AVAYA

Avaya Co-Browsing Snap-in

Release Notes

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Any Dispute shall be resolved in accordance with the following provisions. The disputing party shall give the other party written notice of the Dispute. The parties will attempt in good faith to resolve each Dispute within thirty (30) days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under these procedures and within these timeframes, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against any or all other parties exceed One Million US Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of these Software License Terms and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of these Software License Terms. The ruling by the arbitrator(s) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s)' fees, but each party will bear its own attorneys' fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration shall be as limited and narrowed as required to comply with the applicable law. By way of illustration, if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

If a Dispute by one party against the other that arose in the United States or is based upon an alleged breach committed in the United States cannot be settled under the procedures and within the timeframe set forth above, then either party may bring an action or proceeding solely in either the Supreme Court of the State of New York, New York County, or the United States District Court for the Southern District of New York. Except as otherwise stated above with regard to arbitration of Disputes that arise anywhere other than in the United States or are based upon an alleged breach committed anywhere other than in the United States, each party to these Software License Terms consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings.

The parties agree that the arbitration provision in this Section may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order. Nothing in this Section will be construed to preclude either party from seeking provisional remedies, including but not limited to temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. In addition and notwithstanding the foregoing, Avaya shall be entitled to take any necessary legal action at any time, including without limitation seeking immediate injunctive relief from a court of competent jurisdiction, in order to protect Avaya's intellectual property and its confidential or proprietary information (including but not limited to trade secrets). If any provision of these Software License Terms is determined to be unenforceable or invalid, these Software License Terms will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law. The failure to assert any rights under the Software License Terms, including, but not limited to, the right to terminate in the event of breach or default, will not be deemed to constitute a waiver of the right to enforce each and every provision of the Software License Terms in accordance with their terms. If End User moves any Software, and as a result of such move, a jurisdiction imposes a duty, tax, levy or fee (including withholding taxes, fees, customs or other duties for the import and export of any such Software), then End User is solely liable for, and agree to pay, any such duty, taxes, levy or other fees.

X.   Agreement in English. The parties confirm that it is their wish that these Software License Terms, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

Contents

Chapter 1: Introduction

Purpose

The Avaya Co-Browsing Snap-in Release Notes provides information on the available features and solution details. This document also provides the latest information to supplement Co Browsing software and documentation.

For information about Co-Browsing Snap-in deployment in Avaya Oceana™ Solution, refer to Avaya Oceana™ Solution Release Notes.

Intended audience

This document is intended for implementation engineers and administrators who install/deploy Co-Browsing Snap-in.

Related resources

Documentation

See the following related documentation at http://support.avaya.com.

Title	Description	Audience
Avaya Co-Browsing Snap-in Reference	This document contains Avaya Co-Browsing Snap-in information that is not included in the Snap-in documentation. This document highlights known issues about Avaya Co-Browsing Snap-in with workarounds that are available.	Avaya Professional Services Implementation engineers
Avaya Co-Browsing Snap-in Database dictionary	This document provides the information about database schema.	Avaya professional services
Maintaining and Troubleshooting Avaya Breeze® platform	This document contains procedures to identify and troubleshoot problems for Avaya Breeze® platform.	Avaya Professional Services Implementation engineers

Title	Description	Audience
Avaya Breeze® platform Overview and Specification	This document describes tested product characteristics and capabilities, including product overview and feature descriptions, interoperability, performance specifications, security, and licensing requirements.	Avaya Professional Services Implementation engineers Services and Support personnel System administrators
Administering Avaya Breeze® platform	This document provides the procedures to administer and configure Avaya Breeze® platform services	Services and Support personnel System administrators
Administering Avaya Aura® System Manager	This document provides the procedures to administer and configure System Manager	Services and Support personnel System administrators

See the following related documentation at the [DevConnect](#) site.

Title	Description	Audience
Avaya Co-Browsing Snap-in Developer and API Reference	This document provides a client library for users to write software that interacts with a deployed Avaya Co-Browsing Snap-in system.	Avaya Professional Services Implementation engineers Software developers

Training

The following courses are available on the Avaya Learning website at www.avaya-learning.com. After logging into the website, enter the course code or the course title in the Search field and click Go to search for the course.

Course code	Course title
2518W	Introducing Avaya-Co Browsing Snap-in 3.0

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the videos check box to see a list of available videos.

Note: Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to http://www.youtube.com/AvayaMentor and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.

- Scroll down Playlists and click the name of a topic to see the available list of videos posted on the site.

Developer resources

Avaya DevConnect provides resources for Avaya Breeze® developers.

You must register to access the DevConnect.

Basic DevConnect membership is free and gives you access to the following information and resources:

- Programming and product documentation
- Sample applications
- Forums

Support

Visit the Avaya Support website at https://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions or request an agent to connect you to a support team if an issue requires additional expertise.

Chapter 2: Co-Browsing Features

Supports latest releases of Web technologies and Database

- Support for Angular 10, Angular 11, Angular 12, and Angular 13
- Support for jQuery v3.5.1 and v3.6
- Support for PostgreSQL 13.5

Restrict Agent Request Control

CoBrowse now has a support to configure Agent Request Control feature from the SMGR. SMGR admin can now restrict the Agent Request Control action by selecting the attribute "Enable Request Control Feature" under the group "CoBrowse Features" value from the drop-down as True or False.

Admin selecting value False will not allow Agent to take the control of CoBrowse webpage.

Note:

Integrator must take care GUI handling when "Enable Request Control Feature" is set to False.

Default value for the attribute is True

This feature is applicable for CoBrowse with Breeze mode.

Known Behavior

Modal box

Modal box behavior on co-browse enabled webpage. When modal box height is greater than height of body of page,

1. Some of the contents of modal box is not masked for other party
2. In annotation mode, some of the contents of modal box cannot be fit into SVG

Best ways for implementing modal box in your webpage:

1. Modal box height should always be 80% of height of window

Chapter 3: Co-Browsing Installation

All the software required for deploying the Avaya Co-Browsing snap-in and underlying platform is available on the Avaya Support site - https://support.avaya.com/

Co-Browsing Software

This section provides information on the software required for deployment of Co-Browsing 3.9.0.0.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.9.0.0	**SVAR version:** CoBrowse-svar- 3.9.0.0.145003.zip	**PLDS ID**: CB0000000026 **MD5 Checksum**: 74da82114836ae5b0b8ae5ce2c39848d
Avaya Co-Browsing Client	**ZIP filename:** SharingPackage_Javascript-3.9.0.0.1450011.zip	**PLDS ID**: CB0000000027 **MD5 Checksum**: 3a4544b26ee155b8cf207ea088e42a89

For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.9.0.0 release on https://support.avaya.com.

Platform Interoperability

Co-Browsing 3.9.0.0 is supported on the *Avaya Breeze®* Release 3.8.1.1 release only.

For line-up and installation information see *Avaya Breeze®* documentation on https://support.avaya.com.

Avaya Breeze®

Product	Version	Deployment	Software
Avaya Breeze® Platform OVA	3.8.1.1.381105	OVA	Breeze-3.8.1.1.381105.ova
		ISO	aus-installer-3.8.1.1.381105.iso

Note: Software built for Avaya Breeze®3.8.1.1 cannot be installed on any earlier version of the Avaya Breeze®. Before installing this Co-Browsing release, you must install (or upgrade to) the Avaya Breeze® 3.8.1.1 platform.

Chapter 4: Avaya Technical Support contact information

You can contact Avaya Interaction Center Technical Support through Internet, e-mail, or telephone. To contact Avaya Interaction Center support by telephone, call at one of the following numbers:

Location	Contact Number
Global Support Services (GSS)	+1 800 242 2121
Canada Customer Care Center	+1 800 387 4268
Remote Service Center Hungary	+36 1238 8807
Caribbean and Latin America	+1 786 331 0860
EMEA Services - Post Sales Technical Support	+31 70 414 8720
Asia/Pacific Regional Support Center	+800 2 28292 78 / +65 6872 5141
India	+0080066501243

For details on contact information, visit http://support.avaya.com/