Clearspan® OpEasy® Management Suite Release 25.3.SP1

DECEMBER 2025

RELEASE NOTES

VERSION 1

Clearspan®

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Table of Contents

Overview **2**

Description 2

Compatiblity 2

Supported Spreadsheet Versions For This Release 3

Issues Addressed In OpEasy Release 25.3.SP1 ..... **4**

Known Limitations And Issues **6**

OpEasy Installation **6**

OVERVIEW

This document describes enhancements and corrections in the Clearspan® OpEasy® 25.3.SP1 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 25.3

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 23.2	**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**	**OpEasy 25.3, 25.3.SP1**
Advanced Spreadsheet	A290	A292	A293	A295	A296	A296	A296	A297
Basic Import Spreadsheet	B226	B226	B226	B226	B226	B226	B226	B226
Enterprise Spreadsheet	E227	E228	E228	E229	E229	E230	E230	E231
Group Spreadsheet	G299	G300	G301	G302	G303	G304	G305	G306
System Spreadsheet	S206	S206	S206	S208	S208	S208	S208	S208

ISSUES ADDRESSED IN OPEASY RELEASE 25.3.SP1

Version 25.3.SP1 includes the following corrections:

CC-5933 – **User deletion on an AudioCodes 1288 does not rebuild the config file**

The configuration file for an AudioCodes MP-1288 is not being rebuilt when an assigned user is deleted or unassigned from the device.

Resolution: The code has been corrected for both the deletion and unassignment use cases.

CC-6022 – **OpEasy is not populating the 'ProxyName' for AudioCodes Gateways**

The proxy and registrar domain names are not being written in the configuration files for MP-1XX and MP-5XX gateways.

Resolution: The code has been corrected to always add a custom tag (%MI_AUDIOCODES_USER_HOSTNAME%) to the configuration file template that is replaced by the provisioned value when the configuration file is built and saved.

CC-6050 – An EasyPRS User was deleted but the device is still registering

The device configuration file is not being immediately updated upon user deletion.

Resolution: A two step process is required to complete the configuration file update. The code has been corrected to complete the deletion process.

CC-6051 – Unable to add an existing user to an EasyPRS device

If a user is created with no devices assigned and then the OpEasy administrator attempts to assign the user to an EasyPRS device, the operation does not succeed, and an error message is presented.

Resolution: The code has been modified to properly process the use case.

CC-6052 – The "Modify Command" row is missing from an advanced export

The "Modify Command" row is missing from the ERL tab in an advanced export spreadsheet.

Resolution: The code has been modified to properly increment the column number when the command row is being populated.

CC-6054 – The wrong 'sync' request is being sent when a Teams endpoint user is deleted.

Resolution: The code has been modified to use the correct sync request for all operations.

CC-6055 – EasyPRS port settings are not deleted when the device is deleted

The device configuration file is not being updated upon device deletion.

Resolution: A two step process is required to complete the configuration file update. The code has been corrected to complete the deletion process.

CC-6083 – Admins cannot update Global Settings

When a new Enterprise or Group is added to the Clearspan system a new row for the Enterprise/Group is not being added to the database tables associated with EasyPRS. As a result, when an admin tries to modify Global Settings for any Phone Manufacturer the Group Global settings are not being displayed correctly and the admin cannot update any Group Global Settings.

Resolution: Code was added to insert the EasyPRS-related rows into the database when a new Enterprise or Group are added to the system.

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.