Clearspan OpEasy

Reporting Guide

RELEASE 20.2

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Clearspan®

Clearspan OpEasy Reporting Guide
Release 20.2, March 2021

REVISION HISTORY

The following represents the revision history of this publication:

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
2875_020	02/20121	Clearspan Technical Publications	Updated for release 20.2.
2875_019	09/2020		Updated for release 20.1.
2875_018	10/2019		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 Audit Report
    - Voice Mail Usage 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. 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 Super Users*, *Clearspan OpEasy Administrator Guide for System Administrators* and the *Clearspan OpEasy Administrator Guide for Solution Resellers* based on your login privileges.

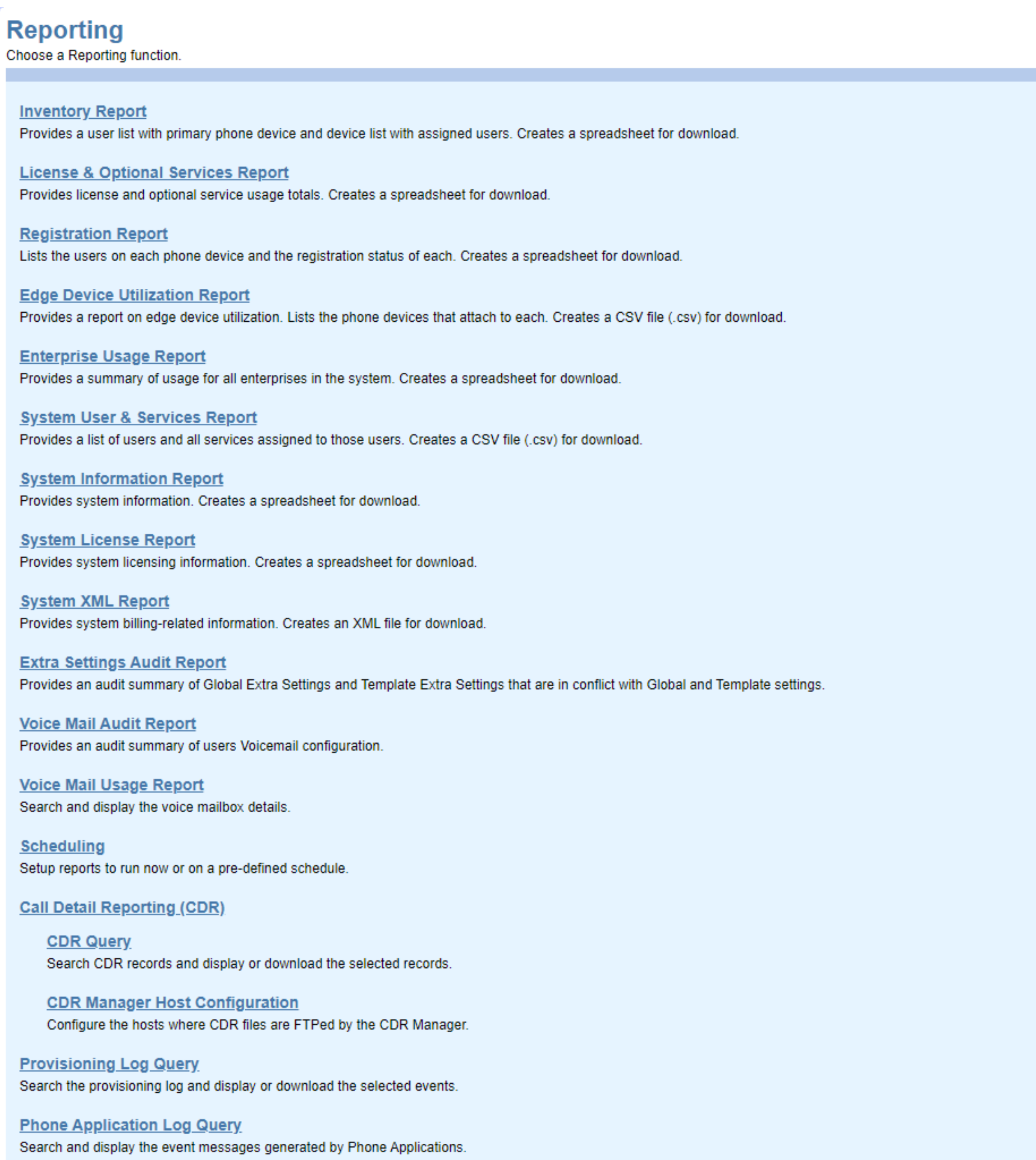


Figure 1: Reporting Main Screen

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 Clearspan 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_{Enterprise}_{Group}_{Department}_{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,

ClearspanInventoryReport_{Enterprise}_{Group}_{Department}_{Id}_{Time}.xlsx.

would have the following file name:
ClearspanInventoryReport_India_BNG_3_MitelPhones(Group)_93871_20200319-092811

- If the Reports runs against the System or All Enterprises, then the Report name is "AllEnterprises_Clearspan…"
- If there are no Departments in the Group then the Report name is "EnterpriseName_GroupName_Clearspan…"
- If the Report runs for an Enterprise, with a Department and no Group, then the Report name is "EnterpriseName_DepartmentName_Clearspan…"

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.

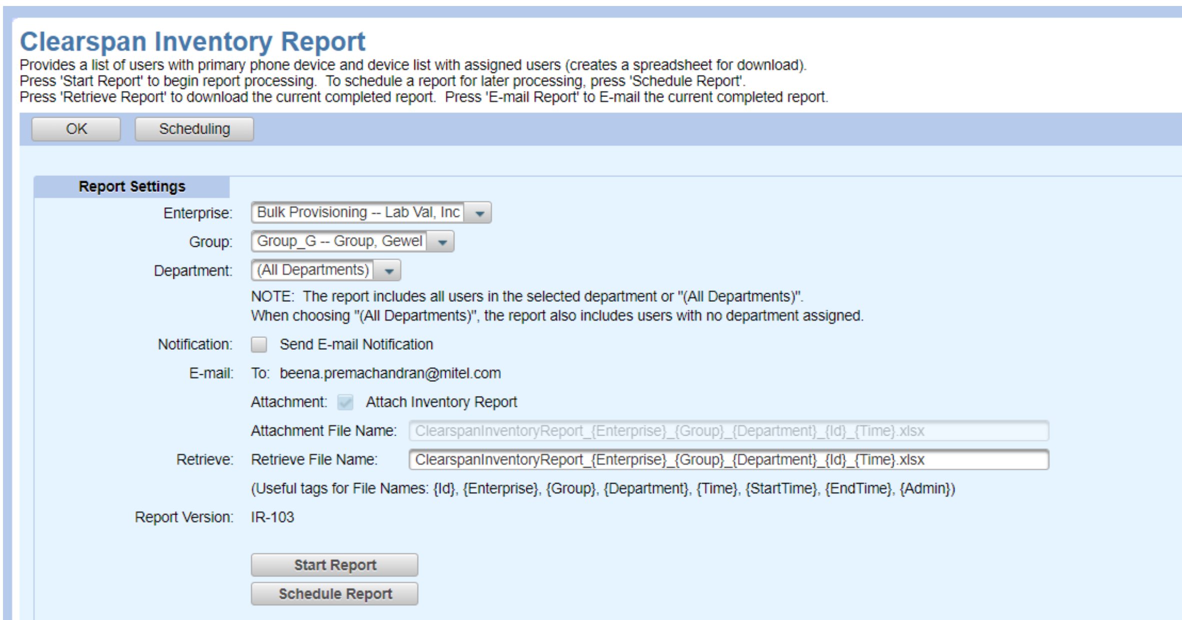


Figure 2: Clearspan Inventory Report Page – Inventory Report Section

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 Tags for more information.
9. 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 3.

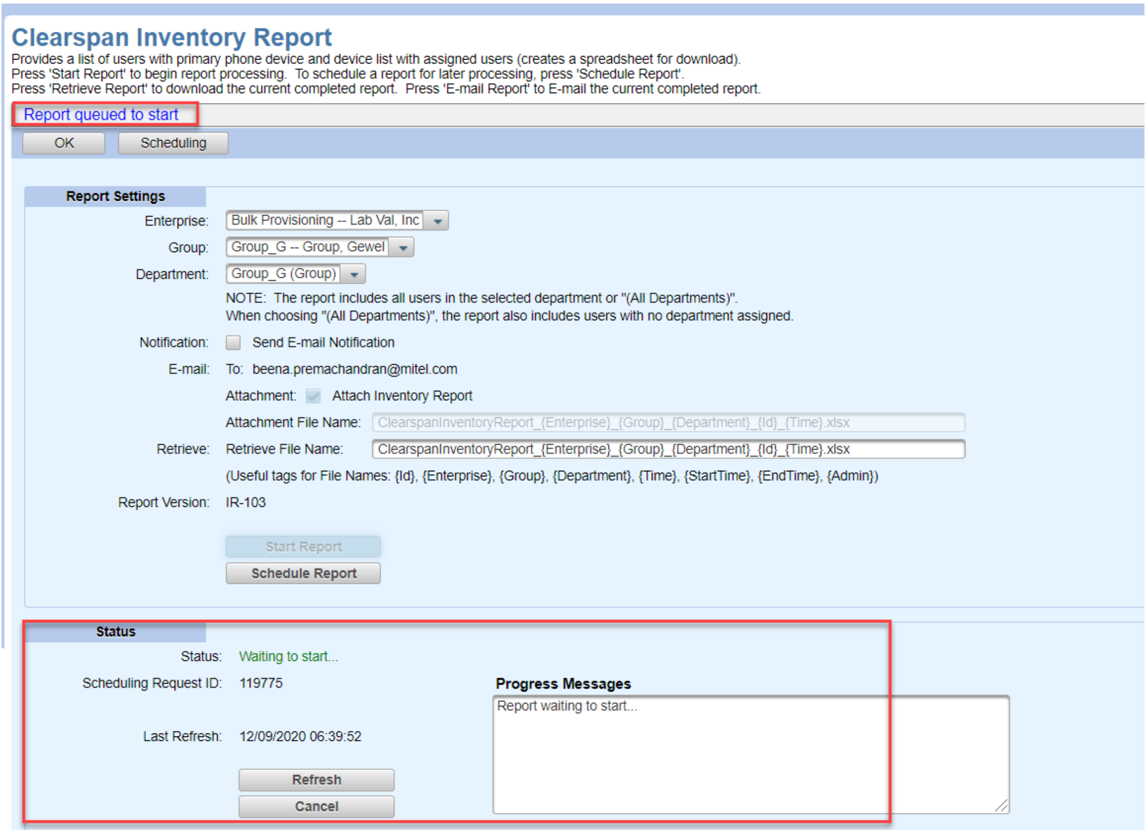


Figure 3: Clearspan Inventory Report Queued – Status Section

10. 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 4. The Report Details indicate whether the report completed successfully or failed.

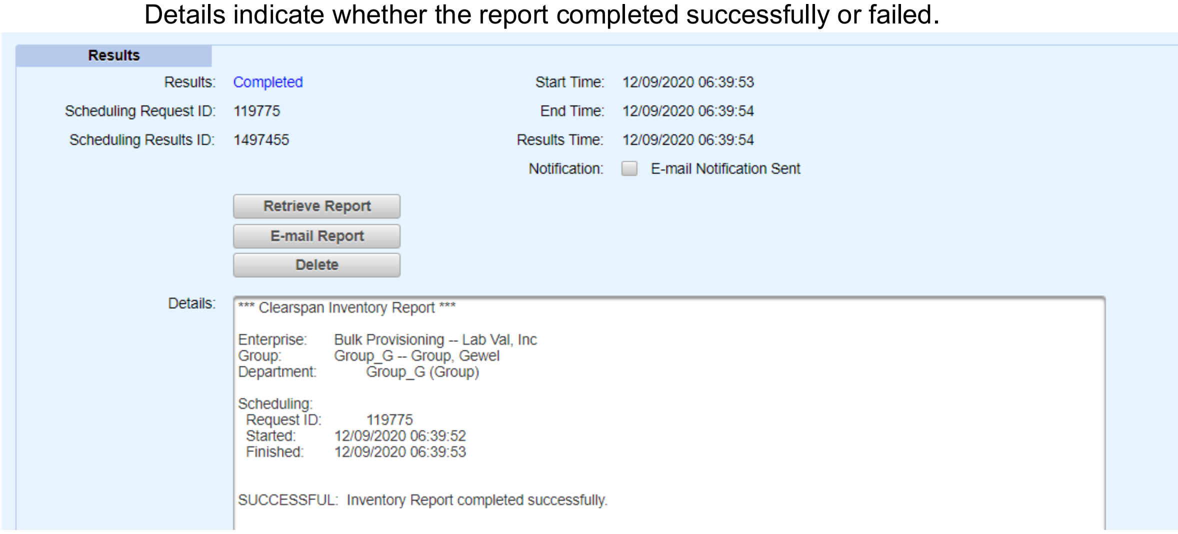


Figure 4: Results Section - Report Completed Successfully

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:	clearspanlab -- Clearspan LAB								OM indicates OpEas
Group:	sales organization -- Sales Organization								
Department:	All Departments								
Date:	09/28/2020 04:51:51								
Version:	IR-103.1								
Last Name	**First Name**	**Phone Number**	**Extension**	**Alternate Numbers (Phone Number (Extension))**	**Calling Line Id Phone Number**	**UserId**	**OM**	**SU**	**Group ID**
Sales	User1	606-333-8901	8901	606-333-8918 (8918) 606-333-8919 (8919)	606-333-8901	6063338901@clearspanlab.com	X		sales organiza
Sales	User2	606-333-8902	8902		606-333-8902	6063338902@clearspanlab.com	X		sales organiza

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)
- SU (Support User)
- Group ID

- Group Name
- Department
- Email Address
- Account ID
- Fax Phone Number
- Fax Extension
- Device Name
- Device Level
- OM (OpEasy Managed Device)
- SD (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:	clearspanlab -- Clearspan LAB							OM indicates OpEasy Managed User; SD indicates			
Group:	sales organization -- Sales Organization										
Department:	All Departments										
Date:	09/28/2020 04:51:51										
Version:	IR-103.1										
Device Name	**Device Level**		**OM**	**SD**	**SCA**	**Last Name**	**First Name**	**UserId**	**OM**	**SU**	**Phor**
MItel Dect	Group										
MitelDect112-6063338903	Group					Sales	User3	6063338903@clearspanlab.com	X		606-:
MitelDect112-6063338903	Group					Sales	User3	6063338903@clearspanlab.com	X		606-:
MitelDECT6xxDMS-6063338902	Group					Sales	User2	6063338902@clearspanlab.com	X		606-:
MitelDECT6xxDMS-6063338902	Group					Sales	User2	6063338902@clearspanlab.com	X		606-:
test trunk	System					Sales	User1	6063338901@clearspanlab.com	X		606-:

Figure 6: Inventory Report – Phone Devices Tab

The Phone Device tab provides the following information:

- Device Name
- Device Level
- OM (OpEasy Managed Device)
- SD (Support Device)
- SCA (Shared Call Appearance)

- Last Name
- First Name
- UserId
- OM (OpEasy Managed UserId)
- SU (Support User)
- 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

Inventory Report - Report Errors	
Enterprise:	clearspanlab -- Clearspan LAB
Group:	sales organization -- Sales Organization
Department:	All Departments
Date:	09/28/2020 04:51:51
Version:	IR-103.1
Report Errors	**(List of error messages encountered during processing)**

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:	clearspanlab -- Clearspan LAB
Group:	sales organization -- Sales Organization
Department:	All Departments
Date:	09/28/2020 05:02:40
Version:	LOSR-105.2

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 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**	
License	**Normal Users**	**Trunk Users**		**Virtual Users**													**Total**
Basic	1									2							3
Premium	3																3
Basic Trunk																	0
Business Trunk			1														1
Voice Messaging Only																	0
No License						1		1			1						3
Clearspan User Totals:	4	0	1	0	0	1	0	1	0	2	1	0	0	0	0	0	10
Support User Counts																	
Basic																	0
Premium																	0
Basic Trunk																	0
Business Trunk																	0
Voice Messaging Only																	0
No License																	0
Support User Totals:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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 Support Users. Grand Totals are shown at the bottom of the page. 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:	clearspanlab -- Clearspan LAB							OM indicates OpEasy Mana	
Group:	sales organization -- Sales Organization							VMail User identifies a user	
Department:	All Departments							No Svcs identifies a user wit	
Date:	09/28/2020 05:02:40								
Version:	LOSR-105.2								
Last Name	**First Name**	**UserId**	**Virtual User Type**	**OM**	**SU**	**Create Date**	**VMail User**	**No Svcs**	**Phone Numbe**
Flexi Seating 1		6063338921@clearspanlab.com	Flexible Seating Host			07/29/2020 13:28:16			606-333-8921
Flexi Seating 2		6063338922@clearspanlab.com	Flexible Seating Host			07/29/2020 13:29:15			606-333-8922
Sales	User4	6063338905@clearspanlab.com		X		08/18/2020 10:24:40		X	606-333-8905

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:	clearspanlab -- Clearspan LAB							OM indicates OpEasy Manag	
Group:	sales organization -- Sales Organization							VMail User identifies a user w	
Department:	All Departments								
Date:	09/28/2020 05:02:40								
Version:	LOSR-105.2								
Last Name	**First Name**	**UserId**	**Virtual User Type**	**OM**	**SU**	**Create Date**	**VMail User**	**Phone Number**	**Extensio**
Sales	User2	6063338902@clearspanlab.com		X		07/02/2020 04:20:26	X	606-333-8902	8902
Sales	User3	6063338903@clearspanlab.com		X		07/02/2020 04:21:05	X	606-333-8903	8903
Sales	User6	6063338907@clearspanlab.com		X		08/20/2020 09:40:23	X	606-333-8907	8907

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:	clearspanlab -- Clearspan LAB						
Group:	sales organization -- Sales Organization						
Department:	All Departments						
Date:	09/28/2020 05:02:40						
Version:	LOSR-105.2						
Last Name	**First Name**	**UserId**	**OM**	**SU**	**Create Date**	**VMail User**	**Phone Numbe**

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:	clearspanlab -- Clearspan LAB							OM indicates OpEasy Manag	
Group:	sales organization -- Sales Organization							VMail User identifies a user w	
Department:	All Departments							Basic indicates the trunk user	
Date:	09/28/2020 05:02:40							Premium indicates the trunk u	
Version:	LOSR-105.2								
Last Name	**First Name**	**UserId**	**OM**	**SU**	**Create Date**	**VMail User**	**Basic**	**Premium**	**Phone Nu**
Sales	User1	6063338901@clearspanlab.com	X		08/16/2020 09:53:09	X		X	606-333-8

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:	clearspanlab -- Clearspan LAB							Shows users with
Group:	sales organization -- Sales Organization							and optionally the
Department:	All Departments							OM indicates OpE
Date:	09/28/2020 05:02:40							
Version:	LOSR-105.2							
Last Name	**First Name**	**UserId**	**OM**	**SU**	**Create Date**	**Phone Number**	**Extension**	**Auto Attendant Menu Count**

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:	clearspanlab -- Clearspan LAB						
Group:	sales organization -- Sales Organization						
Department:	All Departments						
Date:	09/28/2020 05:02:40						
Version:	LOSR-105.2						
Last Name	First Name	UserId	Virtual User Type	OM	SU	Create Date	VMail User
Group_Page_1		6063338900@clearspanlab.com	Group Paging			08/03/2020 01:21:33	
sales		CSLab_sales@clearspanlab.com	Clearspan Anywhere Portal			09/26/2020 13:51:30	
sales organization-		321108706-354700534-Default@clear	Collaborate Bridge				

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 Clearspan 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: clearspanlab -- Clearspan LAB		
Group: sales organization -- Sales Organization		
Department: All Departments		
Date: 09/28/2020 05:02:40		
Version: LOSR-105.2		
Service Name	**Total**	**Support User Total**
Call Center User - Basic	4	
Call Center User - Standard	4	
Call Center User - Premium	4	
Call Recording	4	
Calling Line ID Blocking Override	4	
Clearspan Agent	4	
Clearspan Supervisor	4	
Clearspan Communicator Desktop - Basic	4	
Clearspan Communicator Desktop - Audio	4	

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:	clearspanlab -- Clearspan LAB					OM indicates		
Group:	sales organization -- Sales Organization					Voice Messa		
Department:	All Departments					(it is shown c		
Date:	09/28/2020 05:02:40							
Version:	LOSR-105.2							
Optional Service	**Last Name**	**First Name**	**UserId**	**Account ID**	**Virtual User Type**	**OM**	**SU**	**Grou**
Enhanced Call Logs	Flexi Seating 1		6063338921@clearspanlab.com		Flexible Seating Host			sales
Enhanced Call Logs	Flexi Seating 2		6063338922@clearspanlab.com		Flexible Seating Host			sales
Advice Of Charge (Unsupported)	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Desktop - Basic	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Desktop - Audio	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Mobile - Basic	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Mobile - Audio	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Tablet - Basic	Sales	User1	6063338901@clearspanlab.com			X		sales
Clearspan Communicator Tablet - Audio	Sales	User1	6063338901@clearspanlab.com			X		sales

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:	clearspanlab -- Clearspan LAB			
Date:	09/28/2020 05:02:40			
Version:	LOSR-105.2			
Enterprise Resources		**Total**		
Meet Me Conference Port		0		
Trunk Channel		10		
			Meet-Me Conference Port	**General Trunk Channel**
Group (Group Resources)		**Group Name**	**System Resources**	
sales organization		Sales Organization	0	10
Group (Trunk Group Resources)		**Trunk Group Name**	**Total**	
sales organization		SalesOrganization-TrunkGroup	5	

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:	clearspanlab -- Clearspan LAB	
Date:	09/28/2020 05:02:40	
Version:	LOSR-105.2	
OpEasy License Information		**Total**
Current Clearspan User Count		0
User Licenses Allocated		10
User Licenses Available		10
Current Clearspan 3rd Party Phone Count		0
3rd Party Phone Licenses Allocated		10
3rd Party Phone Licenses Available		10

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:	clearspanlab -- Clearspan LAB					
Group:	sales organization -- Sales Organization					
Department:	All Departments					
Date:	09/28/2020 05:02:40					
Version:	LOSR-105.2					
Last Name	**First Name**	**Phone Number**	**Extension**	**Virtual On-Net Call Type**	**Group ID**	**Group Name**

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

License & Optional Service Report - Report Errors	
Enterprise:	clearspanlab -- Clearspan LAB
Group:	sales organization -- Sales Organization
Department:	All Departments
Date:	09/28/2020 05:02:40
Version:	LOSR-105.2
Report Errors	**(List of error messages encountered during processing)**
Error: An unsupported service (Advice Of Charge) has been assigned to User 6063338901@clearspanlab.com (Enterprise clearspanla	
Error: An unsupported service (Clearspan Mobility) has been assigned to User 6063338901@clearspanlab.com (Enterprise clearspanl	
Error: An unsupported service (Clearspan Receptionist - Office) has been assigned to User 6063338901@clearspanlab.com (Enterpri	
Error: An unsupported service (Clearspan Receptionist - Small Business) has been assigned to User 6063338901@clearspanlab.com	
Error: An unsupported service (Classmark) has been assigned to User 6063338901@clearspanlab.com (Enterprise clearspanlab, Gro	

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 check boxes.

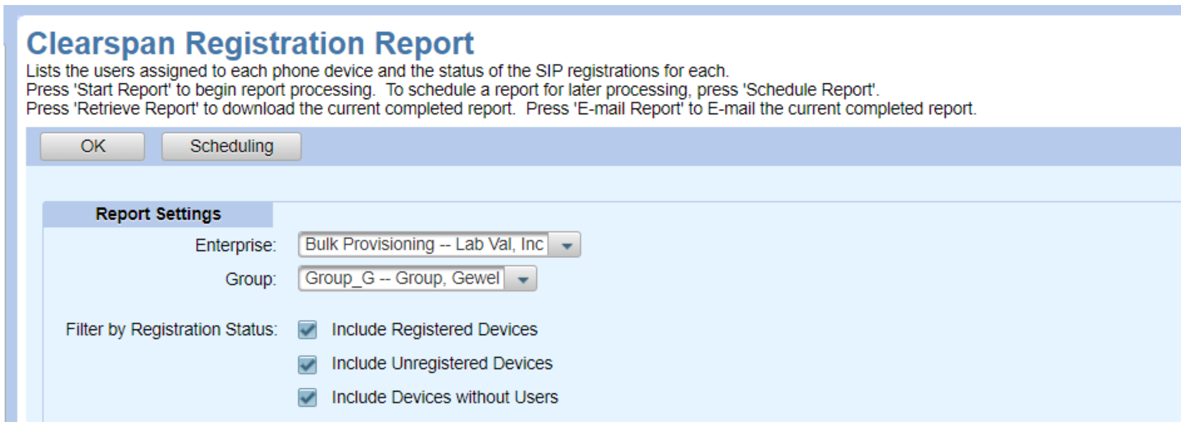


Figure 21: Registration Report – Filter by Registration Status

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)
- SD (Support Device)
- Line Position
- SCA (Shared Call Appearance)
- Group ID
- Group Name

- Last Name
- First Name
- UserId
- Phone Number
- OM (OpEasy Managed UserId)
- SU (Support User)
- 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

Registration Report - Phone Devices														
Enterprise:	clearspanlab -- Clearspan LAB							OM indicates OpEasy Managed User; SD indicates Support Device; SU indicates Support User						
Group:	sales organization -- Sales Organization							Red: Unregistered						
Date:	09/28/2020 05:36:59													
Version:	RR-102.1													
Device Identification				Registration Identification										System L
Device Name	Device Level	OM	SD	Position	SCA	Group ID	Group Name	Last Name	First Name	UserId	Phone Number	OM	SU	Registrat Status
MItel Dect	Group			1		sales organizatio	Sales Organization	Flexi Seating 1	Flexible Seating	6063338921@clearspanlab.com	6063338921			Unregister
MitelDect112-6063338903	Group			1		sales organizatio	Sales Organization	Sales	User3	6063338903@clearspanlab.com	6063338903			Unregister
MitelDECT6xxDMS-6063338902	Group			1		sales organizatio	Sales Organization	Sales	User2	6063338902@clearspanlab.com	6063338902			Unregister
test trunk	System			0		sales organizatio	Sales Organization	Sales	User1	6063338901@clearspanlab.com	6063338901			Unregister

Figure 22: Registration Report – Phone Devices Tab

REPORT ERRORS TAB

This tab of the report is for Report Errors.

Registration Report - Report Errors	
Enterprise:	clearspanlab -- Clearspan LAB
Group:	sales organization -- Sales Organization
Date:	09/28/2020 05:36:59
Version:	RR-102.1
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.

Edge Device Utilization Report - Phone Devices						
Enterprise:	clearspanlab -- Clearspan LAB					
Group:	sales organization -- Sales Organization					
Edge Device Addresses:	All ("Unknown Address" included)					
Date:	09/28/2020 05:45:06					
Version:	EDUR-102					
Edge Device Address	Address From	Device Name	Device Level	Enterprise ID	Enterprise Name	Grou
tb20sbc.cslab.mitel.com:0			Total = 2 endpoints			
tb20sbc.cslab.mitel.com:0	System	MitelDect112-6063338903	Group	clearspanlab	Clearspan LAB	sales
tb20sbc.cslab.mitel.com:0	System	MitelDect112-6063338903	Group	clearspanlab	Clearspan LAB	sales
(Unknown)			Total = 3 endpoints			
(Unknown)	User Defined	MItel Dect	Group	clearspanlab	Clearspan LAB	sales
(Unknown)	User Defined	MitelDECT6xxDMS-6063338902	Group	clearspanlab	Clearspan LAB	sales
(Unknown)	User Defined	MitelDECT6xxDMS-6063338902	Group	clearspanlab	Clearspan LAB	sales

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 (OM indicates OpEasy Managed User; SU indicates Support User)										
Enterprise	clearspanlab -- Clearspan LAB									
Group:	sales organization -- Sales Organization									
Date:	09/28/2020 05:49:54									
Version:	SUSR-102.1									
Last Name	First Name	User ID	Virtual Us	License	OM	SU	Create Da	Phone Nu	Extension	Enterp
Flexi Seating 1		60633389	Flexible Se	Basic	No	No	########	+1-606333	8921	clears
Flexi Seating 1		60633389	Flexible Se	Basic	No	No	########	+1-606333	8921	clears
Flexi Seating 1		60633389	Flexible Se	Basic	No	No	########	+1-606333	8921	clears

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)
- SU (indicates a 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 AUDIT REPORT

Voice Mail Audit Report provides information regarding voicemail configuration of Users and Virtual Users (Auto Attendant, Hunt Group and Call Centre). This will enable our customers to audit users that have configured with Voice Mail CC and Voice Mail Forwarding enabled. The Voice mail audit report can be scheduled.

Only Group Administrators and above can generate Voice Mail Audit Reports.

To generate a voice mail audit report:

1. Click **Reporting** on Opeasy.
2. Click Voice Mail Audit Report. The Voice Mail Audit Report page appears.
3. Select the Enterprise, Group and Department.
4. Select the **Notification** and the **Email** option to receive the report as an email attachment.
5. Click Start Report.
6. Click **OK**.

Voicemail Audit Report - Users						
Enterprise:	Bulk Provisioning -- Lab Val, Inc					
Group:	Group_G -- Group, Gewel					
Department:	All Departments					
Date:	09/02/2020 01:16:46					
Version:	VMAR-102.1					
User ID	**Group**	**Department**	**Voicemail Enabled**	**Forward Voice Mail**	**Send CC Email**	**Virtual User Type**
111111@labval.mitel.com	Group_G		False	False	False	Call Center - Premium
111112@labval.mitel.com	Group_G		False	False	False	Call Center - Premium
111113@labval.mitel.com	Group_G		False	False	False	Call Center - Premium
111114@labval.mitel.com	Group_G		False	False	False	Call Center - Premium

Figure 28: Voice Mail Audit Report

The Report displays the following data:

- Clearspan UserID
- Group
- Department
- Voicemail Enabled
- Forward Voice Mail
- Send CC Mail
- Virtual User Type

VOICE MAIL USAGE REPORT

The Voice Mail Usage 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 Usage Reports.

To generate a voice mail usage report:

1. Click **Reporting** on Opeasy.
2. Click Voice Mail Usage Report. The Voice Mail Usage 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 Usage Report - Last 7 days

Enterprise:	CallCenterTesting -- CC Testing
Group:	CallCenter -- CallCenterGroup
Department:	All Departments
User:	All Users
Report Type:	Last7Days
Date:	02/19/2020 02:37:43
Version:	VMUR-102
Total Users:	16

Clearspan User	User Name	Surge Mail Account	Group	Department	Msg Rcv
5733641000@cctesting.aastra.com	00Test 00Tester	5733641000@tb20.aastra.com	CallCenter		
9722221210@cctesting.aastra.com	FTest10 LTest10	9722221210@tb20.aastra.com	CallCenter	Shop, Toys & Trea	
9722221219@cctesting.aastra.com	FTest19 LTest19	9722221219@tb20.aastra.com	CallCenter	Classes (Group)	

Figure 29: Voice mail Usage 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 for more information.
6. Click **Schedule Report**. The Schedule Request: Inventory Report page displays.

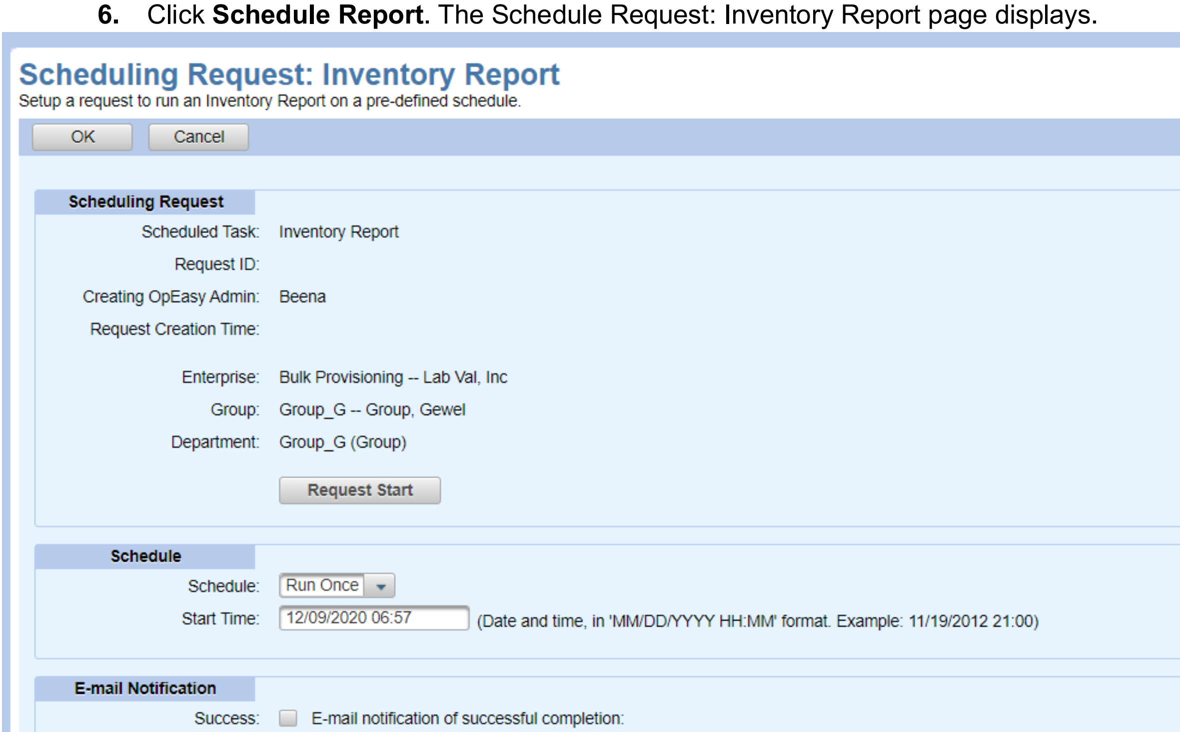


Figure 30: Scheduling Request Screen

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).

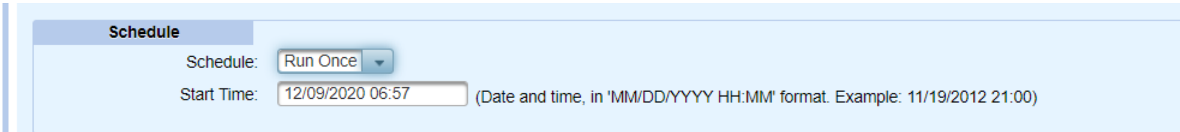


Figure 31: Schedule Run Once

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.

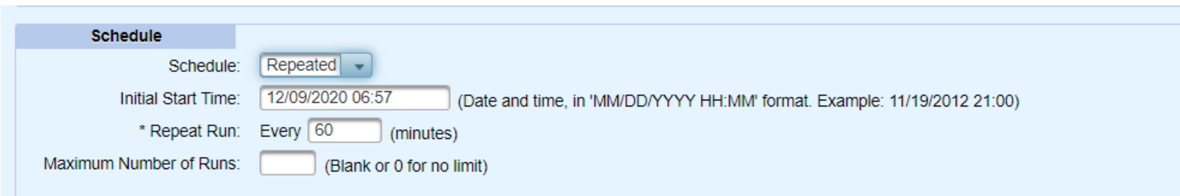


Figure 32: Schedule Repeated

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.

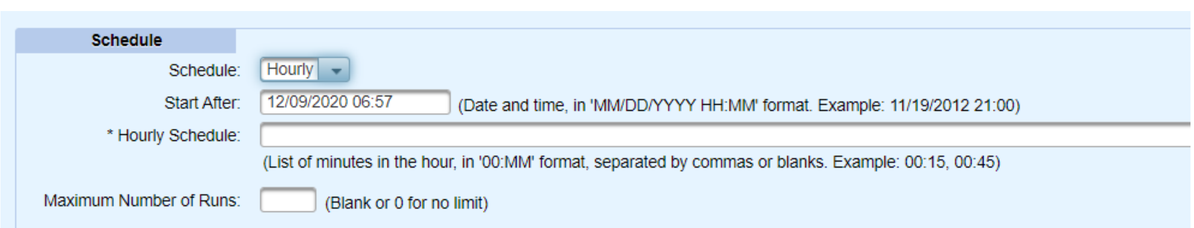


Figure 33: Schedule Hourly

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.

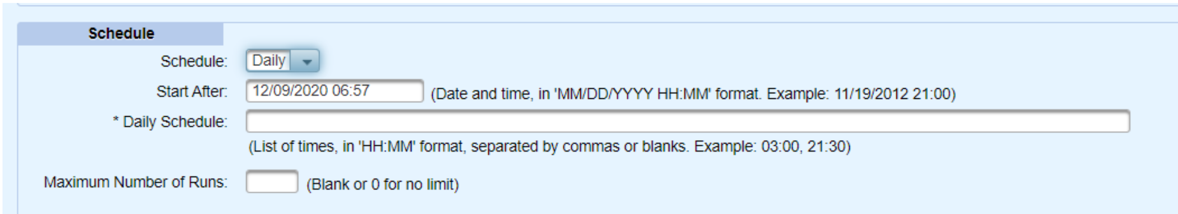


Figure 34: Schedule Daily

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.

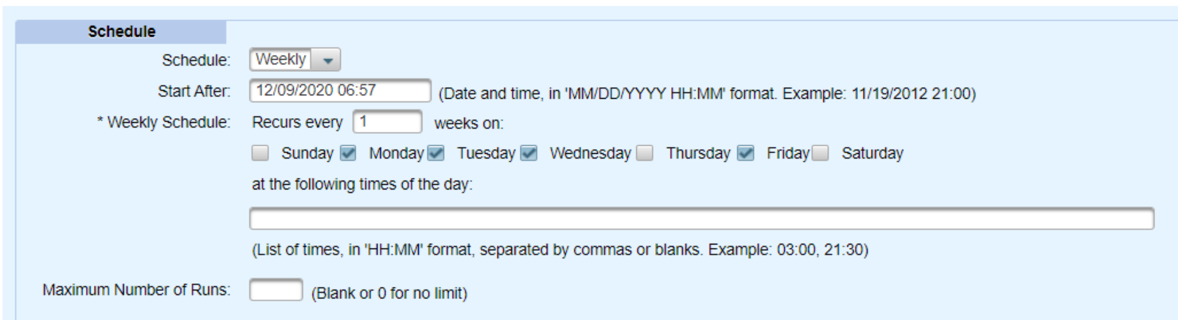


Figure 35: Schedule Weekly

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.

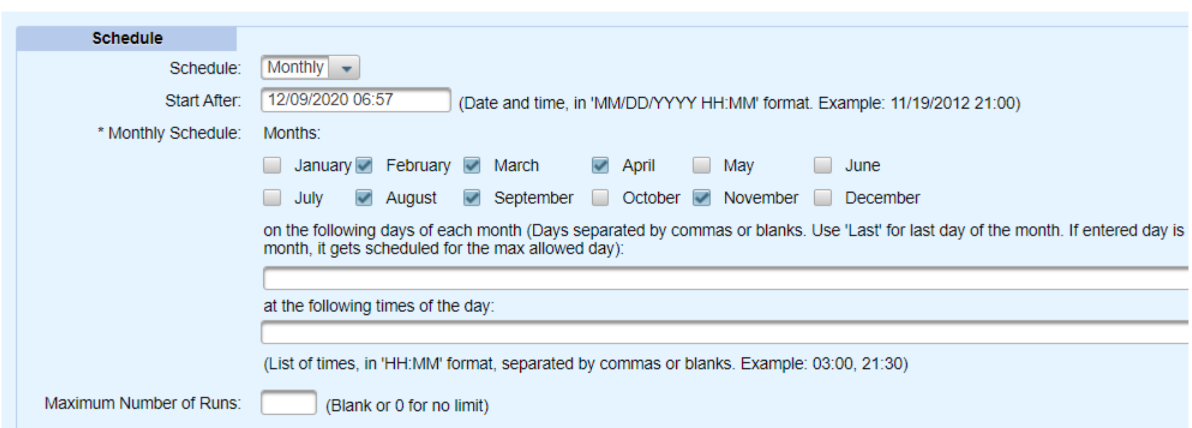


Figure 36: Schedule Monthly

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**.

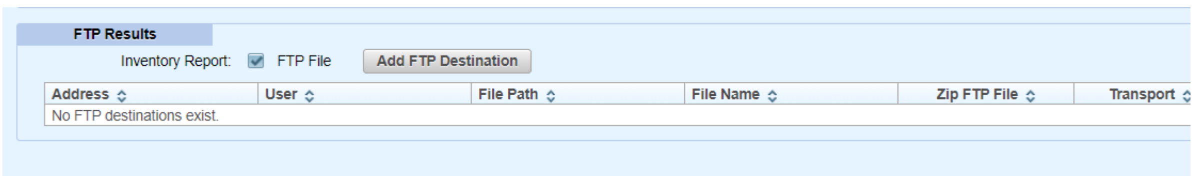


Figure 37: Add FTP Destination

The Scheduling Request: FTP Destination Add page displays.

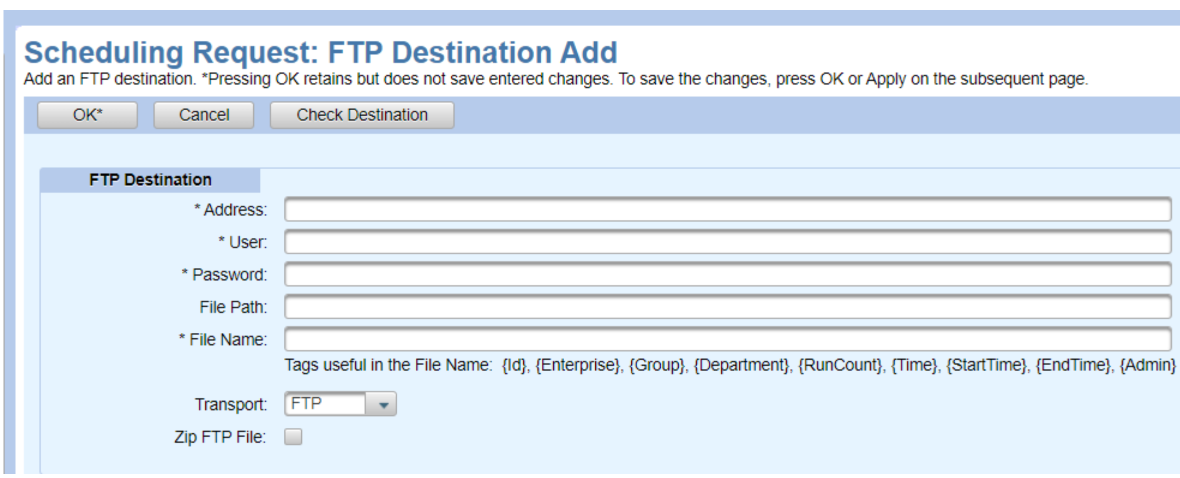


Figure 38: Scheduling Request: FTP Destination Add Page

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.

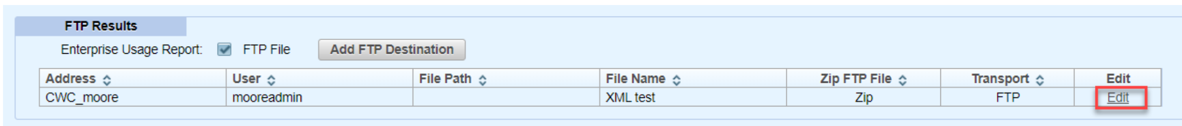


Figure 39: Scheduling Request: FTP Destination Edit

The Scheduling Request: FTP Destination Modify page displays.

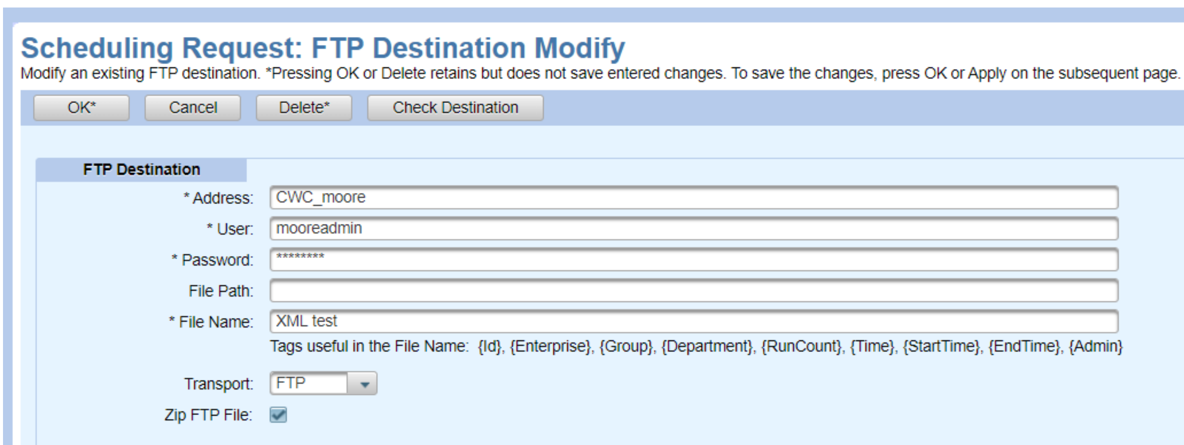


Figure 40: Report Scheduling: FTP Destination Modify Page

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.
- From the main menu, click **Reporting**.
- Select **Scheduling**. The Scheduling page appears as shown in below.

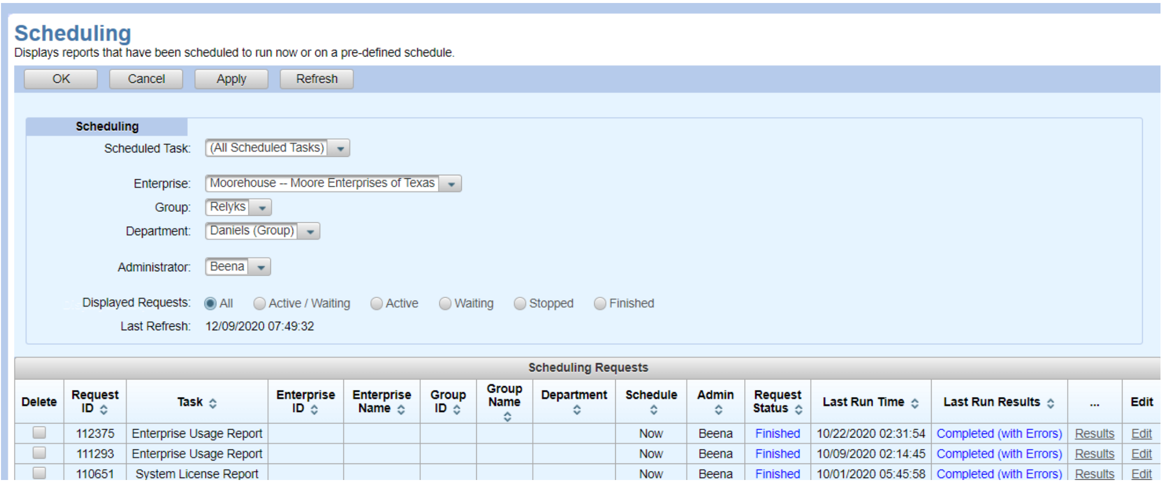


Figure 41: Scheduling Page

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.

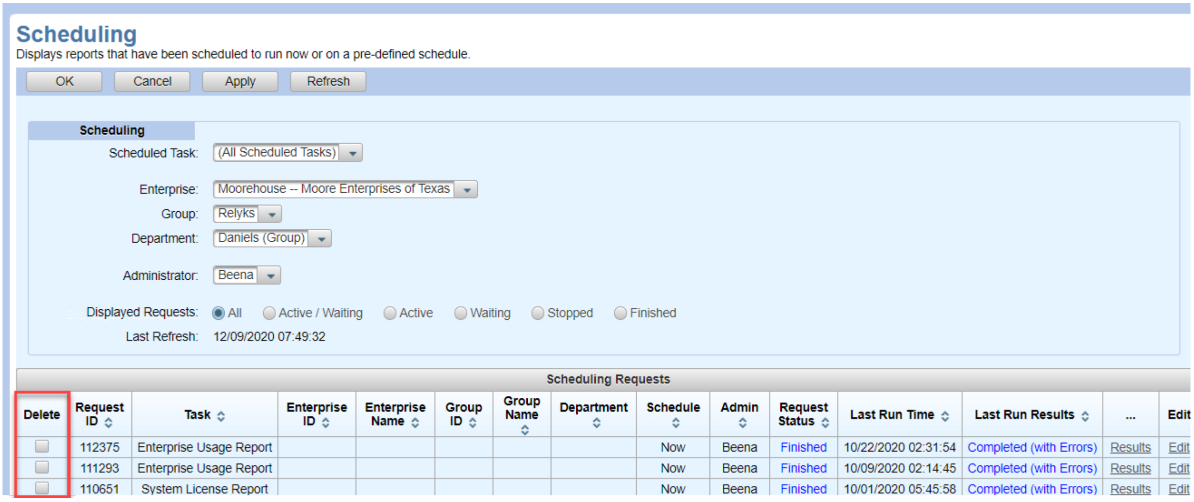


Figure 42: Delete a Schedule

DELETE A SCHEDULE FROM THE SCHEDULING REQUEST PAGE

1. Click **Delete** at the top of the page. The Delete Warning displays and the schedule is deleted.

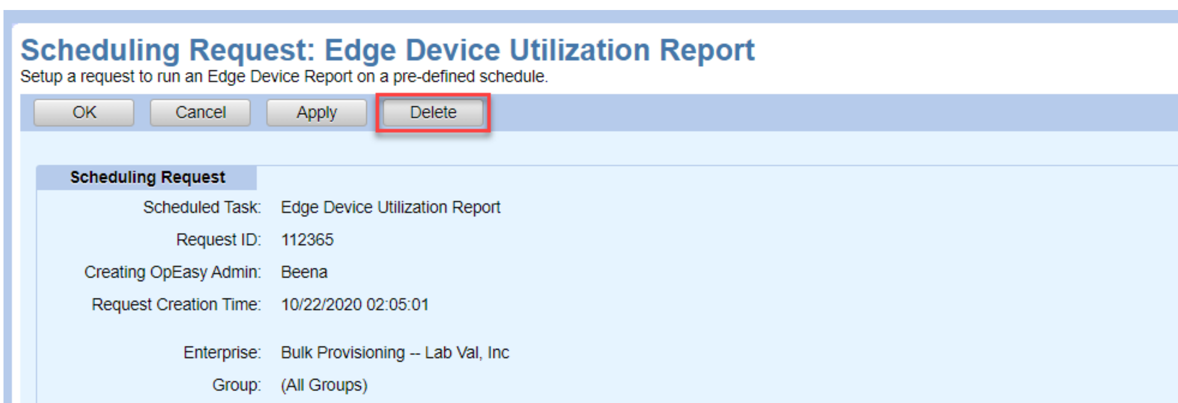


Figure 43: Delete the Current Report Request

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.

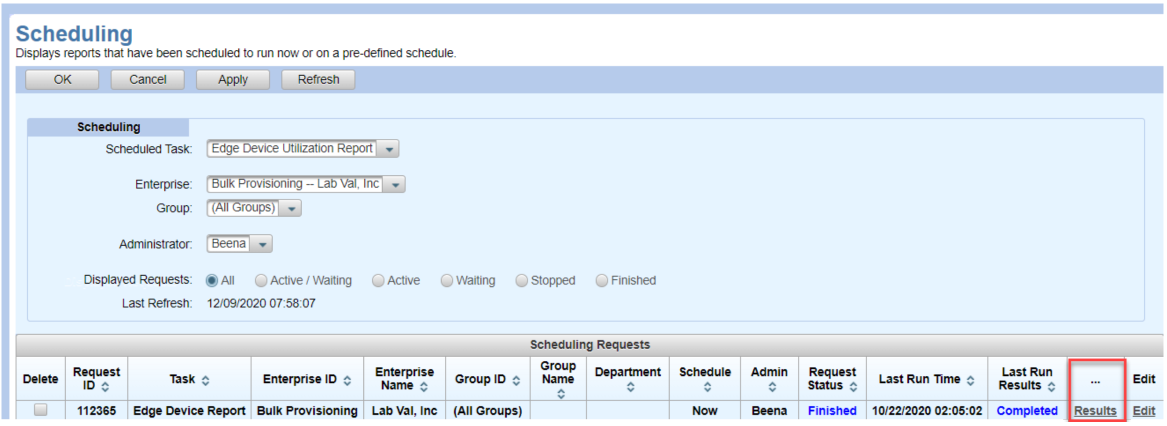


Figure 44: Results link on Scheduling Page

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.

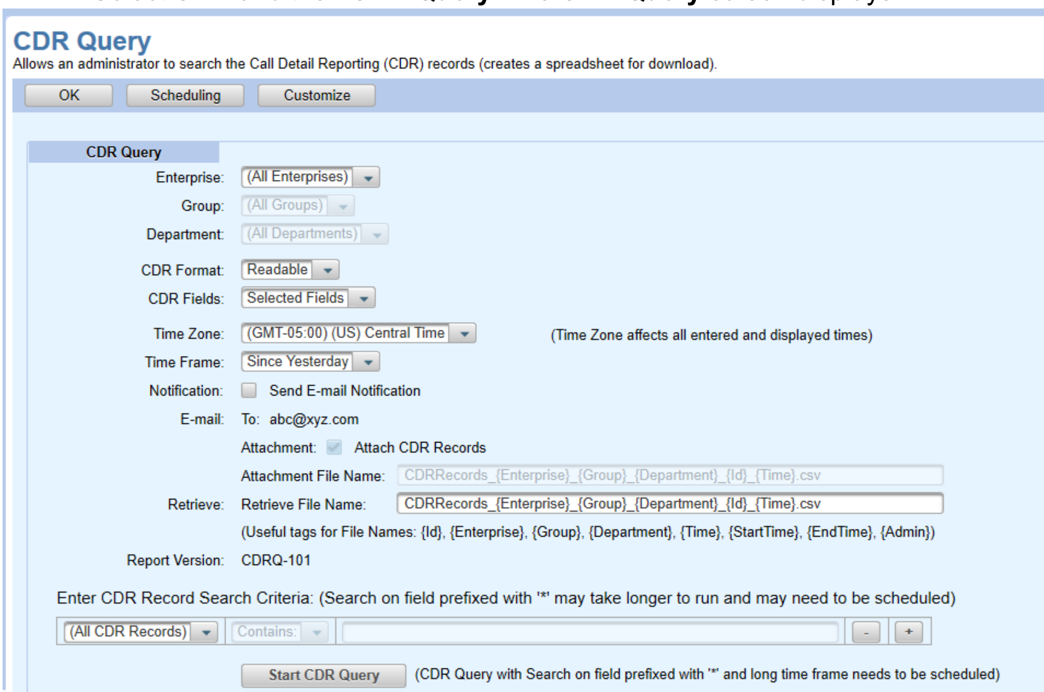


Figure 45: CDR Query Page

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
- Previous Month
- 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 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.

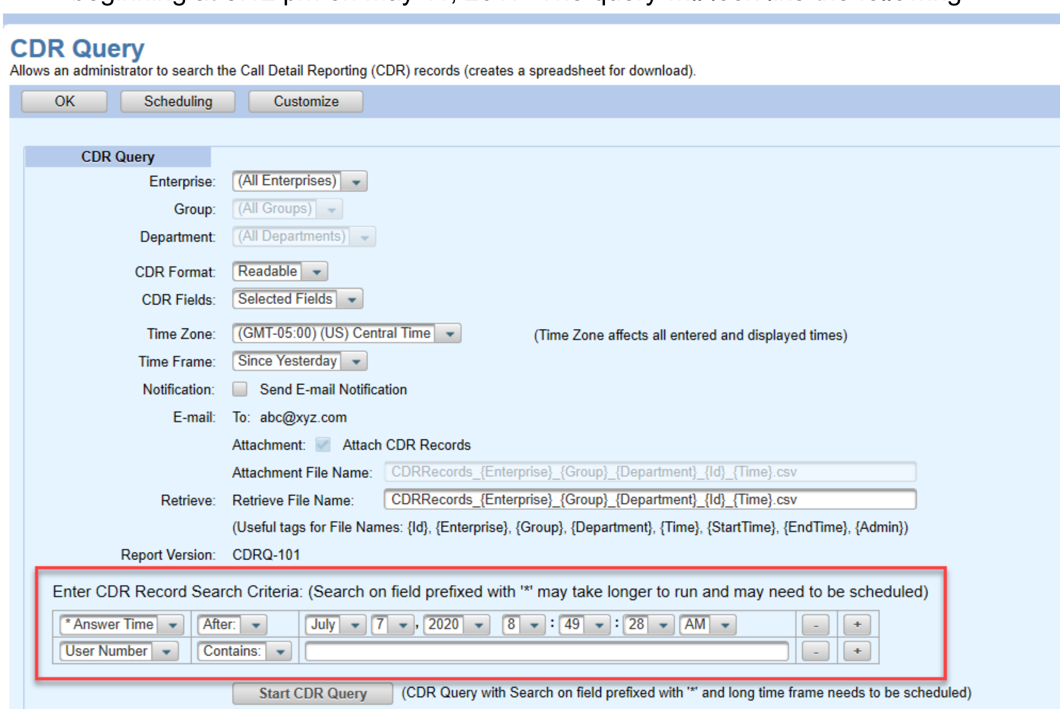


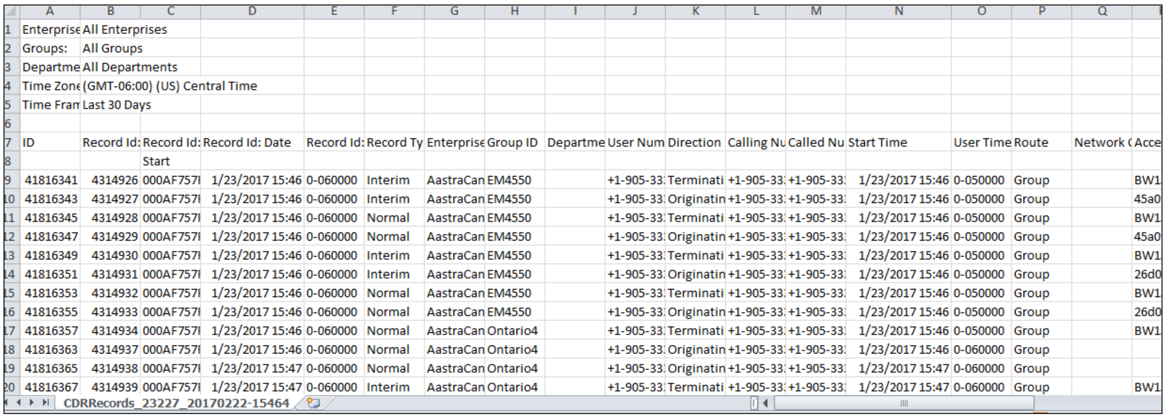
Figure 46: CDR Query with Search Criteria

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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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	000AF757	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

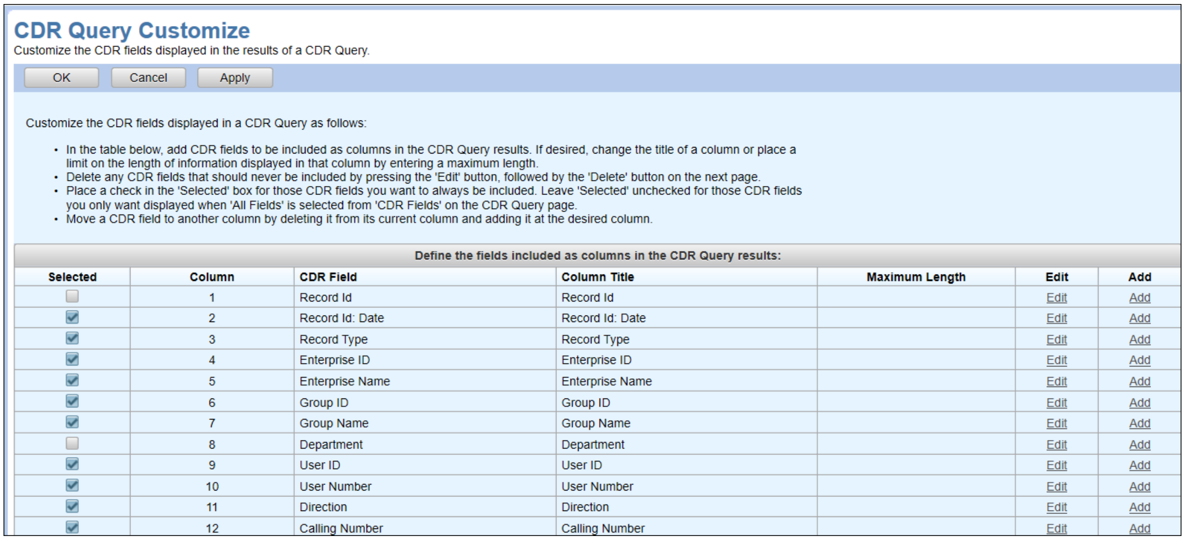
Figure 47: CDR Query Report

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.



Selected	Column	CDR Field	Column Title	Maximum Length	Edit	Add
☐	1	Record Id	Record Id		Edit	Add
☑	2	Record Id: Date	Record Id: Date		Edit	Add
☑	3	Record Type	Record Type		Edit	Add
☑	4	Enterprise ID	Enterprise ID		Edit	Add
☑	5	Enterprise Name	Enterprise Name		Edit	Add
☑	6	Group ID	Group ID		Edit	Add
☑	7	Group Name	Group Name		Edit	Add
☐	8	Department	Department		Edit	Add
☑	9	User ID	User ID		Edit	Add
☑	10	User Number	User Number		Edit	Add
☑	11	Direction	Direction		Edit	Add
☑	12	Calling Number	Calling Number		Edit	Add

Figure 48: 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.

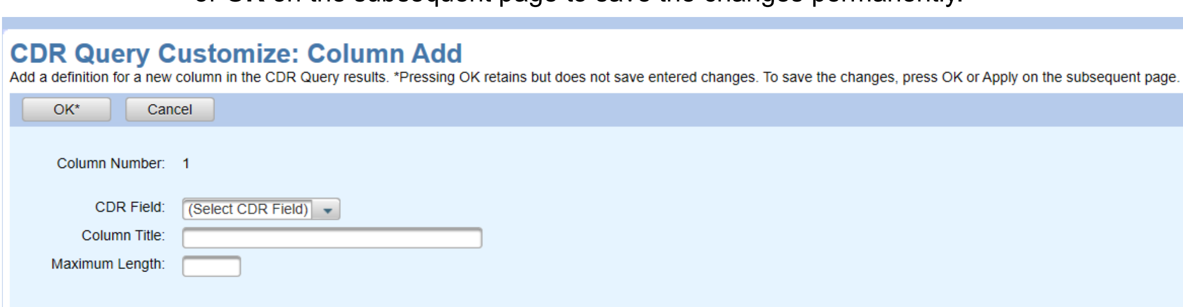


Figure 49: CDR Query Customize: Column Add Page

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.

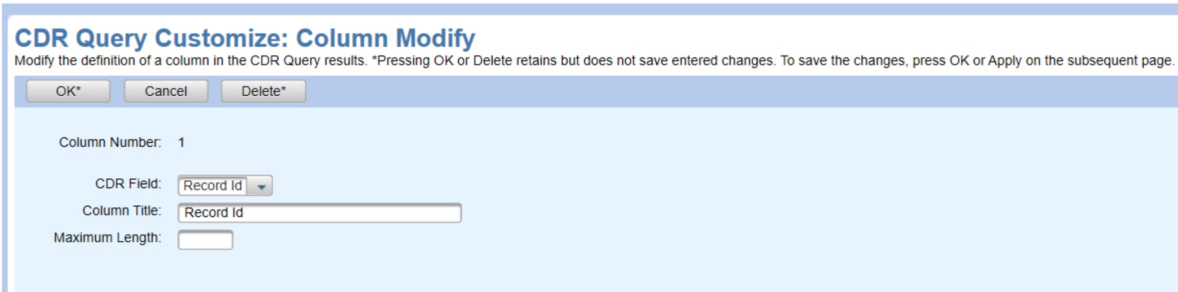


Figure 50: CDR Query Customize: Column Modify Page

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
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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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 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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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. This field is omitted for network calls sent out over non-SIP routes.	419313903203201022546@20.20.20.17	13
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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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 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.	4/12/2013 7:36:41 AM	17
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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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
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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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 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).	0:23:44	
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

CDR FIELD	DESCRIPTION	EXAMPLE DATA	CDR MANAGER POSITION
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.

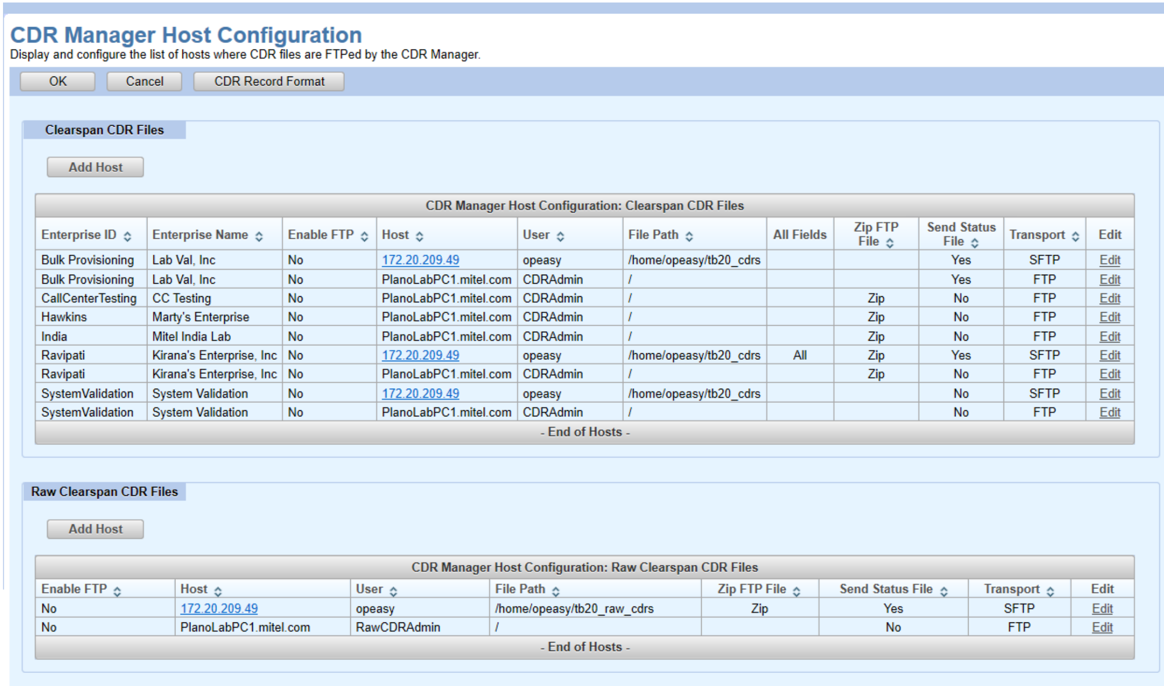
OK

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
32	Primary Device Line Port
33	Account ID
- End of CDR Fields -	

Figure 51: 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.



CDR Manager Host Configuration: Clearspan CDR Files										
Enterprise ID	Enterprise Name	Enable FTP	Host	User	File Path	All Fields	Zip FTP File	Send Status File	Transport	Edit
Bulk Provisioning	Lab Val, Inc	No	172.20.209.49	opeasy	/home/opeasy/tb20_cdrs			Yes	SFTP	Edit
Bulk Provisioning	Lab Val, Inc	No	PlanoLabPC1.mitel.com	CDRAdmin	/			Yes	FTP	Edit
CallCenterTesting	CC Testing	No	PlanoLabPC1.mitel.com	CDRAdmin	/		Zip	No	FTP	Edit
Hawkins	Marty's Enterprise	No	PlanoLabPC1.mitel.com	CDRAdmin	/		Zip	No	FTP	Edit
India	Mitel India Lab	No	PlanoLabPC1.mitel.com	CDRAdmin	/		Zip	No	FTP	Edit
Ravipati	Kirana's Enterprise, Inc	No	172.20.209.49	opeasy	/home/opeasy/tb20_cdrs	All	Zip	Yes	SFTP	Edit
Ravipati	Kirana's Enterprise, Inc	No	PlanoLabPC1.mitel.com	CDRAdmin	/		Zip	No	FTP	Edit
SystemValidation	System Validation	No	172.20.209.49	opeasy	/home/opeasy/tb20_cdrs			No	SFTP	Edit
SystemValidation	System Validation	No	PlanoLabPC1.mitel.com	CDRAdmin	/			No	FTP	Edit
- End of Hosts -										

CDR Manager Host Configuration: Raw Clearspan CDR Files							
Enable FTP	Host	User	File Path	Zip FTP File	Send Status File	Transport	Edit
No	172.20.209.49	opeasy	/home/opeasy/tb20_raw_cdrs	Zip	Yes	SFTP	Edit
No	PlanoLabPC1.mitel.com	RawCDRAdmin	/		No	FTP	Edit
- End of Hosts -							

Figure 52: CDR Manager Host Configuration

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

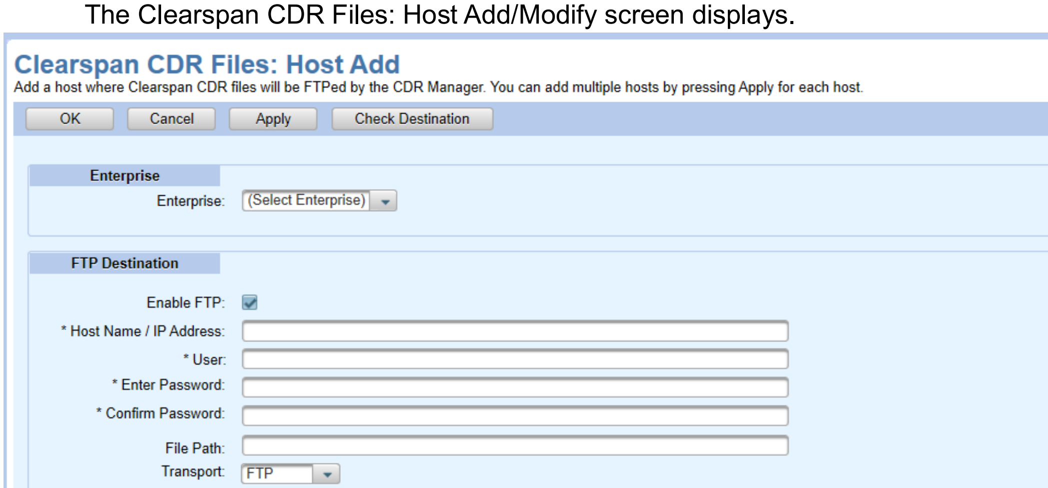


Figure 53: Clearspan CDR Files: Host Add

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,+1976333411
6,+19763334117,20130401140157.357,1-050000,Group,,BW09
0157363010413-802653887@10.70.100.5,Yes,20130401140159
.097,20130401140500.647,016,,,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.

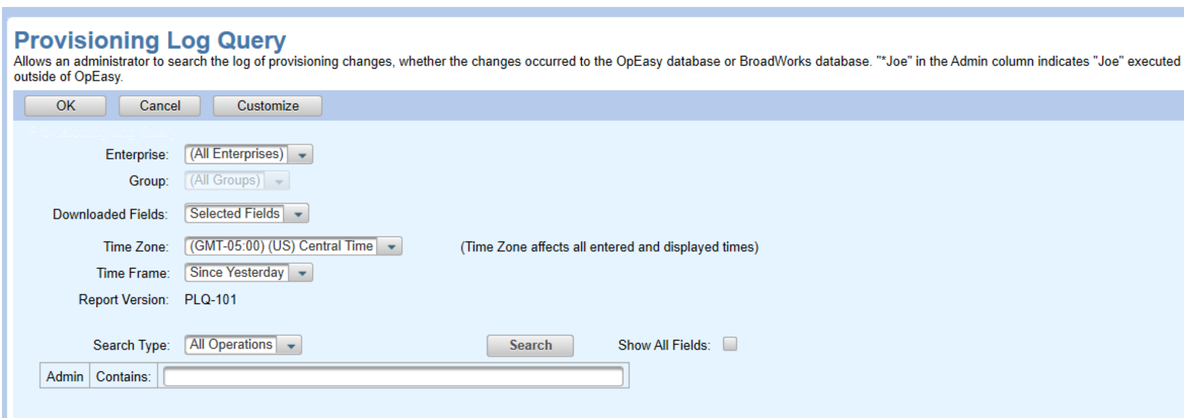


Figure 54: Provisioning Log Query Page

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.

1. Select a **Search Type**.
2. Select the **Download Options**.
3. 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.
4. Use the **Search Type** fields to set the search parameters.
5. 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.

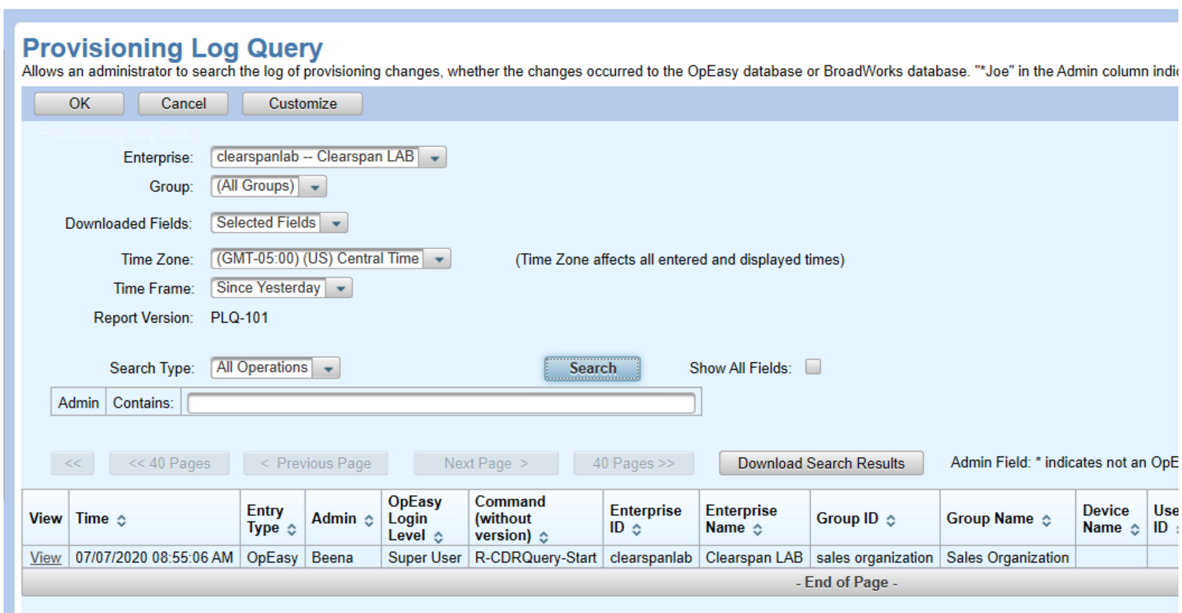
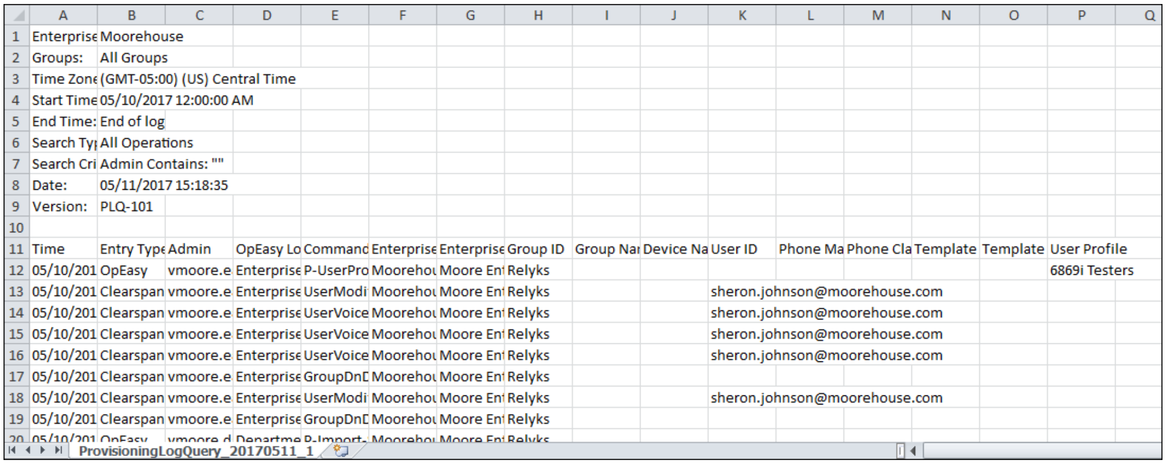


Figure 55: Provisioning Log Query Search Results

- 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 56: 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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”
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.com
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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”
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 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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”
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%

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”
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”

MESSAGE	DESCRIPTION	EXAMPLE DATA
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"
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/CS Engage/Clearspan Mobile/Tablet devices, can be "Clearspan Communicator – Desktop", "Clearspan Communicator – Desktop (Skype for Business)", "Clearspan Communicator - Mobile", "Clearspan Communicator - Tablet", "Connect - Mobile".	"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"

MESSAGE	DESCRIPTION	EXAMPLE DATA
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”
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.

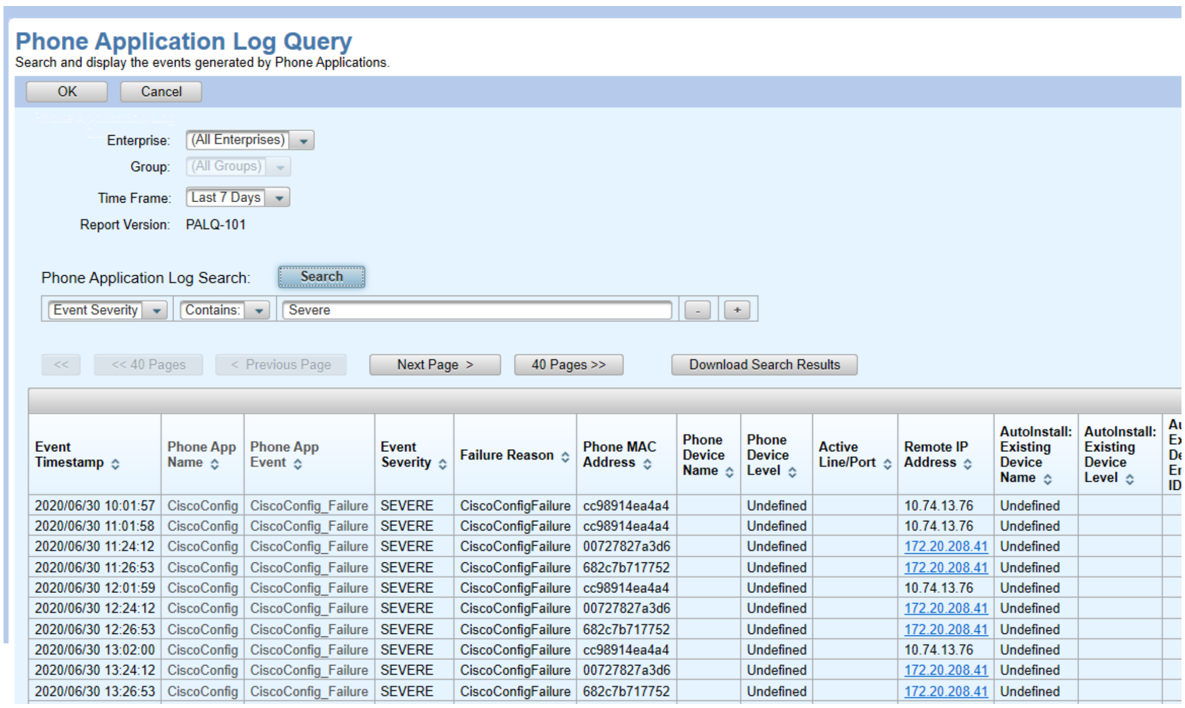


Figure 57: Phone Application Log Query

7. Select **Next Page >** or **< Previous Page** to move through the records. Click **<< Pages >>** to move through the pages of results.
8. 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 20.2 (IR-103)		
Users	Column I	Column Header Text changed from MS to SU
	Column T	Column Header Text changed from MS to SD
Phone Devices	Column E	Column Header Text changed from MS to SU
	Column K	Column Header Text changed from MS to SD
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 20.2 (LOSR-104)		
Basic Users	Column F	Column Header Text changed from **MS** to **SU**
Premium Users	Column F	Column Header Text changed from **MS** to **SU**
Basic Trunk Users	Column E	Column Header Text changed from **MS** to **SU**
Business Trunk Users	Column E	Column Header Text changed from **MS** to **SU**
VM only Users	Column E	Column Header Text changed from **MS** to **SU**
No License Users	Column F	Column Header Text changed from **MS** to **SU**
Optional Services	Column D	Column Header Text changed from **Mitel Support Total** to **Support User Total**
	Column E	Column Header Text changed from **Group Totals (excluding Mitel Support)** to **Group Totals (Excluding Support Users)**
Optional Service Users	Column I	Column Header Text changed from **MS** to **SU**
	Column L(New)	**Department** – user's department
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)		

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
(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.
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 20.2 (RR-102)		
		No Changes
OpEasy 4.9 (RR-101)		
New in OpEasy 4.9.		

EDGE DEVICE UTILIZATION REPORT

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 20.2 (EDUR-102)		
		No Changes
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

REPORT TAB	ROW / COLUMN	DESCRIPTION OF CHANGE
OpEasy 19.2 (CDRQ-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 Name**. For existing administrators, **Group Name** may not be displayed until added via CDR Query customization.

PROVISIONING LOG

REPORT TAB	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

REPORT TAB	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**.