



# **Zang SMS Connector Snap-in**

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# Chapter 1: Introduction

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This document describes the characteristics and capabilities of the Zang SMS Connector Snap-in, including 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

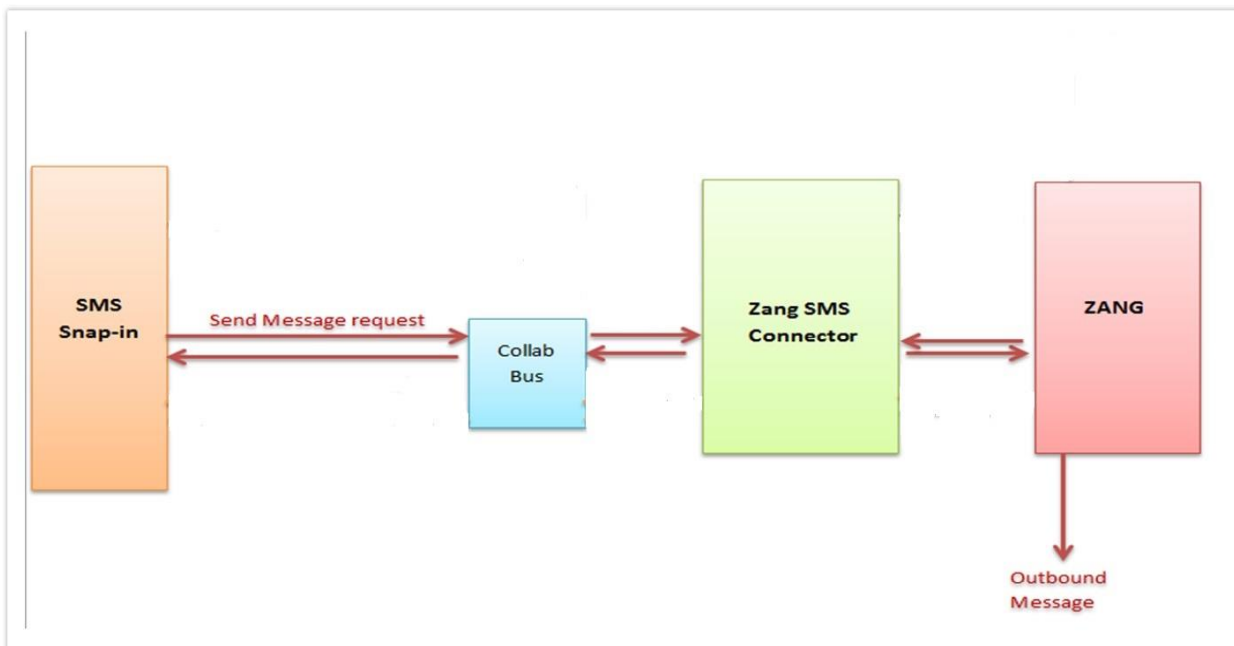
# Chapter 3: Zang SMS Connector Snap-in overview

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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 HTTPS, using the HTTPS API described on the Zang web site - <http://docs.zang.io/>

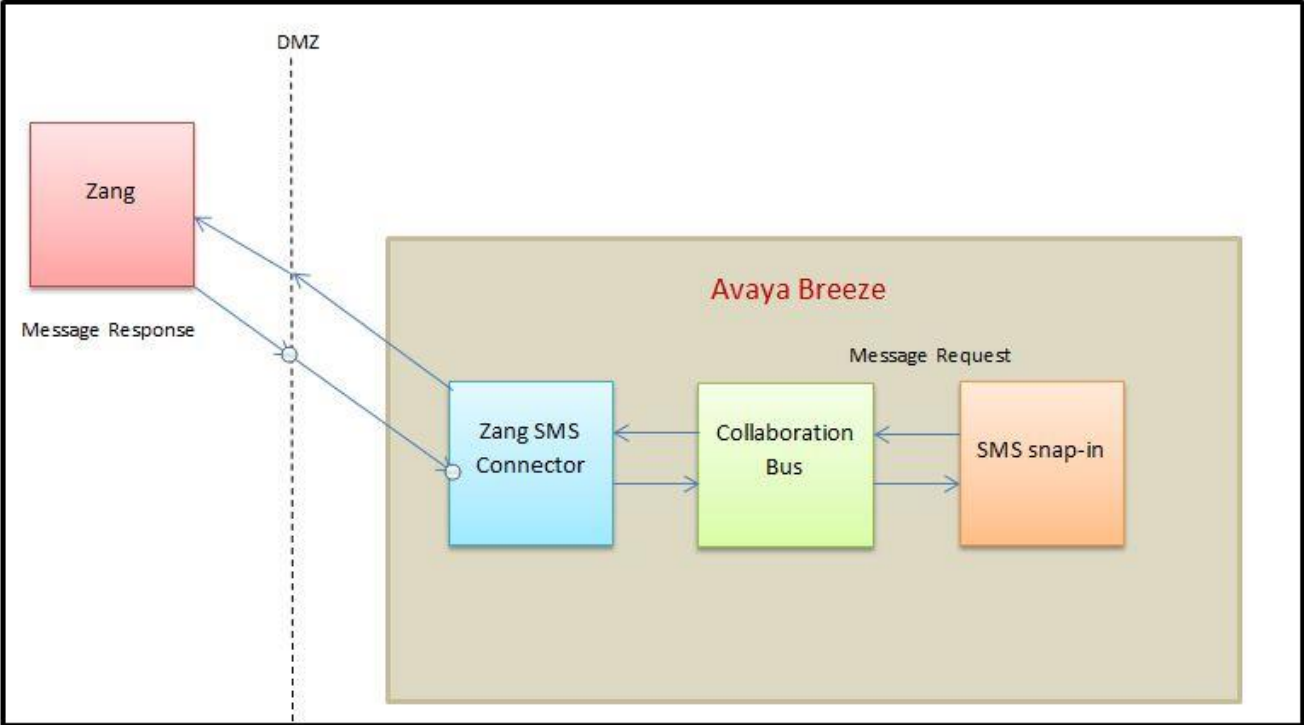
The picture below shows an internal view of how Avaya Breeze™ interacts with the Zang SMS Connector.



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 3.3.1.0 requires the following:

- Avaya Breeze™ 3.3.1.0 or higher
- Avaya Aura System Manager 7.1.0.0 or higher

## Prerequisites

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 snap-in.</li><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</a></li></ul>

	<a href="#">SMS Connector Snap-in Attributes on page 16.</a>
--	--

Modify the default SMS provider in the cluster attributes if Zang SMS is desired to be used as the default provider. (Edit the cluster to which you want to modify default SMS provider, from general→cluster Attribute select ZangSmsConnector from “Default SMS Connector Service” dropdown)

Refer to the Avaya Breeze™ administration guide with respect to how to administer multiple SMS providers if that is required for your environment.

Note: Starting with Breeze 3.3 – the Zang SMS connector snap-in is pre-loaded on SMGR 7.1

# 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™*.

Refer chapter 6 of “Deploying Avaya Breeze” for:

Installing the Avaya Breeze™ license file

Administering an Avaya Breeze™ SIP Entity

Administering an Avaya Breeze™ instance

Verifying the replication status and management link

Creating a new cluster

Accepting new service

Task	Description
ZangSMSConnector Certificate Management	See <a href="#">ZangSMSConnector Certificate Management on page 15</a>
Install the Zang SMS Connector Snap-in.	<p>See <a href="#">ZangSMSConnector Certificate Management Starting with</a> ZangSMSConnector version 3.3.1, we now package required certificates in the ZangSMSConnector itself.</p> <p>These get installed on the platform during snap-in installation.</p> <p>Installing the Zang SMS Connector Snap-in <a href="#">on page 15</a>.</p>

Configure the Zang SMS Connector Snap-in attributes.	See <a href="#">Configuring Zang SMS Connector Snap-in Attributes on page 16</a> .
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## ZangSMSConnector Certificate Management

Starting with ZangSMSConnector version 3.3.1, we now package required certificates in the ZangSMSConnector itself.

These get installed on the platform during snap-in installation.

## 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, if running on Breeze™ 3.2 or earlier. For example, ZangSMSconnector Snap-in and ClickatellConnector Snap-in or ZangSMSConnector and WebTextConnector Snap-in should not be installed.

### 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

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 configuration interface for the Zang SMS Connector Snap-in. The 'Cluster' is set to 'ZangDaCluser' and the 'Service' is 'ZangSmsConnector'. The configuration is for the 'DEFAULT\_GROUP' and lists 7 items:

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.

Buttons: Commit, Cancel



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 19</a>.</p>

Supplier Id	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.
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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 verify the following:

- That the Zang SMS Connector 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 16](#).

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

To send SMS to one or more recipients, the snap-in developer should 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.

Note: if the account ID attribute is set and there is no need to override it

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 present at “*/sdk/sample\_services/multichanbroadcast*” can be used to try the Zang SMS Connector Snap-in.

## **Alarms generated**

Zang SMS connector will generate two alarms CN\_ERR\_001 and AUTH\_ERR\_001 in case of ZangSmsConnector service failed to connect to Zang and ZangSmsConnector service failed to connect to Zang due to Authorization Failure for Account respectively. CN\_ERR\_001 alarm is cleared when connection is re-established with Zang service.

# Chapter 7: Troubleshooting

---

## Checking Message(s) Status using traceMsg

1. Login to the Breeze™ node from putty/command prompt
2. Run traceMsg
3. Start capture by pressing 's'
4. Select **snap-ins** from the menu
5. Pop-up will show list of installed snap-ins, in the row against ZangSMSConnector enable FINE. Press OK at the bottom
6. traceMsg will start capturing the messages

When a sms is sent from the zangSmsConnector, traceMsg will log the outgoing requests and related responses.

7. To view details of a message, hit Enter on that message.
8. Hit Enter again to close this details view.

## Zang SMS Connector Snap-in Logs

The Zang SMS Connector Snap-in log files are located on the Avaya Breeze™ node at:

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

Name	Size	Changed	Rights	Owner
..		1/3/2017 8:33:31 PM	rwxr-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.

You can change the log level using `ce dlogon ZangSmsConnector finest/all`

Home / Elements / Avaya Breeze™ / Configuration / Logging Help

### Logging Commit Clear Logs Cancel

Logging Configuration page allows an administrator to change the logging level of installed services on one or more Avaya Breeze Servers. It also allows the administrator to clear the logs for an installed service.

---

Service:

Log Level:  Warning: Enabling this log level can impact the performance of Avaya Breeze.

- sv-lab6-cluster1
- sv-gshock2 Log Level=ALL
- sv-gshock1 Log Level=ALL
- sv-lab6-cluster2
- sv-gshock7 Log Level=INFO
- sv-gshock5 Log Level=ALL

---

## 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

- 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.
- Verify any certificate error present in logs, if so follow [Installing certificate Manually on Page23](#)

## Logs indicate a certificate error when connecting to Zang

Solution: Downloading 3rd Party certificates for the Zang SMS Connector Snap-in

# Installing certificates for HTTPS connections to Zang

Certificates for HTTPS connections to Zang install automatically when you install the Zang Call Connector Snap-in. If the certificates do not install automatically, or are cleared by some other process, complete this procedure to retrieve and install the certificates.

In addition you may need to configure/install trusted certificates for your outgoing HTTPS proxy in the enterprise network. Complete the following procedure for your outgoing proxy trusted certificates.

## Procedure

Download the following certificates. The certificates must be in a location accessible to System Manager.

- [https://support.cloudflare.com/hc/en-us/article\\_attachments/206709098/cloudflare\\_origin\\_ecc.pem](https://support.cloudflare.com/hc/en-us/article_attachments/206709098/cloudflare_origin_ecc.pem)

If the certification does not download successfully from this link, attempt the following link:

<https://support.cloudflare.com/hc/en-us/articles/218689638-What-are-the-root-certificate-20authorities-CAs-used-with-Cloudflare-Origin-CA-Then> Then download the attached cloudflare\_origin\_ecc.pem certificate from the page.

- <https://baltimore-cybertrust-root.digicert.com/info/index.html>.
- Optionally download your outgoing HTTPS proxy trusted certificate.

## 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**
6. Click **Browse** and navigate to the location of your Certificate. Select the certificate.
7. Click **Retrieve Certificate**, and review the details of the Trusted Certificate.
8. Click **Commit**.
9. Repeat to retrieve and commit the second trust certificate.



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Home / Elements / Avaya Breeze™ / Cluster Administration

### Cluster Administration

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

#### Avaya Breeze Clusters

Certificate Management
 Cluster State
 Backup and Restore

<input type="checkbox"/>	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

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Home / Elements / Avaya Breeze™ / Cluster Administration

### Install Trusted Certificate

Bulk install trust certificate on all Avaya Breeze instances

Select Store Type to install trusted certificate

\*Please select a file  No file chosen

You must click the Retrieve certificate button and retrieve the certificate before you can continue.

- All
- SECURITY\_MODULE\_HTTP
- SAL\_AGENT
- WEBSPHERE
- SECURITY\_MODULE\_SIP
- MGMT\_JBOSS
- CLUSTER\_DB

## Known Issue

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

- There are recurring instances of alarm below  
<110>Feb 21 04:43:06 ce-lab5-breeze1  
EngagementDesigner[21701]: -07:00 2017 479 1  
com.avaya.ceservices | 2 com.avaya.ceservices  
ZangSmsConnector\_CN\_ERR\_001

This may happen when Engagement Designer and ZangSMSConnector is installed on same cluster. This logging issue has no impact on alarming functionality.