Clearspan® OpEasy®
Management Suite Release 25.2

Clearspan®

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Table of Contents

OVERVIEW

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

NEW FEATURES IN OPEASY 25.2

New Device/Phone Support

HP-Poly Rove 30, Rove B2 - OpEasy Provisioning (CC-4508)

Provisioning and reporting support for the Rove 30 DECT phone and Rove B2 base station have been added to OpEasy. This offering provides an alternative to the VVX D230 for which Poly stopped selling at the end of 2023.

Grandstream ATAs - OpEasy Provisioning (CC-4799)

Provisioning and reporting support for Grandstream Analog Telephone Adapter (ATA) models HT802, HT812, HT814, and HT818 have been added.

AudioCodes MP-524 - OpEasy Provisioning (CC-4947)

Provisioning and reporting support for AudioCodes Media Pack 524 devices has been added.

Provisioning Enhancements

Improve Upon New Device Creation Welcome Emails (CC-4982)

The New User Email Notification functionality has been enhanced to support the following capabilities:

- A new user notification email is sent when an existing user is assigned a primary device, or the primary device of the user is changed to a different device.·
- A new user notification email is sent when a user is assigned a Ping soft client as their primary device.

System Enhancements

Upgrade OpEasy Reporting Application to PrimeFaces v13.0.10 (CC-4367)

The development scope for this card is restricted to the Reporting, Clearspan, EmergencyGatewayManager, myAccount, and Administrative Tools web apps as a starting point for learning about PrimeFaces 13, so that eventually all of the web apps can be upgraded. PrimeFaces is the UI toolkit used to develop OpEasy web pages.

Notify OpEasy Admins of Upcoming Maintenance (CC-4575)
Adding to the theme of improving awareness of OpEasy maintenance activity, the following functionality has been added:

- The ability to send a pre-maintenance event and a post-maintenance email to all OpEasy admins
- The ability to send a real time in-browser reminder of an impending, service-impacting, maintenance event.

Tomcat V9.0 (CC-4790)

The Tomcat package internal to OpEasy has been upgraded to version 9.0.98 to address technical debt and security vulnerabilities.

ISSUES ADDRESSED IN OPEASY RELEASE 25.2

Version 25.2 includes the following corrections:

CC-4932 – Polycom VVX-411 BLF does not ring

A BLF list that was previously not ringing is now ringing.

Resolution: The templates for the Polycom VVX and the Poly Edge E have been modified so that the default ring type is used for '**attendant.ringtype**' when the BLF ring is set to "Default" in the template for the Polycom VVX and Poly Edge E.

When the BLF Ring is set to "Default" then the **attendant.ringType** parameter is **NOT** included in the configuration file so that the default setting (ringer1) will be used by the phone.

CC-5009 – Replace full user modify with partial user modify for Ping updates

Replace full modifications with partial modification API call to reduce the risk of uintended overwrites.

Resolution: Replace userModify with userPartialModify API call for update functions.

CC-5069 – The System Setting for Recaptcha Risk Assessment Threshold does not get validated.

The '**Recaptcha Risk Assessment Threshold**' value is not being validated when it is set on the 'System Settings' page. should be verified that it is a valid value..

Resolution: The **Risk Assessment Threshold** value must now be selected from a drop-down menu

CC-5108 – When provisioning a new Alternate Number, the 'Activated' checkbox is not rendered.

When an admin provisions a new alternate number, the checkbox in the **Activated** column is not rendered. If the admin clicks to a different tab and then clicks back to the **Alternate Numbers** tab the checkbox is rendered.

Resolution: The code has been modified to properly render the **Activated** column.

CC-5165 – Billing Bundles: Items are appearing twice in the bundle content list.

Items are duplicated in the billing bundle content for some bundles.

Resolution: Database retrofit code has been implemented to process all existing bundles and remove any duplicate bundle contents from each bundle.

CC-5195 – **Modifying a User with one or more SCAs is failing with NULL pointer exception.**

Modify user that has one or more SCAs is receiving this error:

Internal error while modifying user: JAVA.LANG.NULLPOINTEREXCEPTION EXCEPTION : Cannot read field "deviceCustomTags" because "oExistingDevice.customTags" is null

Resolution: Corrected code in UserHelper where customTags were not checked for null.

CC-5212 – Long delay when saving a user with Ping as the primary device

An admin added Ping as the primary device to a user and clicked Apply. It took several seconds before the "Saved" message was displayed.

Resolution: The code has been modified so that if a device's Emergency Response Location (ERL) is empty, the code will check to see if the device supports the use of a device ERL at all. If the device does not support a device ERL, then no ERL-related changes will be attempted.

CC-5217 – New SSL certificates are not in the haproxy configuration file after adding them during OpEasy installation

After the OpEasy installation script completed, it was discovered that the old SSL certificates were still in use.

Resolution: A change was made in the csinstall.sh -i processing. During the OpEasy install/upgrade process a new haproxy.cfg file is generated by the script. If an install/upgrade is performed, the backup copy of haproxy.cfg is removed so that the script cannot access the old file and subsequently overwrite the haproxy.cfg file that is generated by the install/upgrade process.

CC-5240 – **Harden Ping account modify revert routine**

Under API error conditions, a Ping account can be left without a dialler room.

Resolution: The code has been hardened to account for API error conditions and revert the account to a pre-updated state.

CC-5277 – Getting worksheet for Group Import taking a long time

Retrieving a worksheet for Group Import may take a long time if there are many Groups in an Enterprise.

Resolution: The code was modified to get the list of user services for each group only once and then use the results multiple times as needed. This change is related to the data that is populated in the following columns of the spreadsheet: User Services, Flex Seating Host Services, and Hunt Group Services.

CC-5335 – AudioCodes Automatic Call Destination is not being saved

OpEasy is not correctly saving the Automatic Call Destination number provisioned for an AudioCodes port.

Resolution: The code has been corrected to save the data entered by the admin.

CC-5382 – Ping User (SCA) missing contact domain

A Ping SCA is missing the domain portion of the contact address when the user is provisioned through Advanced Import with a User Profile.

Resolution: The code has been corrected to properly provision the contact domain.

CC-5481 – Mutare API: User time zone set incorrectly

The time zone field is not being set correctly by OpEasy when creating a user account in the Mutare platform which results in delayed receipt of speech-to-text voice mail transcriptions.

Resolution: The code was updated in the Mutare API library to send the correct user time zone and a database column was added the system_time_zones table to maintain the entries if Mutare changes their values in the future.

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.