



Avaya Context Store Snap-in Release Notes

Release 3.8.2.0

Issue 1.0

March 2022



AVAYA SOFTWARE DEVELOPMENT KIT LICENSE AGREEMENT

REVISED: January 14, 2022

READ THIS CAREFULLY BEFORE ELECTRONICALLY ACCESSING OR USING THIS PROPRIETARY PRODUCT!

THIS IS A LEGAL AGREEMENT (“AGREEMENT”) BETWEEN YOU, INDIVIDUALLY, AND/OR THE LEGAL ENTITY FOR WHOM YOU ARE OPENING, INSTALLING, DOWNLOADING, COPYING OR OTHERWISE USING THE AVAYA SOFTWARE DEVELOPMENT KIT (“SDK”) (COLLECTIVELY, AS REFERENCED HEREIN, “YOU”, “YOUR”, OR “LICENSEE”) AND AVAYA INC. OR ANY AVAYA AFFILIATE (COLLECTIVELY, “AVAYA”). IF YOU ARE ACCEPTING THE TERMS AND CONDITIONS OF THIS AGREEMENT ON BEHALF OF A LEGAL ENTITY, YOU REPRESENT AND WARRANT THAT YOU HAVE FULL LEGAL AUTHORITY TO ACCEPT ON BEHALF OF AND BIND SUCH LEGAL ENTITY TO THIS AGREEMENT. BY OPENING THE MEDIA CONTAINER, BY INSTALLING, DOWNLOADING, COPYING OR OTHERWISE USING THE AVAYA SOFTWARE DEVELOPMENT KIT (“SDK”) OR AUTHORIZING OTHERS TO DO SO, YOU SIGNIFY THAT YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT HAVE SUCH AUTHORITY OR DO NOT WISH TO BE BOUND BY THE TERMS OF THIS AGREEMENT, SELECT THE “DECLINE” BUTTON AT THE END OF THE TERMS OF THIS AGREEMENT OR THE EQUIVALENT OPTION AND YOU SHALL HAVE NO RIGHT TO USE THE SDK.

1.0 DEFINITIONS.

1.1 “Affiliates” means any entity that is directly or indirectly controlling, controlled by, or under common control with Avaya Inc. For purposes of this definition, “control” means the power to direct the management and policies of such party, directly or indirectly, whether through ownership of voting securities, by contract or otherwise; and the terms “controlling” and “controlled” have meanings correlative to the foregoing.

1.2 “Avaya Software Development Kit” or “SDK” means Avaya technology, which may include Software, Client Libraries, Specification Documents, Software libraries, application programming interfaces (“API”),

Software tools, Sample Application Code and Documentation.

1.3 “Client Libraries” mean any enabler code specifically designated as such and included in a SDK. Client Libraries may also be referred to as “DLLs”, and represent elements of the SDK required at runtime to communicate with Avaya products or other SDK elements.

1.4 “Change In Control” shall be deemed to have occurred if any person, entity or group comes to own or control, directly or indirectly, beneficially or of record, voting securities (or any other form of controlling interest) which represent more than fifty percent (50%) of the total voting power of the Licensee.

1.5 “Derivative Work(s)” means any translation (including translation into other computer languages), port, compiling of Source Code into object code, combination with a pre-existing work, modification, correction, addition, extension, upgrade, improvement, compilation, abridgment or other form in which an existing work may be recast, transformed or adapted or which would otherwise constitute a derivative work under the United States Copyright Act. Permitted Modifications will be considered Derivative Works.

1.6 “Documentation” includes programmer guides, CDs, manuals, materials, and information appropriate or necessary for use in connection with the SDK. Documentation may be provided in machine-readable, electronic or hard copy form.

1.7 “Intellectual Property” means any and all: (i) rights associated with works of authorship throughout the world, including copyrights, neighboring rights, moral rights, and mask works, (ii) trademark and trade name rights and similar rights, (iii) trade secret rights, (iv) patents, algorithms, designs and other industrial property rights, (v) all other intellectual and industrial property rights (of every kind and nature throughout the world and however designated) whether arising by operation of law, contract, license, or otherwise, and (vi) all registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

1.8 “Permitted Modification(s)” means Licensee’s modifications of the Sample Application Code as needed to create applications, interfaces, workflows or processes for use with Avaya products.

1.9 “Specification Document” means any notes or similar instructions in hard copy or machine readable form, including any technical, interface and/or interoperability specifications that define the

requirements and conditions for connection to and/or interoperability with Avaya products, systems and solutions.

1.10 “Source Code” means human readable or high-level statement version of software written in the source language used by programmers and includes one or more programs. Source Code programs may include one or more files, such as user interface markup language (.mxml), action script (.as), precompiled Flash code (.swc), java script (.js), hypertext markup language (.html), active server pages (.asp), C# or C# .Net source code (.cs), java source code (.java), java server pages (.jsp), java archives (.jar), graphic interchange format (.gif), cascading style sheet (.css), audio files (.wav) and extensible markup language (.xml) files.

1.11 “Sample Application Code” means Software provided for the purposes of demonstrating functionality of an Avaya product through the Avaya Software Development Kit.

1.12 “Software” means data or information constituting one or more computer or apparatus programs, including Source Code or in machine-readable, compiled object code form.

2.0 LICENSE GRANT.

2.1 SDK License.

A. Provided Licensee pays to Avaya the applicable license fee (if any), Avaya hereby grants Licensee a limited, non-exclusive, non-transferable license (without the right to sublicense, except as set forth in 2.1B(iii)) under the Intellectual Property of Avaya and, if applicable, its licensors and suppliers to (i) use the SDK solely for the purpose of Licensee's internal development efforts to develop applications, interfaces, value-added services and/or solutions, workflows or processes to work in conjunction with Avaya products; (ii) to package Client Libraries for redistribution with Licensee's complementary applications that have been developed using this SDK, subject to the terms and conditions set forth herein; (iii) use Specification Documents solely to enable Licensee's products, services and application solutions to exchange messages and signals with Avaya products, systems and solutions to which the Specification Document(s) apply; (iv) modify and create Derivative Works of the Sample Application Code, Specification Documents and Documentation solely for internal development of applications, interfaces, workflows or processes for use with Avaya products, integration of such applications, interfaces, workflows and processes with Avaya products and interoperability testing of

the foregoing with Avaya products; and (v) compile or otherwise prepare for distribution the Sample Application Code with Permitted Modifications, into an object code or other machine-readable program format for distribution and distribute the same subject to the conditions set forth in Section 2.1B.

B. The foregoing license to use Sample Application Code is contingent upon the following: (i) Licensee must ensure that the modifications made to the Sample Application Code as permitted in clause (iv) of Section 2.1A are compatible and/or interoperable with Avaya products and/or integrated therewith, (ii) Licensee may distribute Licensee's application that has been created using this SDK, provided that such distribution is subject to an end user pursuant to Licensee's current end user license agreement (“Licensee EULA”) that is consistent with the terms of this Agreement and, if applicable, any other agreement with Avaya (e.g., the Avaya DevConnect Program Agreement), and is equally as protective as Licensee's standard software license terms, but in no event shall the standard of care be less than a reasonable degree of care, and (iii) Licensee ensures that each end user who receives Client Libraries or Sample Application Code with Permitted Modifications has all necessary licenses for all underlying Avaya products associated with such Client Libraries or Sample Application Code.

Your Licensee EULA must include terms concerning restrictions on use, protection of proprietary rights, disclaimer of warranties, and limitations of liability. You must ensure that Your End Users using applications, interfaces, value-added services and/or solutions, workflows or processes that incorporate the API, Client Libraries, Sample Code or Permitted Modifications adhere to these terms, and You agree to notify Avaya promptly if You become aware of any breach of the terms of Licensee EULA that may impact Avaya. You will take all reasonable precautions to prevent unauthorized access to or use of the SDK and notify Avaya promptly of any such unauthorized access or use.

C. Licensee acknowledges and agrees that it is licensed to use the SDK only in connection with Avaya products (and if applicable, in connection with services provided by or on behalf of Avaya).

D. With respect to Software that contains elements provided by third party suppliers, Licensee may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “click-through” licenses, accompanying or applicable to the Software.

2.2 No Standalone Product. Nothing in this Agreement authorizes or grants Licensee any rights to distribute or otherwise make available to a third party the SDK, in whole or in part, or any Derivative Work in source or object code format on a standalone basis other than the modifications permitted in Section 2.1B of this Agreement.

2.3 Proprietary Notices. Licensee shall not remove any copyright, trade mark or other proprietary notices incorporated in the copies of the SDK, Sample Application Code and redistributable files in Licensee’s possession or control or any modifications thereto. Redistributions in binary form or other suitable program format for distribution, to the extent expressly permitted, must also reproduce Avaya’s copyright, trademarks or other proprietary notices as incorporated in the SDK in any associated Documentation or “splash screens” that display Licensee copyright notices.

2.4 Third-Party Components. You acknowledge certain software programs or portions thereof included in the SDK may contain software distributed under third party agreements (“Third Party Components”), which may contain terms that expand or limit rights to use certain portions of the SDK (“Third Party Terms”). Information identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the attached Schedule 1 (if any), SDK, Documentation, or on Avaya’s web site at: <http://support.avaya.com/Copyright> (or such successor site as designated by Avaya). The open source software license terms provided as Third Party Terms are consistent with the license rights granted in this Agreement, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over this Agreement, solely with respect to the applicable Third Party Components, to the extent that this Agreement imposes greater restrictions on You than the applicable Third Party Terms. Licensee is solely responsible for procuring any necessary licenses for Third Party Components, including payment of licensing royalties or other amounts to third parties, for the use thereof.

2.5 Copies of SDK. Licensee may copy the SDK only as necessary to exercise its rights hereunder.

2.6a No Reverse Engineering. Licensee shall have no rights to any Source Code for any of the software in the SDK, except for the explicit rights to use the Source Code as provided to Licensee hereunder. Licensee agrees that it shall not cause or permit the disassembly, decompilation or reverse engineering of the Software. Notwithstanding the foregoing, if the SDK is rightfully located in a member state of the European Union and Licensee needs information about the Software in the SDK in order to achieve interoperability of an independently created software program with the Software in the SDK, Licensee will first request such information from Avaya. Avaya may charge Licensee a reasonable fee for the provision of such information. If Avaya refuses to make such information available, then Licensee may take steps, such as reverse assembly or reverse compilation, to the extent necessary solely in order to achieve interoperability of the Software in the SDK with an independently created software program. To the extent that the Licensee is expressly permitted by applicable mandatory law to undertake any of the activities listed in this section, Licensee will not exercise those rights until Licensee has given Avaya twenty (20) days written notice of its intent to exercise any such rights.

2.6.b License Restrictions. To the extent permissible under applicable law, Licensee agrees not to: (i) publish, sell, sublicense, lease, rent, loan, assign, convey or otherwise transfer the SDK; (ii) distribute, disclose or allow use the SDK, in any format, through any timesharing service, service bureau, network or by any other means; (iii) distribute or otherwise use the Software in the SDK in any manner that causes any portion of the Software that is not already subject to an OSS License to become subject to the terms of any OSS License; (iv) link the Source Code for any of the software in the SDK with any software licensed under the Affero General Public License (Affero GPL) v.3 or similar licenses; (v) access information that is solely available to root administrators of the Avaya products, systems, and solutions; (vi) develop applications, interfaces, value-added services and/or solutions, workflows or processes that causes adverse effects to Avaya and third-party products, services, solutions, such as, but not limited to, poor performance, software crashes and cessation of their proper functions; and (vii) develop applications, interfaces, value-added services and/or solutions, workflows or processes that blocks or delays emergency calls; (viii) emulate an Avaya SIP endpoint by form or user interface design confusingly similar as an Avaya product ; (ix) reverse engineer Avaya SIP protocol messages; or (x) permit or encourage any third party to do any of (i) through (x), inclusive, above.

2.7 Responsibility for Development Tools. Licensee acknowledges that effective utilization of the SDK may

require the use of a development tool, compiler and other software and technology of third parties, which may be incorporated in the SDK pursuant to Section 2.4. Licensee is solely responsible for procuring such third party software and technology and the necessary licenses, including payment of licensing royalties or other amounts to third parties, for the use thereof.

2.8 U.S. Government End Users. The SDK shall be classified as "commercial computer software" and the Documentation is classified as "commercial computer software documentation" or "commercial items," pursuant to FAR 12.212 or DFAR 227.7202, as applicable. Any use, modification, reproduction, release, performance, display or disclosure of the SDK or Documentation by the Government of the United States shall be governed solely by the terms of the Agreement and shall be prohibited except to the extent expressly permitted by the terms of the Agreement.

2.9 Limitation of Rights. No right is granted to Licensee to sublicense its rights hereunder. All rights not expressly granted are reserved by Avaya or its licensors or suppliers and, except as expressly set forth herein, no license is granted by Avaya or its licensors or suppliers under this Agreement directly, by implication, estoppel or otherwise, under any Intellectual Property right of Avaya or its licensors or suppliers. Nothing herein shall be deemed to authorize Licensee to use Avaya's trademarks or trade names in Licensee's advertising, marketing, promotional, sales or related materials.

2.10 Independent Development.

2.10.1 Licensee understands and agrees that Avaya, Affiliates, or Avaya's licensees or suppliers may acquire, license, develop for itself or have others develop for it, and market and/or distribute applications, interfaces, value-added services and/or solutions, workflows or processes similar to that which Licensee may develop. Nothing in this Agreement shall restrict or limit the rights of Avaya, Affiliates, or Avaya's licensees or suppliers to commence or continue with the development or distribution of such applications, interfaces, value-added services and/or solutions, workflows or processes.

2.10.2 Nonassertion by Licensee. Licensee agrees not to assert any Intellectual Property related to the SDK or applications, interfaces, value-added services and/or solutions, workflows or processes developed using the SDK against Avaya, Affiliates, Avaya's licensors or suppliers, distributors, customers, or other licensees of the SDK.

2.11 Feedback and Support. Licensee agrees to provide any information, comments, problem reports, enhancement requests and suggestions regarding the performance of the SDK (collectively, "Feedback") via

any public or private support mechanism, forum or process otherwise indicated by Avaya. Avaya monitors applicable mechanisms, forums, or processes but is under no obligation to implement any of Feedback, or be required to respond to any questions asked via the applicable mechanism, forum, or process. Licensee hereby assigns to Avaya all right, title, and interest in and to Feedback provided to Avaya.

2.12(a) Fees and Taxes. To the extent that fees are associated with the license of the SDK, Licensee agrees to pay to Avaya or pay directly to the applicable government or taxing authority, if requested by Avaya, all taxes and charges, including without limitation, penalties and interest, which may be imposed by any federal, state or local governmental or taxing authority arising hereunder excluding, however, all taxes computed upon Avaya's net income. If You move any Software, including the SDK, 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 You are solely liable for, and agree to pay, any such duty, taxes, levy or other fees.

2.12(b) Audit. Avaya shall have the right, at its cost and expense, to inspect and/or audit (i) by remote polling or other reasonable electronic means at any time and (ii) in person during normal business hours and with reasonable notice Licensee's books, records, and accounts, to determine Licensee's compliance with this Agreement. In the event such inspection or audit uncovers non-compliance with this Agreement, then without prejudice to Avaya's termination rights hereunder, Licensee shall promptly pay Avaya any applicable license fees. Licensee agrees to keep a current record of the location of the SDK.

2.13 No Endorsement. Neither the name Avaya, Affiliates nor the names of contributors may be used to endorse or promote products derived from the Avaya SDK without specific prior written permission from Avaya.

2.14 High Risk Activities. The Avaya SDK is not fault-tolerant, and is not designed, manufactured or intended for use or resale as on-line control equipment or in hazardous environments requiring failsafe performance, such as in the operation of nuclear facilities, aircraft navigation or aircraft communications systems, mass transit, air traffic control, medical or direct life support machines, dedicated emergency call handling systems or weapons systems, in which the failure of the Avaya SDK could lead directly to death, personal injury, or severe physical or environmental damage ("high risk

activities"). If Licensee uses the Avaya SDK for high risk activities, Licensee does so at Licensee's own risk and Licensee assumes all responsibility and liability for such use to the maximum extent such limitation or exclusion is permitted by applicable law. Licensee agrees that Avaya and its suppliers will not be liable for any claims or damages arising from or related to use of the Avaya SDK for high risk activities to the maximum extent such limitation or exclusion is permitted by law.

2.15 No Virus. Licensee warrants that (i) the applications, interfaces, value-added services and/or solutions, workflows or processes Licensee develops using this SDK will not contain any computer program file that includes time code limitations, disabling devices, or any other mechanism which will prevent the Avaya product (including other software, firmware, hardware), services and networks from being functional at all times (collectively "Time Bombs"); and (ii) the applications, interfaces, value-added services and/or solutions, workflows or processes Licensee develops using this SDK will be free of computer viruses, malicious or other harmful code, black boxes, malware, trapdoors, and other mechanisms which could: a) damage, destroy or adversely affect Avaya product, or services and/or end users; b) allow remote/hidden attacks or access through unauthorized computerized command and control; c) spy (network sniffers, keyloggers), and d) damage or erase such applications, interfaces, value-added services and/or solutions, workflows or processes developed using this SDK or data, or any computer files or systems of Avaya, Affiliates, and/or end users (collectively "Virus"). In addition to any other remedies permitted in the Agreement, if Licensee breaches its warranties under this Section, Licensee will, at its expense, take remedial action to eliminate any Time Bombs and/or Viruses and prevent re-occurrence (including implementing appropriate processes to prevent further occurrences) as well as provide prompt, reasonable assistance to Avaya to materially reduce the effects of the Time Bomb and/or Virus.

2.16 Disclaimer. Any software security feature is not a guaranty against malicious code, deleterious routines, and other techniques and tools employed by computer "hackers" and other third parties to create security exposures. Compromised passwords represent a major security risk. Avaya encourages You to create strong passwords using three different character types, change Your password regularly and refrain from using the same password regularly. You must treat such information as confidential. You agree to notify Avaya immediately upon becoming aware of any unauthorized use or breach of Your user name, password, account, API Key, or other credentials as provided by Avaya for use of the SDK, or subscription. You are responsible for ensuring that Your

networks and systems are adequately secured against unauthorized intrusion or attack and regularly back up of Your data and files in accordance with good computing practices.

2.17 Third Party Licensed Software

A. "Commercial Third Party Licensed Software" is software developed by a business with the purpose of making money from the use of that licensed software. "Freeware Licensed Software" is software which is made available for use, free of charge and for an unlimited time, but is not Open Source Licensed Software. "Open Source Software" or "OSS" is as defined by the Open Source Initiative ("OSI") <https://opensource.org/osd> and is software licensed under an OSI approved license as set forth at <https://opensource.org/licenses/alphabetical> (or such successor site as designated by OSI). These are collectively referred to herein as "Third Party Licensed Software".

B. Licensee represents and warrants that Licensee, including any employee, contractor, subcontractor, or consultant engaged by Licensee, is to the Licensee's knowledge, in compliance and will continue to comply with all license obligations for Third Party Licensed Software used in the Licensee application created using the SDK including providing to end users all information required by such licenses as may be necessary. LICENSEE REPRESENTS AND WARRANTS THAT, TO THE LICENSEE'S KNOWLEDGE, THE OPEN SOURCE LICENSED SOFTWARE EMBEDDED IN OR PROVIDED WITH LICENSEE APPLICATION OR SERVICES DOES NOT INCLUDE ANY OPEN SOURCE LICENSED SOFTWARE CONTAINING TERMS REQUIRING ANY INTELLECTUAL PROPERTY OWNED OR LICENSED BY AVAYA OR END USERS TO BE (A) DISCLOSED OR DISTRIBUTED IN SOURCE CODE OR OBJECT CODE FORM; (B) LICENSED FOR THE PURPOSE OF MAKING DERIVATIVE WORKS; OR (C) REDISTRIBUTABLE ON TERMS AND CONDITION NOT AGREED UPON BY AVAYA OR END USERS.

C. Subject to any confidentiality obligations, trade secret or other rights or claims of Licensee suppliers, Licensee will respond to requests from Avaya or end users relating to Third Party Licensed Software associated with Licensee's use of Third Party Licensed Software. Licensee will cooperate in good faith by furnishing the relevant information to Avaya or end users and the requester within two (2) weeks from the time Avaya or end user provided the request to Licensee.

3. OWNERSHIP.

3.1 As between Avaya and Licensee, Avaya or its licensors or suppliers shall own and retain all Intellectual Property rights, in and to the SDK and any corrections, bug fixes, enhancements, updates, improvements, or modifications thereto and Licensee hereby irrevocably transfers, conveys and assigns to Avaya, its licensors and its suppliers all of its right, title, and interest therein. Avaya or its licensors or suppliers shall have the exclusive right to apply for or register any patents, mask work rights, copyrights, and such other proprietary protections with respect thereto. Licensee acknowledges that the license granted under this Agreement does not provide Licensee with title or ownership to the SDK, but only a right of limited use under the terms and conditions of this Agreement.

3.2 Grant Back License to Avaya. Licensee hereby grants to Avaya an irrevocable, perpetual, non-exclusive, sublicensable, royalty-free, fully paid up, worldwide license under any and all of Licensee's Intellectual Property rights related to any Permitted Modifications, to (i) use, make, sell, execute, adapt, translate, reproduce, display, perform, prepare derivative works based upon, distribute (internally and externally) and sublicense the Permitted Modifications and their derivative works, and (ii) sublicense others to do any, some, or all of the foregoing.

4.0 SUPPORT.

4.1 No Avaya Support. Avaya will not provide any support for the SDK provided under this Agreement or for any Derivative Works, including, without limitation, modifications to the Source Code or applications built by Licensee using the SDK. Avaya shall have no obligation to provide support for the use of the SDK, or Licensee's application, services or solutions which may or may not include redistributable Client Libraries or Sample Application Code, to any third party to whom Licensee delivers such applications, services or solutions. Avaya

further will not provide fixes, patches or repairs for any defects that might exist in the SDK or the Sample Application Code provided under this Agreement. In the event that Licensee desires support services for the SDK, and, provided that Avaya offers such support services (in its sole discretion), Licensee will be required to enter into an Avaya DevConnect Program Agreement or other support agreement with Avaya.

4.2 Licensee Obligations. Licensee acknowledges and agrees that it is solely responsible for developing and supporting any applications, interfaces, value-added services and/or solutions, workflows or processes developed under this Agreement, including but not limited to (i) developing, testing and deploying such applications, interfaces, value-added services and/or solutions, workflows or processes; (ii) configuring such applications, interfaces, value-added services and/or solutions, workflows or processes to interface and communicate properly with Avaya products; and (iii) updating and maintaining such applications, interfaces, value-added services and/or solutions, workflows or processes as necessary for continued use with the same or different versions of end user and/or third party licensor products, and Avaya products.

5.0 CONFIDENTIALITY.

5.1 Protection of Confidential Information. Licensee acknowledges and agrees that the SDK and any other Avaya technical information obtained by it under this Agreement (collectively, "Confidential Information") is confidential information of Avaya. Licensee shall take all reasonable measures to maintain the confidentiality of the Confidential Information. Licensee further agrees at all times to protect and preserve the SDK in strict confidence in perpetuity, and shall not use such Confidential Information other than as expressly authorized by Avaya under this Agreement, nor shall Licensee disclose any Confidential Information to third parties without Avaya's written consent. Licensee further agrees to immediately 1) cease all use of all Confidential Information (including copies thereof) in Licensee's possession, custody, or control; 2) stop reproducing or distributing the Confidential Information; and 3) destroy the Confidential Information in Licensee's possession or under its control, including Confidential Information on its computers, disks, and other digital storage devices upon termination of this Agreement at any time and for any reason. Upon request, Licensee will certify in writing its compliance with this Section. The obligations of confidentiality shall not apply to information which (a) has entered the public domain except where such entry is the result of Licensee's breach of this Agreement; (b) prior to disclosure hereunder was already rightfully in Licensee's possession; (c) subsequent to disclosure hereunder is obtained by Licensee on a non-confidential

basis from a third party who has the right to disclose such information to the Licensee; (d) is required to be disclosed pursuant to a court order, so long as Avaya is given adequate notice and the ability to challenge such required disclosure.

5.2 Press Releases. Any press release or publication regarding this Agreement is subject to prior written approval of Avaya.

6.0 NO WARRANTY.

The SDK and Documentation are provided “AS-IS” without any warranty whatsoever. AVAYA SPECIFICALLY AND EXPRESSLY DISCLAIMS ANY WARRANTIES OR CONDITIONS, STATUTORY OR OTHERWISE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND SATISFACTORY QUALITY. AVAYA DOES NOT WARRANT THAT THE SDK AND DOCUMENTATION ARE SUITABLE FOR LICENSEE'S USE, THAT THE SDK OR DOCUMENTATION ARE WITHOUT DEFECT OR ERROR, THAT OPERATION WILL BE UNINTERRUPTED, OR THAT DEFECTS WILL BE CORRECTED. FURTHER, AVAYA MAKES NO WARRANTY REGARDING THE RESULTS OF THE USE OF THE SDK AND DOCUMENTATION. NEITHER AVAYA NOR ITS SUPPLIERS MAKE ANY WARRANTY, EXPRESS OR IMPLIED, THAT THE SDK OR DOCUMENTATION IS SECURE, SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR SOFTWARE WILL RENDER AN END USER'S OR LICENSEE'S NETWORK OR PARTICULAR NETWORK ELEMENTS SAFE FROM INTRUSIONS AND OTHER SECURITY BREACHES.

7.0 CONSEQUENTIAL DAMAGES WAIVER.

EXCEPT FOR PERSONAL INJURY CLAIMS, AVAYA SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH, ARISING OUT OF OR RELATING TO THIS AGREEMENT OR USE OF THE SDK, OR FOR THE LOSS OR CORRUPTION OF DATA, INFORMATION OF ANY KIND, BUSINESS, PROFITS, OR OTHER COMMERCIAL LOSS, HOWEVER CAUSED, AND WHETHER OR NOT AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

8.0 LIMITATION OF LIABILITY.

EXCEPT FOR PERSONAL INJURY CLAIMS, IN NO EVENT SHALL AVAYA'S TOTAL LIABILITY TO LICENSEE IN CONNECTION WITH, ARISING OUT OF OR RELATING TO THIS AGREEMENT EXCEED

FIVE HUNDRED DOLLARS (\$500). THE PARTIES AGREE THAT THE LIMITATIONS SPECIFIED IN THIS SECTION WILL APPLY EVEN IF ANY LIMITED REMEDY PROVIDED IN THIS AGREEMENT IS FOUND TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

9.0 INDEMNIFICATION.

Licensee shall defend, indemnify and hold harmless Avaya, Affiliates and their respective officers, directors, agents, suppliers, customers and employees (“Indemnified Parties”) from and against all claims, demand, suit, actions or proceedings (“Claims”) and damages, losses, liabilities, costs, expenses, and fees (including fees of attorneys and other professionals) (“Damages”) based upon an allegation pertaining to wrongful use, misappropriation, or infringement of a third party's Intellectual Property right arising from or relating to Licensee's use of the SDK, alone or in combination with other software, such as operating systems and codecs, and the, direct or indirect, use, distribution or sale of any software, Derivative Works or other products (including but not limited to applications, interfaces, and application programming interfaces) developed utilizing the SDK.

Licensee shall defend, indemnify and hold harmless the Indemnified Parties from and against all Claims and Damages arising out of or related to: (i) personal injury (including death); (ii) damage to any person or tangible property caused, or alleged to be caused by Licensee or Licensee's application created by using the SDK; (iii) the failure by Licensee or Licensee's application created by using the SDK to comply with the terms of this Agreement or any applicable laws; (iv) the breach of any representation, or warranty made by Licensee herein; or (v) Licensee's breach of any obligation under the Licensee EULA.

10.0 TERM AND TERMINATION.

10.1 This Agreement will continue through December 31st of the current calendar year. The Agreement will automatically renew for one (1) year terms, unless terminated as specified in Section 10.2 or 10.3 below.

10.2 Either party shall have the right to terminate the Agreement, upon thirty (30) days written notice to the other party.

10.3 Notwithstanding language to the contrary, Avaya may terminate this Agreement immediately, upon written notice to Licensee for breach of Section 2 (License Grant), Section 5 (Confidentiality) or Section 12 (Compliance with Laws). Avaya may also terminate this Agreement immediately by giving written notice if a Change In Control should occur or if Licensee becomes insolvent, or voluntary or involuntary proceedings by or

against Licensee are instituted in bankruptcy or under any insolvency law, or a receiver or custodian is appointed for Licensee, or proceedings are instituted by or against Licensee for corporate reorganization or the dissolution of Licensee, which proceedings, if involuntary, have not been dismissed within thirty (30) days after the date of filing, or Licensee makes an assignment for the benefit of its creditors, or substantially all of the assets of Licensee are seized or attached and not released within sixty (60) days thereafter, or if Licensee has ceased or threatened to cease to do business in the regular course.

10.4 Upon termination or earlier termination of this Agreement, Licensee will immediately cease a) all uses of the Confidential Information; b) Licensee agrees to destroy all adaptations or copies of the Confidential Information stored in any tangible medium including any document or work containing or derived (in whole or in part) from the Confidential Information, and certify its destruction to Avaya upon termination of this License. Licensee will promptly cease use of, distribution and sales of Licensee products that embody any such Confidential Information, and destroy all Confidential Information belonging to Avaya as well as any materials that embody any such Confidential Information. All licenses granted will terminate.

10.5 The rights and obligations of the parties contained in Sections 2.3, 2.6, 2.7, 2.10, 2.11, 2.12, 3, and 5 through 17 shall survive any expiration or termination of this Agreement.

11.0 ASSIGNMENT.

Avaya may assign all or any part of its rights and obligations hereunder. Licensee may not assign this Agreement or any interest or rights granted hereunder to any third party without the prior written consent of Avaya. The term "assign" includes, but is not limited to, any transaction in which there is a Change In Control or reorganization of Licensee pursuant to a merger, sale of assets or stock. This Agreement shall terminate immediately upon occurrence of any prohibited assignment.

12.0 COMPLIANCE WITH LAWS AND IMPORT/EXPORT CONTROL.

Licensee shall comply with all applicable laws and regulations, including without limitation those applicable to data privacy, intellectual property, trade secret, and fraud. Licensee is advised that the Technical Information is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR") and may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law

and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the Technical Information to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the Technical Information for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific written license. Additionally, Licensee is advised that the Technical Information may contain encryption algorithm or source code that may not be exported to government or military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

13.0 WAIVER.

The failure to assert any rights under this Agreement, 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 this Agreement in accordance with their terms.

14.0 SEVERABILITY.

If any provision of this Agreement is determined to be unenforceable or invalid, this Agreement 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.

15.0 GOVERNING LAW AND DISPUTE RESOLUTION.

15.1 Governing Law. This Agreement and any dispute, claim or controversy arising out of or relating to this Agreement ("Dispute"), including without limitation the formation, interpretation, breach or termination of this Agreement, or any issue regarding whether a Dispute is subject to arbitration under this Agreement, will be governed by New York State laws, excluding conflict of law principles, and the United Nations Convention on Contracts for the International Sale of Goods.

15.2 Dispute Resolution. Any Dispute will be resolved in accordance with the provisions of this Section 15. The

disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this Agreement. The parties will attempt in good faith to resolve each controversy or claim within 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.

15.3 Arbitration of Non-US Disputes. 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 the procedures and within the timeframe set forth in Section 15.2, 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 the other party 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 Section 8 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 this Agreement. 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 Avaya and Customer will each 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 will 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.

15.4 Choice of Forum for US Disputes. 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 in Section 15.2, 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 in Section 15.3 each party consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings arising out of or relating to this Agreement.

15.5 Injunctive Relief. Nothing in this Agreement 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. The parties agree that the arbitration provision in Section 15.3 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.

15.6 Time Limit. Actions on Disputes between the parties must be brought in accordance with this Section within 2 years after the cause of action arises.

16.0 AGREEMENT IN ENGLISH.

The parties confirm that it is their wish that the Agreement, 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.

17.0 ENTIRE AGREEMENT.

This Agreement, its exhibits, schedules and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements and representations relating to the subject matter hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

18. REDISTRIBUTABLE CLIENT FILES.

The list of SDK client files that can be

redistributed, if any, are in the SDK in a file called
Redistributable.txt.

Schedule 1 to Avaya SDK License Agreement
Third Party Notices

1. **CODECS:** WITH RESPECT TO ANY CODECS IN THE SDK, YOU ACKNOWLEDGE AND AGREE YOU ARE RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES, IF ANY. IT IS YOUR RESPONSIBILITY TO CHECK.

THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR THE H.264 (AVC) CODEC MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Contents

Chapter 1: Introduction	3
Purpose	3
Intended audience.....	3
Related resources	3
<i>Documentation</i>	3
<i>Training</i>	4
<i>Avaya Mentor videos</i>	4
Support.....	4
Chapter 2: Release Information.....	5
Changes in Avaya Context Store 3.8.2.0.....	5
EDM Support for MS SQL Transparent Data Encryption (TDE) on EDM.....	5
Chapter 3: Context Store Software Installation and Upgrade	7
Context Store Software	7
Additional Software required for ‘Customer Journey for Workspaces on Elite’	8
Platform Interoperability	8
<i>Avaya Breeze®</i>	9
<i>Engagement Designer</i>	9
Upgrading the Context Store snap-in services	9
<i>Upgrade Overview</i>	10
<i>Upgrade procedures for Context Store Snap-In Services</i>	10
<i>Upgrade procedure for Context Store Tasks for Engagement Designer</i>	11
<i>Upgrade procedure for Context Store PDC</i>	13
Chapter 4: Known issues, fixes and workarounds.....	14
Context Store: Fixed issues	14
<i>Issue 1: When an agent replies to a user’s email the transcript window does not show the inline images</i>	14
Chapter 5: Certified Deployments	15
Configuration Details – Supported Features	15
Traffic Rates, Configuration Settings and Limitations	16
<i>Hard Disk Sizing For Context Store Nodes</i>	17
<i>Performance Impact when Enabling Multiple Optional Features</i>	17
<i>ContextStoreSoap Capacity Limitation</i>	17
<i>ContextStoreNotify Capacity Limitation</i>	18
<i>Context Store External Data Mart Capacity Limitation</i>	18
Appendix	19

Data-grid Configuration Settings – ContextStoreManager Attributes	19
<i>Deployment Scenario – Id 1 Lab: Core</i>	19
<i>Deployment Scenario – Id 2 Lab: HA</i>	20
<i>Deployment Scenario – Id 3 Lab: Feature</i>	20
<i>Deployment Scenario – Id 4 Prod: 16x2</i>	21
<i>Deployment Scenario – Id 5 Prod: 16x3</i>	21
<i>Deployment Scenario – Id 6 Prod: 32x3</i>	22
<i>Deployment Scenario – Id 7 Prod: 32x4</i>	22
<i>Deployment Scenario – Id 8 Prod: 32x5</i>	23
<i>Deployment Scenario – Id 9 Prod: 64x3</i>	23
<i>Deployment Scenario – Id 10 Prod: 64x5</i>	24
<i>Deployment Scenario – Id 11 Prod: 128x1</i>	24
<i>Deployment Scenario – Id 12 Prod: 128x2</i>	25
<i>Deployment Scenario – Id 13 Prod: 128x3</i>	25
Context Store Deployment in Oceana Solution	26
<i>Small (100 Agents)</i>	26
<i>Large (1000 Agents)</i>	27
<i>Extra Large (2000 Agents)</i>	27
<i>3XLarge (4500 Agents)</i>	28

Chapter 1: Introduction

Purpose

The Avaya Context Store Snap-in 3.8.2.0 Release Notes provides information on the features available and solution details. This document provides the latest information to supplement Context Store software and documentation.

Intended audience

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

Related resources

Documentation

For updated documentation, product support notices, and service pack information, visit the Avaya Support Center website at <https://www.devconnectprogram.com>

Title	Description
Avaya Context Store Snap-In Reference Guide	The purpose of this document is to describe the Context Store Snap-In characteristics and capabilities, including feature descriptions, interoperability, and performance specifications and to provide instructions on deploying, configuring, and troubleshooting the Context Store services.
Avaya Context Store Snap-In Developer Guide	Developer guide explaining how to use each individual feature of Context Store
<i>Other relevant product documentation</i>	
Avaya Breeze® Documentation	
Engagement Designer Documentation [for users of the Context Store Task Type and Oceana Task Type only]	

Title	Description
Orchestration Designer Documentation [for users of the Context Store Pluggable Data Connector and Oceana Pluggable Data Connector only]	

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.

Code	Course title
2519W	Introducing Avaya Context Store Snap-in 3.1 (Self-Paced OnDemand)
4115W	Omnichannel Assisted: Avaya Breeze and Snap-ins (Part 1) (Self-Paced OnDemand)

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.

Support

Visit the Avaya Support website at <https://www.devconnectprogram.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: Release Information

Changes in Avaya Context Store 3.8.2.0

This Context Store 3.8.2.0 release supports the same feature set as that of Context Store 3.8.1.1. For detailed information about these features, as well as installation and configuration instructions, see the latest *Context Store Reference Guide* and *Context Store Developer Guide* available from <https://www.devconnectprogram.com/>

The *Context Store Developer Guide* contains API documentation for Context Store interfaces and SDKs, as well as usage tutorials for the sample clients provided for certain features of the product.

EDM Support for MS SQL Transparent Data Encryption (TDE) on EDM

Transparent Data Encryption (TDE) prevents the theft of sensitive data stored in the Context Store External Data Mart (EDM) on SQL Server as part of the Avaya Oceana solution. TDE is not a supported feature for the EDM which forms part of the standalone Context Store (non-Oceana deployments). TDE encrypts EDM data 'at rest' which includes all EDM files and backups. Support for TDE of EDM data provides an alternative to using VMWare encryption particularly for CPOD deployments where VMWare encryption is not applicable. For more information about how to configure TDE for the CS EDM please see the 3.8.2.0 versions of the Deploying Oceana document and Avaya Context Store Snap-in Reference Guide

Supported Configurations

See the supported configurations and supported version combinations of Windows OS and SQL Server in the Deploying Avaya Oceana 3.8.2.0 document available at <https://www.devconnectprogram.com>

Chapter 3: Context Store Software Installation and Upgrade

All the software required for deploying the Avaya Context Store services and underlying platform is available on the Avaya Support site - <https://support.avaya.com/> or <https://www.devconnectprogram.com/>

Context Store Software

This section provides information on the software required for deployment of Context Store 3.8.2.0

Product	Version	PLDS ID & MD5 Checksum
ContextStoreManager SVAR	ContextStoreManager-3.8.2.0.138160401.svar	CS000000210 d1c490fabd5f648de8aa0c349d4714ac
ContextStoreRest SVAR	ContextStoreRest-3.8.2.0.138160401.svar	CS000000211 f166b5aa8b2a2ca540e1fc72764cda46
ContextStoreQuery SVAR	ContextStoreQuery-3.8.2.0.138160401.svar	CS000000212 012ed6e7b91d556295de3289f1b9ffb4
ContextStoreTasks (for Engagement Designer)	ContextStoreTasks-3.8.2.0.138160401.svar	CS000000213 bc57a29557add4cc34eb92333cca7ea0
ContextStoreScreenPop SVAR	ContextStoreScreenPop-3.8.2.0.138160401.svar	CS000000216 62c6f08ac4f595bb8d97eb6b11c306c8
ContextStoreNotify SVAR	ContextStoreNotify-3.8.2.0.138160401.svar	CS000000217 992186a110af207d4205a3cacb882c57
ContextStoreRules SVAR	ContextStoreRules-3.8.2.0.138160401.svar	CS000000218 f7c498038902a6e2069493488f997059
ContextStoreSoap SVAR	ContextStoreSoap-3.8.2.0.138160401.svar	CS000000219 c4428f127895f6fcc88e38977fcffa98
CS PDC JAR (Pluggable Data Connector)	cs-pdc-plugin-13816.0.4.jar	www.devconnectprogram.com

CS Java SDK ZIP	cs-sdk-zip-13816.0.4.zip	www.devconnectprogram.com
CS JavaScript SDK (datastorejssdk package in the Breeze Client SDK)		www.devconnectprogram.com

Please note that the CS PDC JAR, CS Java SDK ZIP CS JavaScript SDK components and Context Store Scripts are available through www.devconnectprogram.com -> Products & Resources -> Context Store -> select the appropriate release number.

Additional Software required for ‘Customer Journey for Workspaces on Elite’

The following software is required to enable the ‘Customer Journey for Workspaces on Elite’ functionality. However, it is not required for Customer Journey on standalone Context Store.

For more information about ‘Customer Journey for Workspaces on Elite’ including the deployment process, configuration and its usage please see the ‘Customer Journey for Workspace on Elite Reference White Paper’ available from www.devconnectprogram.com -> Products & Resources -> Context Store -> select the appropriate release number

Product	Version	PLDS ID & MD5 Checksum
CustomerJourneyService SVAR	CustomerJourneyService-3.8.2.0.138160401.svar	CS000000214 afba0b7120bece52b28e30722b560323
CustomerManagement SVAR	CustomerManagement-3.8.2.0.138160401.svar	CS000000215 311bc7d218fa1bb5c92aa0143da46290

Platform Interoperability

Context Store 3.8.2.0 release software is supported on the Avaya Breeze® 3.8.1.1 platform.

For System Manager line-up and installation information, see Avaya Breeze® documentation.

Avaya Breeze®

Product	Version	MD5 Checksum
Avaya Breeze® ova	Avaya Breeze 3.8.1.1 OVA	MD5 Checksum: 0ec183a3a653dad9b5eed8572c20390f

NB: Before installing this Context Store release, you must install (or upgrade to) Avaya Breeze® 3.8.1.1 release.

Engagement Designer

Product	Version	MD5 Checksum
EngagementDesigner SVAR	EngagementDesigner-3.8.2.0.139002	MD5: 3db616abd556ab9cd23ab25e3cdf2b0a
EngagementDesignerTasks SVAR	EngagementDesignerTasks-3.8.2.0.139002	MD5: 7adbbe926e37567a2e94a83c5520d32a

Upgrading the Context Store snap-in services

Before you begin

NB: Upgrade to Avaya Breeze® 3.8.1.1 before proceeding with this Context Store 3.8.2.0 upgrade.

Upgrade Overview

To upgrade a Context Store Snap-In service, you must install a new version of the snap-in service using the Avaya Breeze® Element Manager.

When you upgrade the ContextStoreManager SVAR, the existing data-grid remains unchanged. All CS services currently installed will continue to use the existing spaces until the cluster of Avaya Breeze® servers are simultaneously restarted and the new data-grid is deployed.

NB: All information stored in the data-grid will be lost when the cluster is restarted.

Service Version Management

- If no **Preferred Version** is selected, the newest version of the snap-in currently installed will automatically be selected to service requests.
- If **Preferred Version** is already set for the currently installed snap-in service, this version will continue to service the Context Store requests after the new version of the service has been installed. To use the newly installed snap-in service version by default, you must set the newer version as the **Preferred Version**.

For more information about snap-in service version management, see Avaya Breeze® administration guide.

Upgrade procedures for Context Store Snap-In Services

Upgrade SQL Server JDBC Driver used for External Data Mart

Breeze 3.8.1.1 runs on Java 8 therefore the SQL Server driver must be aligned. If are upgrading from a prior release which was a Java 7 environment, you must update this driver

1. Upload the Java 8 SQL Server JDBC driver (mssql-jdbc-7.4.1) into the Breeze Element Manager from `Home / Elements / Avaya Breeze® / Configuration / JDBC Providers`
2. Upgrade the JDBC driver used in the Context Store cluster by following the Standard Upgrade Procedure below.

Standard Upgrade Procedure for Context Store services

NB: The standard upgrade procedure described below applies to all Context Store SVARs except *ContextStoreScreenPop*, and *ContextStoreTasks for Engagement Designer* (see section *customized upgrade instructions on pages 13 -15*).

1. Verify that the current Context Store deployment is functioning correctly before the upgrade.
2. On the System Manager Web console, click **Elements > Breeze®**

3. In the left navigation pane, click **Cluster Administration**.
4. Select cluster to be upgraded and set to **Deny New Service** state in the **Cluster State** list.
5. Upgrade to Avaya Breeze® 3.8.1.1 before proceeding with this Context Store 3.8.2.0 upgrade.
6. In the left navigation pane, click **Service Management**.
7. On the **Service Management** page, load the new versions of the Context Store snap-in services.
8. To upgrade to the latest release of the Context Store service (3.8.2.0), following either of the following procedures:
 - ✓ On the **Service Management** page, select and install the new version of Context Store
 - ✓ On the **Cluster Administration** page, select the checkbox beside the cluster you wish to upgrade and click the **Edit** button. On the **Services** tab, select the snap-in versions to install from the **Available Services** list.

For more information about loading and installing snap-in service, see *Administering Avaya Breeze®*
9. When the installation is complete, verify that the upgraded services are successfully installed. For verification steps, see **Verifying a successful deployment** in the *Avaya Context Store Snap-in Reference*.
10. In the left navigation pane, click **Cluster Administration**.
11. Select upgraded cluster and set to **Accept New Service** state in the **Cluster State** list.
12. Verify that the Context Store deployment is functioning correctly after the upgrade.
13. The previously installed versions can now be uninstalled and deleted. These procedures are documented in the *Avaya Context Store Snap-in Reference Guide 3.8.2.0*

Upgrade Procedure for ContextStoreScreenPop

1. Follow steps 1- 6 in the standard upgrade procedure on page 11.
2. On the **Service Management** page, uninstall the old service by selecting it and clicking uninstall.
3. After uninstallation is completed, delete the old service version from Avaya Breeze® Element Manager.
4. Load the new version of the service SVAR.
5. Install the new version of the service on the Context Store cluster.
6. In the left navigation pane, click **Cluster Administration**.
7. Select upgraded cluster and set to **Accept New Service** state in the **Cluster State** list.

Upgrade procedure for Context Store Tasks for Engagement Designer

Before you begin

NB: The Engagement Designer environment must be upgraded to the latest release version before proceeding with the upgrade of Task bundles.

Follow the corresponding procedure below depending on whether the existing ContextStoreTasks version is:

- 1) installed using the Avaya Breeze® Element Manager
- 2) installed using the Engagement Designer Admin console

The Engagement Design Admin console can be accessed at the following URL:

`https://<ED-IP-ADDRESS>/services/EngagementDesigner/admin.html`

Refer to *Getting Started with Avaya Engagement Designer* for usage information for the Engagement Designer Admin console.

Procedure for upgrading ContextStoreTasks installed via Avaya Breeze® Element Manager

1. On the System Manager Web console, click **Elements > Avaya Breeze®**
2. In the left navigation pane, click **Cluster Administration**.
3. Select cluster to be upgraded and set to **Deny New Service** state in the **Cluster State** list.
4. In the left navigation pane, click **Service Management**.
5. On the **Service Management** page, uninstall the old ContextStoreTasks service by selecting it and clicking **uninstall**.
6. After uninstallation is completed, delete the old ContextStoreTasks service version from Avaya Breeze® Element Manager.
7. Open the **Engagement Designer Admin** console. Click on the **Bundles** tab.
8. To upload the new ContextStoreTasks SVAR, click on **Upload Bundle**
9. Click **Choose File** and navigate to the location of your saved ContextStoreTasks SVAR
10. Select the ContextStoreTasks SVAR and click **Upload**
11. When the ContextStoreTasks SVAR has been uploaded, select it and click **Deploy**

Procedure for upgrading ContextStoreTasks installed via the ED Admin console

1. Open the **Engagement Designer Admin** console.
2. Click on the **Bundles** tab.
3. Select the version of ContextStoreTasks that you wish to uninstall
4. Click on **Undeploy**
5. To upload the new ContextStoreTasks SVAR, click on **Upload**
6. Click **Choose File** and navigate to the location of your saved ContextStoreTasks SVAR
7. Select the SVAR and click **Upload**
8. When the SVAR has been uploaded, select it and click **Deploy**
9. After the ContextStoreTasks bundle has been deployed successfully, select the old version of ContextStoreTasks and click on **Delete**

Upgrade procedure for Context Store PDC

1. Verify that the currently installed Context Store Snap-In Service versions are functioning correctly before starting the upgrade.
2. Start the Orchestration Designer Eclipse application.
3. Select **Window > Open Perspective > Speech**.
4. Select the project for which you have enabled Context Store PDC connector.
5. From the **Project** menu, select **Properties**.
6. On the left pane of the properties window, click **Orchestration Designer**.
7. On the **Orchestration Designer** pane, click the **Pluggable Connectors** tab.
8. From the **Available Connectors** list, clear the **Context Store Connector** check box.
9. Click **OK**.
10. Repeat step 2 through 8 for all the projects for which you have enabled Context Store PDC connector.
11. Close the Orchestration Designer Eclipse application.
12. Open the `<Eclipse_Home>/plugins` folder and delete the existing `cs-pdc-plugin-x.xx.jar` file.
13. Start the Orchestration Designer Eclipse application.
14. Copy the new `cs-pdc-plugin` file into the `<Eclipse_Home>/plugins` folder.
15. Re-start the Orchestration Designer Eclipse application.
16. Configure the projects to use the upgraded Context Store PDC plug-in.

For information on how to configure a project to use Context Store PDC for Avaya Experience Portal, see ***Configuring the sample application to use Context Store PDC plug-in*** in the *Avaya Context Store Snap-in Reference*.

Chapter 4: Known issues, fixes and workarounds

Refer to the Avaya Breeze® release documentation for known platform issues and workarounds.

Context Store: Fixed issues

Issue 1: When an agent replies to a user's email the transcript window does not show the inline images

Problem:

A customer sends a HTML email to an agent. The agent then accepts the email. The agent replies to that email and includes an inline image in his response to that customer. The customer accepts the email and replies to the agent. The agent navigates to the Customer Journey for that email. Agent clicks transcript to verify images in the email body. However, the image does not appear on the transcript.

Reference

WAVE-21356

Keywords

Transcript, Image, Customer Journey

Chapter 5: Certified Deployments

This chapter contains a list of all Context Store deployments which have been tested and certified.

Detailed configuration information for each of these thirteen certified deployment options is provided in the [Data-grid Configuration Settings – ContextStoreManager Attributes](#) of this document. For additional, uncertified deployment configurations, use the CS Capacity Planner (available from DevConnect) to estimate the most suitable configuration.

About these certified deployments

- Deployments 1 - 3 are small labs intended for trial purposes and product demos only.
- Deployments 4 – 13 are suitable for production environments.

Configuration Details – Supported Features

Id	Deployment Name	Avaya Breeze® Nodes	Memory	CPU Cores	Disk Size	HA	GEO	EDM	Notifications
1	Lab: Core	1	8	4	S	N	N	N	N
2	Lab: HA	2	8	4	S	Y	N	N	Y
3	Lab: Feature	1	10	6	S	N	N	Y	Y
4	Prod: 16x2	2	16	8	M	Y	Y	Y	Y
5	Prod: 16x3	3	16	8	M	Y	Y	Y	Y
6	Prod: 32x3	3	32	8	M	Y	Y	Y	Y
7	Prod: 32x4	4	32	8	M	Y	Y	Y	Y
8	Prod: 32x5	5	32	8	M	Y	Y	Y	Y
9	Prod: 64x3	3	64	8	L	Y	Y	Y	Y
10	Prod: 64x5	5	64	8	L	Y	Y	Y	Y
11	Prod: 128x1	1	128	8	L	N	N	Y	Y
12	Prod :128x2	2	128	8	L	Y	Y	Y	Y

13	Prod: 128x3	3	128	8	L	Y	Y	Y	Y
----	-------------	---	-----	---	---	---	---	---	---

NOTE:

All of the thirteen certified deployment configurations listed support the **ContextStoreRest** interface (which includes the audit, upsert and alias features), **ContextStoreScreenPop**, **ContextStoreNotify**, the **Context Store SDK**, **ContextStoreRules**, the **Context Store PDC** and the **Context Store Engagement Designer Tasks**.

Traffic Rates, Configuration Settings and Limitations

Id	Requests / Sec	Lease	Number of Notifications Clients	Max Number of Audit Trail Entries	Number of AliasIds per Context
1	5	7200	0	10	1
2	10	7200	1	10	1
3	5	7200	1	10	1
4	50	7200	2	10	2
5	100	7200	2	10	2
6	120	3600	3	10	3
7	700	7200	1	10	2
8	1000	7200	1	10	2
9	1240	7200	1	10	3
10	1240	10800	1	10	3
11	400	9000	1	10	3
12	420	10800	1	10	3
13	1240	14400	1	10	3

The configuration information (snap-in service attributes) which applies to these certified Context Store deployments is provided in the [Data-grid Configuration Settings – ContextStoreManager Attributes](#) of this document.

Hard Disk Sizing For Context Store Nodes

ContextStore stores all the data in-memory, rather than on disk. The hard disk is only necessary for logs files, software installed on the cluster etc. The S, M, L sizings suggested for certified deployments are guidelines only based on this usage.

The default disk size Breeze allocates on smaller node profiles, 50GB, is sufficient for the lab deployments (lab 1, 2 & 3).

Typical recommendation is 150GB for medium and 300GB for large, but this can vary depending on what the customer wants.

If logs need to be retained for long period of time (this is configurable on a per service basis), then the large 300GB disk should be used.

Performance Impact when Enabling Multiple Optional Features

If multiple optional features which have high cpu-usage are enabled on the Context Store cluster, supported throughput rate is decreased. This is necessary to preserve service by preventing *CPU Overload* state from being triggered on the Avaya Breeze® nodes in the Context Store cluster.

If CPU usage on an Avaya Breeze® server remains above 80% for more than one minute, *CPU Overload* protection will be triggered on Avaya Breeze® and all requests to that server will be blocked. This situation puts additional load on the CPUs of remaining nodes in the cluster therefore it is likely that *CPU Overload* state will eventually be triggered on these nodes also.

For example, If both **EDM** and **ContextStoreNotify** features are enabled, the supportable throughput rate for environments which support over 1000 RPS for basic operation, is reduced by 50%

For additional performance-related information, see the **Performance and Scalability Considerations** chapter in the *Context Store Developer Guide*; in particular the **Enabling Optional Features** sub-section

ContextStoreSoap Capacity Limitation

The **ContextStoreSoap** interface is certified for up to 300 requests per second only.

This throughput level has been certified with the following combination of features.

- AliasId feature used, three aliasIds associated with each Context
- EDM persistence enabled, all Contexts persisted to External DataMart

- ContextStoreNotify enabled, two notifications subscribers receiving unfiltered notifications
- CS Audit: Event Limit = 5 entries per Context

ContextStoreNotify Capacity Limitation

ContextStoreNotify snap-in service is limited to one subscriber and certified to max throughput of 620 requests per second in this release. Each notification subscription requires a significant amount of CPU resources to process, and there is no longer enough spare CPU capacity available on a cluster to support more than one subscription at high throughput (> 620 requests per second). Enabling multiple subscribers at high throughput is likely to cause *CPU Overload* state which will negatively impact all users of Context Store.

For optimum performance, avoid combining use of the *ContextStoreNotify* service, with use of other features which have high CPU utilization (e.g. aliasIds, audit trail, upsert, *ContextStoreRules*,) at high traffic rates.

Context Store External Data Mart Capacity Limitation

When the EDM PU is deployed on the same node as an active load balancer the maximum throughput of 800 requests per second is supported in this release for the largest deployment of Context Store.

Data in the External Data Mart will need to be archived or truncated periodically, this is related to the type of database being used and how large it is. Please note; archived data cannot be returned via Context Store Query or Customer Journey.

Appendix

Data-grid Configuration Settings – ContextStoreManager Attributes

Note: The configuration values provided for the ContextStoreManager attribute 'EDM: Mirror Service redo log size' equates to approximately 30 minutes of data stored before reconnection of the EDM. The number provided in relation to this attribute represents the number of replication packets stored. A replication packet is either a single non-transactional “destructive” (write/take/update) operation, or a group of such operations that are done under the same transaction.

Deployment Scenario – Id 1 Lab: Core

➔ Single Avaya Breeze® server with 8GB of RAM and 4 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1024m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	6
CS Threshold: Instance Low Requests per Second	5
CS Threshold: Service High Requests per Second	6
CS Threshold: Service Low Requests per Second	5
EDM: Mirror Service container size	<i>EDM is not supported on nodes with just 8GB of RAM</i>
GEO: Gateway Service container size	<i>GEO is not supported on single-node deployments or on nodes with just 8GB of RAM</i>

Deployment Scenario – Id 2 Lab: HA

➔ Cluster of two Avaya Breeze® servers with 8GB of RAM and 4 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1536m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	11
CS Threshold: Instance Low Requests per Second	10
CS Threshold: Service High Requests per Second	11
CS Threshold: Service Low Requests per Second	10
EDM: Mirror Service container size	<i>EDM is not supported on nodes with just 8GB of RAM</i>
GEO: Gateway Service container size	<i>GEO is not supported on nodes with just 8GB of RAM</i>

Deployment Scenario – Id 3 Lab: Feature

➔ Single Avaya Breeze® server with 10GB of RAM with 6 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	64m,128m
ContextStoreSpace DataGrid Settings	256m,1024m,
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	6
CS Threshold: Instance Low Requests per Second	5
CS Threshold: Service High Requests per Second	6
CS Threshold: Service Low Requests per Second	5
EDM: Mirror Service container size	128m
EDM: Mirror Service redo log size	10000
GEO: Gateway Service container size	<i>GEO is not supported on single-node deployments</i>

Deployment Scenario – Id 4 Prod: 16x2

➔ Cluster of two Avaya Breeze® servers with 16GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	256m,512m
ContextStoreSpace DataGrid Settings	512m,5120m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	50
CS Threshold: Instance Low Requests per Second	40
CS Threshold: Service High Requests per Second	50
CS Threshold: Service Low Requests per Second	40
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	1g

Deployment Scenario – Id 5 Prod: 16x3

➔ Cluster of three Avaya Breeze® servers with 16GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	256m,512m
ContextStoreSpace DataGrid Settings	512m,9216m
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	60
CS Threshold: Instance Low Requests per Second	50
CS Threshold: Service High Requests per Second	100
CS Threshold: Service Low Requests per Second	80
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	60000
GEO: Gateway Service container size	1g

Deployment Scenario – Id 6 Prod: 32x3

➔ Cluster of three Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g, 2g
ContextStoreSpace DataGrid Settings	4g, 16g
CS Audit: Event limit	10
CS Default Lease Time	3600
CS Threshold: Instance High Requests per Second	60
CS Threshold: Instance Low Requests per Second	50
CS Threshold: Service High Requests per Second	120
CS Threshold: Service Low Requests per Second	100
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	10000
GEO: Gateway Service container size	2g

Deployment Scenario – Id 7 Prod: 32x4

➔ Cluster of four Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	2g, 32g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	<i>Certified configuration does not include EDM feature</i>
EDM: Mirror Service redo log size	<i>Certified configuration does not include EDM feature</i>
GEO: Gateway Service container size	<i>Certified configuration does not include GEO feature</i>

Deployment Scenario – Id 8 Prod: 32x5

➔ Cluster of five Avaya Breeze® servers with 32GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	512m,1024m,
ContextStoreSpace DataGrid Settings	4g, 40g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	<i>Certified configuration does not include GEO feature</i>

Deployment Scenario – Id 9 Prod: 64x3

➔ Cluster of three Avaya Breeze® servers with 64GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g, 2g
ContextStoreSpace DataGrid Settings	8g,112g
CS Audit: Event limit	10
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	250000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 10 Prod: 64x5

➔ Cluster of five Avaya Breeze® servers with 64GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g, 2g
ContextStoreSpace DataGrid Settings	8g,160g
CS Audit: Event limit	10
CS Default Lease Time	10800
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	250000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 11 Prod: 128x1

➔ Single Avaya Breeze® server with 128GB of RAM and 8 cores

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g, 2g
ContextStoreSpace DataGrid Settings	8g,80g
CS Audit: Event limit	10
CS Default Lease Time	9000
CS Threshold: Instance High Requests per Second	401
CS Threshold: Instance Low Requests per Second	400
CS Threshold: Service High Requests per Second	401
CS Threshold: Service Low Requests per Second	400
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	<i>GEO is not supported on single-node deployments</i>

Deployment Scenario – Id 12 Prod: 128x2

➔ Cluster of two Avaya Breeze® servers with 128GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,80g
CS Audit: Event limit	10
CS Default Lease Time	10800
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	30000
GEO: Gateway Service container size	4g

Deployment Scenario – Id 13 Prod: 128x3

➔ Cluster of three Avaya Breeze® servers with 128GB of RAM and 8 cores each

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	1g,2g
ContextStoreSpace DataGrid Settings	8g,120g
CS Audit: Event limit	10
CS Default Lease Time	14400
CS Threshold: Instance High Requests per Second	400
CS Threshold: Instance Low Requests per Second	350
CS Threshold: Service High Requests per Second	700
CS Threshold: Service Low Requests per Second	600
EDM: Mirror Service container size	4g
EDM: Mirror Service redo log size	45000
GEO: Gateway Service container size	<i>Certified configuration does not include GEO feature due to lack of hardware for test (128GB x 6 nodes). This does not preclude customers from running a GEO setup with clusters of this size.</i>

Context Store Deployment in Oceana Solution

The Ocean Configuration Service will set the deployment specifications attributes on the Avaya Context Store Manager Service as per the deployment type selected (Small, Large, Extra Large, 3xLarge). See the specification as per deployment type selected below.

Small (100 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	256m,1536m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	14
CS Threshold: Instance Low Requests per Second	12
CS Threshold: Service High Requests per Second	35
CS Threshold: Service Low Requests per Second	25
EDM: Mirror Service container size	128m
EDM: Mirror Service redo log size	60000

Large (1000 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	512m,10240m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	80
CS Threshold: Instance Low Requests per Second	70
CS Threshold: Service High Requests per Second	175
CS Threshold: Service Low Requests per Second	160
EDM: Mirror Service container size	1g
EDM: Mirror Service redo log size	60000

Extra Large (2000 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m
ContextStoreSpace DataGrid Settings	2048m,20480m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	160
CS Threshold: Instance Low Requests per Second	150
CS Threshold: Service High Requests per Second	350
CS Threshold: Service Low Requests per Second	330
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	60000

3XLarge (4500 Agents)

Requirement	Specification
ContextStore ManagerSpace DataGrid Settings	128m,256m,
ContextStoreSpace DataGrid Settings	5120m,40960m
CS Audit: Event limit	1
CS Default Lease Time	7200
CS Threshold: Instance High Requests per Second	160
CS Threshold: Instance Low Requests per Second	150
CS Threshold: Service High Requests per Second	350
CS Threshold: Service Low Requests per Second	330
EDM: Mirror Service container size	2g
EDM: Mirror Service redo log size	60000
