



Avaya Co-Browsing Snap-in

Release Notes

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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

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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

[Comments on this document? infodev@avaya.com](mailto:infodev@avaya.com)

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- Programming and product documentation
- Sample applications
- Forums

Support

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Chapter 2: Co-Browsing Features

New 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 3.10.0.0.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.10.0.0	SVAR version: CoBrowse-svar-3.10.0.0.158006.zip	PLDS ID: CB0000000028 MD5 Checksum: 077357806dc47f58220c5e72952091a5
Avaya Co-Browsing Client	ZIP filename: SharingPackage_Javascrpt-3.10.0.0.1550011.zip	PLDS ID: CB0000000029 MD5 Checksum: cbddcd3b653e01a1bfb0a4992e205a22

For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.10.0.0 release on <https://support.avaya.com>.

Platform Interoperability

Co-Browsing 3.10.0.0 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

[Comments on this document? infodev@avaya.com](mailto:infodev@avaya.com)

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/>