



# **Zang SMS Connector Snap-in**

**Release 3.2.0.1**

**Issue 1**

**January 2017**

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# Table of Contents

<b>CHAPTER 1: INTRODUCTION .....</b>	<b>8</b>
<b>CHAPTER 2: TERMINOLOGY .....</b>	<b>9</b>
<b>CHAPTER 3: ZANG SMS CONNECTOR SNAP-IN OVERVIEW .....</b>	<b>10</b>
<b>CHAPTER 4: MINIMUM SYSTEM REQUIREMENTS AND PREREQUISITES .....</b>	<b>12</b>
AVAYA PRODUCT REQUIREMENTS .....	12
PREREQUISITES .....	12
<b>CHAPTER 5: DEPLOYMENT .....</b>	<b>14</b>
ZANG SMS CONNECTOR SNAP-IN DEPLOYMENT CHECKLIST .....	14
DOWNLOADING CERTIFICATES FOR THE ZANG SMS CONNECTOR SNAP-IN .....	14
INSTALLING THE CERTIFICATES .....	16
LOADING THE ZANG SMS CONNECTOR SNAP-IN .....	18
INSTALLING THE ZANG SMS CONNECTOR SNAP-IN .....	19
CONFIGURING ZANG SMS CONNECTOR SNAP-IN ATTRIBUTES .....	19
<b>CHAPTER 6: USING THE ZANG SMS CONNECTOR SNAP-IN .....</b>	<b>23</b>
USING THE ZANG SMS CONNECTOR SNAP-IN IN TEST MODE .....	23
USING THE ZANG SMS CONNECTOR SNAP-IN FROM YOUR SNAP-IN .....	23
<b>CHAPTER 7: TROUBLESHOOTING .....</b>	<b>25</b>
ZANG SMS CONNECTOR SNAP-IN LOGS .....	25
CHECKING MESSAGE(S) STATUS ON THE ZANG DASHBOARD .....	26
IF THE ZANG SMS CONNECTOR IS NOT ABLE TO SEND THE REQUEST, OR RECEIVE A FINAL UPDATED RESPONSE FOR THE REQUEST .....	27
KNOWN ISSUES .....	27

# Chapter 1: Introduction

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This document describes the characteristics and capabilities of the Zang SMS Connector Snap-in, including a snap-in overview, feature description, and minimum system requirements.

This document is intended for developers and administrators who install, configure, and use the Zang SMS Connector Snap-in. This document contains specific information about this snap-in. For an overview of Avaya Breeze™, see *Avaya Breeze™ Overview and Specification*.



## Chapter 2: Terminology

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Acronym	Description
SMS	Short Message Service
TLS	Transport layer security
MCB	Multi-Channel Broadcast (This sample snap-in is available for download from the Avaya Breeze™ SDK or from DevConnect.)
HTTP	Hypertext Transfer Protocol
API	Application Programming Interface

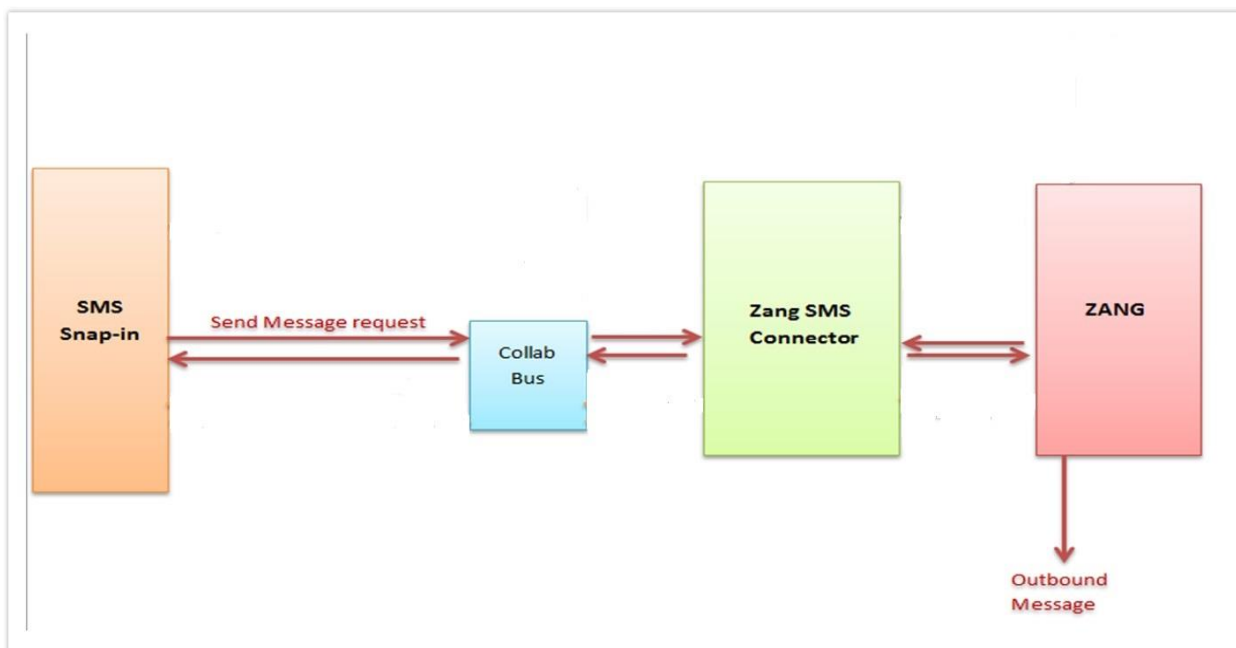
## Chapter 3: Zang SMS Connector Snap-in overview

---

The Avaya Breeze™ Zang SMS Connector Snap-in gives snap-in developers an easy way to send SMS messages to Zang for transmission to one or more recipients. The Zang SMS Connector Snap-in acts as an interface through which Avaya Breeze™ snap-ins can interact with Zang to send messages.

The Zang SMS Connector uses the Avaya Breeze™ connector technology. An Avaya Breeze™ connector snap-in provides connectivity to an application that is external to Avaya Breeze™. The Zang SMS Connector Snap-in communicates with Zang over HTTP(S), using the HTTP(S) API described on the Zang web site - <http://docs.zang.io/>

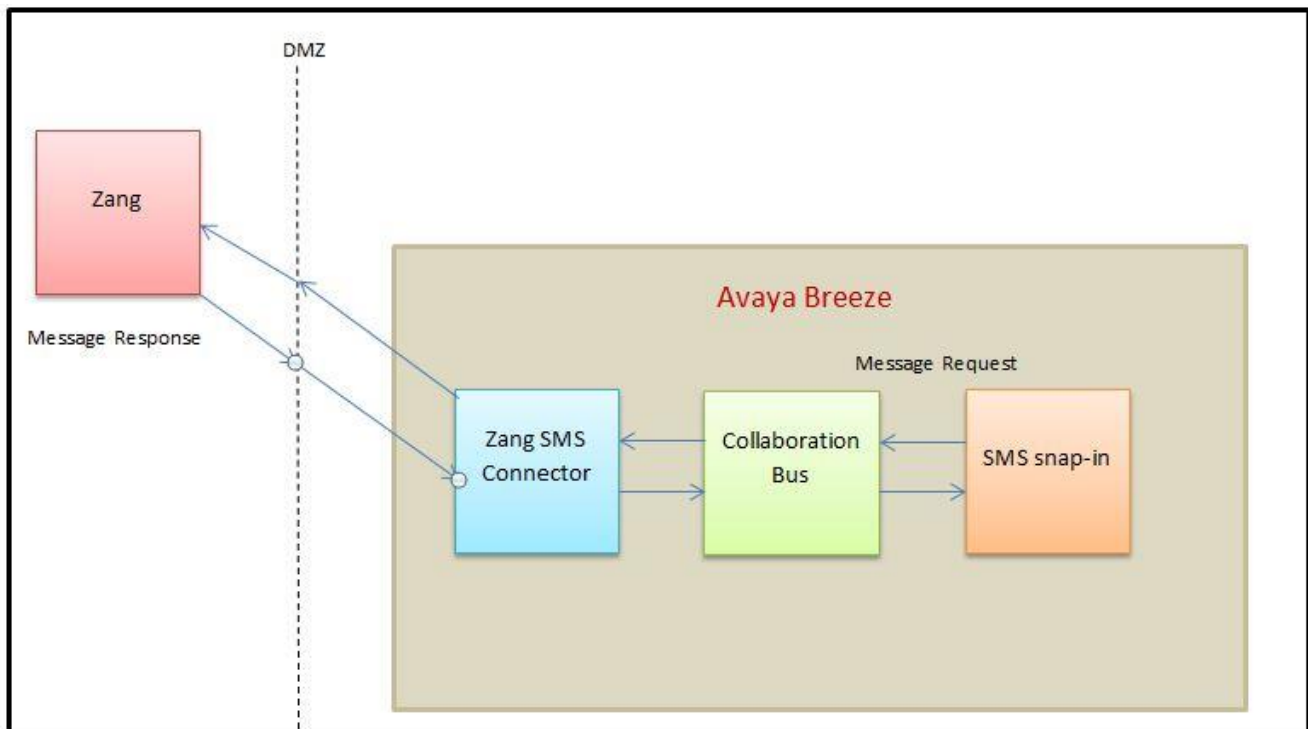
The picture below shows an internal view of how Avaya Breeze™ interacts with the Zang SMS Connector.



An Avaya Breeze™ snap-in sends a request to the Zang SMS Connector Snap-in using the Avaya Breeze™ SMS API. The Zang SMS Connector Snap-in uses the Zang APIs to send outgoing messages to recipients as specified by the requesting snap-in through the SMS APIs.

The response to the request indicates the status of the SMS request as reported by Zang. The status is obtained as part of the exchange between the Zang SMS Connector and Zang. This status can indicate that: the SMS was sent to a recipient or network; an SMS delivery is pending (for example, queued or sending); or an SMS delivery failed.

The picture below shows a typical deployment setup of the Zang SMS Connector and how the connector interacts with Zang.



# Chapter 4: Minimum system requirements and prerequisites

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## Avaya product requirements

The Zang SMS Connector Snap-in requires the following:

- Avaya Breeze™ 3.2.0.1.320111 or higher
- Avaya Aura System Manager 7.0.1.2 or higher

## Prerequisites

Only a single vendor SMS connector should be installed on an Avaya Breeze™ cluster at any given time. If you are using the Zang SMS Connector Snap-in, uninstall all other vendor SMS connectors before installing the Zang SMS Connector.

You must complete the following prerequisites on [www.zang.io](http://www.zang.io) to use the Zang SMS Connector Snap-in.

An account with Zang	Refer to Getting Started with Zang at <a href="http://docs.zang.io/">http://docs.zang.io/</a> for instructions for creating a Zang account. The key information associated with an account is: <ul style="list-style-type: none"><li>a) Account SID</li><li>b) Auth Token.</li></ul> This information can be viewed on the Dashboard after logging into the account on Zang.
An SMS capable number in the required region	An SMS capable number must be purchased from the Zang account. The SMS capability of a number is indicated by the callout symbol next to the phone number during the purchase process. This number must be provided to the Zang SMS Connector Snap-in either: <ul style="list-style-type: none"><li>• While invoking the SMS API from the</li></ul>

	<p>snap-in.</p> <ul style="list-style-type: none"><li>• By configuring the value in the field <b>Default Sender number</b> for the Connector on System Manager. For more information see <a href="#">Configuring Zang SMS Connector Snap-in Attributes on page 19</a>.</li></ul>
--	--

# Chapter 5: Deployment

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## Zang SMS Connector Snap-in deployment checklist

This table specifies the deployment steps for the Zang SMS Connector Snap-in.

For pre configuration steps, see *Administering Avaya Aura® System Manager*, *Deploying Avaya Breeze™* and *Administering Avaya Breeze™*.

Task	Description
Download certificates for the Zang SMS Connector Snap-in.	See <a href="#">Downloading certificates for the Zang SMS Connector Snap-in on page 14</a> .
Install certificates for the Zang SMS Connector Snap-in.	See <a href="#">Installing the certificates on page 16</a> .
Load the Zang SMS Connector Snap-in.	See <a href="#">Loading the Zang SMS Connector Snap-in on page 18</a> .
Install the Zang SMS Connector Snap-in.	See <a href="#">Installing the Zang SMS Connector Snap-in on page 19</a> .
Configure the Zang SMS Connector Snap-in attributes.	See <a href="#">Configuring Zang SMS Connector Snap-in Attributes on page 19</a> .

## Downloading certificates for the Zang SMS Connector Snap-in

1. Copy the Rapid SSL SHA256 CA and Geo Trust Global CA into two plain text files and save in pem format from - <https://knowledge.rapidssl.com/support/ssl-certificate->

Note: There are two certificates posted on the site. Be sure to create two separate pem files from the text on the RapidSSL site.

Save each certificate separately.

2. Download the CloudFlare Origin CA – RSA Root certificate as the pem file from -

<https://support.cloudflare.com/hc/en-us/articles/218689638>

If you are using cPanel, or another application that attempts to validate the chain of your Origin CA, you will need to append the appropriate root below to your .pem file.

Note that cPanel in particular does not support ECC certificates, so make sure you generate an RSA certificate.

#### CloudFlare Origin CA — RSA Root

```
-----BEGIN CERTIFICATE-----
MIID/DCCAuagAwIBAgIID+rOSdTGFgCwCwYJKoZIhvcNAQELMIGLMQswCQYDVQQG
EwJVUzEZMBcGA1UEChMQQ2xvdWRGbGFyZSwgSW5jLjE0MDIGA1UECxMrQ2xvdWRG
bGFyZSBPcm1naW4gU1NMIEN1cnRpZmljYXR1IEF1dGhvcm10eTEWMBQGA1UEBxMN
U2FuIEZyYW5jaXNjbzETMBEGA1UECBMKQ2FsaWZvcn5pYTAeFw0xNDExMTMyMDM4
NTBaFw0xOTExMTQwMTQzNTBaMIGLMQswCQYDVQQGEwJVUzEZMBcGA1UEChMQQ2xv
dWRGbGFyZSwgSW5jLjE0MDIGA1UECxMrQ2xvdWRGbGFyZSBPcm1naW4gU1NMIEN1
cnRpZmljYXR1IEF1dGhvcm10eTEWMBQGA1UEBxMNU2FuIEZyYW5jaXNjbzETMBEG
A1UECBMKQ2FsaWZvcn5pYTCCASIwDQYJKoZIhvcNAQEBBQADggEPADCCAQoCggEB
AMBILWf1KEKR5hbB750YrAcUXobpD/AxvSYRXr91mbRu+1qE7YbyyRUSbH15lem
-----
```

3. Download the Add Trust External Root CA certificate as the pem file from - <https://support.comodo.com/index.php?/Knowledgebase/Article/View/945/0/root-addtrust-external-ca-root>

## Installing the certificates

### Before you begin

This procedure adds the RapidSSL, Geo Trust, Add Trust, and cloudFlare certificates as trusted certificates. They must be accessible to System Manager to be added.

### Procedure

1. On System Manager, in **Elements**, click **Avaya Breeze™**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the cluster where the Zang SMS Connector Snap-in will be installed.



4. Click **Certificate Management** > **Install Trust Certificate** (All Avaya Breeze Instances).
5. From the **Select Store Type to install trusted certificate** menu, select **WebSphere** or **ALL**.
6. Click **Browse** and navigate to the location of your RapidSSL Certificate. Select the certificate.
7. Click **Retrieve Certificate**, and review the details of the Trusted Certificate.
8. Click **Commit**.
9. Repeat for the Geo Trust, Add Trust and cloudFlare certificates.

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Aura® System Manager 7.0

Home / Elements / Avaya Breeze™ / Cluster Administration

### Cluster Administration

This page allows you to view, edit and delete Avaya Breeze clusters.

**Avaya Breeze Clusters**

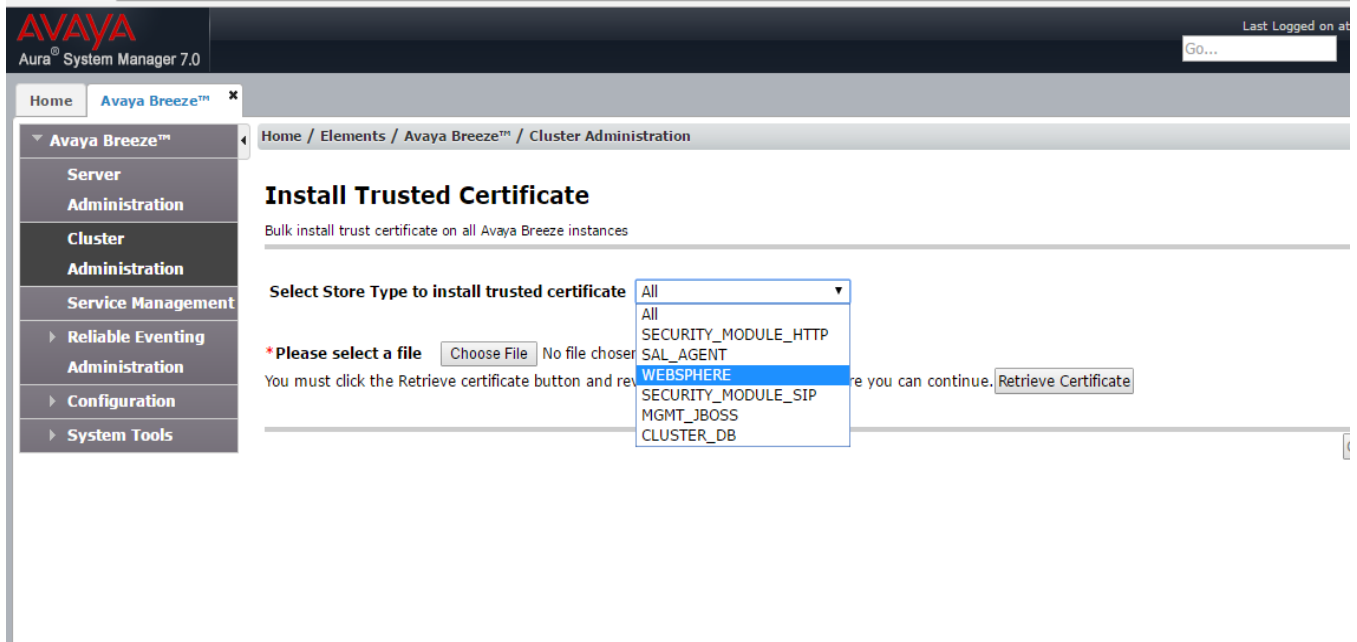
[Edit](#)
[New](#)
[Delete](#)
[Certificate Management](#)
[Cluster State](#)
[Backup and Restore](#)

[Install Trust Certificate \(All Avaya Breeze Instances\)](#)  
[Use Demo SIP CA\(Security Module\)](#)

8 Items

	Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication	Serv Inst Stat
<input type="checkbox"/>	<a href="#">Show</a>	CCCluster1		General Purpose	Accepting [1/1]	0/0/0	2	[1/43M]	✓	✓
<input type="checkbox"/>	<a href="#">Show</a>	GPCluster311		General Purpose	Accepting [1/1]	0/0/0	0	[2/65M]	✓	✓
<input type="checkbox"/>	<a href="#">Show</a>	GPCluster32		General Purpose	Accepting [1/1]	0/0/0	0	[1/59M]	✓	✓
<input type="checkbox"/>	<a href="#">Show</a>	OneNodeCCCluster		General Purpose	Accepting [1/1]	0/0/0	6	[1/43M]	✓	✓
<input type="checkbox"/>	<a href="#">Show</a>	RuleEngineGP		General Purpose	Accepting [1/1]	0/0/0	0	Disabled	✗	✓
<input type="checkbox"/>	<a href="#">Show</a>	TwoNodeWACluster	10.133.45.214	Work Assignment	Accepting [0/2]	----	----	[0/----]	----	----
<input checked="" type="checkbox"/>	<a href="#">Show</a>	ZangDaCluster	10.133.45.66	General Purpose	Accepting [2/2]	3/0/2	0	Disabled	✓	⚠
<input type="checkbox"/>	<a href="#">Show</a>	ZangGPCluster		General Purpose	Accepting [1/1]	0/0/0	0	[1/43M]	✓	✓

Select : All, None



## Loading the Zang SMS Connector Snap-in

### About this task

This task describes how to load a snap-in to System Manager from your development environment or alternate location.

### Before you begin

Before you load the Zang SMS Connector Snap-in, you must download it from the Avaya Snapp Store.

### Procedure

1. On System Manager, in **Elements**, click **Avaya Breeze™**.
2. In the navigation pane, click **Service Management**.
3. Click **Load**.
4. On the Load Service page, depending on the browser used, click **Browse** or **Choose File**, and browse to your snap-in file location.
5. Browse and select the snap-in (.svar) file, and then click **Open**.

A snap-in file ends with .svar.

The system displays the .svar files you have selected in the service table on the Service Management page.

6. On the Load Service page, click **Load**.

When the snap-in is loaded, the Service Management page displays the **State** of

the snap-in as **Loaded**.

## Installing the Zang SMS Connector Snap-in

### About this task

Use this task to install the snap-in to a specific cluster(s).

Make sure only one SMS Connector Snap-in is installed on an Avaya Breeze™ cluster. For example, ZangSMSconnector Snap-in and ClickatellConnector Snap-in or ZangSMSConnector and WebTextConnector Snap-in should not be installed on same cluster on Avaya Breeze 3.2.0.1.

### Procedure

1. On System Manager, in **Elements**, click **Avaya Breeze™**.
2. In the left navigation pane, click **Service Management**.
3. Select the Zang SMS Connector Snap-in.
4. Click **Install**.
5. Select the cluster(s) where you want the snap-in to reside, and click **Commit**.
6. To see the status of the snap-in installation, click the Refresh Table icon located in the upper-left corner of the **All Services list**.

**Installed** with a green check mark indicates that the Snap-in has completed installation on all the Avaya Breeze™ servers in the cluster. **Installing** with a yellow exclamation mark enclosed in a triangle indicates that the Snap-in has not completed installation on all the servers.

7. To track the progress of a snap-in installation, on the Server Administration page, click the Service Install Status for an Avaya Breeze™ server. The Service Status page displays the installation status of all the snap-ins installed on that server.

## Configuring Zang SMS Connector Snap-in Attributes

Use the account SID and the auth token from the Zang account created earlier to configure the attributes of the Zang SMS Connector Snap-in for each cluster. The following table lists the attributes with their descriptions.

### Before you begin

Load and install the Zang SMS Connector Snap-in.

## Procedure

1. On System Manager, in **Elements**, click **Avaya Breeze™**.
2. In the navigation pane, click **Configuration > Attributes**.
3. From the Cluster field, select the cluster on which you have installed the Zang SMS Connector Snap-in.
4. Configure the Zang SMS Connector Snap-in attributes at the cluster level.
5. Click **Commit**.
6. On the dialog prompt, click **OK** to save the snap-in attribute configuration.

The screenshot shows the 'Service Clusters' tab in a configuration window. The 'Cluster' dropdown is set to 'ZangDaCluser' and the 'Service' dropdown is set to 'ZangSmsConnector'. Below these, a section titled 'DEFAULT\_GROUP' contains a table with 7 items. The table has four columns: 'Name', 'Override Default', 'Effective Value', and 'Description'.

Name	Override Default	Effective Value	Description
Default Sender number	<input type="checkbox"/>		Default Sender Number for sending requests.
Supplier Id	<input type="checkbox"/>	10000000	Avaya provided supplier id
Test mode enabled?	<input type="checkbox"/>	false	Set to "true" to run in test mode, "false" otherwise.
Zang Account SID	<input checked="" type="checkbox"/>	AC8f889084589dc5ec12dd40e9ae07b762	Zang Account SID
Zang Authentication Token	<input checked="" type="checkbox"/>	*****	Zang Authentication Token
Zang Polling Service Base URL	<input type="checkbox"/>	https://pubsub.zang.io	The base URI for Zang SMS Poller service.
Zang URL	<input type="checkbox"/>	https://api.zang.io	The base URI for Zang SMS API.

At the bottom right of the window are 'Commit' and 'Cancel' buttons.

Attribute name	Description
Default Sender number	The default Sender Number for sending requests. Enter a string value only. This should be an SMS number purchased from the Zang portal.
Zang Account SID	The Zang Account SID as seen under the account created at <a href="http://www.zang.io">www.zang.io</a> . Enter a string value only.
Zang Authentication Token	The Zang Authentication Token as seen under the account created at <a href="http://www.zang.io">www.zang.io</a> .
Zang URL	The base URI for Zang SMS API. Default value for this will be <a href="https://api.zang.io">https://api.zang.io</a> . The base URI is used to create HTTP(S) requests to Zang.
Zang Polling Service Base URL	The base URI for the Zang SMS Poller service, which is used to poll for status messages from Zang. Default value is <a href="https://pubsub.zang.io">https://pubsub.zang.io</a>
Test Mode Enabled	<p>Set to "true" to run in test mode; "false" to disable test mode. Test mode may be enabled to try the Connector without actual interaction with the Zang service.</p> <p>In this case the Zang SMS Connector Snap-in runs through its normal request parsing and validations, and then forms a normal response returning 201 Success Response. This is used to verify installation integrity only. It cannot be used to verify attribute configuration.</p> <p>Note: To use the Zang SMS Connector with the Zang service, it is important to verify that Test Mode Enabled is set to false.</p> <p>For additional information about using test mode, see <a href="#">Using the Zang SMS Connector Snap-in in Test Mode on page 23</a>.</p>

Supplier Id	<p>The Supplier ID is used for identifying the supplier of a particular snap-in. All snap-ins from a supplier have the same supplier id. A supplier ID is required for all the snap-ins offered through the <b>Avaya Snapp Store</b>. In other cases the supplier ID is optional. This is read only.</p>
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# Chapter 6: Using the Zang SMS Connector Snap-in

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## Using the Zang SMS Connector Snap-in in Test Mode

Use the Zang SMS Connector test mode to test the following:

- That the Zang SMS Connect Snap-in is installed correctly.
- That the developer application snap-in can interact with the Zang SMS Connector.

When test mode is enabled, the Zang SMS Connector Snap-in runs through a subset of its typical behavior and then forms a normal response returning 201 “Success” which is returned to the requesting snap-in.

Test Mode does not verify connectivity with Zang, or the integrity of the Zang account settings entered on the Zang SMS Connector Snap-in attributes page.

To use test mode, on the Zang SMS Connector Snap-in attributes page for the Test Mode Enabled field, check the Override Default checkbox and change the Effective Value to true. For additional information, see [Configuring Zang SMS Connector Snap-in Attributes on page 19](#).

## Using the Zang SMS Connector Snap-in from your snap-in

To send SMS to one or more recipients, the snap-in developer can use the SMS API. The SMS API is a general API designed to operate with potentially many different vendor based SMS connectors.

For example, the general accountId in the API (accessed with the setAccountId and getAccountId methods) is used to convey the **Account SID** specific to the Zang SMS Connector Snap-in. For more details refer to the Javadocs of the Avaya- Breeze-SDK.

The response to the Zang SMS Connector Snap-in includes a **status** (to indicate success, failures, etc.), a **detail** (a string that provides more information about a

failure), and three **lists** indicating the general status of each of the recipients. The following three lists are returned in the response:

1. The “**delivered**” list holds those recipients for which Zang reports a delivered status.
2. The “**pending**” list holds those recipients for which Zang reports a “queued” or “sending” status.
3. The “**failed**” recipients list holds those recipients for which Zang reports a failure to deliver.

The response shows the status obtained from Zang shortly after the request to send an SMS was sent to Zang.

Note: The Multi Channel Broadcast (MCB) Snap-in packaged in the Breeze SDK can be used to try the Zang SMS Connector Snap-in.



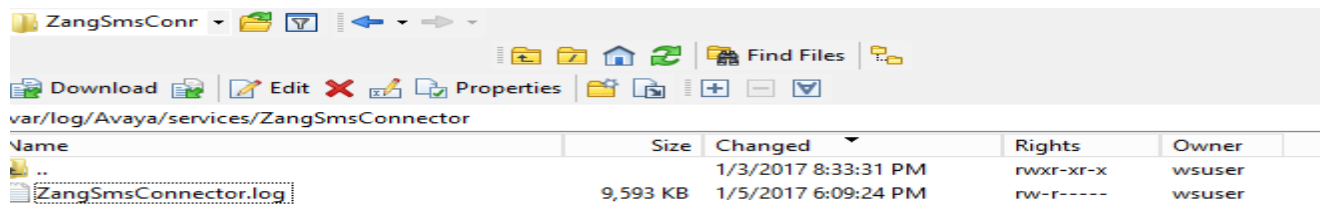
# Chapter 7: Troubleshooting

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## Zang SMS Connector Snap-in Logs

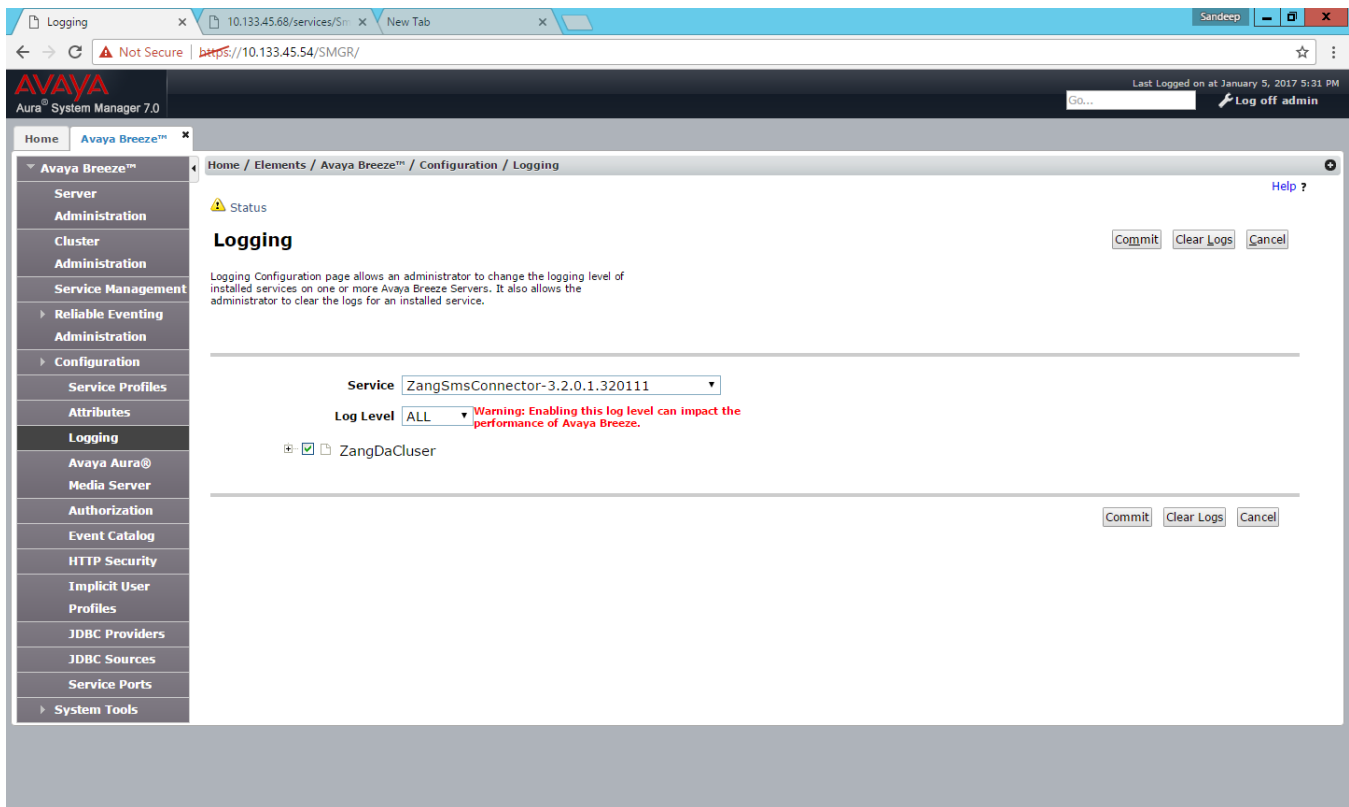
Zang SMS Connector Snap-in log file can be found on the Avaya Breeze node at:

</var/log/Avaya/services/ZangSmsConnector/>



Name	Size	Changed	Rights	Owner
..		1/3/2017 8:33:31 PM	rw-r-xr-x	wsuser
ZangSmsConnector.log	9,593 KB	1/5/2017 6:09:24 PM	rw-r-----	wsuser

The snap- in log Level can be increased to **FINEST** or **ALL** to view details for troubleshooting. However, the change in level could diminish performance. Refer to “Avaya Breeze logs” in *Maintaining and Troubleshooting Avaya Breeze™* for additional information.



## Checking Message(s) Status on the Zang Dashboard

The final status of the message can be seen on the Zang portal for the sender account.

1. Login to the Zang account and navigate to Logs > Messages.
2. Click on the icon under the Details column for a particular entry to view details.

The Message SID seen here can be related to the smsID seen in the Zang SMS Connector Snap-in logs on Avaya Breeze™.

3. Additional details on specific issues dealing with interaction between the Zang SMS Connector and the Zang account can be seen under Developers > Notifications.

## **If the Zang SMS Connector is not able to send the request, or receive a final updated response for the request**

- Verify that the steps [Installing the certificates on page 16](#) are followed.
- If one or more certificates were installed after the connector was installed on the cluster, uninstall and install the snap-in to the same cluster.

## **Known Issues**

To resolve the following known issues, be certain that all inputs in your Zang requests are valid.

- If an SMS request is sent to a valid Zang number, but the request includes an invalid input, such as special characters, the request is not sent. (JIRA – Zephyr 48541)
- If an SMS request is sent to Zang with supported alphanumeric inputs or is missing a country code, the request fails since the connector validation blocks it. (JIRA – Zephyr 48542)