | | |
| Group: | sales organization -- Sales Organization | | |
| Department: | All Departments | | |
| Date: | 09/28/2020 05:02:40 | | |
| Version: | LOSR-105.2 | | |
| | | | |
| Service Name | | Total | Support User Total |
| Call Center User - Basic | | 4 | |
| Call Center User - Standard | | 4 | |
| Call Center User - Premium | | 4 | |
| Call Recording | | 4 | |
| Calling Line ID Blocking Override | | 4 | |
| Clearspan Agent | | 4 | |
| Clearspan Supervisor | | 4 | |
| Clearspan Communicator Desktop - Basic | | 4 | |
| Clearspan Communicator Desktop - Audio | | 4 | |

*Figure 18 - License & Optional Service Report – Optional Services Tab*

# OPTIONAL SERVICE USERS TAB

The Optional Service Users tab shows each user that consumes an Optional Service. It is color-coded blue for Users.  This tab details the Users that are assigned the Optional Services.

The Group column identifies the group for each user listed. If desired, services can be sorted by Group.

| License & Optional Service Report - Optional Service Users | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Enterprise: clearspanlab -- Clearspan LAB | | | | | | | OM indicates OpEasy Managed User; SU indicates Support User. | | | | |
| Group: sales organization -- Sales Organization | | | | | | | Voice Messaging service is not shown here | | | | |
| Version: All Departments | | | | | | | (it is shown on the individual user worksheets). | | | | |
| Date: 10/12/2023 09:34:26 | | | | | | | | | | | |
| Version: LOSR-107 | | | | | | | | | | | |
| | | | | | | | | | | | |
| Optional Service | Last Name | First Name | UserId | Account ID | Virtual User Type | OM | SU | Group ID | Group Name | Department | |
| Clearspan Communicator Desktop - Basic | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Desktop - Audio | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Mobile - Basic | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Mobile - Audio | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Tablet - Basic | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Tablet - Audio | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Tablet - Video | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Agent | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Call Center User - Basic | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Call Center User - Premium | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Call Center User - Standard | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Call Recording | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Calling Line ID Blocking Override | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Mobile - Video | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Communicator Desktop - Video | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |
| Clearspan Receptionist - Enterprise | Sales | User2 | 6063338902@clearspanlab.com | * | | | X | sales organization | Sales Organization | | |

*Figure 19 - License & Optional Service Report – Optional Service Users Tab*

# SYSTEM RESOURCES TAB

The System Resources tab reports the number of inference Conference Ports and Trunk Channels that are allocated for each Enterprise. The System Administrator is responsible for ensuring that the counts reported are accurate. The report is color-coded green for Services.

| License & Optional Service Report - System Resources | | | | |
|---|---|---|---|---|
| Enterprise: clearspanlab -- Clearspan LAB | | | | |
| | | | | |
| | | | | |
| Date: 09/28/2020 05:02:40 | | | | |
| Version: LOSR-105.2 | | | | |
| | | | | |
| Enterprise Resources | Total | | | |
| Meet Me Conference Port | 0 | | | |
| Trunk Channel | 10 | | | |
| | | | Meet-Me Conference Port | General Trunk Channel |
| Group (Group Resources) | Group Name | | System Resources | |
| sales organization | Sales Organization | | 0 | 10 |
| | | | | |
| Group (Trunk Group Resources) | Trunk Group Name | | Total | |
| sales organization | SalesOrganization-TrunkGroup | | 5 | |

*Figure 20 - License & Optional Service Report – System Resources Tab*

## OPEASY LICENSES TAB

The OpEasy Licenses tab reports quantities of users, third party phones, and licenses allocated for the Enterprise.

| License & Optional Service Report - OpEasy Licenses | |
|---|---|
| **Enterprise:** clearspanlab -- Clearspan LAB | |
| | |
| **Date:** 09/28/2020 05:02:40 | |
| **Version:** LOSR-105.2 | |
| | |
| **OpEasy License Information** | **Total** |
| Current Clearspan User Count | 0 |
| User Licenses Allocated | 10 |
| User Licenses Available | 10 |
| | |
| Current Clearspan 3rd Party Phone Count | 0 |
| 3rd Party Phone Licenses Allocated | 10 |
| 3rd Party Phone Licenses Available | 10 |

*Figure 21 - License & Optional Service Report – OpEasy Licenses Tab*

## VIRTUAL ON-NET EXTENSIONS TAB

The Virtual On-Net Extensions tab lists configured Virtual On-Net Enterprise Extension users. Virtual On-Net Enterprise Extensions do not use a license directly, so they are not shown in the totals on the User Licenses tab.

| License & Optional Service Report - Virtual On-Net Extensions | | | | | | |
|---|---|---|---|---|---|---|
| **Enterprise:** clearspanlab -- Clearspan LAB | | | | | | |
| **Group:** sales organization -- Sales Organization | | | | | | |
| **Department:** All Departments | | | | | | |
| **Date:** 09/28/2020 05:02:40 | | | | | | |
| **Version:** LOSR-105.2 | | | | | | |
| | | | | | | |
| **Last Name** | **First Name** | **Phone Number** | **Extension** | **Virtual On-Net Call Type** | **Group ID** | **Group Name** |
| | | | | | | |

*Figure 22 - License & Optional Service Report – Virtual On-Net Extensions Tab*

# REPORT ERRORS TAB

This tab of the License report is for Report Errors. In this example, an error was generated during report processing. This error flags that an unsupported service has been assigned. Services that Clearspan doesn't support should be unassigned, and this report will assist in that cleanup.

| License & Optional Service Report - Report Log | |
|---|---|
| **Enterprise:** | Bulk Provisioning -- Lab Val, Inc |
| **Group:** | Group_G -- Group, Gewel |
| **Department:** | All Departments |
| **Date:** | 02/25/2021 08:08:27 |
| **Version:** | LOSR-105 |
| | |
| **Report Errors** | **(List of error messages encountered during processing)** |
| Error: Meet Me Conference Port Allocation for Enterprise Bulk Provisioning is set to Unlimited! | |
| Error: Meet Me Conference Port Allocation for Enterprise: Bulk Provisioning, Group: Group_G is set to Unlimited | |
| | |
| **Report Warnings** | **(List of Warning messages encountered during processing)** |
| Error: An unsupported service (Sametime Connector) has been assigned to User 9722221002@labval.mitel.com | |
| Error: An unsupported service (UC-Connect) has been assigned to User 9722221002@labval.mitel.com (Enterpr | |
| Error: An unsupported service (Conference Room) has been assigned to User 9722221002@labval.mitel.com (E | |

*Figure 23 - License & Optional Service Report – Report Errors Tab*

# MS TEAMS USER AUDIT REPORT

**New in version OpEasy version 24.2**

The MS Teams User Audit Report performs an audit of the MS Teams Users configured in Clearspan and in the TeamMate Connector portal and provides the following information:

- A list of Clearspan users that are assigned to a 'Clearspan Native Teams Int' device type and meet one of the following conditions:

    o The Clearspan user does not have a corresponding MS Teams user configured in the TeamMate Connector portal.

    o The Billing State is out-of-sync between Clearspan and the Teammate Connector

- A list of MS Teams users in the TeamMate Connector portal that do not have a corresponding user configured in Clearspan.

The following criteria are used by the audit to determine if a Clearspan User has a corresponding MS Teams user configured in the TeamMate Connector portal and vice versa. All criteria must be met for a valid match:

- The Clearspan user's email address must correspond to a 'Teams User ID' in the TeamMate Connector portal.

- The Clearspan user's phone number must match the Teams user's phone number in the TeamMate Connector portal.

- The Clearspan user's 'Line/Port' must match the Teams user's 'SIP User' setting.

The MS Teams User Audit Report is accessible by System Administrators, Solution Reseller Administrators, and Enterprise Administrators. Administrators must be provisioned with the MS Teams User Audit Report privilege set to "Full Access" to execute the report.

The report can be executed for multiple enterprises or a specific enterprise.

The report can be executed immediately or scheduled.

## CLEARSPAN USERS TAB

| | A | B | C | D | E | F |
|---|---|---|---|---|---|---|
| 1 | MS Teams User Audit Report - Clearspan Users | | | | | |
| 2 | Enterprise: Hawkins -- Marty's Enterprise | | | | | |
| 3 | Group: All Groups | | | | | |
| 4 | Department: All Departments | | | | | |
| 5 | Date: 05/01/2024 13:53:20 | | | | | |
| 6 | Version: MTAR-100 | | | | | |
| 7 | | | | | | |
| 8 | | | | | | |
| 9 | Clearspan User ID | Email Address | No MS Team User | Billing State Out-of-Sync | Phone Number | Line/Port |
| 10 | hameetha.test1@clearspan.com | hameetha.banu@clearspancloud.com | X | | 2142441356 | 2142441356.primary@clearspancloud.com |
| 11 | hawkinsteams.martyteams@clearspancloud.com | marty.hawkins@clearspancloud.com | X | | 2142440123 | 2142440123.primary@teams.a.clearspancloud.com |
| 12 | Hteams.Hameeteams@clearspancloud.com | hameetha.banu@clearspancloud.com | X | | 2142440144 | 2142440144.primary@teams.a.clearspancloud.com |
| 13 | martyaddtest2.hawkinsaddtest2@clearspancloud.com | marty.hawkins@clearspancloud.com | X | | 2142440111 | 2142440111.primary@teams.a.clearspancloud.com |
| 14 | martyteams.hawkinsteams@clearspancloud.com | marty.hawkins@clearspancloud.com | X | | 2142440116 | 2142440116.primary@teams.a.clearspancloud.com |
| 15 | msteamsprimaryfirst.msteamsprimarylast@clearspan | marty.hawkins@clearspancloud.com | | CS=NORMAL/TM=Disabled | 2142440005 | 2142440005.primary@teams.a.clearspancloud.com |
| 16 | user.0052abc@aastra.com | marty.hawkins@clearspancloud.com | X | | 2142440052 | 2142440052.primary@teams.a.clearspancloud.com |

### Column Descriptions

A. **Clearspan User ID** – The account user ID in the Clearspan system.

B. **Email Address** – The email address assigned to the user.

C. **No MS Teams User** – An X in this column indicates that the Clearspan user does not have a corresponding user configured in the TeamMate Connector portal.

D. **Billing State Out-of-Sync** – Text in this column indicates that the Clearspan user and TeamMate Connector user are not in-sync with respect to their billing state. If this column is empty, then the states are in-sync. Otherwise, text in the form CS=<state>/TM=<state> indicates that the states are out-of-sync and the current states in Clearspan (CS) and TeamMate (TM), respectively. The Clearspan state can be "NORMAL" or "SUSPENDED." The TeamMate state can be "Normal" or "Disabled."

E. **Phone Number** – The phone number assigned to the user in Clearspan.

F. **Line/Port** – the line/port configured for the user on the 'Clearspan Native Teams Int' device.

## MS TEAMS USERS TAB

| | A | B | C |
|---|---|---|---|
| 1 | MS Teams User Audit Report - MS Teams Users | | |
| 2 | Enterprise: Canine Center -- Training and Pet Store | | |
| 3 | Group: All Groups | | |
| 4 | Department: All Departments | | |
| 5 | Date: 05/09/2024 14:12:48 | | |
| 6 | Version: MTAR-100 | | |
| 7 | | | |
| 8 | | | |
| 9 | MS Teams User ID | Phone Number | SIP User |
| 10 | B-agent-1.HRB-TST@clearspancloud1.onmicrosoft.co | 4693653366 | 4693653366.primary.alpha@teams.a.clearspancloud.com |
| 11 | MSTeams.testuser@clearspancloud1.onmicrosoft.con | 4693653417 | 4693653417.primary@teams.a.clearspancloud.com |
| 12 | andy.singleton@clearspancloud.com | 4693653347 | 4693653347.sca03msteams@teams.a.clearspancloud.com |
| 13 | b-agent-2.hrb-tst@clearspancloud1.onmicrosoft.com | 4693653416 | 4693653416.primary@teams.a.clearspancloud.com |

### Column Descriptions

A. **Teams User ID** – The Teams user ID in the TeamMate Connector portal
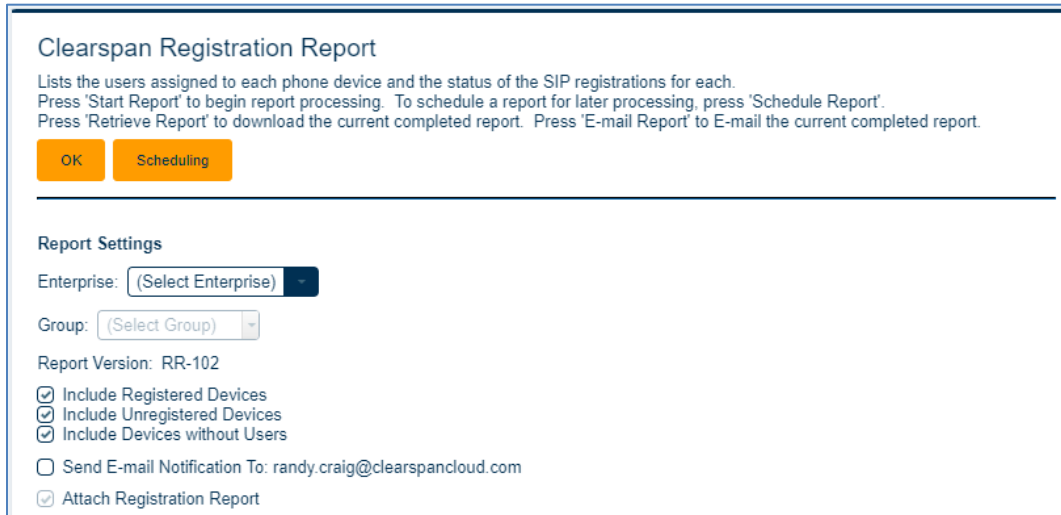
B. **Phone Number** – The phone number assigned in the TeamMate Connector

C. **SIP User** – The SIP User assigned to the user in the TeamMate Connector

# REGISTRATION REPORT

The Clearspan Registration Report provides a list of users assigned to each phone device and the status of the SIP registrations for each. Mobile Devices will display the Push Notification status. The Registration Report contains the following tabs.

- **Phone Devices** tab – a list of devices, registration information, and registration status.

- **Report Errors** tab – any errors that may have been found during processing.

You can limit the report to include only those phone devices that are registered, those that are unregistered, those that have no Users assigned, or any combination thereof, by selecting the check boxes.



*Figure 24 - Registration Report – Filter by Registration Status*

## PHONE DEVICES TAB

The Phone Devices tab shows devices within a single Group or within all Groups in an Enterprise. Because each User assigned to a device register separately, the report includes a line for each User assigned to the Phone Device (Device User). It is color-coded teal for Devices.

**Note**: The Registration Report "Session Border Controller Registration Status" is only supported on systems with Sonus SBC devices. And the Sonus SBC devices must be defined in System Settings.

The **Phone Devices** tab provides the following information.

- Device Name

- Device Level

- OM (OpEasy Managed Device)

- SD (Support Device)

- Line Position

- SCA (Shared Call Appearance)

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- Group ID

- Group Name

- Last Name

- First Name

- UserId

- Phone Number

- OM (OpEasy Managed UserId)

- SU (Support User)

- Registration Status

- Registration Time Remaining

- Model/Version (SIP – User Agent)

- SBC Registration Status

- Registration Created

- Registration Expired

- Refresh Time (Seconds)

- Registering SBC

- Device Type

- LinePort

- MAC Address

- Physical Location

- ERL Record Name



*Figure 25 - Registration Report – Phone Devices Tab*

# REPORT ERRORS TAB

This tab of the report is for Report.

| Registration Report - Report Log | |
|---|---|
| **Enterprise:** | Bulk Provisioning -- Lab Val, Inc |
| **Group:** | Group_G -- Group, Gewel |
| **Date:** | 02/25/2021 08:24:06 |
| **Version:** | RR-102 |
| | |
| **Report Errors** | **(List of error messages encountered during processing)** |
| | |
| **Report Warnings** | **(List of Warning messages encountered during processing)** |
| | |

*Figure 26 - Registration Report – Report Errors Tab*

# USER INFORMATION REPORT

The User Information report provides User password expiration information like Password Expiration in days/ Password Expired, User Password which never expires details and User login disabled information for each of the User in Group/Enterprise based on the wrong login attempts.

This User Information report contains the following columns in the Password Expiration tab:

• User ID

• Group

• Department

• User Login Disabled

• User Password Expiration Days

• User Password Does Not Expire

**Note:** The User Information Report is accessible for all the Users.

| User Information Report - Password Expiration | | | | |
|---|---|---|---|---|
| **Enterprise:** Bulk Provisioning -- Lab Val, Inc | | | | |
| **Group:** All Groups | | | | |
| **Department:** All Departments | | | | |
| **Date:** 03/16/2021 08:48:21 | | | | |
| **Version:** UIR-101 | | | | |
| **User ID** | **Group** | **Department** | **User Login Disabled** | **User Password Days** |
| 3124485502@labval.mitel.com | Group_Pronto | | False | Password expir( |
| 3124485503@labval.mitel.com | Group_Pronto | | False | Password expir( |
| 3124485504@labval.mitel.com | Group_Pronto | | False | Password expir( |
| 3124485505@labval.mitel.com | Group_Pronto | | False | Password expir( |
| 3124485601@labval.mitel.com | Group_H | | False | Password expir( |
| 3124485602@labval.mitel.com | Group_H | | False | Password expir( |
| 3124485603@labval.mitel.com | Group_H | | False | Password expir( |
| 3124485604@labval.mitel.com | Group_H | | False | Password expir( |
| 3124485605@labval.mitel.com | Group_H | | False | Password expir( |
| 9722221001@labval.mitel.com | Group_G | Dept_1 (Group) | False | Password expir( |
| 9722221002@labval.mitel.com | Group_G | Dept_1 (Group) | False | Password neve |

Password Expiration | Report Log | (+)

*Figure 27 - User Information Report*

# VOICE MAIL AUDIT REPORT

Voice Mail Audit Report provides information regarding voicemail configuration of Users and Virtual Users (Auto Attendant, Hunt Group and Call Centre). This will enable our customers to audit users that have configured with Voice Mail CC and Voice Mail Forwarding enabled. TheVoice mail audit report can be scheduled.

Only Group Administrators and above can generate Voice Mail Audit

Reports.To generate a voice mail audit report:

1. Click **Reporting** on OpEasy.

2. Click Voice Mail Audit Report. The Voice Mail Audit Report page appears.

3. Select the Enterprise, Group and Department.

4. Select the **Notification** and the **Email** option to receive the report as an email attachment.

5. Click Start Report.

6. Click **OK**.

| Voicemail Audit Report - Users | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Enterprise:** Bulk Provisioning -- Lab Val, Inc | | | | | | | |
| **Group:** Group_G -- Group, Gewel | | | | | | | |
| **Department:** All Departments | | | | | | | |
| **Date:** 09/02/2020 01:16:46 | | | | | | | |
| **Version:** VMAR-102.1 | | | | | | | |
| **User ID** | **Group** | | **Department** | **Voicemail Enabled** | **Forward Voice Mail** | **Send CC Email** | **Virtual User Type** |
| 111111@labval.mitel.com | Group_G | | | False | False | False | Call Center - Premium |
| 111112@labval.mitel.com | Group_G | | | False | False | False | Call Center - Premium |
| 111113@labval.mitel.com | Group_G | | | False | False | False | Call Center - Premium |
| 111114@labval.mitel.com | Group_G | | | False | False | False | Call Center - Premium |

*Figure 28 - Voice Mail Audit Report*

The Report displays the following data:

- Clearspan UserID

- Group

- Department

- Voicemail Enabled

- Forward Voice Mail

- Send CC Mail

- Virtual User Type

# VOICE MAIL USAGE REPORT

The Voice Mail Usage Report provides the voice mail information of users aggregated based on Enterprise, Group and Department.

Each tab of the report contains a list of all accounts in Surgemail associated with a user in the requested group(s). The accounts with activity in the specified time (previous day, last 7 days, last 30 days) will be listed in the first few rows of the worksheet with their activity data. The rest of the accounts with no activity in the requested time will be added to the report with content populated only in the following columns: Surge Mail Account, Group, Department, Size Used / Quota, and Minutes Used.

Only Group Administrators and above can generate Voice Mail Usage Report to generate a voice mail usage report:

1. Click **Reporting** on OpEasy.

2. Click Voice Mail Usage Report. The Voice Mail Usage Report page appears.

3. Select the Enterprise, Group and Department.

4. Select the duration for the report from the **Report for** drop-down box. The report can be generated for the previous day, last 7 days and Last 30 days.

5. Select the **Notification** and the **Email** option to receive the report as an email attachment.

6. Click Start Report.

7. Click **OK**.

| Voicemail Usage Report - Last 7 days | | | | | |
|---|---|---|---|---|---|
| Enterprise: | CallCenterTesting -- CC Testing | | | | |
| Group: | CallCenter -- CallCenterGroup | | | | |
| Department: | All Departments | | | | |
| User: | All Users | | | | |
| Report Type: | Last7Days | | | | |
| Date: | 02/19/2020 02:37:43 | | | | |
| Version: | VMUR-102 | | | | |
| Total Users: | 16 | | | | |
| | | | | | |
| Clearspan User | User Name | Surge Mail Account | Group | Department | Msg Rcv |
| 5733641000@cctesting.aastra.com | 00Test 00Tester | 5733641000@tb20.aastra.com | CallCenter | | |
| 9722221210@cctesting.aastra.com | FTest10 LTest10 | 9722221210@tb20.aastra.com | CallCenter | Shop, Toys & Trea | |
| 9722221219@cctesting.aastra.com | FTest19 LTest19 | 9722221219@tb20.aastra.com | CallCenter | Classes (Group) | |

*Figure 29 - Voice mail Usage Report*

The Report displays the following data:

• Clearspan Users

• Clearspan User Name

• Surge Mail Account

• Group

• Department

• Message Received

• Size of Received Messages in MB

- Message Sent

- Size of sent messages in MB

- Last connected details

- Count of the Average Messages Received

- Count of the Average Messages Sent

- Size of the Average Message Received

- Size of the Average Message Sent

- Mailbox Size Used/Quota in MB Used (The amount of the quota being used and the actual quota amount for the account)

- Duration of the Voicemail in minutes

The **Report Errors** tab displays any errors and warnings during processing.

> **Note:** For G.711 and G.729 codecs, the mailbox size is computed in minute equivalents, basically, adding each email's size (minus 384 bytes per message to account for MIME headers and email text), dividing the total size by exactly 333220 (roughly the number of bytes for the ADPCM audio samples in one minute of audio, BASE64 encoded, as attached by the Media Server into emails).
> For G.722 and other high bandwidth codecs, the Media Server encodes the attachments using 16kHz 16-bit PCM, at 256Kbps (instead of the 32 Kbps of dvi-adpcm), hence it consumes 8 times more disk space per minute of recorded audio. This discrepancy will impact the accuracy of the calculated 'storage time' in this report.

# SCHEDULING REPORTS

For all procedures that follow, the Inventory Report and System XML Report are used as examples.

## CREATING A REPORT SCHEDULE

You can schedule any report to run at a specific time and date.

1.  Click **Reporting** from the menu tree or click on the **Reporting** link on the main page.

2.  Select the report you wish to schedule in the menu tree or select the report from the Reporting page.

3.  Select the **Enterprise**, the **Group**, and the **Department** for which you want to schedule the report.

4.  Click the **Notification** check box to receive E-mail notifications.

5.  Change the file names, if desired. You can use the tags provided for organization of the files. See  for more information.

6.  Click **Schedule Report**. The Schedule Request: Registration Report page displays.



*Figure 30 - Scheduling Request Page*

**Note:** Multiple reports for Inventory Report, License and Optional Services Report, Registration Report, User Information Report and Voice Mail Audit Report can be run using Multiple Enterprise option. The Scheduling Requesting page displays a list of all the enterprises selected in Multiple Enterprises separated by '::'

7.  In the Schedule section, choose the Schedule type from the drop-down list.

8.  If you selected Run Once, enter the Start Time: The date, a space, and the time (hour and minute).



*Figure 31 - Schedule Run Once*

If you selected Repeated:

- Enter the **Initial Start Time:** The date, a space, and the time (hour and minute).
- Enter the **Repeat Run**: The Import runs every (number of minutes).
- Enter the **Maximum Number of Runs**. Leave the box blank or enter 0 if there is no limit.



*Figure 32 - Schedule Repeated*

If you selected Hourly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter an Hourly Schedule. A list of minutes within the hour. Example: 00:15, 00:45. The import runs at 15 minutes, and another at 45 minutes.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.



*Figure 33 - Schedule Hourly*

If you selected Daily:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Daily Schedule. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.



*Figure 34 - Schedule Daily*

If you selected Weekly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Weekly Schedule. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.



*Figure 35 - Schedule Weekly*

If you selected Monthly:

- Enter the Start After time: The date, a space, and the time (hour and minute).
- Enter the Monthly Schedule. See the following example.
- Enter the Maximum Number of Runs. Leave the box blank or enter 0 if there is no limit.



*Figure 36 - Schedule Monthly*

9. Click Start Report. The Status section appears on the page. The schedule is saved, and the report will run at the appropriate time.

10. Click OK to exit the page.

## ADDING AN FTP DESTINATION

You can add an FTP destination to receive the scheduled report. To add an FTP destination for the Report file:

1. Click Reporting from the menu tree or click on the Reporting link on the main page.

2. Select the report you wish to schedule in the menu tree or select the report from the Reporting page.

3. Select the Enterprise, the Group, and the Department for which you want to schedule the report.

4. Click Schedule Report. The Scheduling Request page displays.



*Figure 37 - Add FTP Destination*

5. Click Add FTP Destination.

The Scheduling Request: FTP Destination Add page displays.



*Figure 38 - Scheduling Request - FTP Destination Add Page*

6. Enter the IP Address of the destination server or valid host name, User name and Password for log on, and the File Path.

7. Enter the File Name for the report results. Note the filename in the example contains substitution tags. This method causes a new file to be created each time the report is run; the report results are not overwritten.

8. Choose FTP or SFTP (Secure FTP) for the Transport protocol.

9. Click Zip FTP File to receive the report in the Zip format.

10. Click **Check Destination** to verify that the credentials are valid immediately rather than discovering it after a failure.

11. Click **OK**. The Report Scheduling page displays, and the new information displays in the list.

12. Click **OK** again.

## MODIFYING OR DELETING AN FTP DESTINATION

To modify or remove an FTP destination for the Report file:

1.  Click the **Edit** link on the row of the destination on the Scheduling Request page.



*Figure 39 - Scheduling Request: FTP Destination Edit*

The Scheduling Request: FTP Destination Modify page displays.



*Figure 40 - Report Scheduling: FTP Destination Modify Page*

2.  Make any desired changes or click **Delete** to remove the destination.
3.  Click **OK**. The Report Scheduling page displays and the new information displays in the list.
4.  Click **OK** again.

## VIEWING REPORT SCHEDULES

The Scheduling page displays a list of reports that have been scheduled to run now or on a pre-defined schedule.

With this page you can:

• View the status of a scheduled report.

• Edit a schedule request.

• View the results of the report that has run.

• Delete a schedule.

• From the main menu, click Reporting.

• Select Scheduling. The Scheduling page appears as shown in below.

*Figure 41 - Scheduling Page*

**Note:** All scheduled service requests with a Never Started status are deleted after 30 days. All scheduled service requests with a Finished, Stopped, or Terminated status are deleted after 90 days.

## EDITING A SCHEDULE

1. From the main menu, click **Reporting**.

2. Select **Scheduling**.

3. Click the **Edit** link at the far right of the row to open the Scheduling Request page.
   - Click **Stop** to stop the schedule from running.
   - Click **Refresh** to see progress messages of the report.
   - Change the E-mail Notification parameters, if needed.
   - Change any available parameters of the schedule.

4. Click **Apply**.

5. Click **OK**.

6. Click the **Refresh** button. The schedules will refresh.

## DELETING A SCHEDULE

There are two ways to delete a schedule: from the main Scheduling page or from the Scheduling Request page.

### DELETE A SCHEDULE FROM THE MAIN SCHEDULING PAGE

1. Check the **Delete** box next to the schedule(s) to delete.

2. Click **Apply** or **OK**. The schedule(s) are deleted from the list.



*Figure 42 - Delete a Schedule*

DELETE A SCHEDULE FROM THE SCHEDULING REQUEST PAGE

Click **Delete** at the top of the page. The Delete Warning displays and the schedule is deleted.



*Figure 43 - Delete the Current Report Request*

# VIEWING SCHEDULED REPORT RESULTS

To review scheduled report results, click on the link in the **Results** column on the main Schedule page, as in the following figure.



*Figure 44 - Results link on Scheduling Page*

# CALL DETAIL REPORTING (CDR)

The Call Detail Reporting (CDR) application allows searches against CDR records and FTP of CDR records. CDR Manager is available to Solution Resellers and Enterprise Administrators, but not to Group or Department Administrators. CDR Query is available to all users.

## RUNNING A CDR QUERY

You can use CDR queries to search call records and display or download the results.

1. From the main menu, click **Reporting**.

2. Select **CDR** and then **CDR Query**. The **CDR Query** screen displays.



*Figure 45 - CDR Query Page*

You can select **Retrieve CDR Records** to open the results of the last query that was downloaded, if one exists in the system for this administrator. Or you can run a new query with the following steps.

3.  Select the **Enterprise**, **Group**, and **Department** if applicable. The choices shown will vary depending on your access level.

4.  For **CDR Format** select **Readable** or **Same as CDR Manager**, and for **CDR Fields**, select **All Fields** or **Same as CDR Manager**.

5.  Adjust the **Time Zone** if necessary. The CDRs are created in the GMT time zone. Selecting your time zone will make the appropriate adjustments in the date and time fields that are displayed.

6.  Choose a **Time Frame** to limit the query. The report is generated faster when it is limited to a specific time frame rather than All CDR Records. Select one of the following options:

    •   Since Yesterday

    •   Last 7 Days

    •   Last 30 days

    •   Previous Month

    •   Last 2 Months

    •   Last 3 Months

    •   Last 6 Months

    •   Last 12 Months

    •   Week Before Last

    •   Or select the Starting At, Ending At or Custom Dates option and enter the Time Frame ranges. The Time Frame ranges from the previous year and the current year.

7.  Check the Notification box to send a notification to the E-mail address specified.

8.  Check the Attachment box to receive a copy of the report in the E-mail.

9.  Assign different file names to the Attachment File Name and the Retrieve File Name, if desired, or just use the default names. Customizing file names can help you set file name standardization for file name sorting or displays. See Tags for more information.

10. Use the Enter CDR Record Search Criteria fields to set the search parameters. Choose the type of CDR records to search, or leave the type set to All CDR Records, and enter the criteria for matching.

    •   Click the ⎡ + ⎤ button to add a search condition. Click the ⎡ - ⎤ button to remove a search condition. For example, adjust the search criteria to look for activity on User Number 97 beginning at 3:12 pm on May 11, 2017. The query will look like the following.

## CDR Query

Allows an administrator to search the Call Detail Reporting (CDR) records (creates a spreadsheet for download).

[ OK ]   [ Scheduling ]   [ Customize ]

**CDR Query**

Enterprise: (All Enterprises) ▼

Group: (All Groups) ▼

Department: (All Departments) ▼

CDR Format: Readable ▼

CDR Fields: Selected Fields ▼

Time Zone: (GMT-05:00) (US) Central Time ▼

(Time Zone affects all entered and displayed times)

Time Frame: Since Yesterday ▼

☐ Send E-mail Notification To: randy.craig@clearspancloud.com

☑ Attach CDR Records

Attachment File Name:

CDRRecords_{Enterprise}_{Group}_{Department}_{Id}_{Time}.csv

Retrieve File Name:

CDRRecords_{Enterprise}_{Group}_{Department}_{Id}_{Time}.csv

(Useful tags for File Names: {Id}, {Enterprise}, {Group}, {Department}, {Time}, {StartTime}, {EndTime}, {Admin})

Report Version: CDRQ-101

Enter CDR Record Search Criteria: (Search on field prefixed with '*' may take longer to run and may need to be scheduled)

| | July ▼ |
| | 28 ▼ |
| | 2023 ▼ |
| ▼  *Answer Time ▼  After: ▼  7 ▼ | [ - ] [ + ] [ ( ] |
| | 48 ▼ |
| | 53 ▼ |
| | AM ▼ |

AND ▼   User Number ▼   Contains: ▼   5432    [ - ] [ + ] [ ( ] [ ) ]

*Figure 46 - CDR Query with Search Criteria*

11.  Click **Start CDR Query** to run the report now and see the status at the bottom of the page or click **Schedule CDR Query** to run the report at a later time. The report starts running, or the report is queued.

Click **Refresh** while the report is running to see status updates.

After the report runs, the Results are shown at the bottom of the page. The Report Details indicate whether the report completed successfully or failed.

12.  Click **Retrieve CDR Records**. When prompted, click **Open** to open the report spreadsheet.



| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Enterprise | All Enterprises | | | | | | | | | | | | | | | | |
| 2 | Groups: | All Groups | | | | | | | | | | | | | | | | |
| 3 | Departme | All Departments | | | | | | | | | | | | | | | | |
| 4 | Time Zone | (GMT-06:00) (US) Central Time | | | | | | | | | | | | | | | | |
| 5 | Time Fram | Last 30 Days | | | | | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | | | | | | | |
| 7 | ID | Record Id: | Record Id: | Record Id: Date | Record Id: | Record Ty | Enterprise | Group ID | Departme | User Num | Direction | Calling Nu | Called Nu | Start Time | | User Time | Route | Network ( | Acce |
| 8 | | | Start | | | | | | | | | | | | | | | | |
| 9 | 41816341 | 4314926 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Interim | AastraCan | EM4550 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | BW1 |
| 10 | 41816343 | 4314927 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | 45a0 |
| 11 | 41816345 | 4314928 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | BW1 |
| 12 | 41816347 | 4314929 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | 45a0 |
| 13 | 41816349 | 4314930 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Interim | AastraCan | EM4550 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | BW1 |
| 14 | 41816351 | 4314931 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | 26d0 |
| 15 | 41816353 | 4314932 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | BW1 |
| 16 | 41816355 | 4314933 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | EM4550 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | 26d0 |
| 17 | 41816357 | 4314934 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | Ontario4 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-050000 | Group | | BW1 |
| 18 | 41816363 | 4314937 | 000AF757I | 1/23/2017 15:46 | 0-060000 | Normal | AastraCan | Ontario4 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:46 | 0-060000 | Group | | |
| 19 | 41816365 | 4314938 | 000AF757I | 1/23/2017 15:47 | 0-060000 | Normal | AastraCan | Ontario4 | | +1-905-33 | Originatin | +1-905-33 | +1-905-33 | 1/23/2017 15:47 | 0-060000 | Group | | |
| 20 | 41816367 | 4314939 | 000AF757I | 1/23/2017 15:47 | 0-060000 | Interim | AastraCan | Ontario4 | | +1-905-33 | Terminati | +1-905-33 | +1-905-33 | 1/23/2017 15:47 | 0-060000 | Group | | BW1 |

CDRRecords_23227_20170222-15464

*Figure 47 - CDR Query Report*

The filename contains the date and time of the download. The top rows of the worksheet contain the Enterprise, Group, Department, Time Zone, and Time Frame. A header row labels each column. The very last row of the worksheet contains 'End'. The System Administrator can limit the maximum number of records that are processed and the maximum number of days that CDR records are stored.

## CUSTOMIZING THE CDR QUERY DISPLAY

You can select which fields to include in the CDR query results. Selections made on this screen affect the display that is returned when a CDR query is run. The bulleted items at the top of the screen describe the customizations that you can make.

1.  From the CDR Query page, select **Customize**. The CDR Query Customize screen displays.

*Figure 48 - CDR Query Customize Page*

2. If you want to add a field to the CDR query display choices, click the Add link in the position where you want the field to appear. The CDR Query Customize: Column Add screen displays.



*Figure 49 - CDR Query Customize: Column Add Page*

• Column Number shows the position that this field will have in the display options.

• Select a CDR Field from the drop-down list. CDR Field is the only required value on this screen. For more information, see CDR Field Definitions used for CDR Query Displays.

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- If desired, you can modify the Column Title text that will be displayed for this field's header.
- If desired, you can set a Maximum Length that limits the length of information displayed in that column. If no value is provided, the column width will allow all information to be displayed.
- As indicated by the asterisk, clicking OK retains your changes, but you must click Apply or OK on the subsequent page to save the changes permanently.

To edit a field in the CDR query display options, click **Edit** on the row of the field that you want to modify. The CDR Query Customize: Column Modify screen displays, and you can change the **CDR Field**, **Column Title**, and **Maximum Length** values. Click **Delete** to remove the field from any search result displays.

1. If you want to move a CDR Field to another position, delete it from its current position and add it back at the desired location.

2. Click **OK** when you are done making changes.

3. On the CDR Query page, you can change the **Query Options**. Use the **Query Options** drop-down menu to choose whether to query using the standard CDR Manager output (**Same as CDR Manager**), or to "Readable." Use the **CDR Fields** drop-down menu to choose whether to query **All Fields**, **Selected Fields**, or the **Same as CDR Manager.**

CDR FIELD DEFINITIONS USED FOR CDR QUERY DISPLAYS

The following table provides, in alphabetic order, the CDR Fields that may be used to displayCDR Query results. A description and an example data of each field are included in the table.

| CDR FIELD | DESCRIPTION | EXAMPLE DATA | CDR MANAGER POSITION |
|---|---|---|---|
| Access Call ID | This field is present when the Application Server reaches a Clearspan user's device. It records the SIP Call ID that allowed the Application Server to make the connection to the device. <br><br> For originating CDRs, it records the SIP Call ID of the incoming SIP INVITE. <br><br> For terminating CDRs, it records the SIP Call ID of the outgoing SIP INVITE. | 1477660951@192.168.8.7 | 14 |
| Account Code | The account code, if dialed. | 657485 | 22 |
| Answer Indicator | "Yes", "No" or "Yes-PostRedirection". The latter means the call was answered but at a post-redirection location (such as voice mail or a call forward destination) rather than at the user's phone. | Yes | 15 |
| Answer Time | The time when the two-way media connection is established between the user and the other party. This happens when the terminating endpoint answers the call.  Answer Time is presented in GMT time zone. | 4/12/2013 7:36:41 AM | 16 |
| Authorization Code | The authorization code, if dialed. | 657485 | 23 |
| Call Duration | The time between when the destination answers the call until the call is terminated (originator or destination hangs up). | 0:23:44 | |
| Called Number | For originating CDRs, this is the result of the Application Server translations of dialed digits. Identical to the dialed digits if pre-translations have no effect.  For terminating CDRs, this is the number of the user generating the CDR. | +1-976-333-1040 | 9 |
| Calling Number | Calling party's number. Always reflects the actual calling party, even when redirection occurs. Provided as an E.164 number unless the calling party has only an extension provisioned. | +1-520-555-1212 | 8 |
| CDR Version | Version of the CDR content. Not included by default but can be added. | 19.3 | 0 |

| CDR FIELD | DESCRIPTION | EXAMPLE DATA | CDR MANAGER POSITION |
|---|---|---|---|
| Codec | The first choice in the codec list negotiated during call setup. For multi-media calls, a list of codecs (space separated) is provided, reporting the first codec choice for each media. This field is omitted if the call is released before the codec negotiation is completed. This field is present when the codec changes (in Interim CDRs) and when a call ends (in Normal CDRs, and only if a codec is present). | G722 | 30 |
| Default Encoding | The default system encoding (or character set) used by the Application Server; depends on the locale of the system. Not included by default but can be added. | ISO-8859-1 | N/A |
| Department | The user's department name. | Facilities | 5 |
| Dialed Digits | Digits as dialed by the user, before pre-translations (e.g. feature access codes and outside access codes before dialing a number). When pre-translations have no effect, this fieldcontains the same data as Called Number. This field is used only for originating CDRs. | *66 | 19 |
| Direction | "Originating" or "Terminating" | Terminating | 7 |
| Enterprise | The Enterprise name. | XYZCompany | 2 |
| Group | The user's Group name. | Montreal | 4 |
| Location | This field contains the Line/Port of the originating or terminating device in the call. | 9726991997@txasdev91.net | 27 |
| Location Type | This corresponds to the device type of the location. Possible values are "Primary Device", "Shared Call Appearance", "BroadWorks Anywhere", "BroadWorks Mobility", "Executive Assistant" or "Flexible Seating Guest". | Primary Device | 28 |
| Network Call ID | For non-intra-group calls: This field is omitted for intra-group calls. For originating CDRs, it is the SIP Call ID of the outgoing SIP INVITE. For terminating CDRs, it is the SIP Call ID of the incoming SIP INVITE. This field is omitted for network calls sent out over non-SIP routes. | 419313903203201022546@20.20.20.17 | 13 |
| Network Call Type | For intra-group calls, this field is omitted. For non-intra-group-calls, this field captures the call type identified by the Network Server and returned in the 302 response. This field can only be reported in originating CDRs and is always omitted for terminating CDRs. It' is also omitted if the Network Server does not return a call type in the 302 response. | TO | 20 |
| Network Translated Number | This field captures the result of the translations of the called Number by the Network Server, as returned in the user part of the contact within the 302 response. This field is only provided in CDRs of originating, | | 26 |

| CDR FIELD | DESCRIPTION | EXAMPLE DATA | CDR MANAGER POSITION |
|---|---|---|---|
| | non-intra-group calls. | | |
| Primary Device Line Port | Primary Device Line Port | 9722221027.primary@labv al.mitel.com | 38 |
| Record Id | This field is comprised of four other fields: Event Counter, System Id, Date and System Time Zone. Together these fields uniquely identify the CDR. Not included by default but can be added. | 0001519204 001A644DEAC2 20130412140724.625 1-50000 | 1 |
| Record Id: Date | The timestamp when the CDR is created. This timestamp is presented in the GMT time zone. | 12/2/2013 7:36 | N/A |
| Record Type | "Start", "End", "Long Duration", "Normal", "Interim" or "Failover" | Start | 3 |
| Redirecting Number | When the call has been redirected one or more times, this field reports the last redirecting number.  This value is the same as User Number in an originating CDR generated for a Clearspan user initiating a redirection (call forward, transfer, simultaneous, etc.) The format follows the same rules as those for Calling Number. | +1-333-111-1534 | 24 |
| Redirecting Reason | Redirection Reason for the Redirecting Number | deflection | 25 |
| Release Time | The time when the call is released.  This time should correspond to the moment the call is released by the system and not necessarily when one party hangs up, since this does not always mean the call is released. Release Time is presented in the GMT time zone. | 4/12/2013 7:36:41 AM | 17 |
| Releasing Party | Indicates which party released the call first. Values can be "local", "remote" or "none". "Local" is used when the local user (for which the call is generated) has released the call first and "remote" is used when the far-end party releases the call first. "None" is used when the call has not been released but a partial CDR is generated because of an Application Server shut down or force lock or because of a session audit failure. | Local | 21 |
| Route | Set to "Group" for non-distributed intra-group calls. Set to "Enterprise" for non-distributed Application Server enterprise calls (calls between two users of the same enterprise, where the enterprise is defined on the Application Server). For network calls: For originating CDRs, it is the host portion of the request-URI of the outgoing SIP INVITE, for which a proper response is received. NOTE 1: If the caller releases before a proper response is received, this field is populated with "unconfirmed". NOTE 2: Proper response includes the second 302 Moved Temporarily if use3xxAsRouteConfirmationForAccounting is set to "true". Otherwise, the 302 response is not considered as a proper response for route | 192.168.3.2 | 12 |

| CDR FIELD | DESCRIPTION | EXAMPLE DATA | CDR MANAGER POSITION |
|---|---|---|---|
| | confirmation.<br>For terminating CDRs, it is the host portion of the caller's identity taken from the appropriate header of the incoming INVITE.<br>If the host portion is not present (in case of a tel-url), the route is set to "unavailable".<br>Network calls that originate and terminate on the same Application Server (spiraling) generate two independent call detail records and the route is set as described here, thus showing the Application Server itself as the route. | | |
| Start Time | The time when the address is sent to or received from the system. Start Time is presented in GMT time zone. | 12/2/2013 7:37:10 AM | 10 |
| Termination Cause | Code capturing what action caused the call release. The following causes are used by the Application Server.<br>001 – Unassigned number (user not found)<br>003 – No route to destination (request failure or unavailable failure)<br>016 – Normal 017 – User busy<br>19     – User alerted, no answer<br>20     – User not available (for example, SIP phone not registered)<br>21     – Call rejected (forbidden or global failure)<br>027 – Destination out of order (server request failure)<br>031 – Network disconnect (Normal unspecified)<br>041 – Temporary failure 086 – Call Cleared<br>111 – Protocol error (unknown release code)<br>041 – is used when a CDR is generated, although the actual call may still be active (as a result of an audit that timed out, because the application was force locked or due to a graceful shutdown of the Application Server)<br>086 – is used when a call is forced to release as a result of the Kill or Release command of the diagnostic tool in the CLI interface<br>019 – is used when a call is torn down by the Application Server because it has reached the "Maximum Call Timeout for Answered Calls"<br>031 – is used when a call is torn down by the Application Server because it has reached the "Maximum Call Time for Answered Calls | Normal (016) | 18 |
| Total Duration | For an originating call record, the time between<br>when the originator begins to place the call until the call is terminated (originator or destination hangs up).<br>For a terminating call record, the time between when the destination first receives the call until the call is terminated (originator or destination hangs up). | 0:23:44 | |
| User ID | The login ID (including the domain) of the user generating (accountable for) this CDR. The userId field identifies the same user as that reported in the **User Number** field. Always present except in some failover-type CDRs | John.doe@company.com | 31 |

| CDR FIELD | DESCRIPTION | EXAMPLE DATA | CDR MANAGER POSITION |
|---|---|---|---|
| | when a network party hangs up. | | |
| User Number | The E.164 number of the user generating this CDR or the extension if this user has no national number. | +1-976-333-1040 | 6 |
| User Time Zone | The time zone of the users (an offset from GMT). The format is 0 (standard time) or 1 (daylight savings time), followed by + or -, followed by the 6-digit offset (HHMMSS). The offset is adjusted for daylight savings. The User Time Zone is the one that was effective at the beginning of the call. | 0-40000 | 11 |
| Virtual On-Net Call Type | The name of the Virtual On-Net Call Type used to identify calls to and from the Virtual Extension. | VONType1 | 29 |

## CONFIGURING CDR FILE HOSTS

You can use CDR Manager Host Configuration to display and configure the list of hosts where CDR files are sent by the CDR Manager using FTP.

1.  From the main menu, select **Reporting** and then **CDR Manager Host Configuration**. The CDR Manager Host Configuration screen displays. The Enterprises shown may vary depending on your access level.

2.  Click **CDR Record Format** to view the record layout of the CDR Fields. This format is used for all files output by OpEasy (via transfer to an FTP host location or optionally may be used via Download request from the CDR Query screen). The format is not adjustable and is shown in the following figure.

## Clearspan CDR Record Format

Displays the CDR fields contained in each CDR record output by Clearspan.

OK

**Clearspan CDR Record Format**

(1-33 of 33)    1    50

| CDR Field Number | CDR Field |
|---|---|
| 1 | Record Id |
| 2 | Enterprise ID |
| 3 | Record Type |
| 4 | Group ID |
| 5 | Department |
| 6 | User Number |
| 7 | Direction |
| 8 | Calling Number |
| 9 | Called Number |
| 10 | Start Time |
| 11 | User Time Zone |
| 12 | Route |
| 13 | Network Call ID |
| 14 | Access Call ID |
| 15 | Answer Indicator |
| 16 | Answer Time |
| 17 | Release Time |
| 18 | Termination Cause |
| 19 | Dialed Digits |
| 20 | Network Call Type |
| 21 | Releasing Party |
| 22 | Account Code |
| 23 | Authorization Code |
| 24 | Redirecting Number |
| 25 | Redirecting Reason |
| 26 | Network Translated Number |
| 27 | Location |
| 28 | Location Type |
| 29 | Virtual On-Net Call Type |
| 30 | Codec |
| 31 | User ID |
| 32 | Primary Device Line Port |
| 33 | Account ID |

*Figure 50 - Clearspan CDR Record Format*

As shown in the **CDR Field Number** column, there are 33 fields used by OpEasy for each CDR record; the **CDR Field** column identifies the content of each field. Click **OK** to exit the Clearspan CDR Record Format page.

3. Select the **Add Host** button as shown in the following figure to add another FTP host for Clearspan CDR Files or Raw Clearspan CDR Files.

## CDR Manager Host Configuration

Display and configure the list of hosts where CDR files are FTPed by the CDR Manager.

[ OK ]  [ Cancel ]  [ CDR Record Format ]

### Clearspan CDR Files

[ Add Host ]

**CDR Manager Host Configuration: Clearspan CDR Files**

| Enterprise ID | Enterprise Name | Enable FTP | Host | User | File Path | All Fields | Zip FTP File | Send Status File | Transport | Edit |
|---|---|---|---|---|---|---|---|---|---|---|
| Ravipati | Kirana's Enterprise, Inc | No | 10.79.135.57 | billing | / | All | Zip | Yes | FTP | Edit |
| Ravipati | Kirana's Enterprise, Inc | No | 10.79.135.57 | opeasy | / | All | | Yes | FTP | Edit |
| SystemValidation | System Validation | No | 10.79.135.57 | opeasy | /home/opeasy/tb20_cdrs | | Zip | No | SFTP | Edit |

- End of Hosts -

### Raw Clearspan CDR Files

[ Add Host ]

**CDR Manager Host Configuration: Raw Clearspan CDR Files**

| Enable FTP | Host | User | File Path | Zip FTP File | Send Status File | Transport | Edit |
|---|---|---|---|---|---|---|---|
| No | 10.79.135.57 | billing | / | Zip | No | FTP | Edit |
| No | 10.79.135.57 | opeasy | / | | Yes | FTP | Edit |
| No | 172.20.209.49 | billing | / | | No | FTP | Edit |
| No | 172.20.209.49 | billing | / | Zip | No | FTP | Edit |
| No | 172.20.209.49 | billings | / | Zip | No | FTP | Edit |
| No | 172.20.209.49 | opeasy | /home/opeasy/tb20_cdrs | | Yes | SFTP | Edit |
| No | 172.20.209.49 | opeasy | /home/opeasy/tb20_cdrs | Zip | Yes | SFTP | Edit |
| No | 172.20.209.49 | opeasy | /home/opeasy/tb20_raw_cdrs | Zip | Yes | SFTP | Edit |
| No | 172.20.209.50 | billing | / | | No | FTP | Edit |
| No | PlanoLabPC1.mitel.com | CDRAdmin | / | Zip | No | FTP | Edit |
| No | PlanoLabPC1.mitel.com | RawCDRAdmin | / | | No | FTP | Edit |

*Figure 51 - CDR Manager Host Configuration*

The Clearspan CDR Files: Host Add/Modify screen displays.



Figure 52 - Clearspan CDR Files: Host Add

4. Select the **Enterprise** if necessary.

5. The **Enable FTP** check box exists in CDR Manager Host Configuration and checked by default, uncheck the **Enable FTP** check box if you want to exclude the enterprise from receiving CDR FTPs.

6. Enter the Host Name/IP Address, User name and Password, and File Path.

7. Check Zip FTP File if you want the query results to be compressed into a zip file.

8. Select the Transport protocol: FTP or Secure FTP (SFTP). SFTP requires an SFTP server and supports the use of an SSH key, which eliminates the need for a password.

9. Check **Send Status File** to send a CDR information file along with each CDR record file.The CDR information file has a ".txt" extension and is sent with the ".csv" record in a Zip file.

10. Check **Include all CDR Fields** only if you want the CDR Manager to forward all files for the specified Enterprise to the FTP Destination as they are received from the system. This produces a report with 414 fields, the report does not include column headings. For more information, refer to the *BroadWorks Accounting Call Detail Record Interface Specification*. The Date/Time fields in the report is displayed in the yyyymmddhhiiss.x GMT format.

11. Click **Apply** or **OK**. The new FTP Host appears in the list on the CDR Manager Host Configuration screen.

# CDR RESULTS EXAMPLE

The "csv" CDR data is saved to the machine named 'cwc_chumley' in a zip file. The file format is as follows:

- The first record contains column headers for the CSV file.

- The second record contains the CDR Version (17.4) and Encoding Type (ISO-8859-1): version=17.4 encoding=ISO-8859-1

- The third record gives the Record Identifier in column 1 (with an imbedded start time for the period of 2013-04-11 08:05:00) and 'Start' as the Record Type in column 3:
   `0001408208001A644DEAC220130411080500.1291-050000,,Start`

- The fourth record begins the actual CDR. The column layout for the Enterprise specific CDR files will always match the order of the 25 columns that are defined via the CDR Record Format display, and may look like the following:
  ```
  0000007184001A644DEAC220130401140157.3571-050000,Maytown,
  Normal,ParallelRemote2,Phones
  (ParallelRemote2),+19763334117,Terminating,+1976333411
  6,+19763334117,20130401140157.357,1-050000,Group,,BW09
  0157363010413-802653887@10.70.100.5,Yes,20130401140159
  .097,20130401140500.647,016,,,local,,,,
  ```

- The last row gives the Record Identifier in column 1 (with an imbedded stop time for the period of 2013-04-11 09:05:00) and 'End' as the Record Type in column 3:
  `0001437009001A644DEAC220130411090500.1031-050000,,End`

The "txt" CDR Information File includes the count of CDR records sent in the CDR data file. For example, a CDR information file with contents "CDR_Record_Count=32" indicates that 32 records were sent in the CDR data file. Any line beginning with a "#" character is meant for human readability and should be ignored when machine read.

# PROVISIONING LOG QUERY

The Provisioning Log Query searches and returns information about administrator operations that affect or change either the OpEasy database or Clearspan Application Server (AS) database. Certain other OpEasy actions or events are logged as well, such as starting or scheduling an Import, Export, Report, or CDR query. Logins, logouts, and login failures can be queried to monitor for security.  Each logged change includes the command, selection fields, and other related fields.

The feature is accessible when the Provisioning Log is licensed and the corresponding privileges have been granted for a System Administrator, Solution Reseller, Enterprise Administrator, or Group Administrator. Department Administrators have no access to this functionality.

> **New in OpEasy version 24.2:**  Provisioning events associated with all levels of administrator accounts are now logged and are searchable by System Administrators and Solution Reseller Administrators.

## RUNNING A PROVISIONING LOG QUERY

You can use Provisioning Log Queries to search the log of provisioning commands and display or download the results.

1. From the main menu, click **Reporting**.

2.  Select **Provisioning Query**. The **Provisioning Log Query** screen displays.



*Figure 53 - Provisioning Log Query Page*

3.  Select the **Enterprise** and **Group**.

4.  Adjust the **Time Zone** if necessary.

5.  Select a **Time Frame** from the following options:

> 📝 | **Note**: The Provisioning Log Query is generated faster when it is limited to a specific time frame rather than selecting the **Entire History** option from the **Time Frame** drop-down menu.

- Since Yesterday
- Last 7 Days
- Last 30 days
- Last 2 Months
- Last 3 Months
- Last 6 Months
- Last 12 Months
- Starting At
- Ending At
- Custom Dates
- Entire History (Slower)

**Or** select the Starting At, Ending At or Custom Dates option and enter the Time Frame ranges.

6. Select a Search Type.

7. Select the Download Options.

8. Select a Show All Fields if you wish to show all columns of data, even those that have not specifically been marked to display on the Customize screen.

9. Use the Search Type fields to set the search parameters.

10. Click Search. The results are returned.
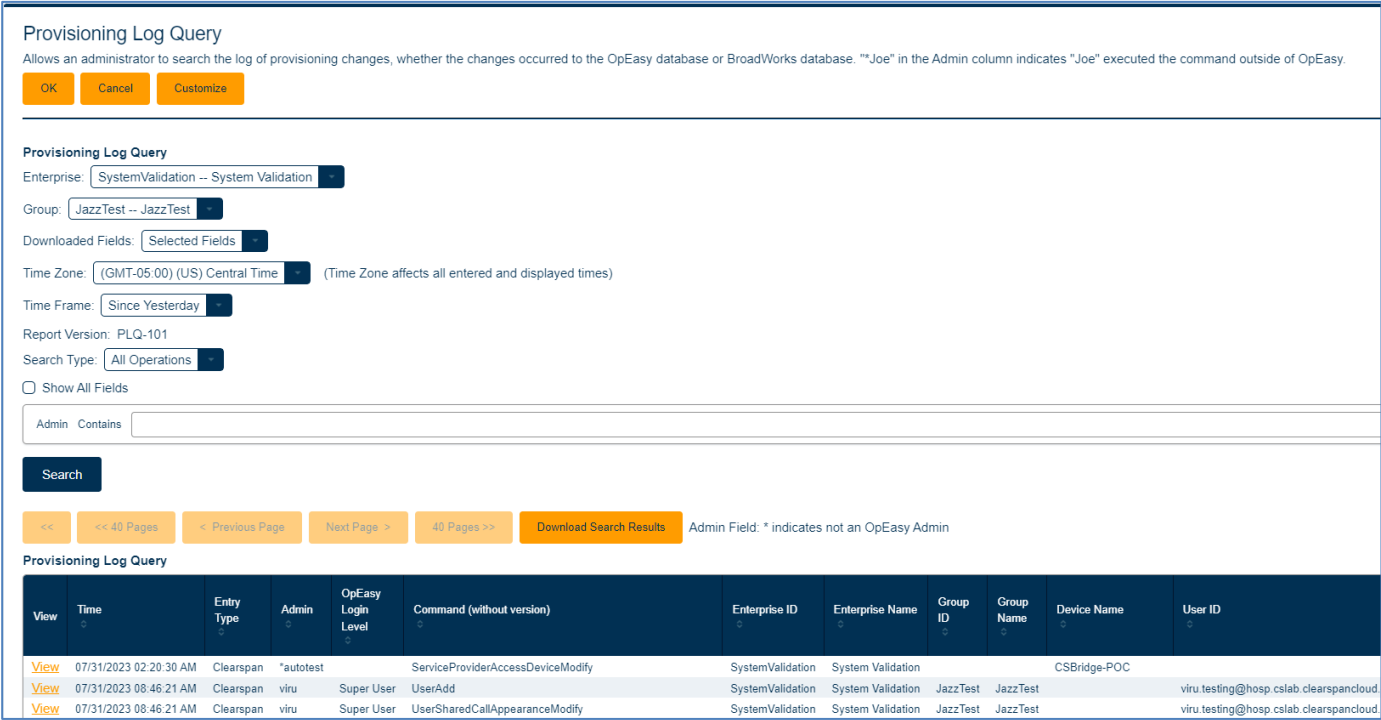
*Figure 54 - Provisioning Log Query Search Results*

- To change which fields are displayed in the Provisioning Log Query results, click the **Customize** button and follow the instructions on the screen.
- If you start to change the search criteria, **\*\*\* From the Previous Search \*\*\*** appears on the screen to indicate that the search criteria no longer matches the results shown. When you click the **Search** button again, the results will be updated to match the new criteria.
- Select Next Page > or < Previous Page to move through the records. To change the number of results per page, click Customize. Click << Pages >> to move through the pages of results. By default, a page consists of 25 messages.
- Click Download Search Results on the Provisioning Log Query page to open or save a Comma Separated Values (.csv) file of the search results.

    The following figure shows a file that was downloaded with "As Displayed" settings and opened in Excel; it could also be opened in WordPad or Notepad in which case the columns would appear as comma separated values.



*Figure 55 - Provisioning Log Query Download File*

CUSTOMIZING THE PROVISIONING LOG QUERY DISPLAY

You can select which fields to include in the Provisioning Log Query results. Selections made on this screen affect the display that is returned when an OCIR query is run. The bulleted items at the top of the screen describe the customizations that you can make.

1. From the Provisioning Log Query page, select **Customize**. The Provisioning Log Query Customize screen displays.

2. Place a check in the **Display** box for each message that you want to display in the results of the query.

    • Checking **Show All Fields** on the Provisioning Log Query page shows all of the fields listed on the Provisioning Log Query Customize screen, even the ones not checked.

    • If you will never want to see a particular field, delete it rather than leaving it unchecked.

    • Use the **Display All Fields** check box to check or uncheck all individual rows at once.

3. Enter a value for **Query Results Page Size** to set the number of rows per page that are returned by a query.

4. If you want to add a field to the query display choices, click the **Add** link in the position where you want the field to appear. The Query Customize: Column Add screen displays.

    • **Column Number** shows the position that this field will have in the display options.

    • Select a **Query Field** from the drop-down list.

    • If desired, you can modify the Column Title text that will be displayed for this field's header.

    • If desired, you can set a Maximum Length that limits the length of information displayed in that column. If no value is provided, the column width will allow all information to be displayed.

    • As indicated by the asterisk, clicking OK retains your changes, but you must click Apply

    • or OK on the subsequent page to save the changes permanently.

5. To edit a field in the Provisioning Log Query display options, click Edit on the row of the field that you want to modify. The Provisioning Log Query Customize: Column Modify screen displays where you can change a column title or set its maximum length. To remove a field from the display options, click Delete. If you want to move a field to another position, delete it from its current position and add it back at the desired location.

6. Click OK when you are done making changes.

PROVISIONING ELEMENTS USED FOR PROVISIONING LOG QUERY DISPLAYS

The following table provides the operations and actions that may be used to display Provisioning Log Query results. A description and an example data of each logged operation are included in the table.

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| Admin | Login Name of administrator who executed the command, who may be an OpEasy administrator, an OpEasy process, a BroadWorks administrator, or a BroadWorks process. OpEasy administrator Login Names have no special marking. However, an OpEasy process is enclosed in parenthesis, such as "(CSInterface)". If the administrator is NOT an OpEasy administrator, a star (*) precedes the Login Name, such as "*Jim", "*973331001@tb20ro.aastra.com", or "**XS localhost Admin*". "**XS localhost Admin*" identifies a BroadWorks process. | "Jim" |
| Altered | Passwords were suppressed. | |
| Clearspan Portal Login Level | BroadWorks Login Level of an administrator using the Clearspan Portal | "User" |
| Command | Either a BroadWorks OCI operation, an OpEasy database operation, or OpEasy action. For a BroadWorks OCI operation, command contains the word "Request" and some contain a version/service pack number (like "17Sp4"). The full form is saved, but the "Request17Sp4" may not be displayed. For an OpEasy database operation or OpEasy action, command is in the form: <OpEasy Application>-<OpEasy UI Page>-<Action>. Examples: "O-OpEasyLogout-OpEasySessionTimeout", "P-User-Add", "P-Import-Start". | "UserAddRequest17Sp4" |
| Device Name | Combined with Enterprise and Group uniquely identifies the device that a command works on. | "Mitel6867i-9762221073" |
| Enterprise Id | Enterprise identifier | "AutoTest" |
| Entry Type | Type of Provisioning Log entry: "Clearspan" for a change to the BroadWorks database (OCI command). "OpEasy" for a change to the OpEasy database or an OpEasy action (login, logout, etc.). | "Clearspan" |
| Group Id | Group identifier | "Group_1" |
| ID | Log entry identifier | "28193213" |
| Is OpEasy Admin | Administrator is an OpEasy Administrator: Yes / No | "Yes" |
| OCI Command | Full OCI message content. | <command xsi:type="UserServiceAssignListRequest" xmlns=""> <userId>alan.jones@domain.com</userId> <servicePackName>All</servicePackName> </command> |
| OpEasy Admin Name | Administrator Name for the OpEasy administrator identified by the above Admin. | "Jimmy Johnson" |
| OpEasy Login Level | OpEasy Login Level of the above Admin. One of | "Enterprise Administrator" |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| | the following: "Super User", "System Administrator", "Solution Reseller", "Enterprise Administrator", "Group Administrator", or "Department Administrator". | |
| Record ID | Sequence number (added by OpEasy) | "507903" |
| Reporting Host | IP Address of device reporting command | "10.70.100.5" |
| Time | Date and Time command was logged (usually within seconds of execution). Saved as number of milliseconds since midnight GMT, 1-1-1970. Usually displayed in "MM/DD/YYYY hh/mm/ss AM" format – adjusted to selected time-zone. | "1389802461785" (01/15/2014 10:14:21 AM) |
| User Id, Service User Id, new UserId | Uniquely identifies the User entity the command works on. Depending on the command type this field may be received as a User Identifier, a Service User Identifier or in a User Id change – the new user identifier. | "9762221073@test.aastra.com" |
| Warning Message | Warning message issued when processing command.Used for both logged Clearspan operations and loggedOpEasy operations. For OpEasy, primarily used in Login related entries. | |
| **User Message Fields** | | |
| Address Line 1 | First line of postal address | "5850 Granite Parkway" |
| Address Line 2 | Second line of postal address | "Suite 600" |
| Agent ACD State | ACD agent state | "Available", "Wrap-up" |
| Agent User Id | ACD agent User Id | "Testing03@cctesting.aastra.com" |
| Alias | SIP Alias | "Tester08a@labval.aastra.com" |
| Calling-Line-IdFirst Name, Calling-Line-IdLast Name | First and Last name usually displayed on the destination phone when this user calls. | "Fred Jones" |
| Calling-Line-Id Phone Number | Phone number usually displayed on destination phonewhen this user calls. | "9725551008" |
| City | Postal address city | "Plano" |
| Country | Postal address country | "USA" |
| Department | Identifies department user belongs to. | "Marketing" |
| Description | Description of entity. | "Lobby Phone", "Pizza Speed Dial" |
| Device Level | Category of endpoint, device, trunk Group, Music onhold etc. | "Group", "Enterprise", "ServiceProvider" |
| Email Address | User's e-mail address. | "Fred.Jones@cctesting.com" |
| Extension | User's extension (within group) | "2356" |
| First Name, Last Name | User's or administrator's first and last name | "Fred, Jones" |
| Group Mail Server Email Address | E-mail address of group Mail Server | "Server@cctesting.com" |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| Group Mail Server User Id | User Id on Group Mail Server | "FJones" |
| Key | AutoAttendant menu key (0-9#*). | "7" |
| Language | Language used for admin, service definitions, etc | "English" |
| List URI | List of URI's used for BLF | "Test6865i@labval.aastra.com" |
| Mobile Phone Number | User's mobile phone number | "9725551212" |
| Name | Name of just about anything | "TestHuntGroup", "Department302" |
| Network Class Of Service | Name of network class of service. | "No Restrictions", "Local Only" |
| New Service Pack Name | New name to give to a Service Pack. | "Business Services 2" |
| Pager Phone Number | User's page phone number | "9725555555" |
| Phone Number | User's full phone number | "9725551086" |
| Service Name | Name of a Broadsoft service. | "Call Pickup", "Voice Messaging Group" |
| Service Pack Name | Name of a Service Pack | "Business Services" |
| Skill Level | Agent skill level | "1" |
| State Or Province | Postal Address State or Province | "Texas" |
| Task Name | Name of Service Pack Migration Task or Trunk Group User Creation task. | "Service Migration 1" |
| Time Zone | Time-zone associated with an entity. User, Service Instance, Group, etc. | "America/Chicago", "US/Central" |
| Transfer Phone Number | Voice messaging or Call Center number or transfer to. | "9725551083" |
| Type | Auto-Attendant type | "Standard", "Advanced" |
| Unauthorized | Service Pack Authorization | "true" |
| Use Phone Message Waiting Indicator | Voice Messaging | "true" |
| **Device Message Fields** | | |
| Device Access Context | Device Management Access Context (path to configuration files) | "dms" |
| Device Access Net Address | Device management Server network address | "tb20ews.us.aastra.com" |
| Device Access Port | Device Management file access port (HTTP, HTTPS port) | "80", "443" |
| Device Access Protocol | Device Management file access protocol | "Http", "Https" |
| Device Type | Device type for SIP device, File Server, etc. | "Mitel_6757i", "Clearspan" |
| Line Port | Individual network address for a line, usually URI. | "9725221007@labval.com", |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---------|-------------|--------------|
| | | "music@tb20hq.testlab.com" |
| MAC Address | Media Access Control address. Usually unique identifier for network resident device. Sometime used as auto-install ID (e.g. as extension). | "00085d3f12fe", "0000001068" |
| MAC Based File Authentication | Device Type uses DMS Mac Based File Authentication. | "true" |
| MAC In Non Request URI | Device Type Option | "true" |
| Net Address | Network address of various access devices | "10.70.102.66" |
| Outbound Proxy Server Net Address | Access device Outbound Proxy address | "tb20hq.aastra.com" |
| Physical Location | Device location | "Fifth Floor", "Engineering Building" |
| Port | Device Port Address – various uses | "5060" |
| Protocol | Device Protocol | "SIP 2.0" |
| Registration Capable | Device Type registration capable. | "true" |
| Requires MWI Subscription | Device Type requires MWI subscription | |
| Serial Number | Access device serial number | "1234567890-1234567890" |
| Tag Name | Name of Device Custom Tag, or System Custom Tag | "%SBC_ADDRESS%", "WEB_SERVER% |
| Tag Set Name | Name of tag set | "Polycom-Tags" |
| Tag Value | Value of a defined tag | "192.168.3.2", "EMS.mitel.com" |
| Transport Protocol | Device transport protocol | "TCP", "UDP" |
| Trunk Mode | Trunk mode | "User" |
| Use Http Digest Authentication | Device type flag. | "true" |
| Username | User name – usually for file or system access. | "clearspan", "972521087@tb20ro.aastra.com" |
| **OpEasy-Specific Fields** | | |
| Admin Config Details | This data is unique to provisioning transactions affecting administrator accounts.  A list of all provisionable elements and the values set by the transaction is shown.  The previous value, if any, is not shown.  The password element is not shown. | {"Affected_Admin":"Autotest_EA", "Affected_Admin_Name":"viru", "Affected_Admin_Login_Level":"Enterprise Administrator", "Enterprise_Name":"", "Group_Name":"", "Must_Login_only_using_SIngle_Sign-On(SSO)":"False", "Two-Factor_Authentication":"False", "Enterprise_Account_Adminstator":"False", "Clearspan_Pilot_Program_Administrator":"False", "E-mail_Address":"viru.s@clearspancloud.com", |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| | | "E-mail_Address_for_Two-Factor_Authentication":"", |
| | | "Disable_Account":"False", |
| | | "Temporary_Account":"False", |
| | | "Used_Only_for_OpEasy_API_Authentication":"False", |
| | | "Support_Administrator":"False"} |
| Affected Admin | OpEasy Login Name of an OpEasy administrator.<br><br>Used when identifying an administrator whose OpEasy login settings have been changed or the administrator has been added, deleted, logged out, unlocked, or disabled/enabled. Other uses include identifying the OpEasy administrator that initiated a ScheduledServices request (Import, Export, Report, etc.). | "akbar" |
| Affected Admin Login Level | OpEasy Login Level of the above Affected Admin. One of the following: "Super User", "System Administrator", "Solution Reseller", "Enterprise Administrator", "Group Administrator", or "Department Administrator". | "Group Administrator" |
| Affected Admin Name | Administrator Name of the above Affected Admin. | "Tony Akbar" |
| Authentication Type Tag | When Single Sign-On (SSO) is in use on the Clearspan system, this is an Authentication Tag being added, modified, or deleted via Administrative Tools | User Authentication Management. | "COODT" |
| Conference Server Address Name | Name of a Conference Server Address being added, modified, or deleted. These addresses are used in OpEasy templates. | "Polycom TB20RO" |
| EGW Name | Name of an affected Emergency Gateway Manager (EGW) by OpEasy Emergency Gateway Manager application. | "Centralized-EGW" |
| EMS Address Name | Name of an EMS Address being added, modified, or deleted. These addresses are used in OpEasy templates. | "EMS1 Public" |
| Host Name | Name of a Host being added, modified, or deleted. The Host is currently only used when configuring the CDR Manager via Reporting | CDR | CDR Manager Host Configuration. | "Aastra Canada" |
| HTTP Session ID | ID of the HTTP Session. This is provided when an OpEasy administrator is logged out due to a Session Timeout. | "10582A18B75B4713DD04E5B77 C97EF6E" |
| Login Failure Reason | Reason description for an OpEasy login failure. | "Invalid Login Name" |
| | One of the following reasons: "Invalid Login Name", "Invalid Password", "Must Login using Single Sign-On (SSO)", "Login Name In Use", "Session ID In Use", "Login Name and Session ID In Use", "Administrator Account Locked", "Administrator Account Disabled", "Internal Error", "Unlicensed Enterprise", "Trial License Expired", or "Management Port Required". | |
| Login Session ID | ID of the Login Session. This is provided when an OpEasy administrator is logged out due to a Session Timeout. | "3342" |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| MOH Profile Name | Name of a Music On Hold (MOH) Profile being added, modified, or deleted. | "Elevator Music" |
| MOH Profile Type | Type of referenced Music On Hold (MOH) Profile: Group or User | "Group" |
| OpEasy Page | Screen Name of the currently displayed OpEasy page. This is provided when an OpEasy administrator is logged out due to a Session Timeout. | "Troubleshooting Phones" |
| Phone Classification | Classification of the associated phone device as used within the OpEasy templates. Mitel (Aastra) phones are "SIP Phones". For Clearspan Communicator/CS Engage/Clearspan Mobile/Tablet devices, can be "Clearspan Communicator – Desktop", "Clearspan Communicator – Desktop (Skype for Business)", "Clearspan Communicator - Mobile", "Clearspan Communicator - Tablet", "Connect - Mobile". | "SIP Phones" |
| Phone Manufacturer | Manufacturer of the associated phone device: Mitel (Aastra), Polycom, Generic, AudioCodes, etc. | "Polycom" |
| Scheduled Task | Name of a task that is being or has been scheduled for processing by OpEasy's ScheduledServices.  For Provisioning, can be "Import: Basic", "Import: Advanced", "Import: System", "Import: Enterprise", "Import: Group", "Export: Advanced", "Export: System", "Export: Enterprise", or "Export: Group". For Reporting, can be "Inventory Report", "License & Optional Services Report", "Enterprise Usage Report", "Edge Device Utilization Report", "System License Report", "System Information Report", "System XML Report", or "CDR Query". | "Inventory Report" |
| Scheduling Request ID | ID number of a task scheduled for processing by OpEasy's ScheduledServices. | "281918" |
| Scheduling Results ID | ID number of the results from a task scheduled for processing by OpEasy's ScheduledServices. | "281982" |
| SMDI Proxy Channel ID | ID of an SNMDI Proxy Channel being added, modified, or deleted. | "5" |
| Speed Dial 100 List | Name of a Speed Dial 100 List being added, modified, or deleted. | "Management Speed Numbers" |
| Speed Dial 8 List | Name of a Speed Dial 8 List being added, modified, or deleted. | "Standard Speed Numbers" |
| Spreadsheet File | Name of a spreadsheet file being Imported by OpEasy. | "ClearspanImportAdvanced_Busin essUnit.xlsx" |
| Template Level | Level of the OpEasy template assigned to an associated phone device: System, Enterprise, or Group | "Group" |
| Template Name | Name of the OpEasy template assigned to an associated phone device. For the default template, the name is "<Default>". | "Mitel 6869i – Manager Phone" |
| Terminal Server Name | Name of the BroadWorks Terminal Server for an SMDI Proxy Channel being added, modified, or deleted. | "Main Terminal Server" |

| MESSAGE | DESCRIPTION | EXAMPLE DATA |
|---|---|---|
| User Profile | Name of a User Profile that is being added, modified, or deleted. | "Employees" |

# PHONE APPLICATION LOG QUERY

The Phone Application Log Query searches event messages in the Phone Application log. You can display or download the selected events. This query allows you to monitor a device type conversion process, and it contains Call Mark events from other functionality.

1. From the main menu, click **Reporting**.

2. Select **Phone Log Query**. The Phone Application Log Query screen displays.

3. Select an **Enterprise** and **Group**.

4. Choose the **Time Frame** within to search.

5. Use the **Phone Application Log Search** fields to set the search parameters.

6. Click **Search**. The results are returned.



*Figure 56 - Phone Application Log Query*

7. Select **Next Page >** or **< Previous Page** to move through the records. Click **<< Pages >>** to move through the pages of results.

8. Click **Download Search Results** to open or save a Comma Separated Values (.csv) file of the search results.

# APPENDIX: CHANGE HISTORY

This section lists changes made to each of the OpEasy Reports by OpEasy release, beginning with OpEasy 4.7. Similarly, changes made to downloadable logs for CDR, Provisioning Log, and Phone Application Log are identified.

## OPEASY REPORTS

### ADMINISTRATOR REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.1 (AR-104) | | |
| | | No Changes |
| OpEasy 23.3 (AR-104) | | |
| | | No Changes |
| OpEasy 23.2 (AR-104) | | |
| | | **Weak Password** column (F) added. "Yes" indicates a weak password match, 'blank' indicates no weak password match, " –" (double-dashes) indicates no weak password audit executed. |
| OpEasy 22.3 (AR-103) | | |
| | Column O | **Used for OpEasy API Authentication** column has been added. Indicates if that the administrator is used only for OpEasy API authentication. |
| OpEasy 22.2 (AR-102) | | |
| | Column R | **Enterprise Account Administrator** column has been added. Indicates if an Enterprise administrator can add/modify other Enterprise administrators for the enterprise. |
| OpEasy 21.1 (AR-101) | | |
| | | New Report |

EDGE DEVICE UTILIZATION REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.1 (EDUR-102) | | |
| | | No Changes |
| OpEasy 23.3 (EDUR-102) | | |
| | | No Changes |
| OpEasy 4.10 (EDUR-102) | | |
| | Columns J-K | **Template Level** and **Template Name** columns have been swapped in the report, and now are in the order: **Template Name** (column J) and **Template Level** (column K). |
| OpEasy 4.9 (EDUR-101) | | |
| -- | Cell B6 | Report version added. |
| OpEasy 4.7 | | |
| -- | Cell B2 | Enterprise now displayed as "Enterprise ID -- Enterprise Name". |
| -- | Cell B3 | Group now displayed as "Group ID – Group Name". |
| -- | Columns E-F | Single **Enterprise** column replaced by two columns: **Enterprise ID** and corresponding **Enterprise Name**. |
| -- | Columns G-H | Single **Group** column replaced by two columns: **Group ID** and corresponding **Group Name**. |

ENTERPRISE USAGE REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.1 (EUR-110) | | |
| | | No Changes |
| OpEasy 23.3 (EUR-110) | | |
| | | No changes |
| OpEasy 22.2 (EUR-110) | | |
| Enterprise Usage | | **Enhanced Call Logs** column has been removed |
| OpEasy 21.2 (EUR-109) | | |
| Enterprise Usage | Column AD (new) | **Clearspan Bridge Assigned Port Count** - Count of assigned Clearspan Bridge ports per enterprise |
| OpEasy 21.1 (EUR-108) | | |

| | | |
|---|---|---|
| Enterprise Usage | Column X (new) | **MS Teams** Client - Count of MS Teams Clients per enterprise. |
| Enterprise Usage | Column R (new) | **Grandstream Phones** – contains the count of Grandstream phones in the enterprise. |

### EXTRA SETTINGS AUDIT REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.1 (ESAR-102) | | |
| | | No Changes |
| OpEasy 23.3 (ESAR-102) | | |
| | | No Changes |
| OpEasy 21.1 (ESAR-101) | | |
| | | No Changes |

### INVENTORY REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.1 (IR-106) | | |
| | | No Changes |
| OpEasy 23.3 (**IR-106**) | | |
| | | No changes |
| OpEasy 23.1 (**IR-106**) | | |
| Phone Devices | Column G (new) | **SUS** – an X indicates that the device is Suspended |
| OpEasy 22.1 (**IR-105**) | | |
| Users | Column P (new) | **Title** – User title |
| OpEasy 21.1 (**IR-103**) | | |
| Users | Column H (new) | **User Create Date** - Contains the date and time that a userwas created |
| Users | Column R (new) | **Address Location** – Contains the address of the user |
| Phone Devices | Column C (new) | **Device Create Date** - Contains the date and time that a device was created. |
| OpEasy 20.2 (IR-103) | | |
| Users | Column I | Column Header Text changed from MS to SU |
| | Column T | Column Header Text changed from MS to SD |
| Phone Devices | Column E | Column Header Text changed from MS to SU |
| | Column K | Column Header Text changed from MS to SD |
| OpEasy 4.10 (**IR-102**) | | |

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| (All Tabs) | Columns C, E, F, O (Users tab)<br><br>Column L (Phone Devices tab) | Normalize phone numbers so that they appear in the report the same as they appear in the OpEasy UI. For example, North American national numbers (+1-xxxxxxxxx) are displayed as "xxx-xxx-xxxx" and appear in the report that way. |
| Users | Column E (new) | **Alternate Numbers (Phone Number (Extension))** - List all of the Alternate Numbers configured for the user, each separated by a <Return>. Both the phone number and extension of the Alternate Numbers are reported (if they exist). |
| Users | Column X (new) | **Template Level** – Contains the level (Enterprise, or Group) of the template identified in **Template Name** column (column W). |
| Users | Column AA (new) | **Encrypted** - Column marked with "X" if any of the phone devices associated with the user use encryption. |
| Phone Devices | Column R (new) | **Template Level** – Contains the level (Enterprise, or Group) of the template identified in **Template Name** column (column Q). |
| Phone Devices | Column U (new) | **Encrypted** - Column marked with "X" if the phone device uses encryption. |
| OpEasy 4.9 (**IR-101**) | | |
| (All Tabs) | Cell B6 | Report version added. |
| OpEasy 4.7 | | |
| (All Tabs) | Cell B2 | Enterprise now displayed as "Enterprise ID – Enterprise Name". |
| (All Tabs) | Cell B3 | Group now displayed as "Group ID – Group Name". |
| Users | Columns I-J | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Phone Devices | Columns M-N | Single Group column replaced by two columns: Group ID and corresponding Group Name. |

## LICENSE & OPTIONAL SERVICES REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.2 (LOSR-109) | | |
| Basic Users | Column E (New) | Billing Bundle Name inserted |
| Basic Users | Columns E- W | Shifted right (now F- X) |
| OpEasy 24.1 (LOSR-108) | | |
| User Licenses | Column S (New) | Ping user count |
| User Licenses | Column T (New) | MS Teams user count |
| User Licenses | Column U (New) | Clearspan ACD Add-On – This is the number of MS Teams and Ping users for whom the Clearspan ACD Add-on (Queue selector in i-frame) has been enabled. |
| User Licenses | Column V (New) | VM Transcription-enabled user count |
| User Licenses | Column W (New) | ERS-enabled user count |
| Basic Users | Columns L – X (Previous) | Shifted right x2 (now L – V) |
| Basic Users | Column J | Renamed: Clearspan ACD Add-On |
| Basic Users | Column L (New) | Ping user |
| Basic Users | Column M (New) | MS Teams user |
| Premium Users | Columns M – W (Previous) | Shifted right x2 (now O – X) |
| Premium Users | Column K | Renamed: Clearspan ACD Add-On |
| Premium Users | Column M (New) | Ping user |
| Premium Users | Column N (New) | MS Teams user |
| OpEasy 23.3 (LOSR-107) | | |
| | | No changes |
| OpEasy 22.2 (LOSR-107) | | |
| Premium Users | Column E (New) | Added **Billing Bundle Name** column |
| OpEasy 22.1 SP1 (LOSR-107) | | |
| Premium Users | Column E (New) | Added **Billing Bundle Name** column |
| OpEasy 21.1 (LOSR-106) | | |
| Basic Users | Column I (new) | **VM Transcription (Mutare)** - An 'X' in this column indicatesthat VM transcription (Mutare) is enabled for the user. |

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| Premium Users | Column H (new) | **VM Transcription (Mutare)** - An 'X' in this column indicatesthat VM transcription (Mutare) is enabled for the user. |
| Basic Users | Column J (new) | **ERS Enabled** - An 'X' in this column indicates that ERS is enabled for this user. |
| Premium Users | Column J (new) | **ERS Enabled** - An 'X' in this column indicates that ERS is enabled for this user. |
| Basic Trunk Users | Column H (new) | **ERS Enabled** - An 'X' in this column indicates that ERS is enabled for this user. |
| Business Trunk Users | Column H (new) | **ERS Enabled** - An 'X' in this column indicates that ERS is enabled for this user. |
| Basic Users | Column I (new) | An 'X' in this column indicates that ERS is enabled for the user. |
| Premium Users | Column I (new) | An 'X' in this column indicates that ERS is enabled for the user |
| Basic Trunk Users | Column H (new) | An 'X' in this column indicates that ERS is enabled for the user. |
| Business Trunk Users | Column H (new) | An 'X' in this column indicates that ERS is enabled for the user. |
| OpEasy 20.2 (LOSR-104) | | |
| Basic Users | Column F | Column Header Text changed from **MS** to **SU** |
| Premium Users | Column F | Column Header Text changed from **MS** to **SU** |
| Basic Trunk Users | Column E | Column Header Text changed from **MS** to **SU** |
| Business Trunk Users | Column E | Column Header Text changed from **MS** to **SU** |
| VM only Users | Column E | Column Header Text changed from **MS** to **SU** |
| No License Users | Column F | Column Header Text changed from **MS** to **SU** |
| Optional Services | Column D | Column Header Text changed from "**Mitel Support Total"** to **"Support User Total"** |
| | Column E | Column Header Text changed from "**Group Totals (excluding Mitel Support)"** to **"Group Totals (Excluding Support Users)"** |
| Optional Service Users | Column I | Column Header Text changed from **MS** to **SU** |
| | Column L(New) | **Department** – User's department |

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 19.2 (LOSR-104) | | |
| System Resources | Column A | Section Header Text changed from **"System Resource"** to **"Enterprise Resources"** |
| System Resources | Column A | Section Header Text changed from "**Group ID**" to "**Group**" (Group Resources) |
| System Resources | Column A | New Section Header Group (**Trunk Group Resources**) – contains the provisioned Trunk Channel values (**Max Active Calls Allowed**) for each Trunk Group within each group in the enterprise. |
| System Resources | Column E | Group (Group Resources) column header text changed from "**Trunk Channel**" to "**General Trunk Channel**" |
| OpEasy 19.1 (LOSR-103) | | |
| Optional Service Users | Column F (New) | **Account ID** – Contains the account ID of the user |
| OpEasy 4.10 (LOSR-102) | | |
| (All Tabs) | Basic Users tab: Columns J, Q Premium Users tab: Columns I, Q Basic Trunk Users tab: Columns H, N Business Trunk Users tab: Columns J, P VMOnly Users tab: Columns G, N No License Users tab: Columns I, P Virtual On-Net Extensions tab: Column C | Normalize phone numbers so that they appear in the report the same as they appear in the OpEasy UI. For example, North American national numbers (+1-xxxxxxxxx) are displayed as "xxx-xxx-xxxx" and appear in the report that way. |
| Basic Users | Column S (new) | **Encrypted** - Column marked with "X" if any of the phone devices associated with the user use encryption. |
| Premium Users | Column S (new) | **Encrypted** - Column marked with "X" if any of the phone devices associated with the user use encryption. |
| OpEasy 4.9 (LOSR-101) | | |
| (All Tabs) | Cell B6 | **Report version** added. |
| OpEasy 4.7 | | |

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| (All Tabs) | Cell B2 | Enterprise now displayed as "Enterprise ID – Enterprise Name". |
| (All Tabs) | Cell B3 | Group now displayed as "Group ID – Group Name". |
| Basic Users | Columns M-N | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Premium Users | Columns M-N | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Basic Trunk Users | Columns J-K | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Business Trunk Users | Columns L-M | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| VMOnly Users | Columns J-K | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| No License Users | Columns L-M | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Optional Services | Rows 25-27 | Collaborate – Audio, Collaborate – Video, and Collaborate – Sharing services added as new rows. |
| Optional Service Users | Columns I-J | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| | | Rows added for Collaborate – Audio, Collaborate – Video, and Collaborate – Sharing services when assigned to users. |
| System Resources | Columns A-C | Single Group column replaced by two columns: Group ID and corresponding Group Name. |
| Virtual On-Net Extensions | Columns F-G | Single Group column replaced by two columns: Group ID and corresponding Group Name. |

## MS TEAMS USERS AUDIT REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.2 (MTAR-100) | | |
| | | New Report |

## REGISTRATION REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3 (RR-102) | | |
| | | No Changes |
| OpEasy 20.2 (RR-102) | | |
| | | No Changes |
| OpEasy 4.9 (RR-101) | | |
| New in OpEasy 4.9. | | |

## SYSTEM INFORMATION REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3 (SIR-101) | | |
| | | No Changes |
| OpEasy 21.1 (SIR-101) | | |
| | | No Changes |

## SYSTEM LICENSE REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3 (SLR-102) | | |
| | | No Changes |
| OpEasy 21.1 (SLR-102) | | |
| | | No Changes |

## SYSTEM USER AND SERVICES REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|

| | | |
|---|---|---|
| OpEasy 23.3<br>(SUSR-102) | | |
| | | No Changes |
| OpEasy 21.1<br>(SUSR-102) | | |
| | | No Changes |

## USER INFORMATION REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3<br>(UIR-101) | | |
| | | No changes |
| OpEasy 21.1<br>(UIR-101) | | |
| | | New Report |

## VOICE MAIL AUDIT REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3<br>(VMAR-102) | | |
| | | No Changes |
| OpEasy 21.1<br>(VMAR-102) | | |
| | | New Report |

## VOICE MAIL USAGE REPORT

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3<br>(VMUR-102) | | |
| | | No Changes |
| OpEasy 21.1<br>(VMUR-102) | | |
| | | New Report |

# OPEASY LOGS

This section lists changes to the CDR, Provisioning Log, and Phone Applications Logs provided via query and then downloaded (or emailed).

## CDR QUERY

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3 (CDRQ-101) | | |
| | | No changes |
| OpEasy 19.2 (CDRQ-105) | | |
| | (Customized) | **Account ID** – Account ID assigned to the originating user. (New Column) |
| | (Customized) | **Primary Device Line Port** – Line port of the originating caller. (New Column) |
| OpEasy 4.9 (CDRQ-101) | | |
| | Cell B7 | Report version added. |
| OpEasy 4.7 | | |
| | Cell B1 | Enterprise now displayed as "Enterprise ID – Enterprise Name". |
| | Cell B2 | Group now displayed as "Group ID – Group Name". |
| | (Customized) | Single **Enterprise** column replaced by two columns: **Enterprise ID** and corresponding **Enterprise Name**. For existing administrators, **Enterprise Name** may not be displayed until added via CDR Query customization. |
| | (Customized) | Single **Group** column replaced by two columns: **Group ID** and corresponding **Group Name**. For existing administrators, **Group Name** may not be displayed until added via CDR Query customization. |

## PHONE APPLICATION LOG

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 23.3 (PALQ-101) | | |
| | | No changes |
| OpEasy 4.9 (PALQ-101) | | |
| | Cell B6 | Date added. |
| | Cell B7 | Report version added. |
| OpEasy 4.7 | | |
| | Column M-N | Single **AutoInstall: Existing Device Enterprise** column replaced by two columns: **AutoInstall: Existing Device Enterprise ID** and corresponding **AutoInstall: Existing Device Enterprise Name**. |
| | Column O-P | Single **AutoInstall: Existing Device Group** column replaced by two columns: **AutoInstall: Existing Device Group ID** and corresponding **AutoInstall: Existing Device Group Name**. |
| | Column S-T | Single **AutoInstall: New Device Enterprise** column replaced by two columns: **AutoInstall: New Device Enterprise ID** and corresponding **AutoInstall: New Device Enterprise Name**. |
| | Column U-V | Single **AutoInstall: New Device Group** column replaced by two columns: **AutoInstall: New Device Group ID** and corresponding **AutoInstall: New Device Group Name**. |

## PROVISIONING LOG

| REPORT TAB | ROW / COLUMN | DESCRIPTION OF CHANGE |
|---|---|---|
| OpEasy 24.2 (PLQ-101) | | |
| | E | New command: LoginManagementModify is recorded. Only visible to SU, SA, and SR admin accounts. |
| OpEasy 23.3 (PLQ-101) | | |
| | | No Changes |
| OpEasy 4.9 (PLQ-101) | | |
| | Cell B8 | Date added. |
| | Cell B9 | Report version added. |
| OpEasy 4.7 | | |
| | (Customized) | Single **Enterprise** column replaced by two columns: **Enterprise ID** and corresponding **Enterprise Name**. For existing administrators, **Enterprise Name** may not be displayed until added via CDR Query customization. |
| | (Customized) | Single **Group** column replaced by two columns: **Group ID** and corresponding **Group Name**. For existing administrators, **Group Name** may not be displayed until added via CDR Query customization. |

| Last Row | If the query times out, the last row now displays "Error: Search timed out. Searched through [date timestamp]". If no timeout error occurred, the last line of the CSV file contains "End". |
|---|---|