Clearspan® OpEasy® Reporting Guide

FEBRUARY 2020

Release 19.2

2875-018

NOTICE

TRADEMARKS

Clearspan OpEasy Reporting Guide
Release #19.2 – February 2020

REVISION HISTORY

The following represents the revision history of this publication:

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
2875_018	10/2019	Mitel Technical Publications	Updated for release 19.2.
2875-017	6/2019		Updated for release 19.1.
2875-016	8/2018		Updated for release 4.11.
2875-015	4/2018		Updated for release 4.10.
2875-014	1/2018		Updated for release 4.9.
2875-012	04/2017		Updated for release 4.7.
2875-011	11/2016		Updated for release 4.6.
2875-010	06/2016		Updated for release 4.5.
2875-009	04/2016		Updated for release 4.4.
2875-008	09/2015		Updated for release 4.3.
2875-007	05/2015		Updated for release 4.2.
2875-006	11/2014		Updated for release 4.1. Title changed.
2875-005	8/2014		Updated for release 4.0.
2875-004	6/2014		Updated for release 3.10. Added CDR chapter.
2875-003	04/2014		Release 3.9.
2875-002	09/30/13	Bev Marsh	Release 3.6.
2875-001	04/09/13	Bev Marsh	Initial release of this publication for OpEasy 3.4.

REPORTING OVERVIEW

REPORT TYPES

OpEasy® provides several basic reports from the Clearspan® system. The reports are licensable at the system and enterprise levels and reporting privileges can also be assigned at an individual admin level.

The report types are:

- Inventory Report
- License & Optional Services Report
- Registration Report
- Edge Device Utilization Report
- Enterprise Usage Report
- System User and Services Report
- System Information Report
- System License Report
- System XML Report
- Extra Settings Audit Report
- Voice Mail 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. Figure 1 shows the main Reporting screen.

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

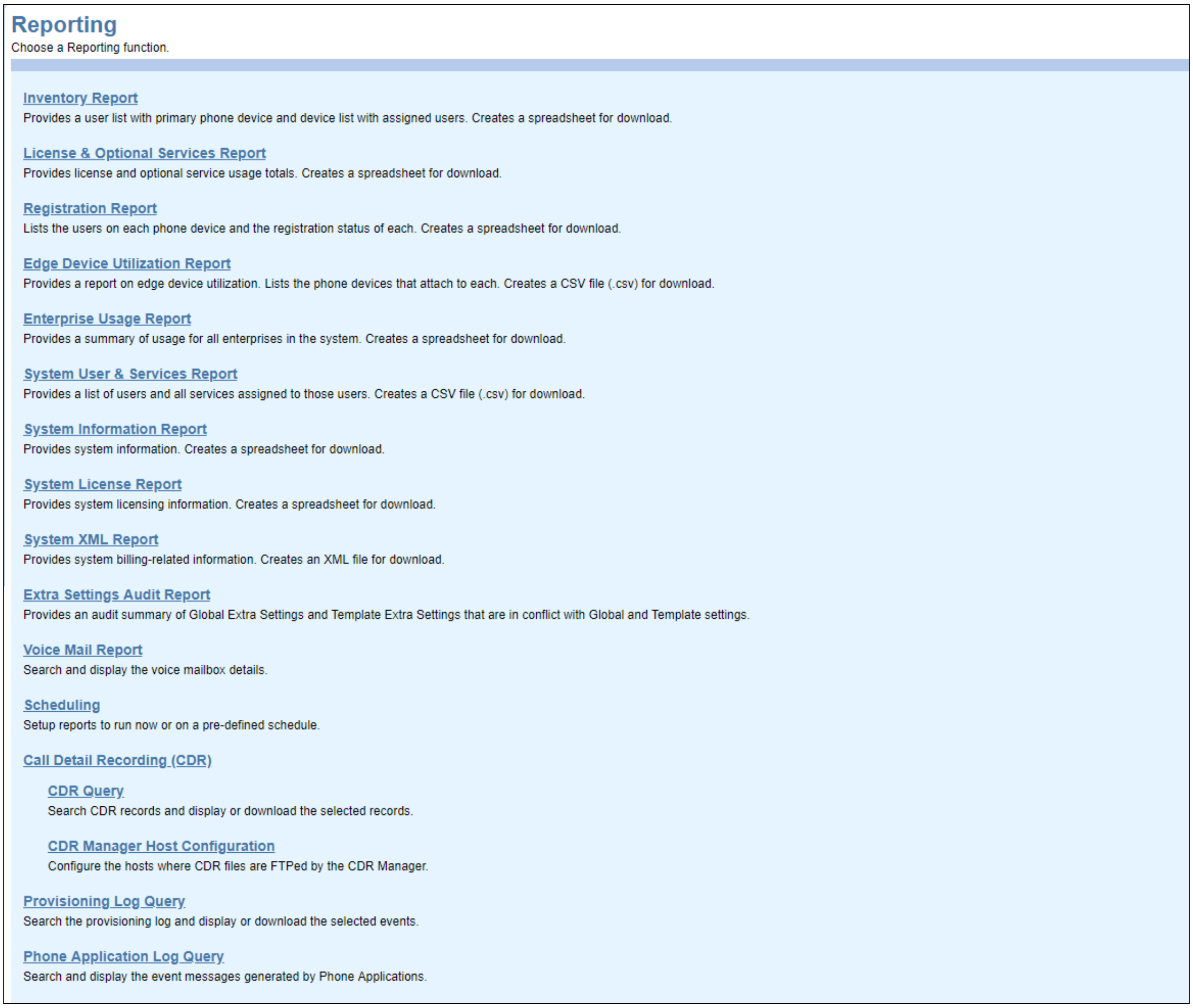


Figure 1 Reporting Main Screen

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 Mitel 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 an OpEasy User License or 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
- Call Center
- Collaborate Bridge
- Find Me/Follow Me
- Flexible Seating Host
- Group Paging
- Hunt Group
- Instant Group Call
- Meet-Me Conference Bridge
- Route Point

- VoiceXML

REPORT FILE NAMES AND TAGS

The default file name for a report is of the form: **ClearspanInventoryReport_{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, an inventory report run on April 7, 2017 at 1:55pm with the format

ClearspanInventoryReport_{Enterprise}_ {Group}_ {StartTime}.xlsx

would have the following file name:

ClearspanInventoryReport_Marsh_Hawkes_20170407-135529.xlsx

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.

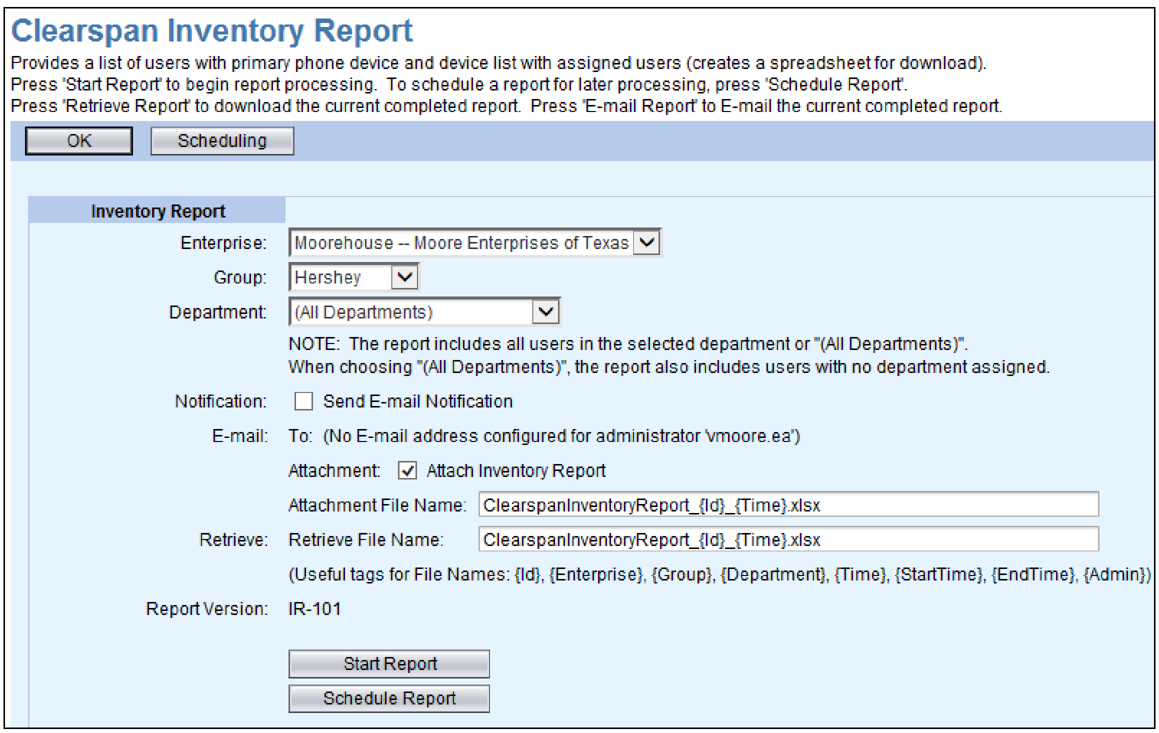


Figure 2 Clearspan Inventory Report Page – Inventory Report Section

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 *Report File Names and* Tags for more information.

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.

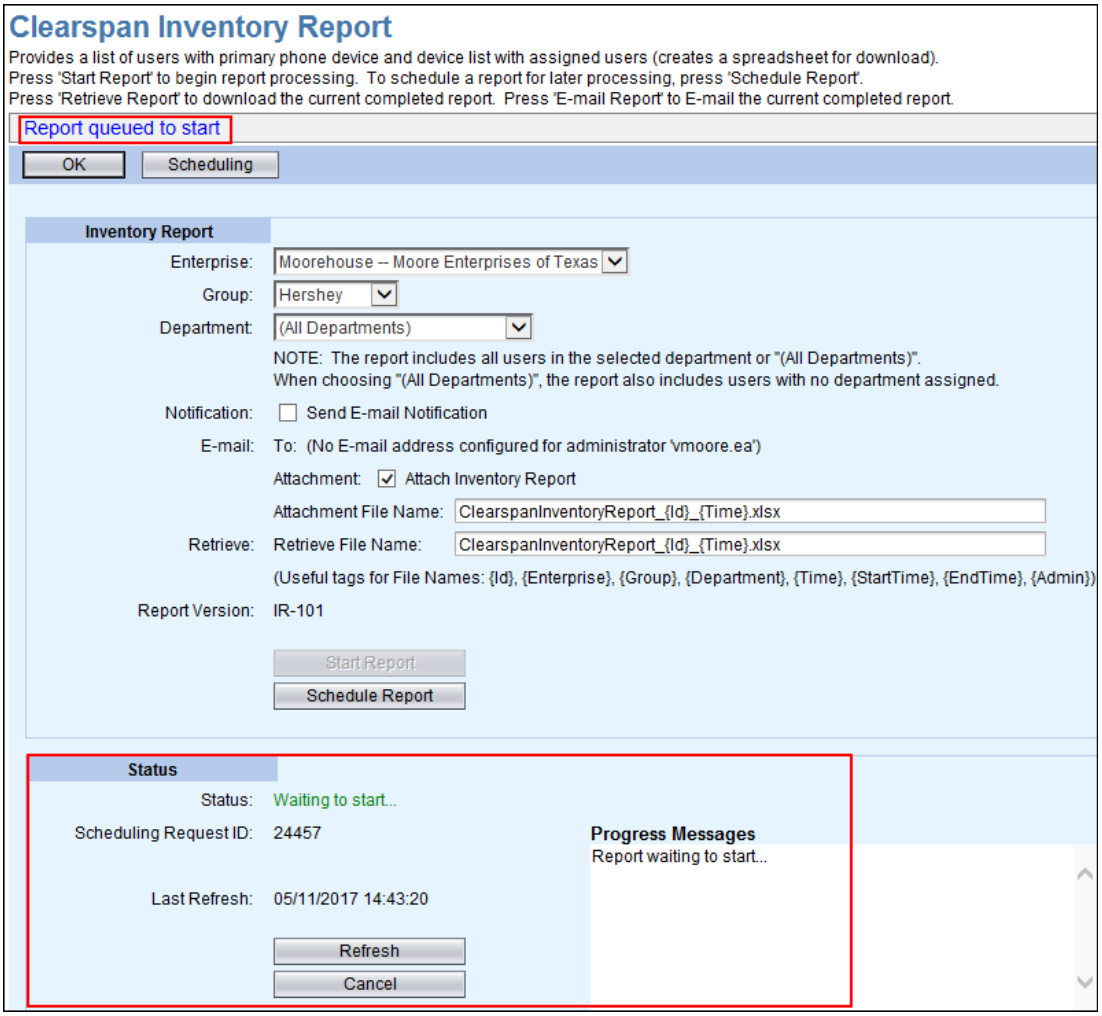


Figure 3 Clearspan Inventory Report Queued – Status Section

9. 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.

Figure 4 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.

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:	Moorehouse -- Moore Enterprises of Texas						OM indicates OpEasy Managed User; MS indicates Mitel Support User.				
Group:	Hershey										
Department:	All Departments										
Date:	02/13/2018 00:27:47										
Version:	IR-102.3										
Last Name	**First Name**	**Phone Number**	**Extension**	**Alternate Numbers (Phone Number (Extension))**	**Calling Line Id Phone Number**	**UserId**	**OM**	**MS**	**Group ID**	**Group Name**	**Department**
Bordois	Stella	476-555-2019	2019	476-555-2015 (5155)	476-555-2019	stella.bordois@moorehouse.com	X		Hershey		
FlexHost571	Flexible Seating G	476-555-2016	2016		476-555-2016	flexibleseatingguest.flexhost571@mo	X		Hershey		
Foster	Nyx	476-555-2011	2011			4765552011@moorehouse.com	X		Hershey		
Matthews	Syd	476-555-2012	2012		476-555-2012	syd.matthews@moorehouse.com	X		Hershey		
Moretti	Tessa	476-555-2010	2010			4765552010@moorehouse.com	X		Hershey		

Figure 5 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
- OM (OpEasy Managed UserId)
- MS (Mitel Support UserId)

- Group ID
- Group Name
- Department
- Email Address
- Account ID
- Fax Phone Number
- Fax Extension
- Device Name
- Device Level
- OM (OpEasy Managed Device)
- MS (Mitel 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:	Moorehouse -- Moore Enterprises of Texas							OM indicates OpEasy Managed User; MS indicates Mitel Support User.				
Group:	Hershey											
Department:	All Departments											
Date:	02/13/2018 00:27:47											
Version:	IR-102.3											
Device Name	**Device Level**		**OM**	**MS**	**SCA**	**Last Name**	**First Name**	**UserId**	**OM**	**MS**	**Phone Number**	**Group ID**
aastra6737i-4765552010	Group					Moretti	Tessa	4765552010@moorehouse.com	X		476-555-2010	Hershey
Aastra6737iDMS-4765552019	Group					Bordois	Stella	stella.bordois@moorehouse.com	X		476-555-2019	Hershey
Aastra6737iDMS-4765552019	Group					Bordois	Stella	stella.bordois@moorehouse.com	X		476-555-2019	Hershey
Aastra6757iDMS-4765552012	Group											Hershey
Aastra6757iDMS-4765552016	Group					FlexHost571	Flexible Seating G	flexibleseatingguest.flexhost571@mo	X		476-555-2016	Hershey
aastra6863i-4765552011	Group											Hershey
Admin Front Desk	Group				X	Bordois	Stella	stella.bordois@moorehouse.com	X		476-555-2019	Hershey
Moorehouse AudioCodes M4k	Group											Hershey
Pan2012	Group					Matthews	Syd	syd.matthews@moorehouse.com	X		476-555-2012	Hershey
S4B Device	Group											Hershey

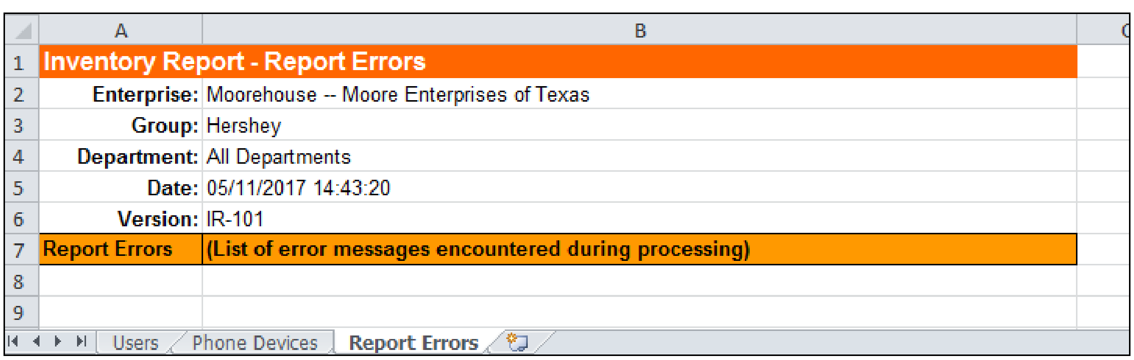
Figure 6 Inventory Report – Phone Devices Tab

The Phone Device tab provides the following information:

- Device Name

- Device Level
- OM (OpEasy Managed Device)
- MS (Mitel Support Device)
- SCA (Shared Call Appearance)
- Last Name
- First Name
- UserId
- OM (OpEasy Managed UserId)
- MS (Mitel Support UserId)
- 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



	A	B
1	Inventory Report - Report Errors	
2	Enterprise:	Moorehouse -- Moore Enterprises of Texas
3	Group:	Hershey
4	Department:	All Departments
5	Date:	05/11/2017 14:43:20
6	Version:	IR-101
7	Report Errors	(List of error messages encountered during processing)
8		
9		

Figure 7 Clearspan Inventory Report – Report Errors Tab

LICENSING & OPTIONAL SERVICES REPORT

The Clearspan Licensing & 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.
- VMOnly 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 Errors tab–any errors that may have been found during processing.

USER LICENSES TAB

The User Licenses tab shows a summary of the license types and the types of users utilizing them. It is color-coded blue for Users. It also shows Virtual Users utilizing no licenses.

License & Optional Service Report - User Licenses

Enterprise: Bulk Provisioning -- Lab Val, Inc
Group: All Groups
Department: All Departments
Date: 10/24/2019 09:47:53
Version: LOSR-104

No License type identifies Virtual Users (Service Instances) that have
no assigned user services (these users do not consume a user license).

Clearspan Users

License		Normal Users	License Upgrade - Basic Services	License Upgrade - Premium Services	Auto Attendant - Basic	Auto Attendant - Standard	Clearspan Anywhere	Call Center	Collaborate Bridge	FindMe/FollowMe	Flexible Seating Host	Group Paging	Hunt Group	Instant Group Call	Meet Me Conf Bridge	Route Point	Voice XML	Total
			Trunk Users		Virtual Users													
Basic											1							1
Premium		105				1		5					1		1			113
Basic Trunk																		0
Business Trunk				2														2
Voice Messaging Only																		0
No License					1	1			4		1		2		1			10
Clearspan User Totals:		105	0	2	1	2	0	5	4	0	2	0	3	0	2	0	0	126
Mitel Support User Counts																		
Basic																		0
Premium								1										1
Basic Trunk																		0
Business Trunk																		0
Voice Messaging Only																		0
No License																		0
Mitel Support User Totals:		0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
All User Grand Totals																		

Figure 8 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 utilizing. 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 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 Mitel Support Users. Grand Totals are shown at the bottom of the page. Mitel Support Users are excluded from billing.

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 that particular user is virtual; the column is empty for normal users.

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

The No Svcs column identifies a user that has been assigned no services. If Enterprise administrators see 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 devices assigned to the User are encrypted or not encrypted.

License & Optional Service Report - Basic Users

Enterprise:	Bulk Provisioning -- Lab Val, Inc							OM indicates OpEasy Managed User; MS indicates Mitel Support User.				
Group:	All Groups							VMail User identifies a user with the Voice Messaging service assigned.				
Department:	All Departments							No Svcs identifies a user with NO services assigned.				
Date:	10/24/2019 09:47:53											
Version:	LOSR-104											
Last Name	**First Name**	**UserId**	**Virtual User Type**	**OM**	**MS**	**Create Date**	**VMail User**	**No Svcs**	**Phone Number**	**Extension**	**Auto Attendant Menu Count**	**Group ID**
FSH_1062		9722221062@labval.mitel.com	Flexible Seating Host			11/06/2017 10:08:12			972-222-1062	1062		Group_G

Figure 9 License & Optional Service Report – Basic Users Tab

PREMIUM USERS TAB

The Premium Users tab shows each user utilizing Premium Services. It is color-coded blue for Users. It provides a column to identify users assigned the voicemail service. 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 devices assigned to the User are encrypted or not encrypted.

License & Optional Service Report - Premium Users

Enterprise: Bulk Provisioning -- Lab Val, Inc

Group: All Groups

Department: All Departments

Date: 10/24/2019 09:47:53

Version: LOSR-104

OM indicates OpEasy Managed User; MS indicates Mitel Support Use

VMail User identifies a user with the Voice Messaging service assigne

Last Name	First Name	UserId	Virtual User Type	OM	MS	Create Date	VMail User	Phone Number	Extension	SCA Count	Auto Attendant Menu Count	Group ID
AutoAttendTest		9722221090@labval.mitel.com	Auto Attendant - Standard			09/13/2019 07:11:23	X	972-222-1090	1090		2	Group_G
BasicCC		BasicCallCenter@labval.aastra.com	Call Center - Basic		X	02/11/2015 15:31:00	X					Group_G
CallCenter_Prem_		CallCenter_Prem@labval.aastra.com	Call Center - Premium			09/10/2019 12:26:30	X	972-222-1101	1101			Group_G
CallCenter_Prm_2		CallCenter_Prm_2@labval.aastra.co	Call Center - Premium			09/10/2019 12:31:12	X	972-222-1102	1102			Group_G
Hold	Auto	9722221010@labval.mitel.com		X		06/05/2019 07:56:23	X	972-222-1010	1010			Group_G
HuntGroup_25		9722221025@labval.mitel.com	Hunt Group			01/26/2017 08:23:42	X	972-222-1025	1025			Group_G
LTest01	FTest01	9722221001@labval.mitel.com		X			X	972-222-1001	1001			Group_G
LTest02	FTest02	9722221002@labval.mitel.com		X			X	972-222-1002	1002	1		Group_G
LTest03	FTest03	9722221003@labval.mitel.com		X			X	972-222-1003	1003	1		Group_G
LTest04	FTest04	9722221004@labval.mitel.com		X			X	972-222-1004	1004			Group_G
LTest05	FTest05	9722221005@labval.mitel.com		X			X	972-222-1005	1005			Group_G
LTest06	FTest06	9722221006@labval.mitel.com		X			X	972-222-1006	1006			Group_G
LTest07	FTest07	9722221007@labval.mitel.com		X		08/06/2019 12:17:20	X	972-222-1007	1007	1		Group_G
LTest08	FTest08	9722221008@labval.mitel.com		X			X	972-222-1008	1008			Group_G
LTest09	FTest09	Scruffy'sUsersID@labval.mitel.com		X			X	972-222-1009	1009			Group_G
LTest103	FTest103	9722221103@labval.mitel.com		X		07/15/2019 15:03:32	X	972-222-1103	1103			Group_G
LTest104	FTest104	9722221104@labval.mitel.com		X		07/15/2019 15:03:33	X	972-222-1104	1104			Group_G
LTest105	FTest105	9722221105@labval.mitel.com		X		07/16/2019 07:04:47	X	972-222-1105	1105			Group_G
LTest106	FTest106	9722221106@labval.mitel.com		X		07/16/2019 07:04:48	X	972-222-1106	1106			Group_G

User Licenses | Basic Users | Premium Users | Basic Trunk Users | Business Trunk Users | VMOnly ...

Figure 10 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

Group: All Groups

Department: All Departments

Date: 10/24/2019 09:47:53

Version: LOSR-104

OM indicates OpEasy Mana

VMail User identifies a user

Last Name	First Name	UserId	OM	MS	Create Date	VMail User	Phone Number	Extension	Group ID

Figure 11 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 with an "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 Managed User; MS indicates Mitel Su			
Group:	All Groups							VMail User identifies a user with the Voice Messaging servic			
Department:	All Departments							Basic indicates the trunk user has Basic services assigned			
Date:	10/24/2019 09:47:53							Premium indicates the trunk user has Premium services ass			
Version:	LOSR-104										
Last Name	First Name	UserId	OM	MS	Create Date	VMail User	Basic	Premium	Phone Number	Extension	Group ID
LTest16	FTest16	9722221016@labval.mitel.com	X			X		X	972-222-1016	1016	Group_G
LTest17	FTest17	9722221017@labval.mitel.com	X			X		X	972-222-1017	1017	Group_G

Figure 12 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:	Bulk Provisioning -- Lab Val, Inc							Shows users with ONLY a Voice M	
Group:	All Groups							and optionally the Internal/External	
Department:	All Departments							OM indicates OpEasy Managed Us	
Date:	10/24/2019 09:47:53								
Version:	LOSR-104								
Last Name	First Name	UserId	OM	MS	Create Date	Phone Number	Extension	Auto Attendant Menu Count	Group ID

Figure 13 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 the Internal 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:	Bulk Provisioning -- Lab Val, Inc							Shows Virtual Users (Service Instances) with no assigned servic			
Group:	All Groups							These Virtual Users do not consume a user license.			
Department:	All Departments							OM indicates OpEasy Managed User; MS indicates Mitel Suppo			
Date:	10/24/2019 09:47:53							VMail User identifies a user with the Voice Messaging service as			
Version:	LOSR-104										
Last Name	**First Name**	**UserId**	**Virtual User Type**	**OM**	**MS**	**Create Date**	**VMail User**	**Phone Number**	**Extension**	**Auto Attendant Menu Count**	**Group ID**
auto_group_P		auto_group_P@labval.mitel.com	Auto Attendant - Standard			01/20/2016 15:03:07		417-739-2005		0	Group_P
BasicAutoAttendar		9722221091@labval.mitel.com	Auto Attendant - Basic			09/13/2019 09:26:44	X	972-222-1091	1091	0	Group_G
Group_G-Default		Group_G-Default@labval.mitel.com	Collaborate Bridge								Group_G
Group_H-Default		226853015-365642786-Default@lab	Collaborate Bridge								Group_H
Group_P-Default		Group_P-Default@labval.mitel.com	Collaborate Bridge								Group_P
Group_Pronto-Def		226853015-369533594-Default@lab	Collaborate Bridge								Group_Pronto
HuntGroup_00		9722221100@labval.mitel.com	Hunt Group			10/11/2019 08:26:26	X	972-222-1100	1100		Group_G
MeetMe5000		9763331032@labval.aastra.com	Meet-Me Conference Bridge					417-739-5000	5000		Group_P
test		testhunt@labval.mitel.com	Hunt Group			10/12/2016 17:14:08		417-739-2004			Group_P

Figure 14 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 Mitel 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:	Bulk Provisioning -- Lab Val, Inc					
Group:	All Groups					
Department:	All Departments					
Date:	10/24/2019 09:47:53					
Version:	LOSR-104					
				Group Totals (excluding Mitel Support)		
Service Name		Total	Mitel Support Total	Group_G	Group_H	Group_P
Call Center User - Basic		106		96	5	
Call Center User - Standard		106		96	5	
Call Center User - Premium		106		96	5	
Call Recording		110		99	5	
Calling Line ID Blocking Override		107		96	5	
Clearspan Agent		96		96		
Clearspan Supervisor						
Clearspan Communicator Desktop - Basic		10			5	
Clearspan Communicator Desktop - Audio		10			5	
Clearspan Communicator Desktop - Video		107		96	5	
Clearspan Communicator Mobile - Basic		10			5	
Clearspan Communicator Mobile - Audio		10			5	
Clearspan Communicator Mobile - Video		106		96	5	
Clearspan Communicator Tablet - Basic		10			5	
Clearspan Communicator Tablet - Audio		10			5	
Clearspan Communicator Tablet - Video		106		96	5	
Clearspan Receptionist - Enterprise		96		96		
Collaborate - Audio		106		96	5	
Collaborate - Video		106		96	5	
Collaborate - Sharing		106		96	5	

Figure 15 License & Optional Service Report - Optional Services

OPTIONAL SERVICE USERS TAB

The Optional Service Users tab shows each user that utilizes an Optional Service. It is color-coded blue for Users.

This tab details the Users that are utilizing 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:	Bulk Provisioning -- Lab Val, Inc						OM indicates OpE	
Group:	All Groups						Voice Messaging s	
Department:	All Departments						(it is shown on the	
Date:	10/24/2019 09:47:53							
Version:	LOSR-104							

Optional Service	Last Name	First Name	UserId	Account ID	Virtual User Type	OM	MS	Group ID
Call Recording	AutoAttendTest		9722221090@labval.mitel.com		Auto Attendant - Standard			Group_G
Enhanced Call Logs	AutoAttendTest		9722221090@labval.mitel.com		Auto Attendant - Standard			Group_G
Fax Messaging	AutoAttendTest		9722221090@labval.mitel.com		Auto Attendant - Standard			Group_G
Voice Messaging	AutoAttendTest		9722221090@labval.mitel.com		Auto Attendant - Standard			Group_G
Video Messaging	AutoAttendTest		9722221090@labval.mitel.com		Auto Attendant - Standard			Group_G
Voice Messaging	BasicAutoAttendar		9722221091@labval.mitel.com		Auto Attendant - Basic			Group_G
Voice Messaging	BasicCC		BasicCallCenter@labval.aastra.com		Call Center - Basic		X	Group_G
Voice Messaging	CallCenter_Prem_		CallCenter_Prem@labval.aastra.com		Call Center - Premium			Group_G
Voice Messaging	CallCenter_Prm_2		CallCenter_Prm_2@labval.aastra.co		Call Center - Premium			Group_G
Enhanced Call Logs	FSH_1062		9722221062@labval.mitel.com		Flexible Seating Host			Group_G
Clearspan Communicator Tablet - Video	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Clearspan Agent	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Call Center User - Basic	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Call Center User - Premium	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Call Center User - Standard	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Call Recording	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Calling Line ID Blocking Override	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Classmark (Unsupported)	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Clearspan Communicator Mobile - Video	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G
Clearspan Communicator Desktop - Video	Hold	Auto	9722221010@labval.mitel.com	44EDept2		X		Group_G

... VMOnly Users | No License Users | Optional Services | Optional Service Users | System Resources ...

Figure 16 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:	Bulk Provisioning -- Lab Val, Inc		
Date:	10/24/2019 09:47:53		
Version:	LOSR-104		

Enterprise Resources	Total
Meet Me Conference Port	Unlimited
Trunk Channel	20

Group (Group Resources)	Group Name	System Resources: Meet-Me Conference Port	System Resources: General Trunk Channel
Group_G	Group, Gewel	Unlimited	10
Group_H	Haywire's Group	0	0
Group_P	Group_PoppyPopcorn	Unlimited	10
Group_Pronto	Pronto's Group	0	0

Figure 17 License & Optional Service Report – System Resources Tab

OPEASY LICENSES TAB

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

License & Optional Service Report - OpEasy Licenses		
Enterprise:	Bulk Provisioning -- Lab Val, Inc	
Date:	10/24/2019 09:47:53	
Version:	LOSR-104	
OpEasy License Information		**Total**
Current Clearspan User Count		105
User Licenses Allocated		Auto
Current Clearspan 3rd Party Phone Count		29
3rd Party Phone Licenses Allocated		Auto

Figure 18 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:	Bulk Provisioning -- Lab Val, Inc				
Group:	All Groups				
Department:	All Departments				
Date:	10/24/2019 09:47:53				
Version:	LOSR-104				
Last Name	**First Name**	**Phone Number**	**Extension**	**Virtual On-Net Call Type**	**Group ID**

Figure 19 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 Mitel doesn't support should be unassigned, and this report will assist in that cleanup.

License & Optional Service Report - Report Errors	
Enterprise:	Bulk Provisioning -- Lab Val, Inc
Group:	All Groups
Department:	All Departments
Date:	10/24/2019 09:47:53
Version:	LOSR-104
Report Errors	**(List of error messages encountered during processing)**
Error: An unsupported service (Classmark) has been assigned to User 9722221010@labval.mitel.com (Enterprise Bulk	
Error: An unsupported service (MWI Delivery to Mobile Endpoint) has been assigned to User 9722221010@labval.mite	
Error: An unsupported service (Number Portability Announcement) has been assigned to User 9722221010@labval.mit	
Error: An unsupported service (Office Communicator Tab) has been assigned to User 9722221010@labval.mitel.com (	
Error: An unsupported service (Physical Location) has been assigned to User 9722221010@labval.mitel.com (Enterpris	
Error: An unsupported service (Prepaid) has been assigned to User 9722221010@labval.mitel.com (Enterprise Bulk Pr	
Error: An unsupported service (Route List) has been assigned to User 9722221010@labval.mitel.com (Enterprise Bulk	

Figure 20 License & Optional Service Report – Report Errors Tab

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. It 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 checkboxes.

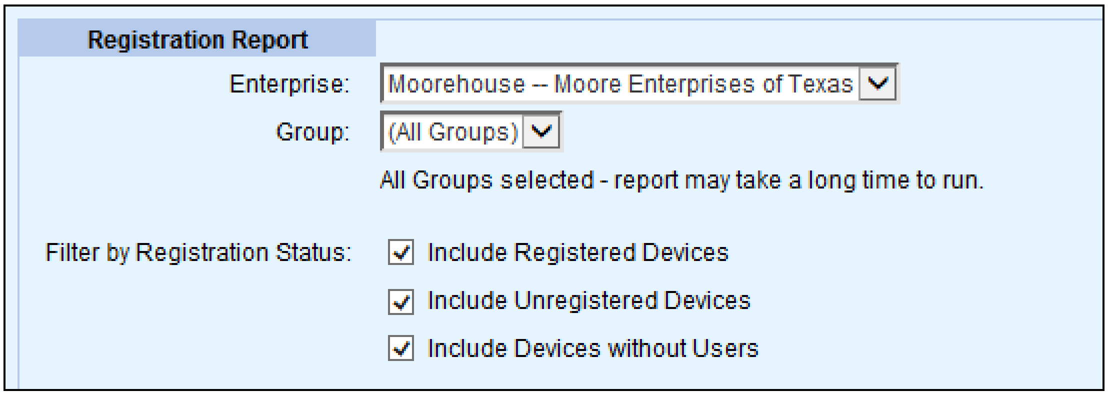


Figure 21 Registration Report – Filter by Registration Status

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 registers 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 Device tab provides the following information.

- Device Name
- Device Level
- OM (OpEasy Managed Device)
- MS (Mitel Support Device)
- Line Position

- SCA (Shared Call Appearance)
- Group ID
- Group Name
- Last Name
- First Name
- UserId
- Phone Number
- OM (OpEasy Managed UserId)
- MS (Mitel Support UserId)
- 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

	A	B	C	D	E	F	G	H	I	J	K	
1	**Registration Report - Phone Devices**											
2	**Enterprise:**	Moorehouse -- Moore Enterprises of Texas							OM indicates OpEasy Managed User; MS indicates Mitel Support User.			
3	**Group:**	All Groups							Red: Unregistered			
4	**Date:**	05/11/2017 15:06:17										
5	**Version:**	RR-101										
6	**Device Identification**				**Registration Identification**							
7	**Device Name**	**Device Level**	**OM**	**MS**	**Line Position**	**SCA**	**Group ID**	**Group Name**	**Last Name**	**First Name**	**UserId**	**Phon**
8	aastra6737i-4765552010	Group			1		Hershey		Moretti	Tessa	4765552010@moorehouse.com	47655
9	aastra6737i-4765552010	Group			2		Hershey		FlexHost571	Flexible Seating (	flexhost16@moorehouse.com	47655
10	Aastra6737iDMS-4765552019	Group			1		Hershey		Bordois	Stella	stella.bordois@moorehouse.com	47655
11	Aastra6757iDMS-4765552012	Group					Hershey					
12	aastra6863i-4765552011	Group			1		Hershey		Foster	Nyx	4765552011@moorehouse.com	47655
13	Admin Front Desk	Group			1	X	Hershey		Bordois	Stella	stella.bordois@moorehouse.com	47655
14	Moorehouse AudioCodes M4k	Group					Hershey					
15	Pan2012	Group			1		Hershey		Matthews	Syd	syd.matthews@moorehouse.com	47655
16	S4B Device	Group					Hershey					
17	Aastra6737iDMS-4765552001	Group			1		Relyks		PJ	Nobles	123987@moorehouse.com	47655
18	Aastra6869iDMS-4765552009	Group			1		Relyks		Johnson	Sheron	sheron.johnson@moorehouse.com	47655
19	phone for sky	Group			1		Relyks		Hudson	Sky	4765552000@moorehouse.com	47655
20	phone for sky	Group			2	X	Relyks		Johnson	Sheron	sheron.johnson@moorehouse.com	47655
21	SCA for Relyks	Group			1	X	Relyks		Johnson	Sheron	sheron.johnson@moorehouse.com	47655

Figure 22 Registration Report – Phone Devices Tab

REPORT ERRORS TAB

This tab of the report is for Report Errors.

Registration Report - Report Errors	
Enterprise:	Moorehouse -- Moore Enterprises of Texas
Group:	All Groups
Date:	05/11/2017 15:06:17
Version:	RR-101
Report Errors	(List of error messages encountered during processing)

Figure 23 Registration Report – Report Errors Tab

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 separate Proxy Addresses.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Edge Device Utilization Report - Phone Devices														
2	Enterprise:	Moorehouse -- Moore Enterprises of Texas													
3	Group:	All Groups													
4	Edge Device Address	All ("Unknown Address" included)													
5	Date:	04/19/2018 02:24:39													
6	Version:	EDUR-102													
7															
8	Edge Device Address	Address From	Device Name	Device Level	Enterprise ID	Enterprise Name	Group ID	Group Name	Device Type	Template Name	Template Level	UserId			
9	USE_ENTERPRISE_SETTING:5060			Total = 18 endpoints											
10	USE_ENTERPRISE_SE	Group	Aastra6737iD	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6737i	6737i for testing	Enterprise	stella.bordois@moorehouse.com			
11	USE_ENTERPRISE_SE	Group	Aastra6757iD	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6757i	6757i for testing	Enterprise	flexibleseatingguest.flexhost571@moo			
12	USE_ENTERPRISE_SE	Group	Aastra6867iD	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6867i	6867i Facilities 3	Group	daniel.rothbart@moorehouse.com			
13	USE_ENTERPRISE_SE	Group	Aastra6867iD	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6867i	6867i Facilities 2	Enterprise	gina.wilson@moorehouse.com			
14	USE_ENTERPRISE_SE	Group	Aastra6867iD	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6867i	6867i Facilities	Enterprise	bob.wall@moorehouse.com			
15	USE_ENTERPRISE_SE	Group	Admin Front	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6865i	gteswaz	Enterprise	stella.bordois@moorehouse.com			
16	USE_ENTERPRISE_SE	Group	BusinessCom	Group	Moorehouse	Moore Enterprise	Hershey		Business Cor	Moorehouse Co	Enterprise	daniel.rothbart@moorehouse.com			
17	USE_ENTERPRISE_SE	Group	BusinessCom	Group	Moorehouse	Moore Enterprise	Hershey		Business Cor	Moorehouse Co	Enterprise	bob.wall@moorehouse.com			
18	USE_ENTERPRISE_SE	Group	PolycomVVX6	Group	Moorehouse	Moore Enterprise	Hershey		Polycom VVX	oliiii	Enterprise	stella.bordois@moorehouse.com			
19	USE_ENTERPRISE_SE	Group	aastra6737i-4	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6737i	6737i for testing	Enterprise	4765552010@moorehouse.com			
20	USE_ENTERPRISE_SE	Group	aastra6863i-4	Group	Moorehouse	Moore Enterprise	Hershey		Aastra 6863i	6863i for testing	Enterprise	flexhost16@moorehouse.com			

EdgeDeviceReport_35829_20180419

Figure 24 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.

SYSTEM USER AND SERVICES REPORT

The System User and Services Report provides a list of all normal and virtual users, and all services assigned to those users in CSV format. Click **Retrieve Report** to download the CSV file, and open with Excel for easier readability.

This report is useful for administrators who want to execute a single system-wide report that contains all users in the system without the need to run the Inventory Report for hundreds of enterprises. And whereas the License & Optional Services Report only lists Optional services, this report includes a complete list of user services assigned to each user.

Note: Only Enterprise Administrators and above can generate the System User and Services Report.

The Report can be executed for a specific group, enterprise, or for the whole system (Solution Resellers and above only).

The Enterprise Administrators can execute the report for a specific group, or all groups within an enterprise.

Note: If this report is executed for the entire system, it may need to be divided into multiple files in order to open the report in Excel, as there is a limit of 1M rows in Excel.

System User & Services Report - Users																
Enterprise	All Enterprises															
Group:	All Groups															
Date:	########															
Version:	SUSR-101															
	First Name	User ID	Virtual Use	License	OM	MS	Create Date	Phone Nu	Extension	Enterprise ID	Enterprise Name	Group ID	Group Name	Dep	Account ID	Ser
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Ad
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Alt
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	An
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Aut
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Aut
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Aut
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Bar
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Bas
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Cle
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Cle
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Cle
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Cle
5	user	user.0005@aastra.com		Premium	Yes	No	###########	+1-214244	5	Hawkins	Marty's Enterprise	Marty	Marty's test group		121212121	Cle

Figure 25 System User and Services Report

The System User and Services Report contains the following columns:

- Last Name
- First Name
- User ID
- Virtual User Type (service user such as Auto Attendant)
- License (Basic, Premium, and so on. No License indicates a Virtual User with no services assigned)
- OM (indicates an OpEasy managed user)
- MS (indicates a Mitel Support user)
- Create Date

- Phone Number
- Extension
- Enterprise ID
- Enterprise Name
- Group ID
- Group Name
- Department
- Account ID (assigned in OpEasy if used)
- Service Name (name of the user service assigned)
- Service Type (license type for the service, such as, Base for any user, Optional for any user, or used with Basic or Premium license)

The CSV file contains two separate sections: the Users section and the Report Errors section, with a blank line between the two sections. The Users section reports the users in the selected enterprises and groups. The Report Errors section identifies and displays errors that occurred during creation of the report.

EXTRA SETTINGS AUDIT REPORT

The Extra Settings Audit Report provides an audit summary of any Global Extra Setting(s) or Template 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 26 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 27 Extra Settings Audit Report – Template Extra Settings Tab

VOICE MAIL REPORT

The Voice Mail 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 Reports.

To generate a voice mail report:

1. Click **Reporting** on Opeasy.
2. Click **Voice Mail Report**. The **Voice Mail 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 Report - Previous Day

Enterprise:	CallCenterTesting -- CC Testing
Group:	CallCenter -- CallCenterGroup
Department:	All Departments
User:	All Users
Report Type:	AllReports
Date:	01/22/2019 08:06:27
Version:	VMR-101
Total Users:	7

Clearspan User	User Name	Surge Mail Account	Group	Department	Msg Rcv	MB Rcv	Msg Sent	MB Sent	Last Connected	Avg Cou
Testing15@cctesting.aastra.com	Rainmaker Rainy	9722221215@tb20.aastra.com	CallCenter	Classes (Group)						
Testing17@cctesting.aastra.com	Sitting Bull	9722221217@tb20.aastra.com	CallCenter	Classes (Group)						
Testing28@cctesting.aastra.com	Ginger Snappy	9722221228@tb20.aastra.com	CallCenter	Classes (Group)						
Testing48@cctesting.aastra.com	Candy Dandy	9722221248@tb20.aastra.com	CallCenter	Classes (Group)						

Figure 28 Voice mail 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 error(s) 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 *Report File Names and Tags* for more information.
6. Click **Schedule Report**. The Schedule Request: Inventory Report page displays.

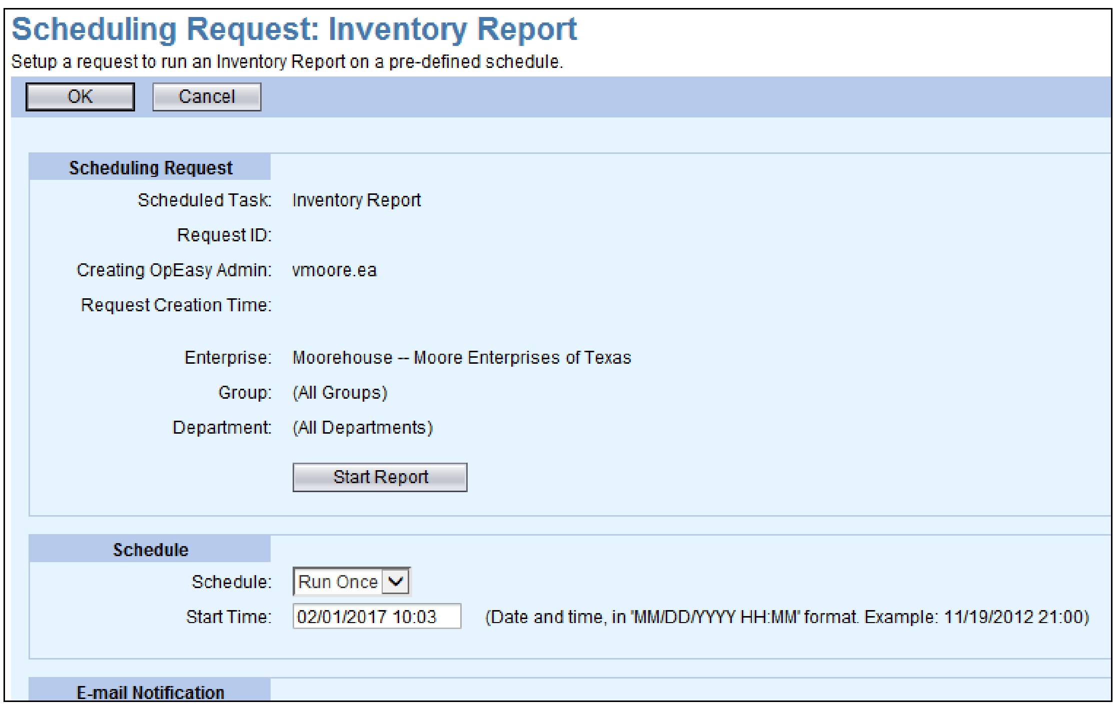


Figure 29 Scheduling Request Screen

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

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

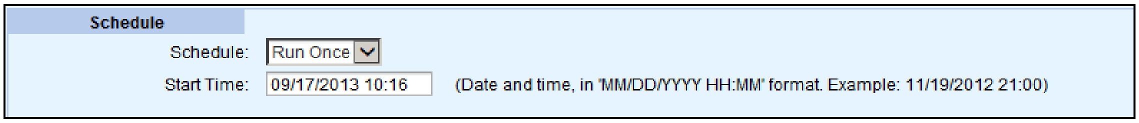


Figure 30 Schedule Run Once

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.

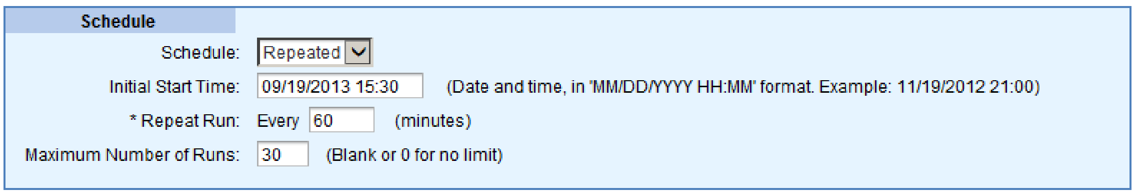


Figure 31 Schedule Repeated

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.

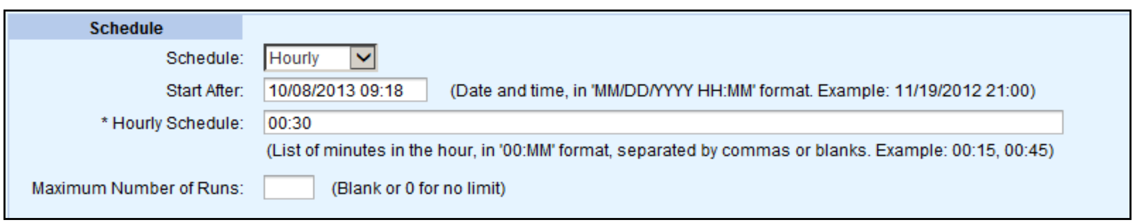


Figure 32 Schedule Hourly

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.

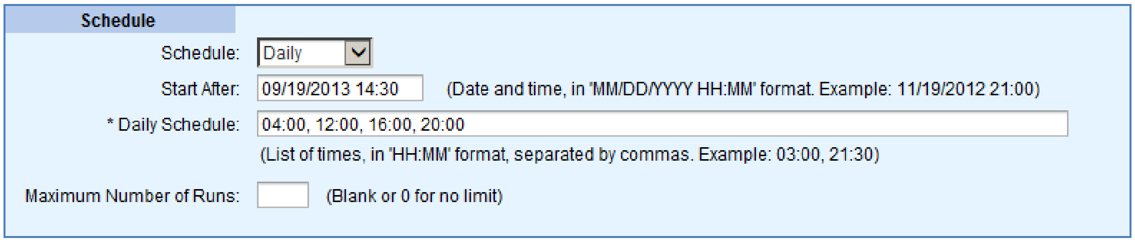


Figure 33 Schedule Daily

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.

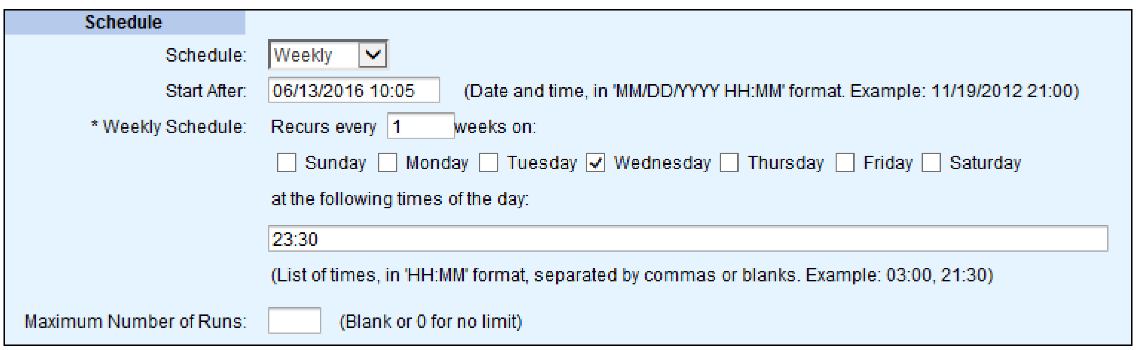


Figure 34 Schedule Weekly

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.

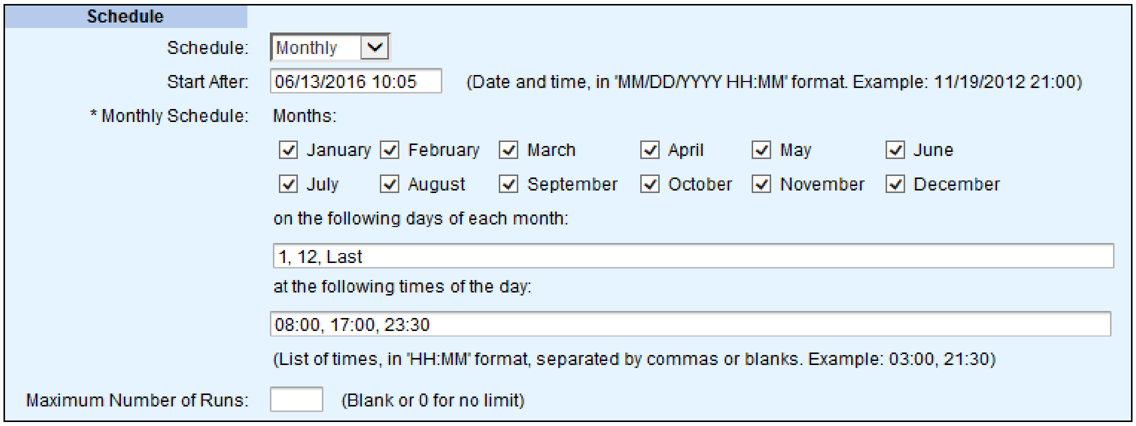


Figure 35 Schedule Monthly

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

9. 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.

5. Click **Add FTP Destination**.

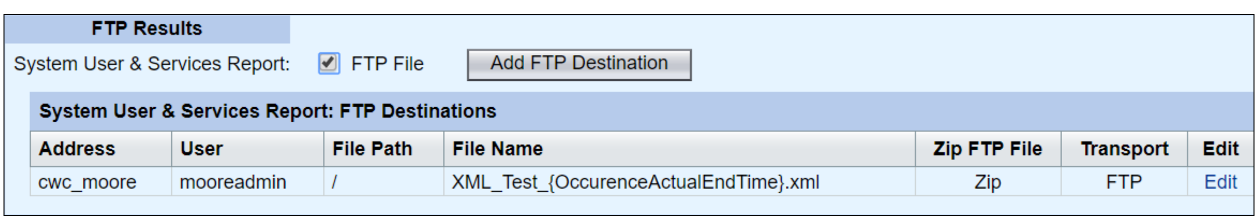


Figure 32 Add FTP Destination

The **Scheduling Request: FTP Destination Add** page displays.

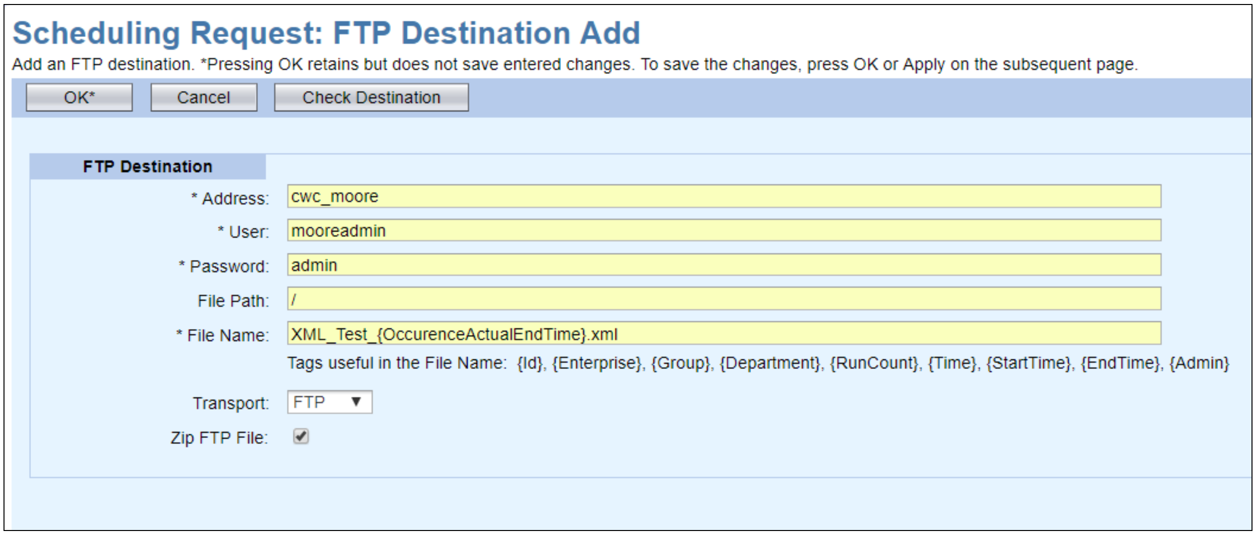


Figure 33 Scheduling Request: FTP Destination Add Page

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.

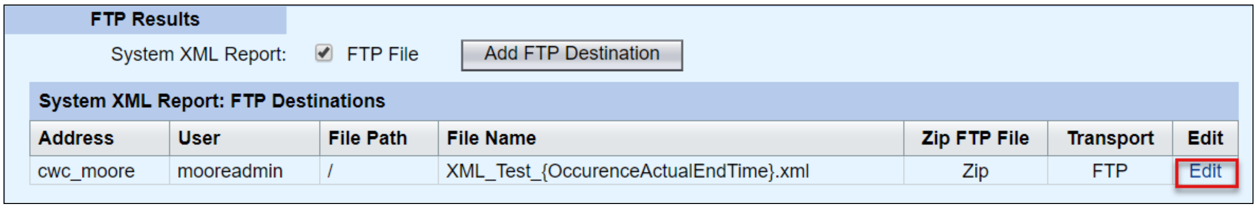


Figure 34 Scheduling Request: FTP Destination Edit

The **Scheduling Request: FTP Destination Modify** page displays.

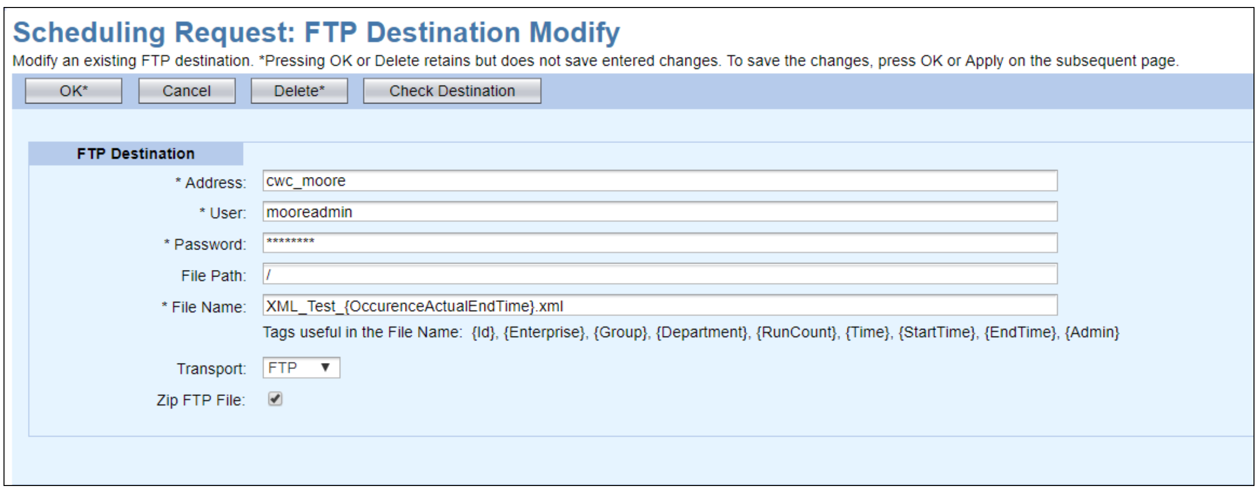


Figure 35 Report Scheduling: FTP Destination Modify Page

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.

1. From the main menu, click **Reporting**.
2. Select **Scheduling**. The Scheduling page appears as shown in Figure .

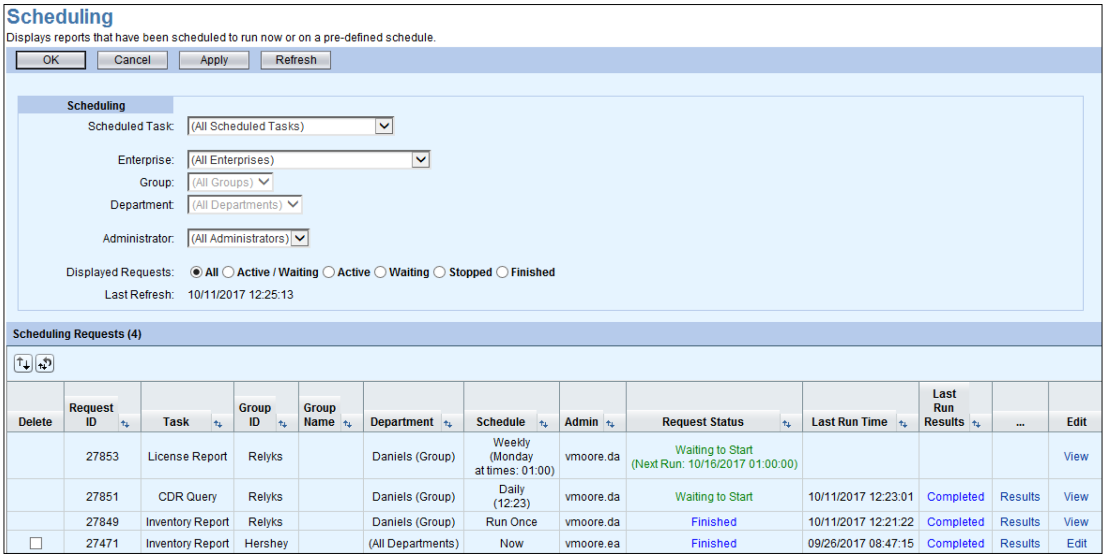


Figure 36 Scheduling Page

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.

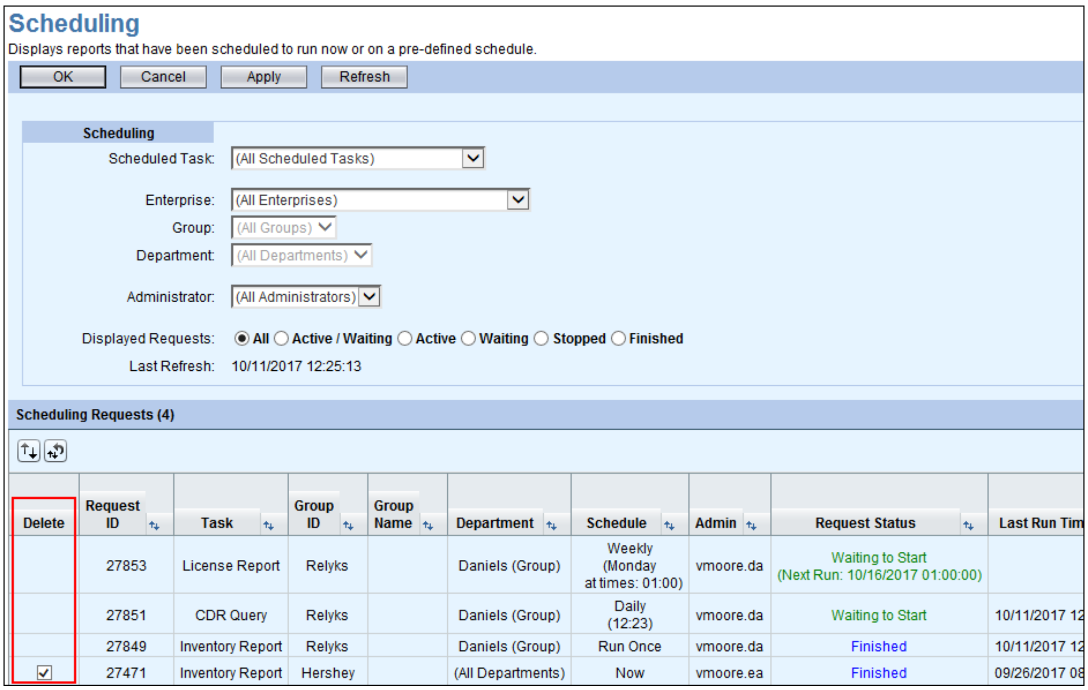


Figure 37 Delete a Schedule

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.

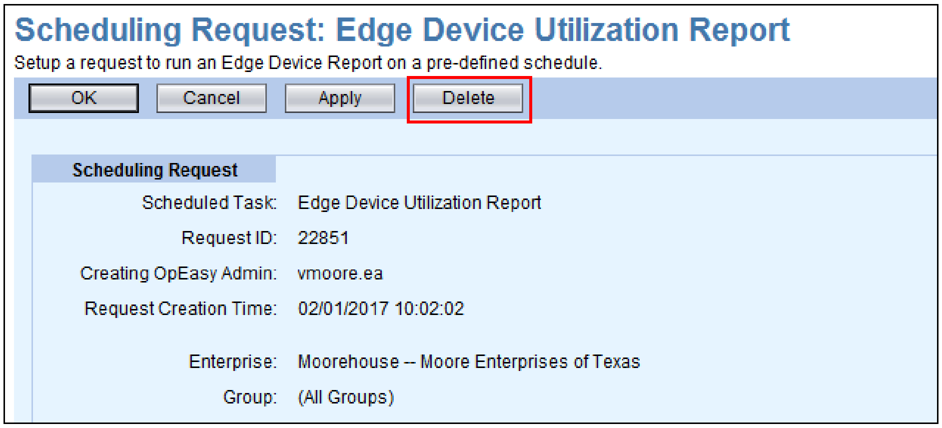


Figure 38 Delete the Current Report Request

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.

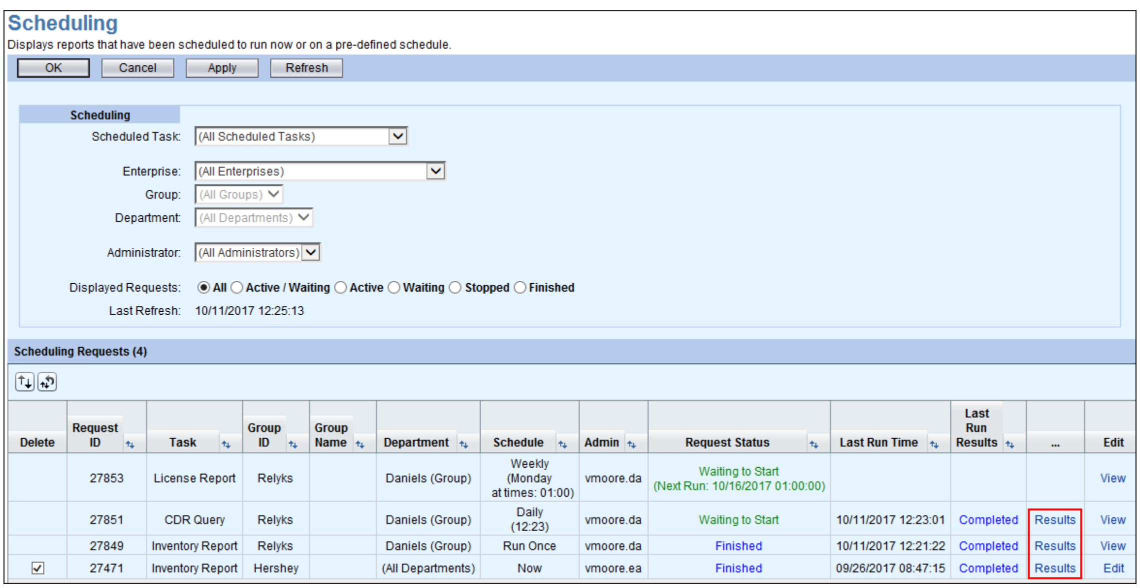


Figure 39 Results link on Scheduling Page

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.

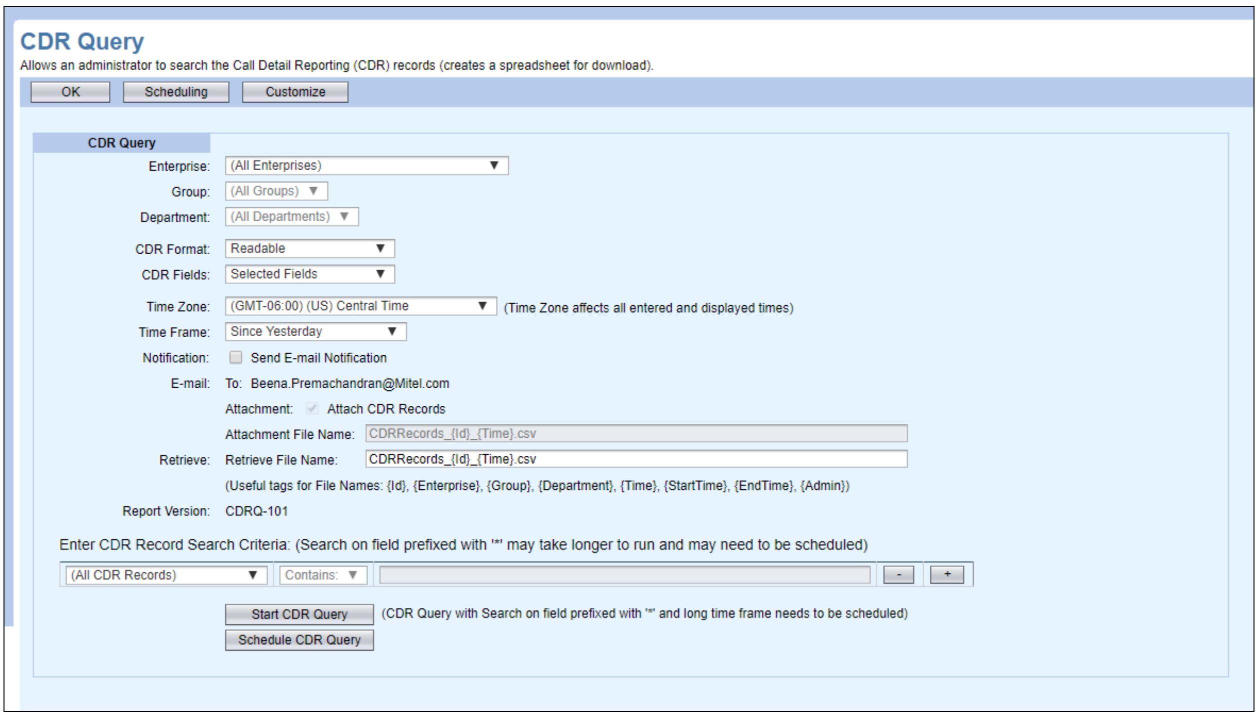


Figure 40 CDR Query Page

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
- 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 *Report File Names and* 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.

11. 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.

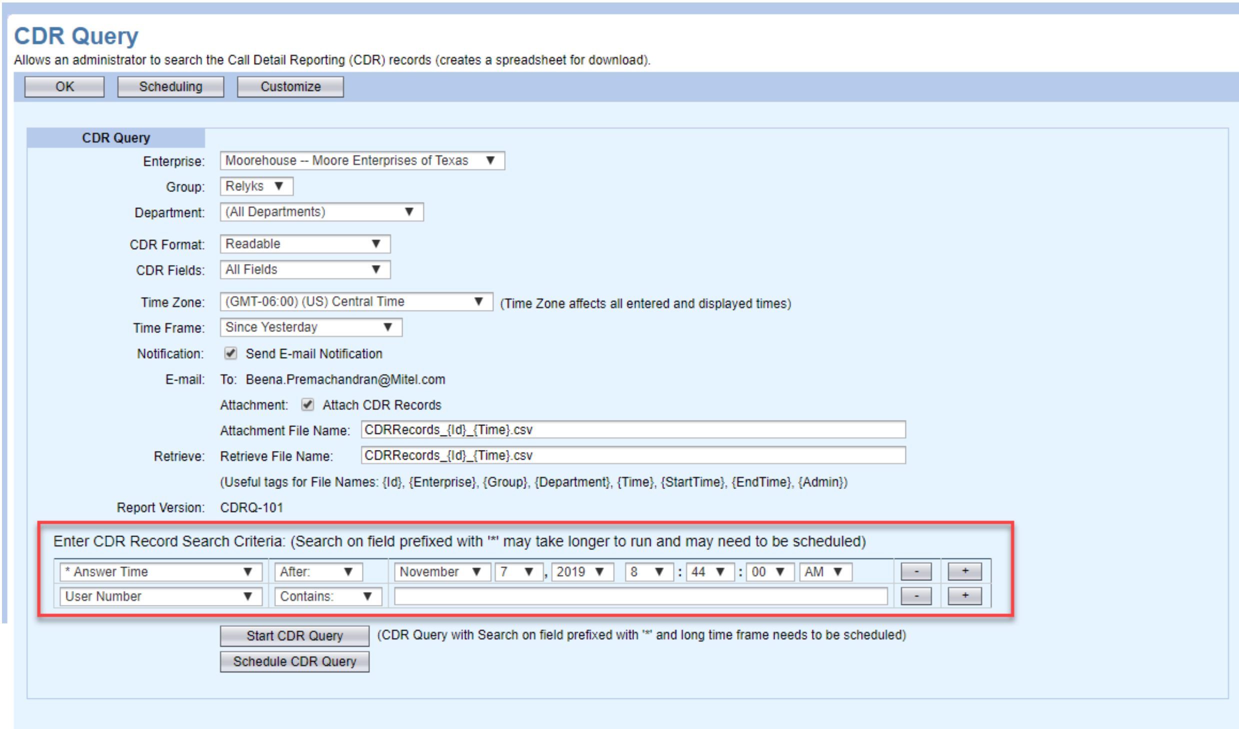


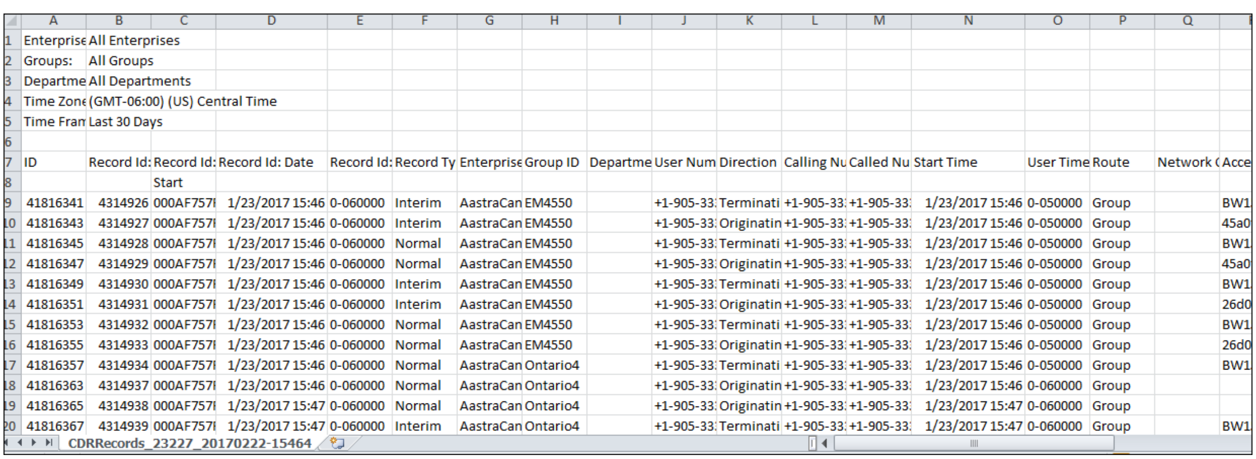
Figure 41 CDR Query with Search Criteria

12. 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.

13. 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	Interim	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	Interim	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

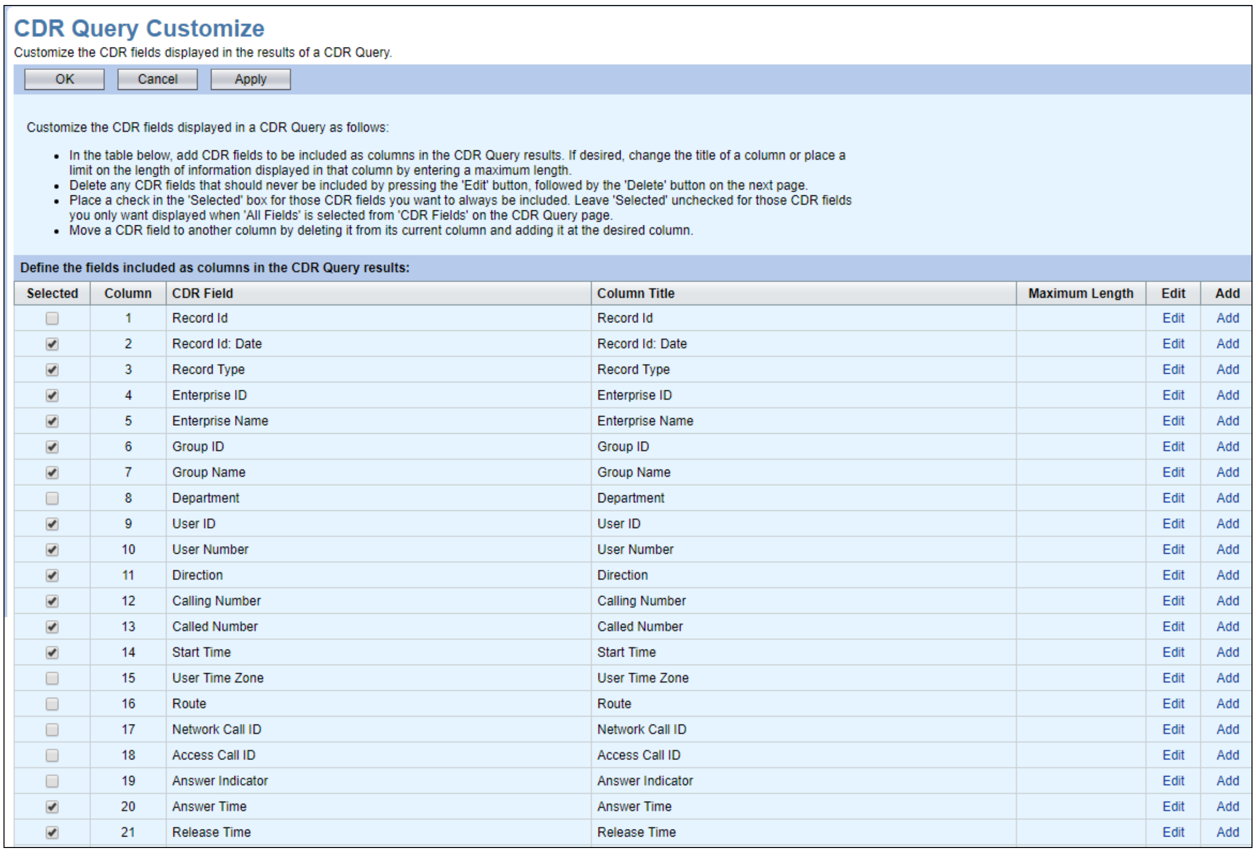
Figure 42 CDR Query Report

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.



CDR Query Customize

Customize the CDR fields displayed in the results of a CDR Query.

OK | Cancel | Apply

Customize the CDR fields displayed in a CDR Query as follows:

- In the table below, add CDR fields to be included as columns in the CDR Query results. If desired, change the title of a column or place a limit on the length of information displayed in that column by entering a maximum length.
- Delete any CDR fields that should never be included by pressing the 'Edit' button, followed by the 'Delete' button on the next page.
- Place a check in the 'Selected' box for those CDR fields you want to always be included. Leave 'Selected' unchecked for those CDR fields you only want displayed when 'All Fields' is selected from 'CDR Fields' on the CDR Query page.
- Move a CDR field to another column by deleting it from its current column and adding it at the desired column.

Define the fields included as columns in the CDR Query results:

Selected	Column	CDR Field	Column Title	Maximum Length	Edit	Add
[ ]	1	Record Id	Record Id		Edit	Add
[x]	2	Record Id: Date	Record Id: Date		Edit	Add
[x]	3	Record Type	Record Type		Edit	Add
[x]	4	Enterprise ID	Enterprise ID		Edit	Add
[x]	5	Enterprise Name	Enterprise Name		Edit	Add
[x]	6	Group ID	Group ID		Edit	Add
[x]	7	Group Name	Group Name		Edit	Add
[ ]	8	Department	Department		Edit	Add
[x]	9	User ID	User ID		Edit	Add
[x]	10	User Number	User Number		Edit	Add
[x]	11	Direction	Direction		Edit	Add
[x]	12	Calling Number	Calling Number		Edit	Add
[x]	13	Called Number	Called Number		Edit	Add
[x]	14	Start Time	Start Time		Edit	Add
[ ]	15	User Time Zone	User Time Zone		Edit	Add
[ ]	16	Route	Route		Edit	Add
[ ]	17	Network Call ID	Network Call ID		Edit	Add
[ ]	18	Access Call ID	Access Call ID		Edit	Add
[ ]	19	Answer Indicator	Answer Indicator		Edit	Add
[x]	20	Answer Time	Answer Time		Edit	Add
[x]	21	Release Time	Release Time		Edit	Add

Figure 43 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.

- **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.

- 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.

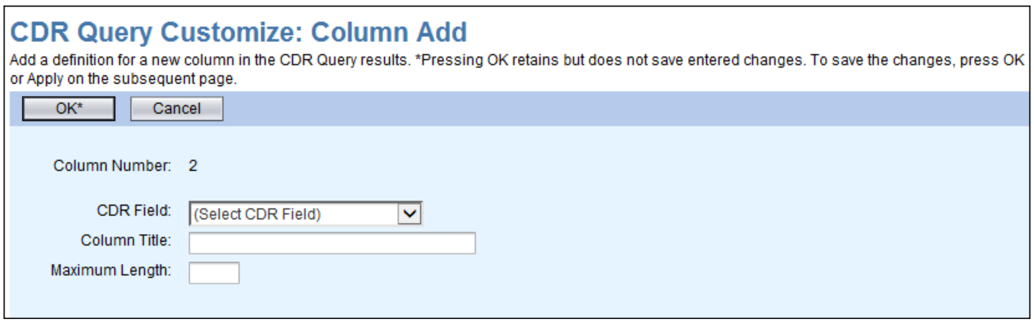


Figure 44 CDR Query Customize: Column Add Page

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.

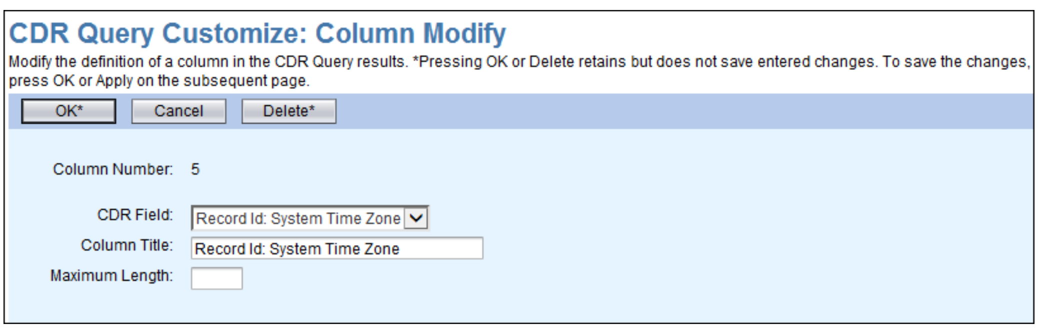


Figure 45 CDR Query Customize: Column Modify Page

3. 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.
4. Click **OK** when you are done making changes.
5. 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 display CDR 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. For originating CDRs, it records the SIP Call ID of the incoming SIP INVITE. For terminating CDRs, it records the SIP Call ID of the outgoing SIP INVITE.	1477660951@192.168.8.73	14
Account Code	The account code, if dialed.	657485	22
Account ID	Account ID of the User	1122	37
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 FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
CDR Version	Version of the CDR content. Not included by default but can be added.	19.3	0
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 field contains 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	This field is omitted for intra-group calls. For non-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.	419313903203201022546@20.20.20.17	13

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
	• This field is omitted for network calls sent out over non-SIP routes.		
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.	dp	20
Network Translated Number	This field captures the result of the translations of the *calledNumber* 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, non-intra-group calls.		26
Primary Device Line Port	Primary Device Line Port	9722221027.primary@labval.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	4/12/2013 7:36:41 AM	17

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
	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.		
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.8 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 confirmation. For terminating CDRs, it is the host portion of the caller's identity taken from the appropriate header of the incoming INVITE.9 If the host portion is not present (in case of a tel-url), the route is set to "unavailable". 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.	192.168.3.2	12

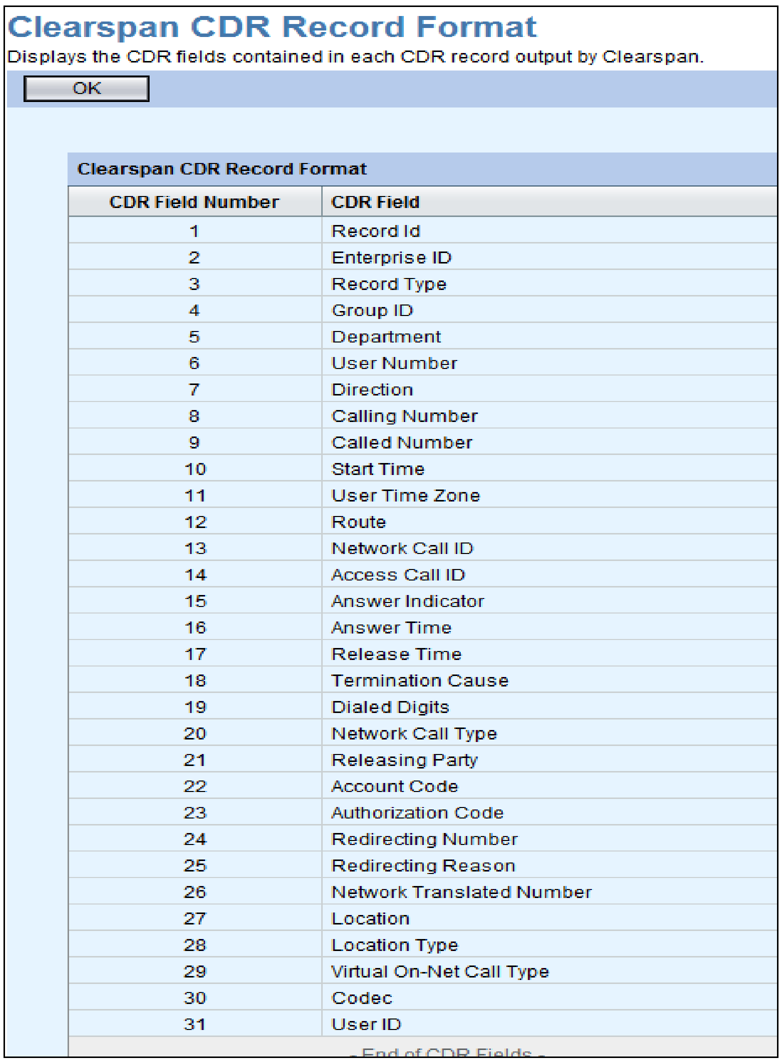
CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
Start Time	The time when the address is sent to or received from the system. Start Time is presented in GMT time zone.	12/2/2013 7:37:10 AM	10
Termination Cause	Code capturing what action caused the call release. The following causes are used by the Application Server. 001 – Unassigned number (user not found) 003 – No route to destination (request failure or unavailable failure) 016 – Normal 017 – User busy 019 – User alerted, no answer 020 – User not available (for example, SIP phone not registered) 021 – Call rejected (forbidden or global failure) 027 – Destination out of order (server request failure) 031 – Network disconnect (Normal unspecified) 041 – Temporary failure 086 – Call Cleared 111 – Protocol error (unknown release code) 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) 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 019 – is used when a call is torn down by the Application Server because it has reached the “Maximum Call Timeout for Answered Calls” 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 when the originator begins to place the call until the call is terminated (originator	0:23:44	

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
	or destination hangs up). 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).		
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 when a network party hangs up.	John.doe@company.com	31
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

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

- End of CDR Fields -

Figure 46 Clearspan CDR Record Format

As shown in the **CDR Field Number** column, there are 31 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.

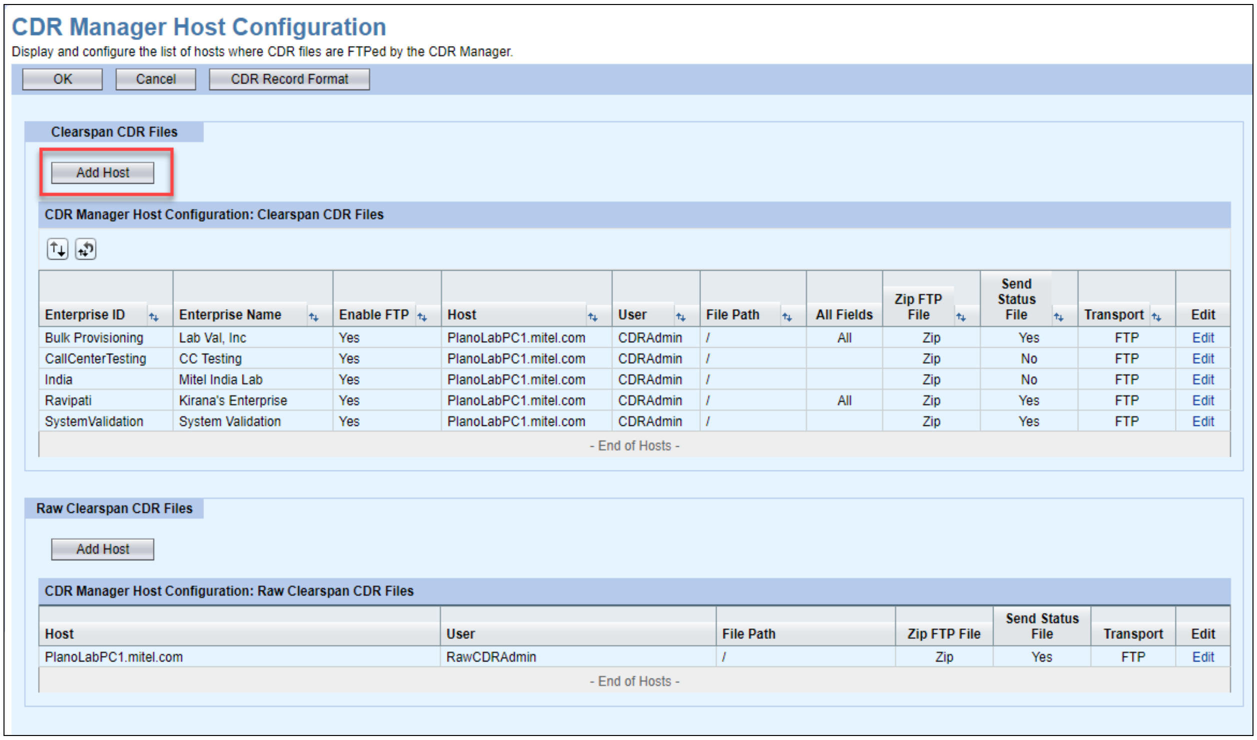


Figure 47 Clearspan CDR Record Format

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

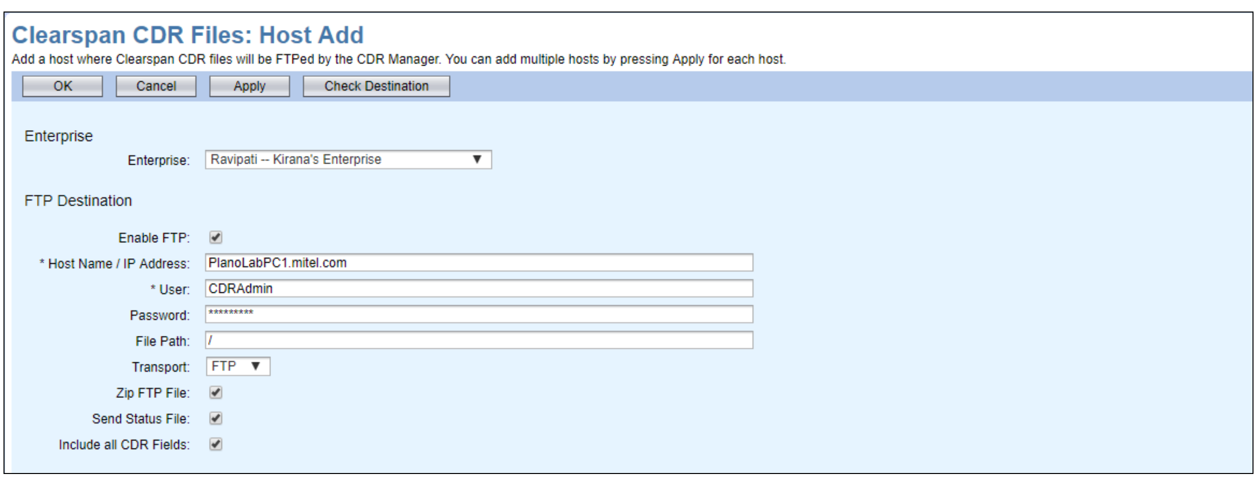


Figure 48 Clearspan CDR Files: Host Add

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,+19763334116,+
19763334117,20130401140157.357,1-
050000,Group,,BW090157363010413-
802653887@10.70.100.5,Yes,20130401140159.097,201304011405
00.647,016,,,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 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.

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.

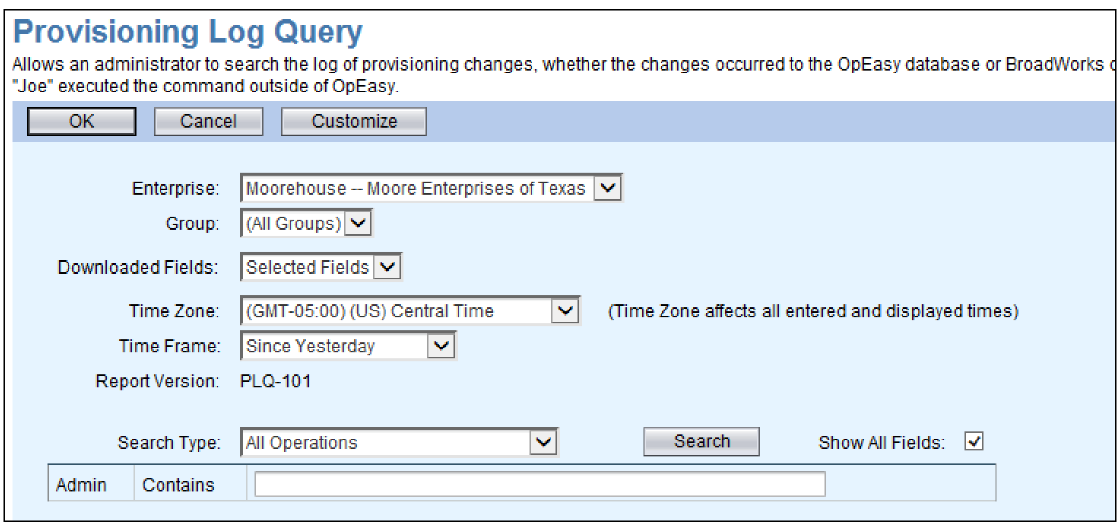


Figure 49 Provisioning Log Query Page

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-box.

- Since Yesterday
- Last 7 Days
- Last 30 days
- Last 2 Months
- Last 3 Months
- Last 6 Months
- Last 12 Months

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.
    - 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.

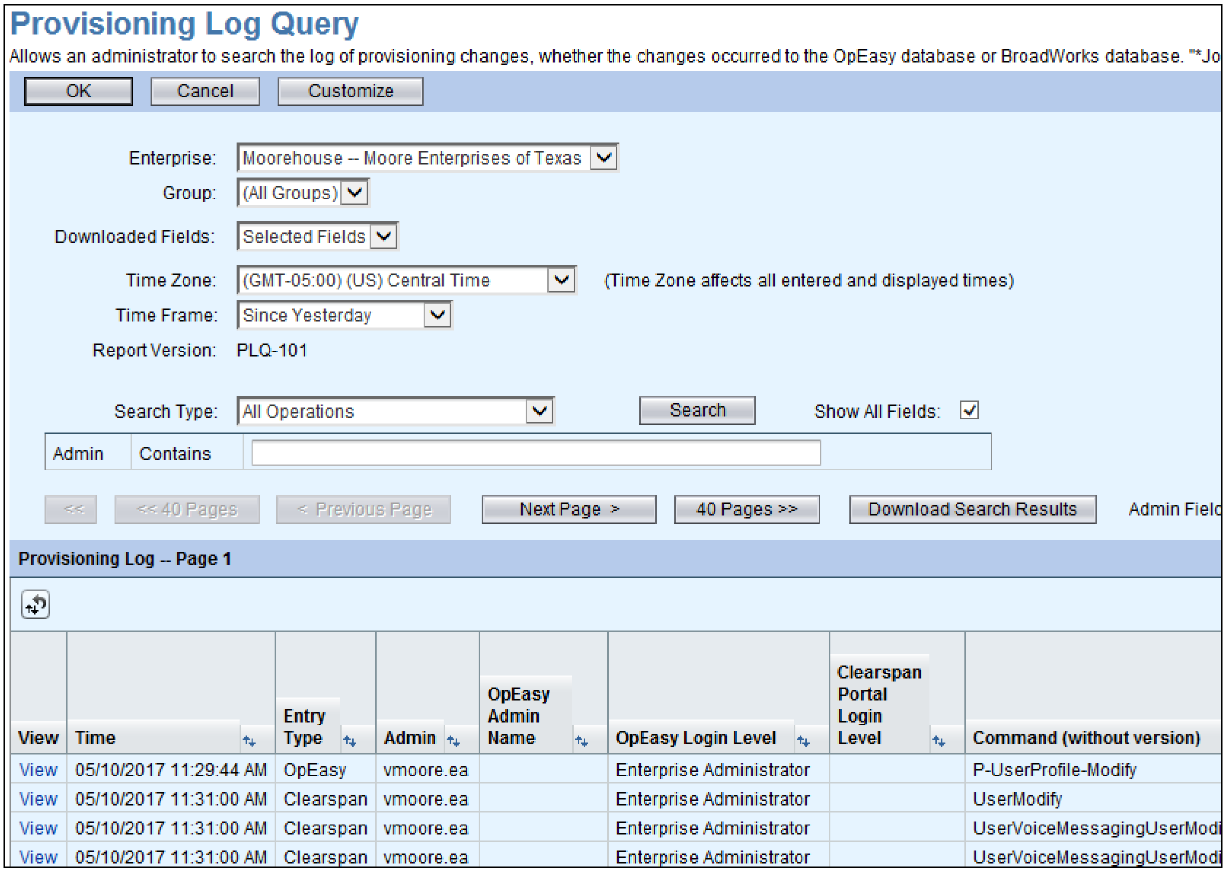
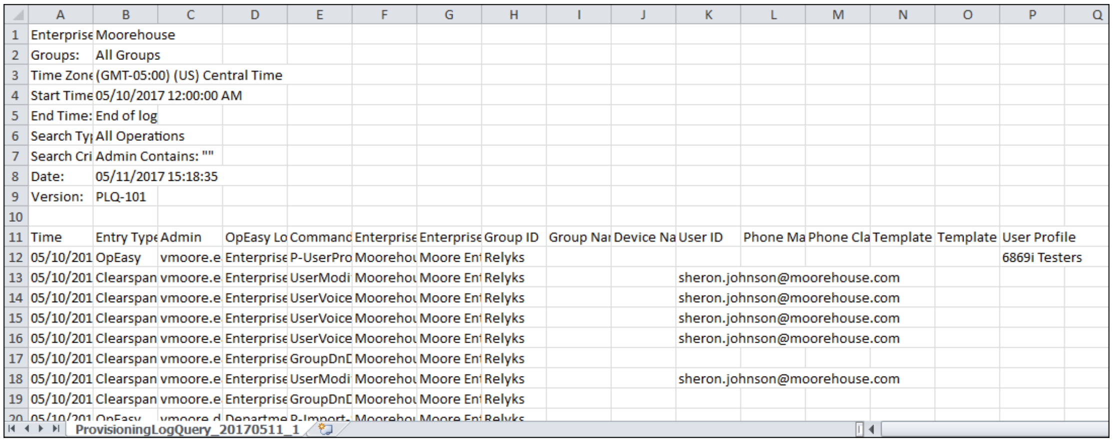


Figure 50 Provisioning Log Query Search Results

- 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.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Enterprise	Moorehouse															
2	Groups:	All Groups															
3	Time Zone	(GMT-05:00) (US) Central Time															
4	Start Time	05/10/2017 12:00:00 AM															
5	End Time:	End of log															
6	Search Typ	All Operations															
7	Search Cri	Admin Contains: ""															
8	Date:	05/11/2017 15:18:35															
9	Version:	PLQ-101															
10																	
11	Time	Entry Type	Admin	OpEasy Lo	Command	Enterprise	Enterprise	Group ID	Group Nar	Device Na	User ID	Phone Ma	Phone Cla	Template	Template	User Profile	
12	05/10/201	OpEasy	vmoore.e	Enterprise	P-UserPro	Moorehou	Moore Ent	Relyks								6869i Testers	
13	05/10/201	Clearspan	vmoore.e	Enterprise	UserModi	Moorehou	Moore Ent	Relyks			sheron.johnson@moorehouse.com						
14	05/10/201	Clearspan	vmoore.e	Enterprise	UserVoice	Moorehou	Moore Ent	Relyks			sheron.johnson@moorehouse.com						
15	05/10/201	Clearspan	vmoore.e	Enterprise	UserVoice	Moorehou	Moore Ent	Relyks			sheron.johnson@moorehouse.com						
16	05/10/201	Clearspan	vmoore.e	Enterprise	UserVoice	Moorehou	Moore Ent	Relyks			sheron.johnson@moorehouse.com						
17	05/10/201	Clearspan	vmoore.e	Enterprise	GroupDnD	Moorehou	Moore Ent	Relyks									
18	05/10/201	Clearspan	vmoore.e	Enterprise	UserModi	Moorehou	Moore Ent	Relyks			sheron.johnson@moorehouse.com						
19	05/10/201	Clearspan	vmoore.e	Enterprise	GroupDnD	Moorehou	Moore Ent	Relyks									
20	05/10/201	OpEasy	vmoore.d	Departme	P-Import-	Moorehou	Moore Ent	Relyks									

ProvisioningLogQuery_20170511_1

Figure 51 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** checkbox 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
General Message Fields		
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"

MESSAGE	DESCRIPTION	EXAMPLE DATA
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>
OpEasyAdminName	Administrator Name for the OpEasy administrator identified by the above Admin.	“Jimmy Johnson”
OpEasyLoginLevel	OpEasy Login Level of the above Admin. One of the following: "Super User", "System Administrator", "Solution Reseller", "Enterprise Administrator", "Group Administrator", or "Department Administrator".	“Enterprise 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 User Id	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@autotest.aastra.cor
Warning Message	Warning message issued when processing command. Used for both logged Clearspan operations and logged OpEasy 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-Id First Name, Calling-Line-Id Last 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 phone when this user calls.	“9725551008”
City	Postal address city	“Plano”
Country	Postal address country	“USA”

MESSAGE	DESCRIPTION	EXAMPLE DATA
Department	Identifies department user belongs to.	“Marketing”
Description	Description of entity.	“Lobby Phone”, “Pizza Speed Dial”
Device Level	Category of end-point, device, trunk Group, Music on hold etc.	“Group“, ”Enterprise”, “Service Provider”
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”
Group Mail Server Password	Password for Group Mail server (always shown as “XXXXXX”).	“XXXXXX”
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”, “Department 302”
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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”, “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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
OpEasy-Specific Fields		
Affected Admin	OpEasy Login Name of an OpEasy administrator. 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.	“10582A18B75B4713DD04E5B77C97EF6E”
Login Failure Reason	Reason description for an OpEasy login failure. 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".	“Invalid Login Name”
Login Session ID	ID of the Login Session. This is provided when an OpEasy administrator is logged out due to a Session Timeout.	“3342”
MOH Profile Name	Name of a Music On Hold (MOH) Profile being added, modified, or deleted.	“Elevator Music”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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 devices, can be “Clearspan Communicator – Desktop”, “Clearspan Communicator – Desktop (Skype for Business)”, “Clearspan Communicator - Mobile”, “Clearspan Communicator - Tablet”.	“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_BusinessUnit.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.

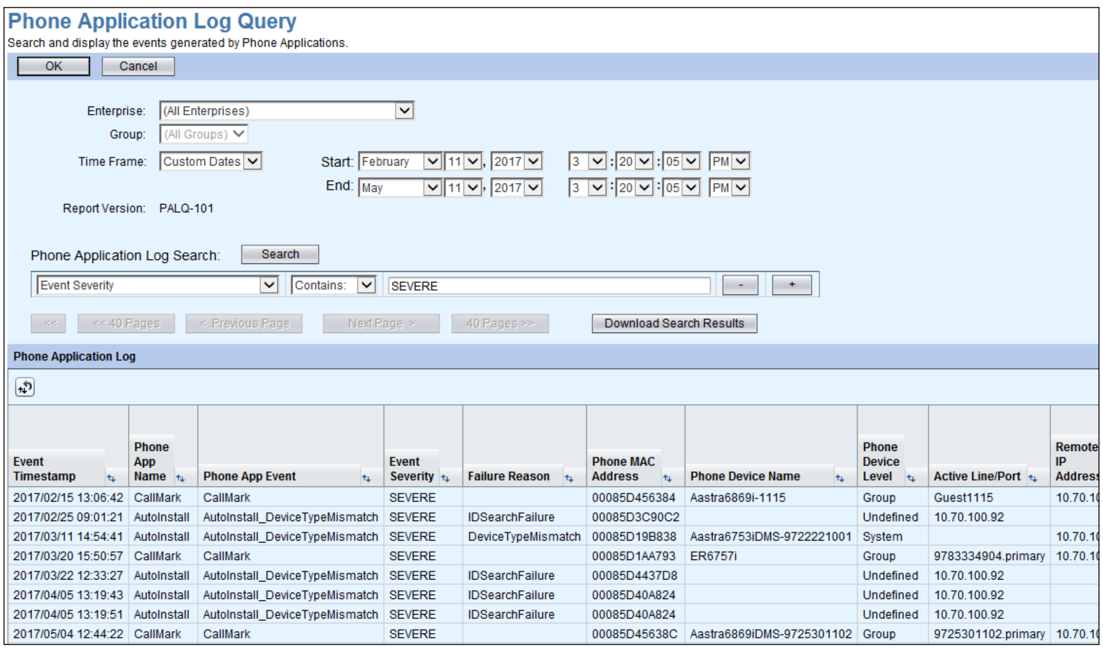


Figure 52 Phone Application Log Query

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

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

Inventory Report

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 4.10 (IR-102)		
(All Tabs)	Columns C, E, F, O (Users tab) 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 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.

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 4.9 (LOSR-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”.
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**.

Registration Report

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 4.9 (RR-101)		
New in OpEasy 4.9.		

Edge Device Utilization Report

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
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**.

OPEASY LOGS

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

CDR Query

ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 19.2 (EUR-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**

ROW / COLUMN	DESCRIPTION OF CHANGE
	Name. For existing administrators, **Group Name** may not be displayed until added via CDR Query customization.

Provisioning Log

ROW / COLUMN	DESCRIPTION OF CHANGE
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”.

Phone Application Log

ROW / COLUMN	DESCRIPTION OF CHANGE
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**.