

# Clearspan® OpEasy® Management Suite Release 25.3

**OCTOBER 2025**

**RELEASE NOTES**

**VERSION 2**



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# OVERVIEW

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

## DESCRIPTION

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

## COMPATIBILITY

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 BY 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.

|                          | <b>OpEasy<br/>23.3 &amp;<br/>23.3.SP1<br/>23.3.SP2</b> | <b>OpEasy<br/>24.1,<br/>24.1 SP1,<br/>24.1 SP2</b> | <b>OpEasy<br/>24.2</b> | <b>OpEasy<br/>24.3,<br/>24.3 SP1,<br/>24.3.SP2</b> | <b>OpEasy<br/>25.1,<br/>25.1.SP1</b> | <b>OpEasy<br/>25.2,<br/>25.2.SP1,<br/>25.2.SP2</b> | <b>OpEasy<br/>25.3</b> |
|--------------------------|--|--|------------------------|--|--------------------------------------|--|------------------------|
| Advanced Spreadsheet     | A292   | A293   | A295                   | A296   | A296                                 | A296   | A297                   |
| Basic Import Spreadsheet | B226   | B226   | B226                   | B226   | B226                                 | B226   | B226                   |
| Enterprise Spreadsheet   | E228   | E228   | E229                   | E229   | E230                                 | E230   | E231                   |
| Group Spreadsheet        | G300   | G301   | G302                   | G303   | G304                                 | G305   | G306                   |
| System Spreadsheet       | S206   | S206   | S208                   | S208   | S208                                 | S208   | S208                   |

# NEW FEATURES IN OPEASY 25.3

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## New Device/Phone Support

### EasyPRS Provisioning (CC-5618)

'EasyPRS' POTS replacement devices have been added to OpEasy Provisioning and Reporting. Clearspan is the 'Manufacturer' in the context of OpEasy Global Settings for these devices.

## Provisioning Enhancements

### Premium and Standard Call Center Provisioning (CC-2112)

The OpEasy GUI has been enhanced with the ability to create, modify, and delete nearly all aspects of standard and premium call centers. Note that the development of complementary functions for Advanced Import and Export have been deferred to a later OpEasy release.

### Teams Voice Route and PBX Location on the User tab (CC-4411)

The OpEasy GUI has been enhanced to allow provisioning of the 'Voice Route' and 'PBX Location' fields on the 'User' tab for users with MSTEams endpoints. This is a complement to the same function on the 'Phones' tab and matches similar provisioning conveniences for users of other endpoint types.

### Auto Attendant Call Forward Option via OpEasy (CC-4671)

The OpEasy GUI has been enhanced to include provisioning of the Call Forward services for Auto Attendants.

### Prefer UDP for AS-to-SBC PING Signaling (CC-4904)

The Clearspan Application Server may intermittently fail to send an INVITE for a new call to the Clearspan Bridge (CSBridge) for PING endpoints due to a DNS cache timing mechanism. Since we prefer the less resource-burdensome nature of UDP transport on the internal Clearspan private network, specifically provisioning the transport type in the CSBridge/PING **device contact address** for each user will force the static registration for these device entries to "UDP" and therefore avoid the failure.

### ERS Accuracy Enhancement (CC-5280)

OpEasy previously saved ERL assignments in the Physical Location field of a device or the Address Location field of a user. This is a carryover from the Emergency Gateway (EGW) integration which did not have an API that OpEasy could use to retrieve current ERL assignments. This was sufficient until the use of the Location Manager application was introduced. Location Manager allows users to self-modify their ERL assignment from the desktop. This means that the OpEasy "assignment" and the actual assignment in the ERS can be out of sync which introduces confusion when an admin is viewing a user's ERL assignments in OpEasy because they may not agree with what is provisioned in the ERS. This also allows the opportunity for OpEasy to overwrite a location that was set by the user via Location Manager. OpEasy has been modified to always use the ERS API capabilities when presenting a provisioned ERL.

## Reporting Enhancements

### OpEasy Phone Number Utilization Report (CC-5289)

This OpEasy enhancement adds the capability to generate a phone number utilization report. The generated report helps the customer to understand whether they are using all their phone numbers, or at least which ones are assigned to users and making, or not making, calls. The phone number utilization report is accessible to administrators with the required permission enabled.

## System Enhancements

### Java 17.0.14 (CC-5173)

OpEasy has been updated with the latest version of Java 17 to keep pace with enhancements and security improvements.

### Prime Faces 13.0 (CC-5219)

OpEasy has been updated with PrimeFaces v13.0 for enhancements and UI control bug fixes.

## ISSUES ADDRESSED IN OPEASY RELEASE 25.3

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Version 25.3 includes the following corrections:

### CC- 4628 – Auto Attendant import 'Add' command has no way to remove default keys from menus

When adding an Auto Attendant via import there is no way to specify that the default keys should be omitted.

**Resolution:** The issue is resolved by displaying keys 0,1,2 with Action “NULL” on Export for the menu types that do not have any keys defined. When the Import for adding an Auto Attendant is executed on the exported worksheet with Action NULL on 0/1/2 keys, the resulted Auto Attendant will end up with menu type defined with no Keys. Also, the original functionality remains the same; where if no keys are present in the worksheet (blank in keys), the Auto Attendant created will end up with 3 keys (0/1/2 with default actions) for each menu type.

### CC- 5293 – Advanced Import allows an admin to create 2 Teams endpoints on a single Clearspan user

The OpEasy GUI prevents an Admin from provisioning a second Teams device on a single Clearspan User. A Clearspan User can have only 1 Teams device assigned as Primary or as a Shared Call Appearance (SCA). The Advanced Import does not prevent an admin from provisioning a second Teams device for a single User.

**Resolution:** Modified the Advanced Import to check if both the Primary and SCA devices are “Teams” before adding/assigning the new device to the User.

### CC- 5338 – Devices were not deleted when Surgemail delete failed.

An admin used the results of an Advanced Export to initiate an import and specified the DeleteUserAndDevices command. The command returned an error

response indicating the account 'does not exist.' The user was deleted but the devices were not deleted as a result of the Surgemail delete failure.

**Resolution:** Modified the SurgeMail delete API code to return SUCCESS when Surgemail returns a 'user not found' error in response to a delete request.

**CC- 5359 – OpEasy returns an error when provisioning an 'extension only' user on Teams.**

An Admin attempted to add an 'Extension Only' User and assign a Teams Device.

**Resolution:** The Teammate API library in OpEasy has been modified to provision the user's extension into to 'Phone Number' field if the User is an 'Extension Only' User..

**CC- 5469– Received an Oops! when exiting the Last Run Results page in Reporting | Scheduling**

An admin ran a CDR query and then reviewed the 'Last Run Results' page. They clicked OK to exit and received "Oops...A system error has occurred."

**Resolution:** Fixed a null pointer error that caused this in SchedulingRequest.java.

**CC- 5474 – Group Import, Hunt Group modify changed values for columns that were left blank.**

An admin performed a 'Hunt Group Modify' command using Group Import. The 'After N Seconds' column was left blank, but the import 'Modify' command changed the existing value of 'After N Seconds' from 30 to 0.

**Resolution:** The code was modified to retain the current value if the command is "Modify" and the cell is empty.

**CC- 5561 – Warning displayed after sending an Administrator Email**

An admin composed an Administrator Email, Clicked **Send Email** then clicked **OK**. The following warning message was displayed:

"The email has not been sent, please use Send Email button to initiate sending email. Click the Cancel button to exit the page."

**Resolution:** The code was modified so that the page will simply exit with no message if the email has been sent.

**CC- 5664 –Forward Softkey Missing on Poly Edge E**

The Forward softkey is missing on Edge E phone displays when the 'Premium' Service Pack is assigned to the user.

**Resolution:** Poly Edge E template provisioning was corrected to enable the Call Forward softkey on Shared Call Appearances (SCA).

**CC- 5721 – OpEasy Session Timeout message displayed when attempting Single Sign On to Clearspan Portal**

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:** 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.

**CC- 5728 –Paging function fails on Poly Edge E phones**

The Paging configuration settings are not properly configured to match with settings defined in the OpEasy GUI.

**Resolution:** The Provisioning code has been updated to correctly modify the Poly configuration file settings.

**CC- 5759 – The Enterprise list box is not displayed when provisioning an Enterprise administrator**

An admin attempted to add a new Enterprise administrator but the listbox containing the list of Enterprises did not render, so the admin could not select an Enterprises.

**Resolution:** The symptom was specific to the Chrome browser. The page control was corrected to work properly with Chrome.

**CC- 5786 – A failure to complete the creation of a Ping account via Import may leave the username unusable**

**Resolution:** The code was modified such that if the operation fails, the Ping user account is reverted and no CSBridge device is assigned to the user.

**CC- 5795 – Group Export does not complete with all worksheet tabs selected**

An export that includes large numbers on announcement files appears to not finish.

**Resolution:** The fix/change for this was to add more detailed progress messages that are displayed in the GUI as the group export is running. This helps the admins see that the export is executing.

**CC- 5837 – Adding a new PING user via a User Profile requires 1-2 minutes to assign the profile.**

Assigning a user profile when creating a user with a PING device, OpEasy takes up to 2 minutes to assign the profile. The GUI page is in a wait state.

**Resolution:** The code was modified to eliminate an unnecessarily repetitive API call.

**CC- 5883 – ‘Handsets’ tab for the Poly Rove has the axis labels reversed**

The labels “Line” and “Handset” are respectively on the wrong axes of the table on the ‘Handsets’ page for Poly Rove provisioning.

**Resolution:** Modify the HTML file to correct the labels.

**CC- 5932 – Changing the position of a user in an AudioCodes 1288 gateway fails**

Moving a user from one position to another on an AudioCodes 1288 gateway through the OpEasy GUI results in no change to the configuration file.

**Resolution:** The code was modified to properly affect changes in the device configuration file.

**CC- 5950 – Deactivation of an SSO Ping account**

When a Ping User (SSO) is “Deactivated” from OpEasy, the only API call made is deactivateMatrixUser with erase=true. The Ping user still has the old external ID association set.

**Resolution:** The code has been modified to remove the SSO ID from the deactivated Ping account.

**CC- 5954 – CDR Manager failed database partition management**

The purge-and-create-partitions process failed on the first Sunday of the month.

**Resolution:** The CDR Manager code responsible for purging old partitions and creating new partitions has been updated to avoid a race condition.

## KNOWN LIMITATIONS AND ISSUES

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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

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