Clearspan® OpEasy®
Management Suite Release 25.2.SP2

Clearspan®

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OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 25.2.SP2 release.

DESCRIPTION

OpEasy® is a suite of applications that simplifies the process of adding and managing users on the Clearspan system. Using OpEasy, an administrator with little or no Clearspan expertise can perform many of the typical user–related administrative tasks, without being exposed to the complexities of the underlying system. OpEasy includes auto-install and web features for Mitel, Cisco, Panasonic and Poly/Polycom phones along with provisioning, reporting, and system management capabilities.

PROVISIONING

OpEasy allows administrators to define 'user profiles' establishing a common feature set and a phone template for each profile. Once profiles are defined, administrators can enter non–technical data such as a user's name, phone number, and location with a specified user profile, and OpEasy does the rest. OpEasy also supports customizations and mass provisioning.

REPORTING

OpEasy contains several options for generating various reports related to users, devices, and licenses. Reports are generated as Microsoft® Excel® spreadsheets, which allow easy export and manipulation of the data if desired.

SYSTEM MANAGEMENT

OpEasy provides additional management features for System Administrators such as the SNMP Trap Manager, status information on system components, Emergency Gateway Manager, and login management.

COMPATIBLITY

This release of OpEasy supports:

- Microsoft Edge 103 or later

- Google Chrome 64 or later

- Firefox Quantum 58 or later

- License Manager version 24.3

SUPPORTED SPREADSHEET VERSIONS FOR THIS RELEASE

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

	OpEasy 23.1	OpEasy 23.2	OpEasy 23.3 & 23.3.SP1 23.3.SP2	OpEasy 24.1, 24.1 SP1, 24.1 SP2	OpEasy 24.2	OpEasy 24.3, 24.3 SP1, 24.3.SP2	OpEasy 25.1, 25.1.SP1	OpEasy 25.2, 25.2.SP1, 25.2.SP2
Advanced Spreadsheet	A290	A290	A292	A293	A295	A296	A296	A296
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E227	E228	E228	E229	E229	E230	E230
Group Spreadsheet	G298	G299	G300	G301	G302	G303	G304	G305
System Spreadsheet	S206	S206	S206	S206	S208	S208	S208	S208

ISSUES ADDRESSED IN OPEASY RELEASE 25.2.SP2

Version 25.2.SP2 includes the following corrections:

CC-5639 – **Error when Setting a custom ring using import**

An Admin used the Advanced Import to set custom rings for several devices using the Set command on the CustomRing tab. An error was returned for each of the Set commands.

Resolution: This has been corrected.

CC-5655 – **Cannot change Global Settings on Audiocodes**

Tried to change the DNS Servers and Time Settings to use the Enterprise Settings. Clicked Apply and OK and navigated back to the same Global Settings and the new settings are wiped out.

Resolution: Added code to update all tables when a new enterprise/group is added to the system.

Added code to clean up all group and enterprise tables when the Admin Tools DB Cleanup is executed.

CC-5721 – **OpEasy Session Timeout message displayed when attempting to SSO to Clearspan Portal**

An Admin performed a SSO login and was navigated to the Clearspan SSO index page where the options were OpEasy, Clearspan Portal, and Call Center. The Admin clicked OpEasy and was successfully signed in to OpEasy in a new tab. The Admin then clicked the Clearspan Portal link and a new tab was opened and the OpEasy session timeout page was immediately displayed. This happened for the Call Center link as well.

If the Admin does an SSO login and clicks the Clearspan Portal link and Call Center link before clicking the OpEasy link then everything works correctly. But after OpEasy has been opened any other link clicks will result in the Session Timeout page.

Resolution: When the Admin clicks the "OpEasy" link on the clearspan (SSO) index page the OpEasy session must be established on the same EMS that is processing the clearspan (SSO) index page. To accomplish this the HAProxy configuration file was modified to check if the new OpEasy session is being established via SSO. If the OpEasy session is being established via SSO then the current OPEASYSERVER cookie is not removed and the OpEasy session will be established on the server indicated by the OPEASYSERVER cookie.

KNOWN LIMITATIONS AND ISSUES

When using Basic Import, the administrator may encounter an issue where the Validate button is ignored. If the Validate button of the Basic worksheet does nothing when pressed (is being ignored), a Microsoft Excel ActiveX Controls issue introduced during a recent Microsoft update is likely causing the problem. This issue is explained at http://stackoverflow.com/questions/27411399/microsoft–excel–activex–controls–disabled. Follow the instructions by going to C:\Users\{yourNameHere}\AppData\Local\Temp\Excel8.0 and removing the MSForms.exd file (or renaming it to something like MSForms.exd.delete.this.file). The system will recreate the file, but in a way that does not prevent the ActiveX controls from working. This should resolve the issue.

Basic Import spreadsheets cannot be used with Office 365 because Office 365 does not support the macro functionality used.

Deactivating a Ping account through deletion of the associated Clearspan user, or through unassignment from the associated Clearspan user, leaves the Ping account username unusable in the future. This is a limitation of the open-source framework upon which Ping is based. Use the **'Retain'** option to avoid this circumstance if there is an expectation that the username might be re-used.

OPEASY INSTALLATION

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