Avaya Solution & Interoperability Test Lab

Application Notes for CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform- Issue 1.0

Abstract

These Application Notes describe the steps required to integrate CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using the XMPP interface.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the steps required to integrate CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using the XMPP interface. Bria Desktop v4.5 supports Instant Messaging and Presence on mobile devices.

2. General Test Approach and Test Results

To verify interoperability of the Bria Desktop v4.5 with Presence Services, Instant Messaging and Presence states tested between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator

2.1 Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Successful registration of Bria Desktop v4.5 with Presence Services.
- Instant Messaging between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator.
- Presence between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator.
- Proper system recovery after a restart of Bria Desktop v4.5 and loss of IP connectivity.

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2.2 Test Results

All test cases passed with the following observations:

- Presence Services does not support multi user chat. Support may be added in a future release.

2.3 Support

For technical support on Bria Desktop v4.5 can be obtained via following means:

- **Phone:** 1.877.818.3777
- **Web:** https://support.counterpath.com/
- **Email:** support@counterpath.com

Note: Please contact your CounterPath Sales Representative if you do not have a CounterPath Support Agreement

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3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya SIP-based network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze™ Platform.

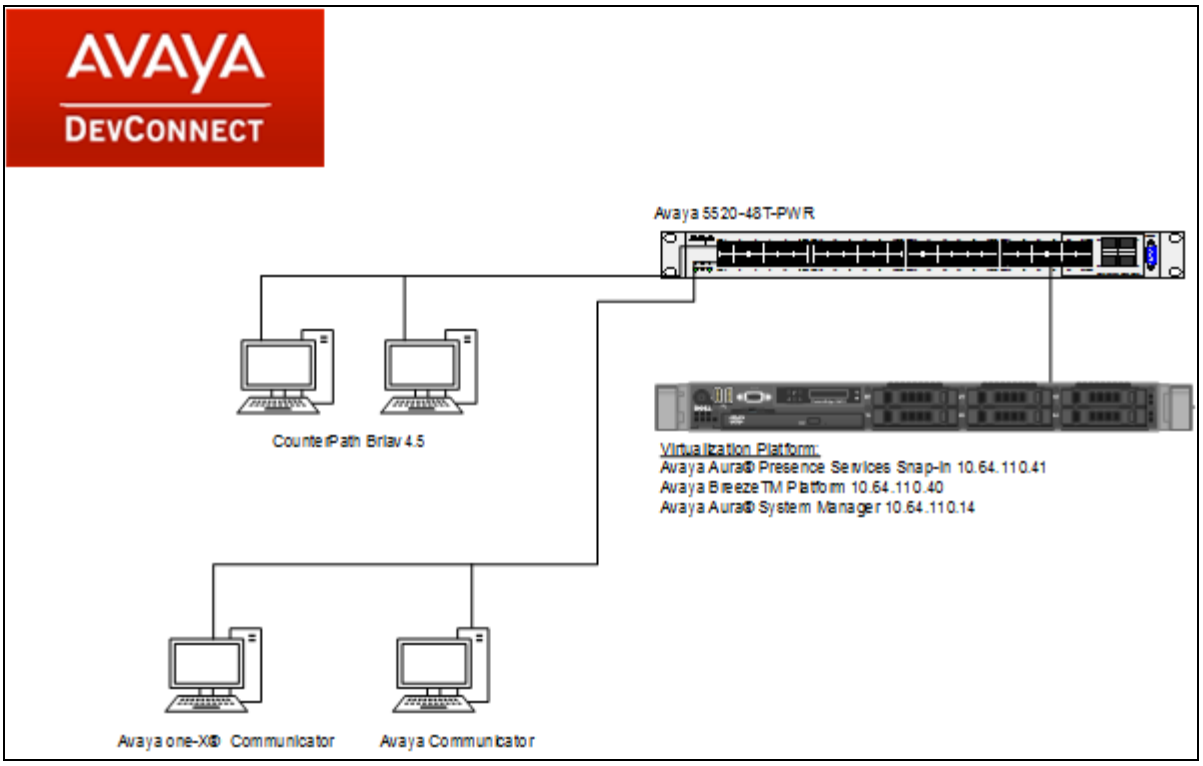

Figure 1: Avaya Presence Services with Counterpath Bria Desktop v4.5

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4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Hardware Component	Version
Avaya Aura® System Manager	7.0.1.1.065378
Avaya Aura® Presence Services Snap-in	7.7.0.334 A15
Avaya Breeze™ Platform	3.1.1.1.10311103
Avaya Communicator	2.1 SP4
Avaya one-X® Communicator	6.2 SP11
CounterPath Bria Desktop	4.5.0 Build 81133

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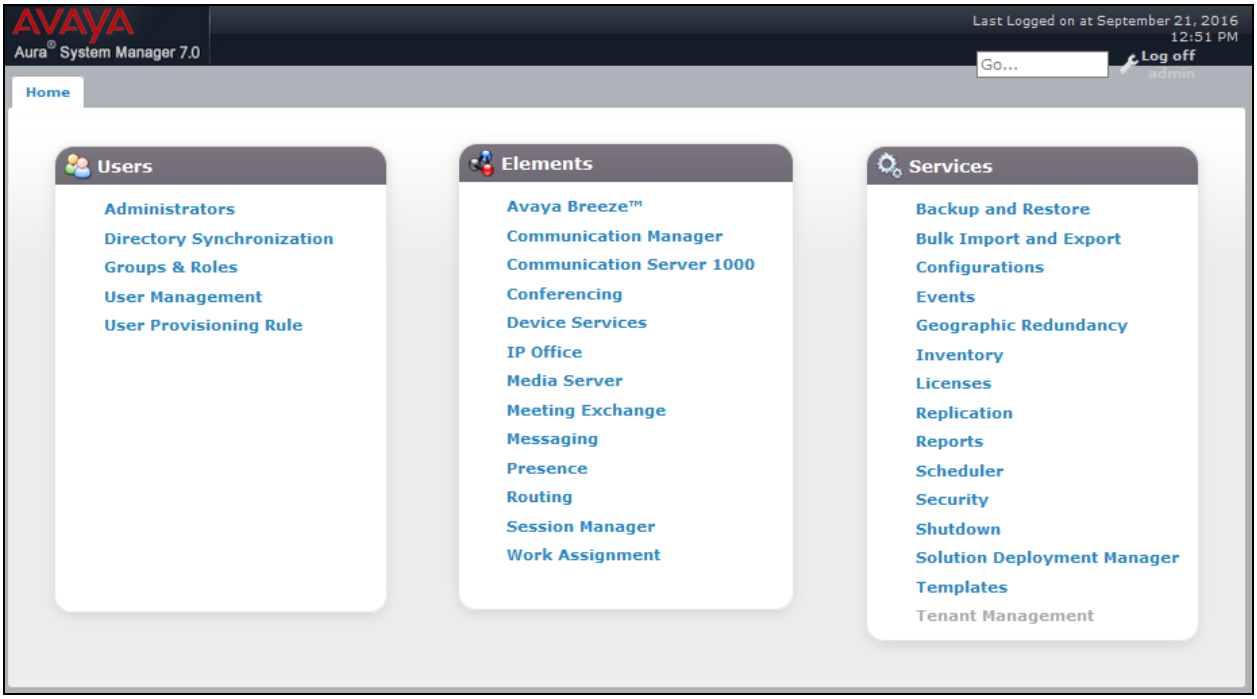
5. Configure Avaya Aura® Presence Services Snap-in

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL "https://<*ip-address*>/SMGR", where <*ip-address*> is the IP address of System Manager. Log in with appropriate credentials. The initial screen is displayed as shown below.



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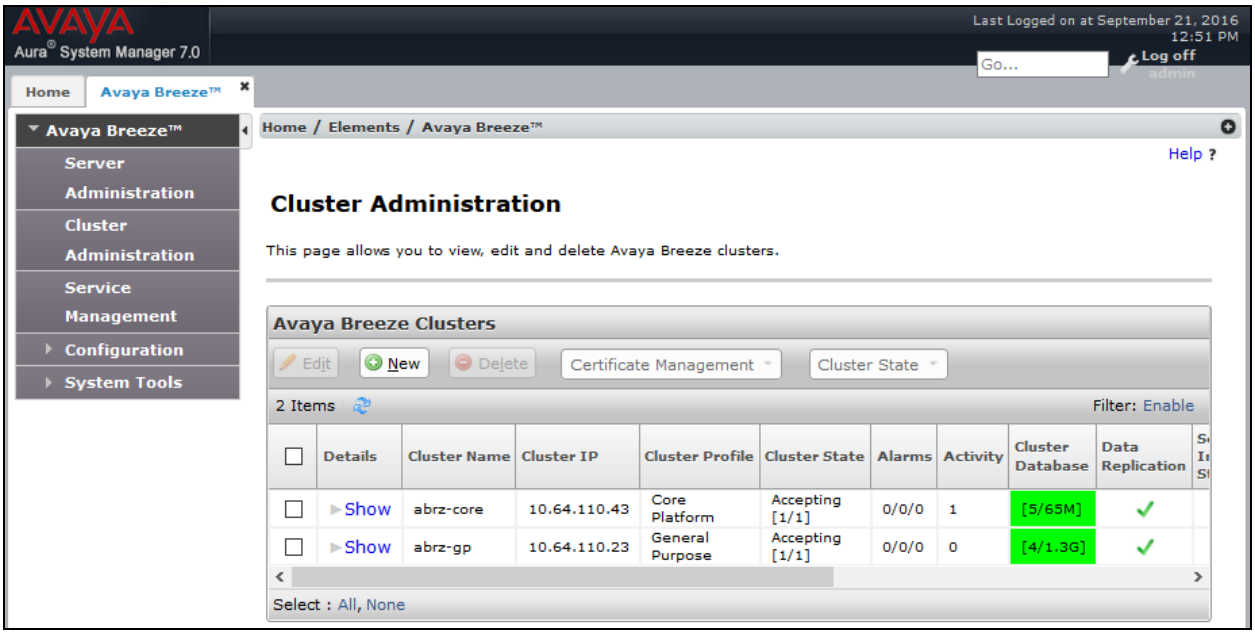
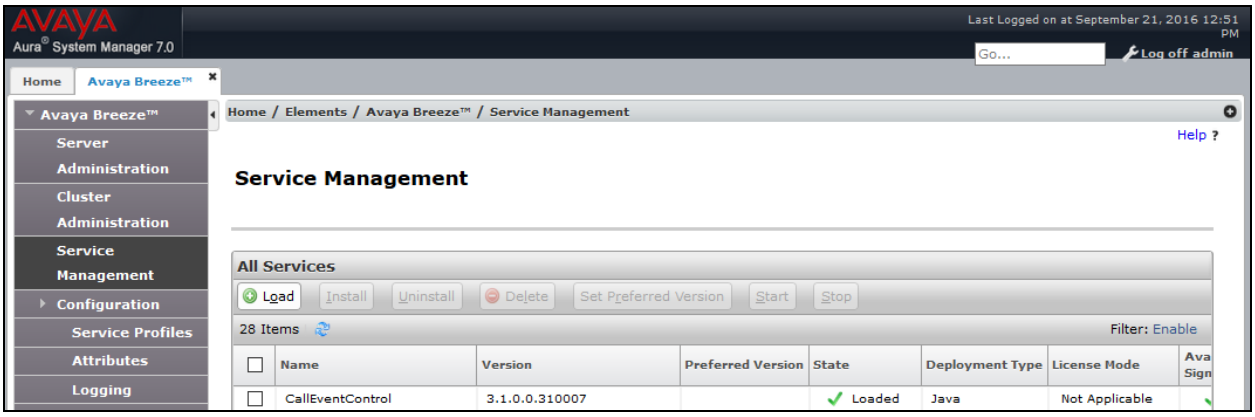
5.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that Avaya Breeze™ Platform has already been installed and configured. For additional information see the documentation in **References** section.

Navigate to **Home → Elements → Avaya Breeze™**.



To install the Presence Services Snap-in navigate to **Avaya Breeze™ → Service Management**.



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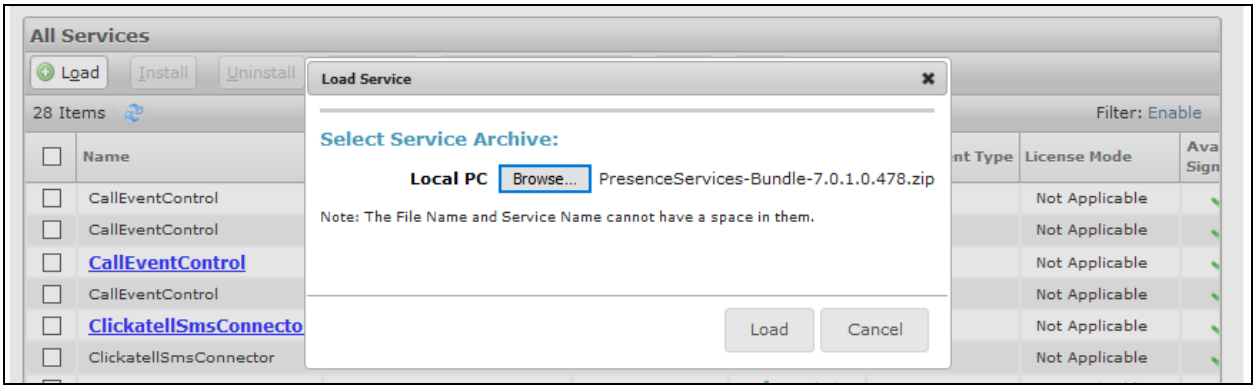
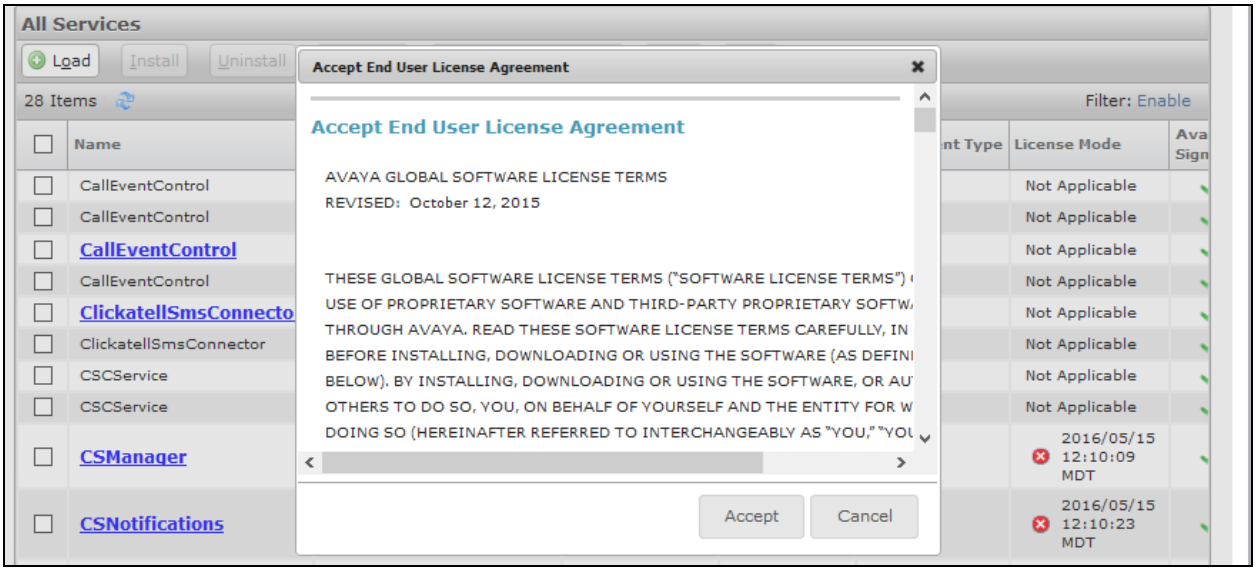
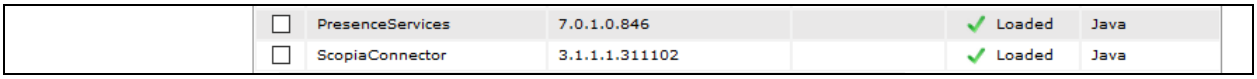
Select **Load** the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Accept the End User License Agreement to continue.



The **PresenceServices** snap-in now has a state of **Loaded**.



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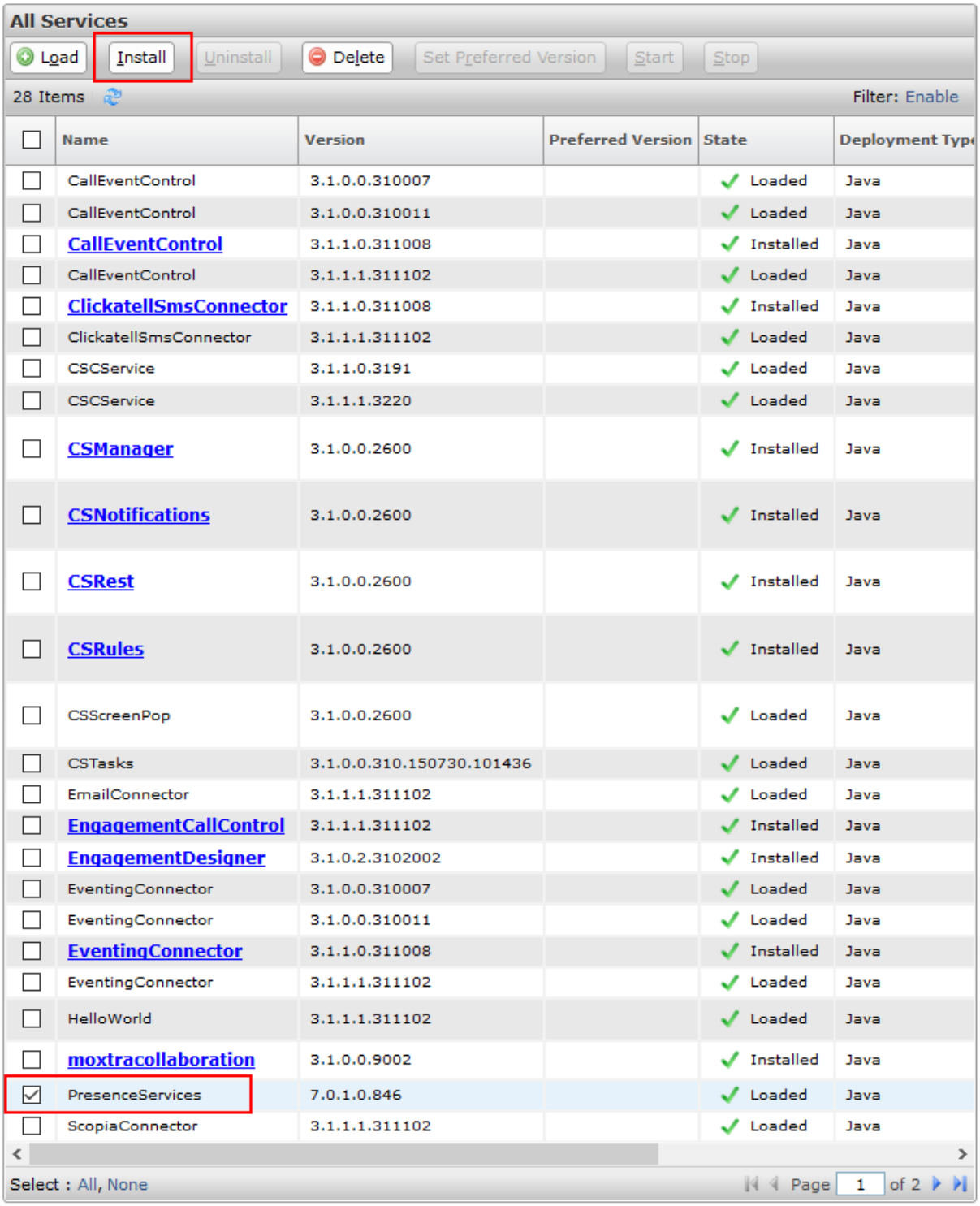
To install the snap-in, check the box for **PresenceServices** and select **Install**



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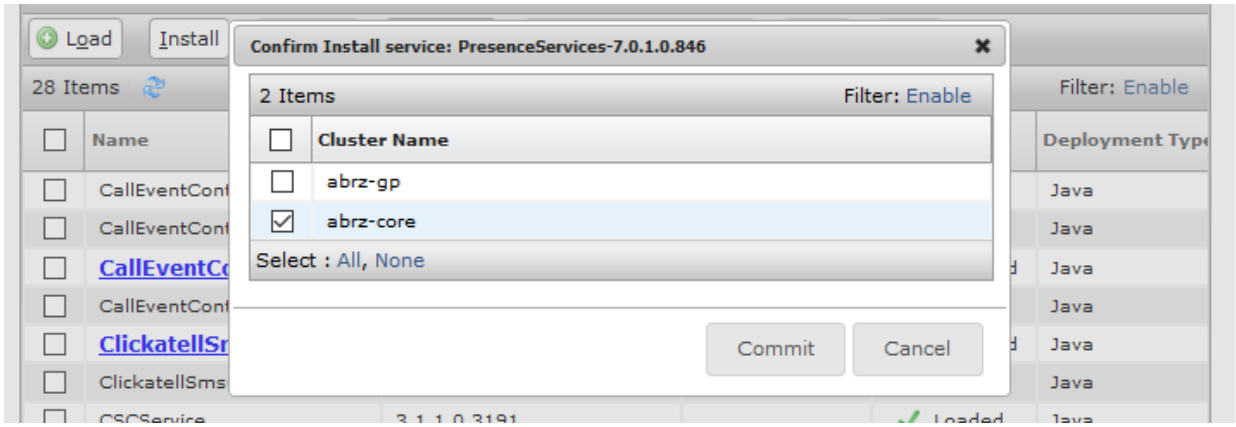
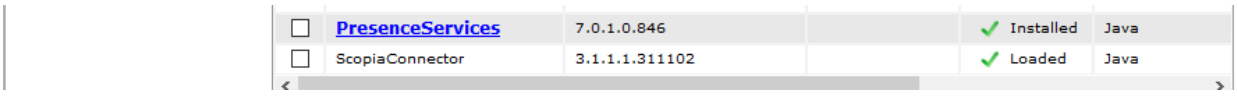
On the **Confirm Install services PresenceServices-7.0.1.0.846**, check box for the installed cluster of **Core Platform** type. Select **Commit**.

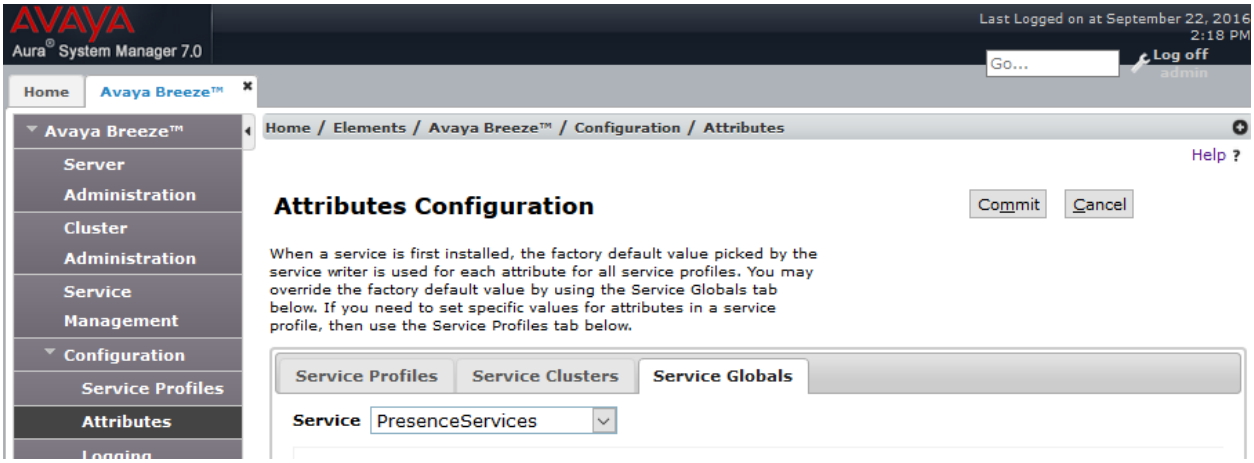


Wait until the state of **PresenceServices** is **Installed**.



5.2 Configure Avaya Aura® Presence Services Snap-in

Navigate to **Avaya Breeze™ → Configuration → Attributes → Service Globals**. Select **PresenceService** from the **Services** drop down menu.



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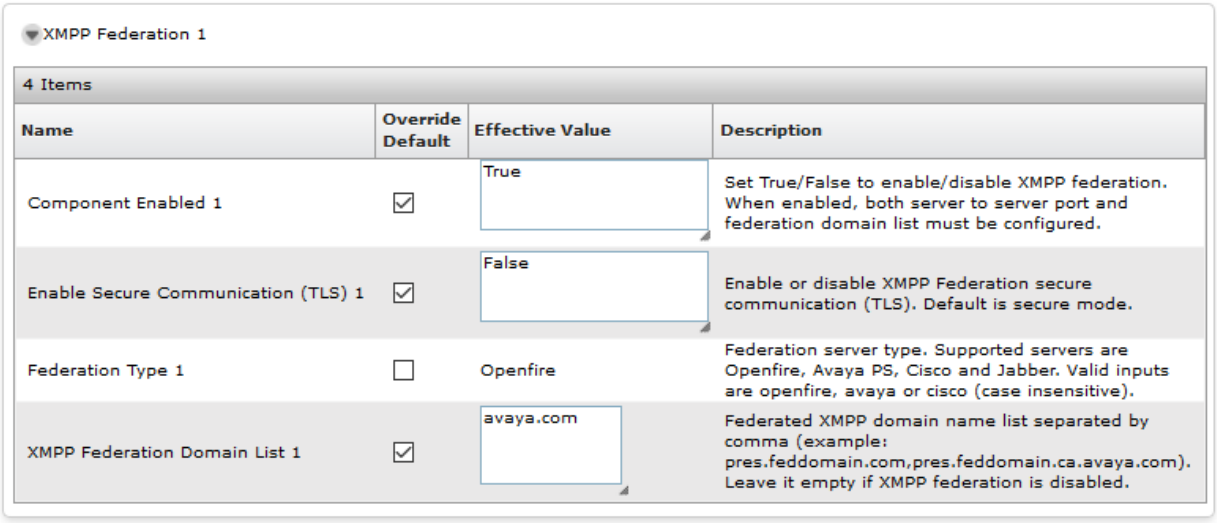
Scroll down to the **XMPP Federation 1** section.

- Check **Override Default** box for **Component Enabled 1** and set **Effective Value** to **True**.
- Check **Override Default** box for **Enable Secure Communication (TLS) 1** and set **Effective Value** to **false**.
- Check **Override Default** box for XMPP Federation Domain List 1 and set **Effective Value** to a domain **(e.g. avaya.com).**

Once done, select **Commit** to save changes.


XMPP Federation 1

4 Items

Name	Override Default	Effective Value	Description
Component Enabled 1	☑	True	Set True/False to enable/disable XMPP federation. When enabled, both server to server port and federation domain list must be configured.
Enable Secure Communication (TLS) 1	☑	False	Enable or disable XMPP Federation secure communication (TLS). Default is secure mode.
Federation Type 1	☐	Openfire	Federation server type. Supported servers are Openfire, Avaya PS, Cisco and Jabber. Valid inputs are openfire, avaya or cisco (case insensitive).
XMPP Federation Domain List 1	☑	avaya.com	Federated XMPP domain name list separated by comma (example: pres.feddomain.com,pres.feddomain.ca.avaya.com). Leave it empty if XMPP federation is disabled.

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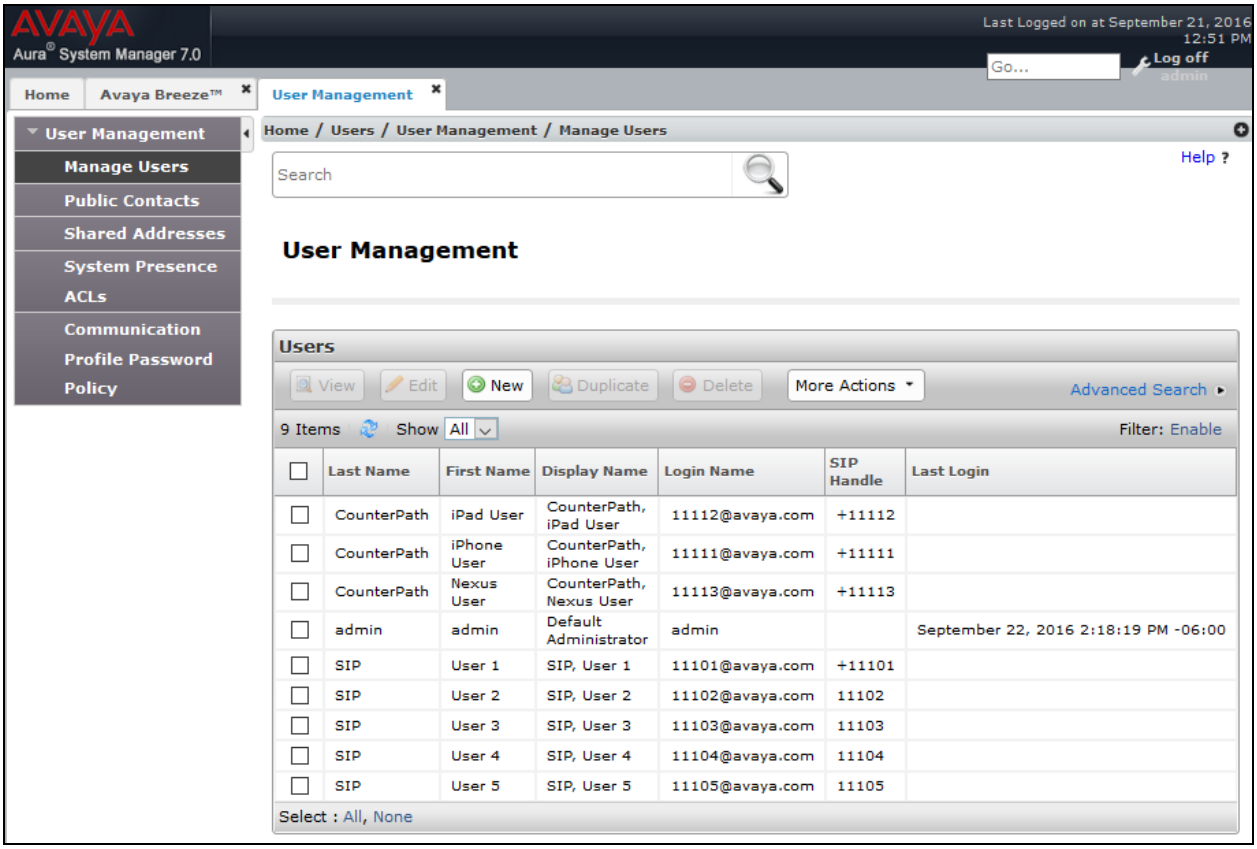
5.3 Add XMPP Users

Add an XMPP user for Bria Desktop v4.5**.** Navigate to **Users → User Management → Manager Users**. Select **New** to add a new user.



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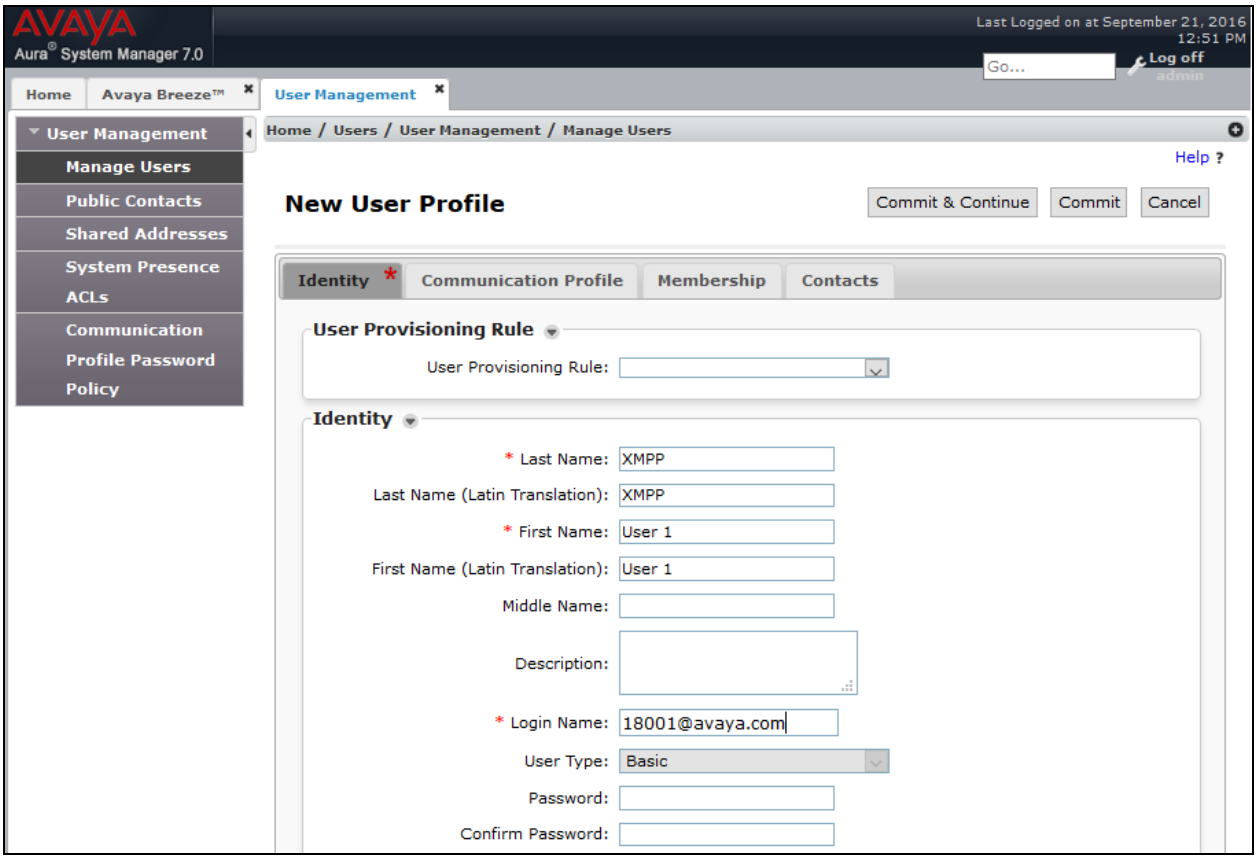
Under the **Identity Tab**:

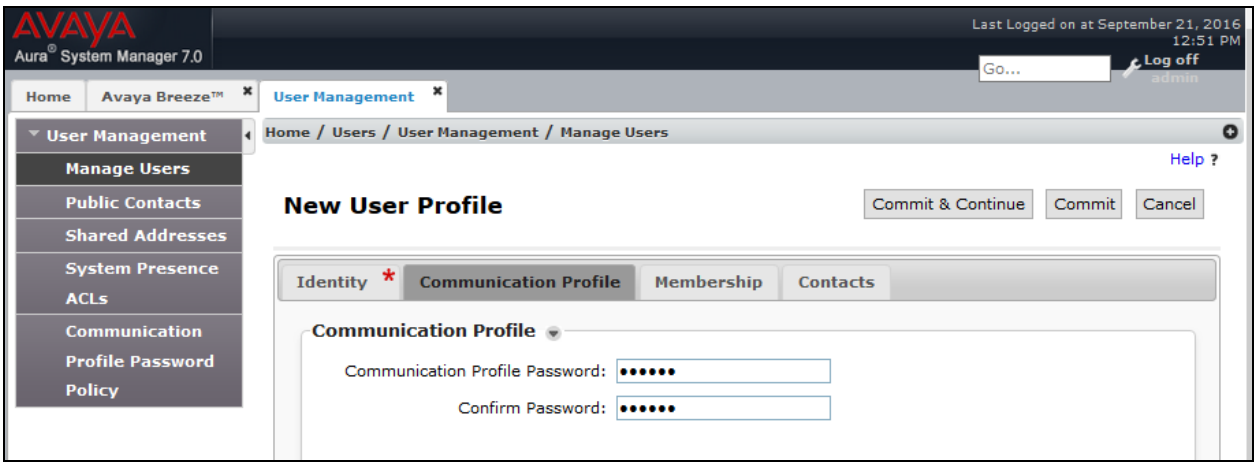
- Type in a **Last Name.**
- Type in a **First Name.**
- For the **Login Name** field, type in a login name (e.g., 18001@avaya.com).



Under the **Communication Profile** tab:

- Type in password in **Communication Profile Password** and **Confirm Password**.

This password will be used by users to log in on Bria Desktop.



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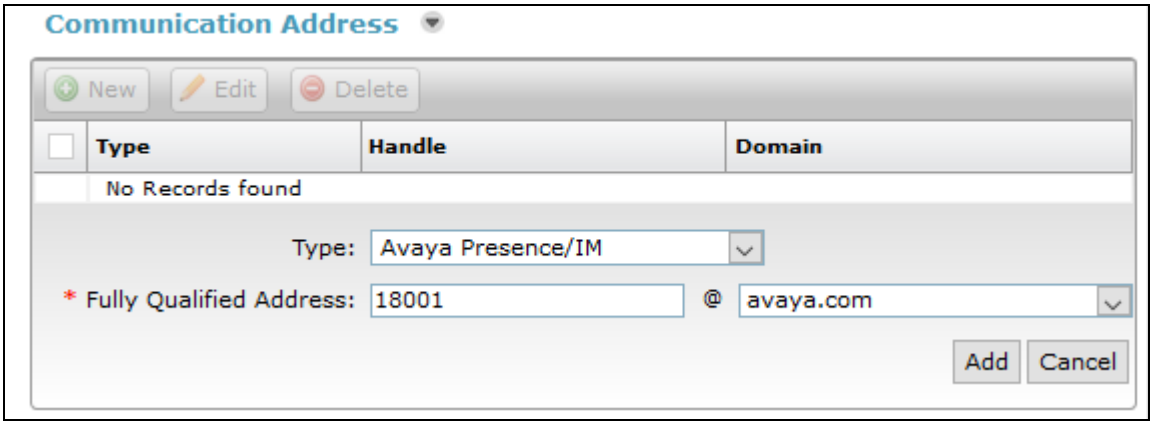
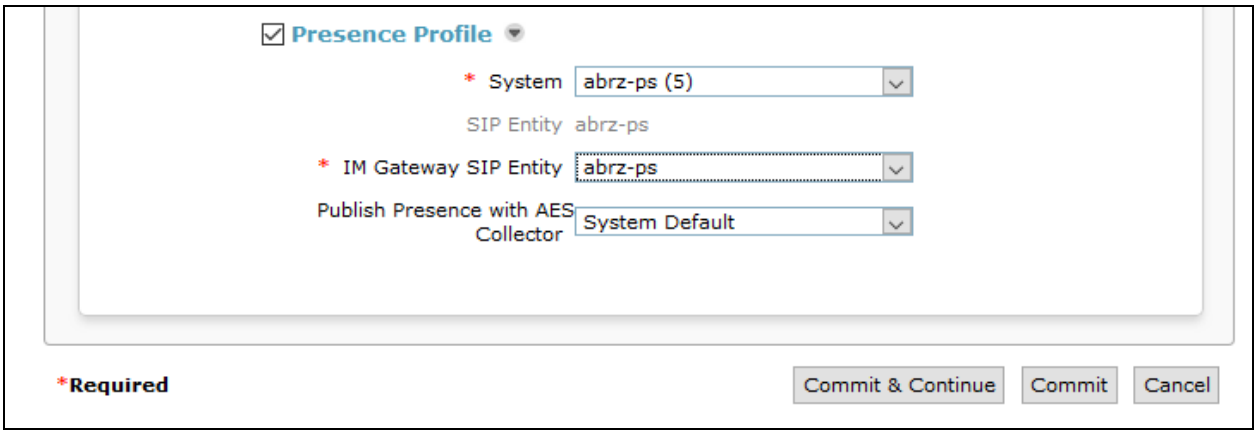
Continuing from above, select **New** in the **Communication Address** section:

- Select **Avaya Presence/IM** from the **Type** drop down menu.
- For the **Fully Qualified Address**, type in the extension number that will be used by Bria Desktop users to log in, and select the domain from the drop down menu.

Once done, select **Add**.



Continuing from above, scroll down and check box for **Presence Profile.** For the **System** drop down menu, select the Presence Services server. Select **Commit** to add the user.



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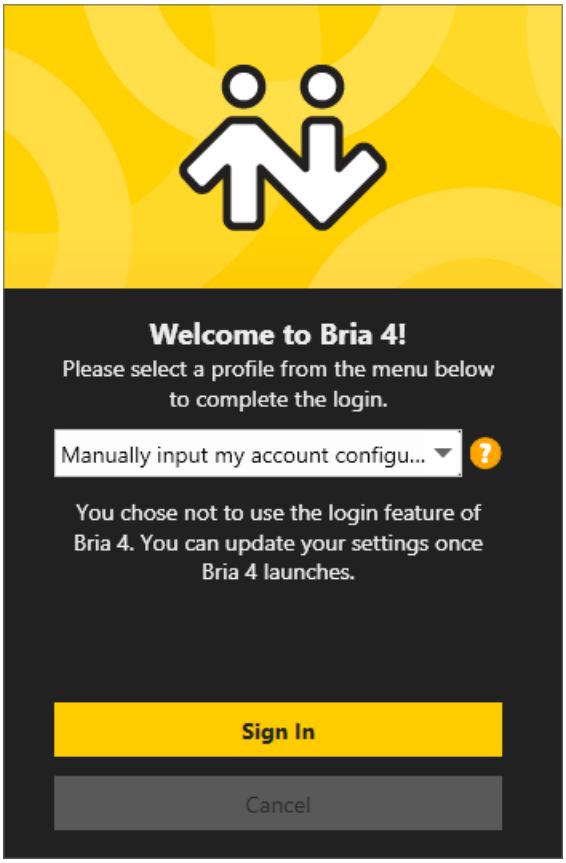
6. Configure Bria Desktop v4.5

On the Windows PC running Bria Desktop v4.5, open the Bria 4 application. On **Bria 4 Login** window select "Manually input account configuration" from the **profile** drop-down menu and select **Login.**



Note: Branded Bria Clients may not have the Bria 4 login window exposed. Please contact your CounterPath Sales Representative on how to obtain a custom branded Bria version as well as the Bria Stretto versions.

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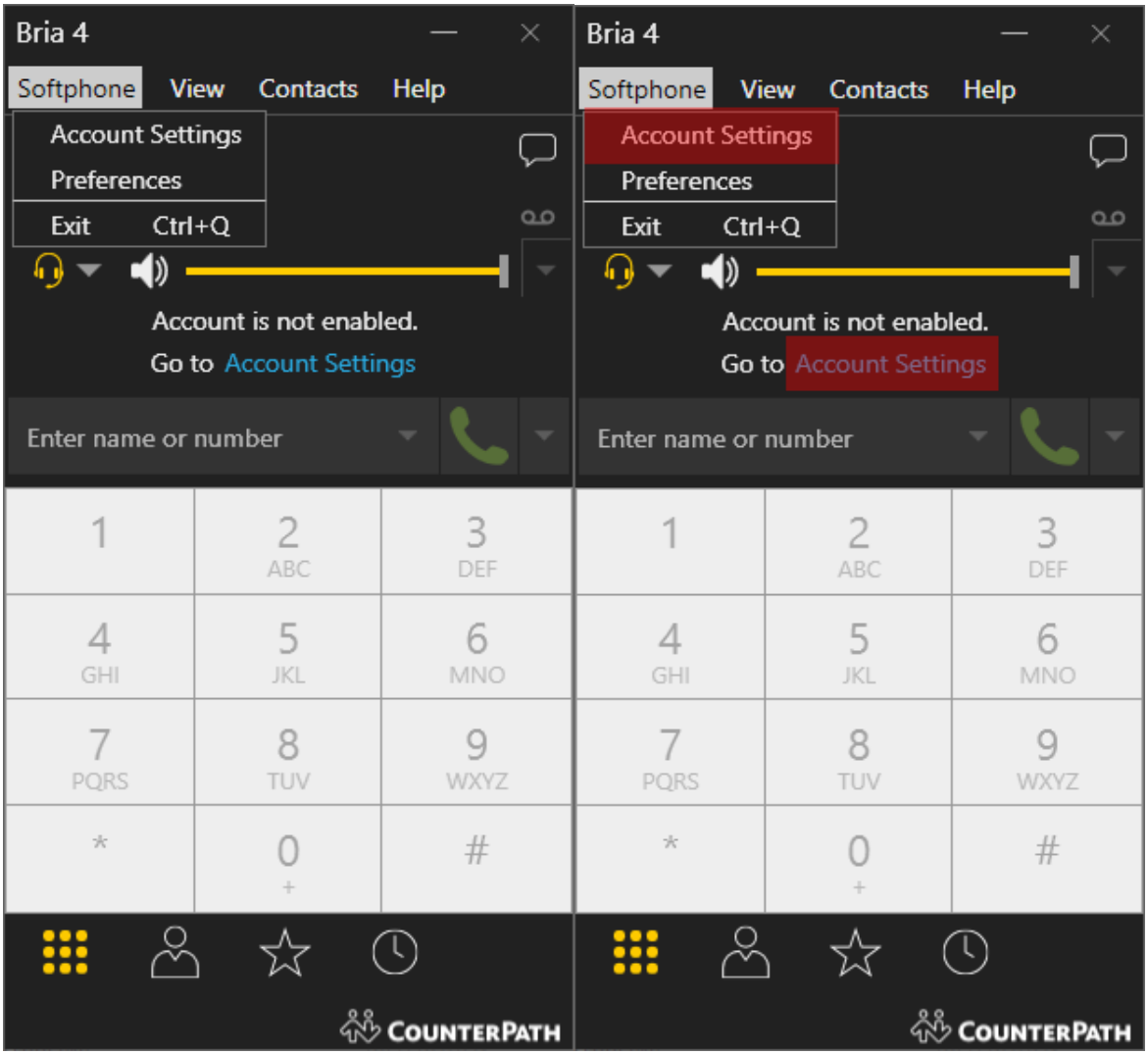
On the Bria 4 application, if no accounts (SIP or XMPP) have ever been configured in Bria, select **Account Settings (**in blue), or select the **Softphone** menu, then select **Account Settings**. The window to create a SIP account will appear. At least one SIP account must be created before an XMPP account can be created. See SIP interop document for instructions on configuring SIP accounts. If you do not have a SIP account, you can use dummy/invalid values for the mandatory SIP account fields (User ID/Domain), then disable the account after creation to progress to XMPP account configuration.

Once/if a SIP account has already been configured, add an XMPP account, select **Softphone**, then select Account Settings from the menu which appears. The account settings window will appear.



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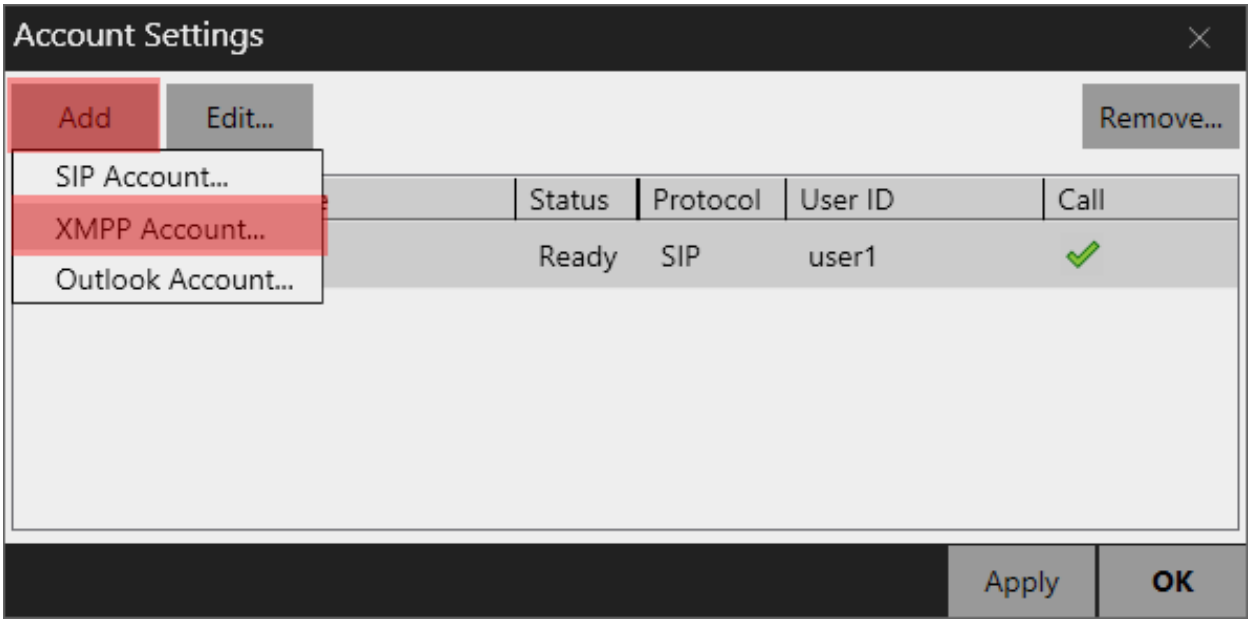
From the account settings menu select **Add**, select **XMPP Account...** The XMPP account settings window will appear.



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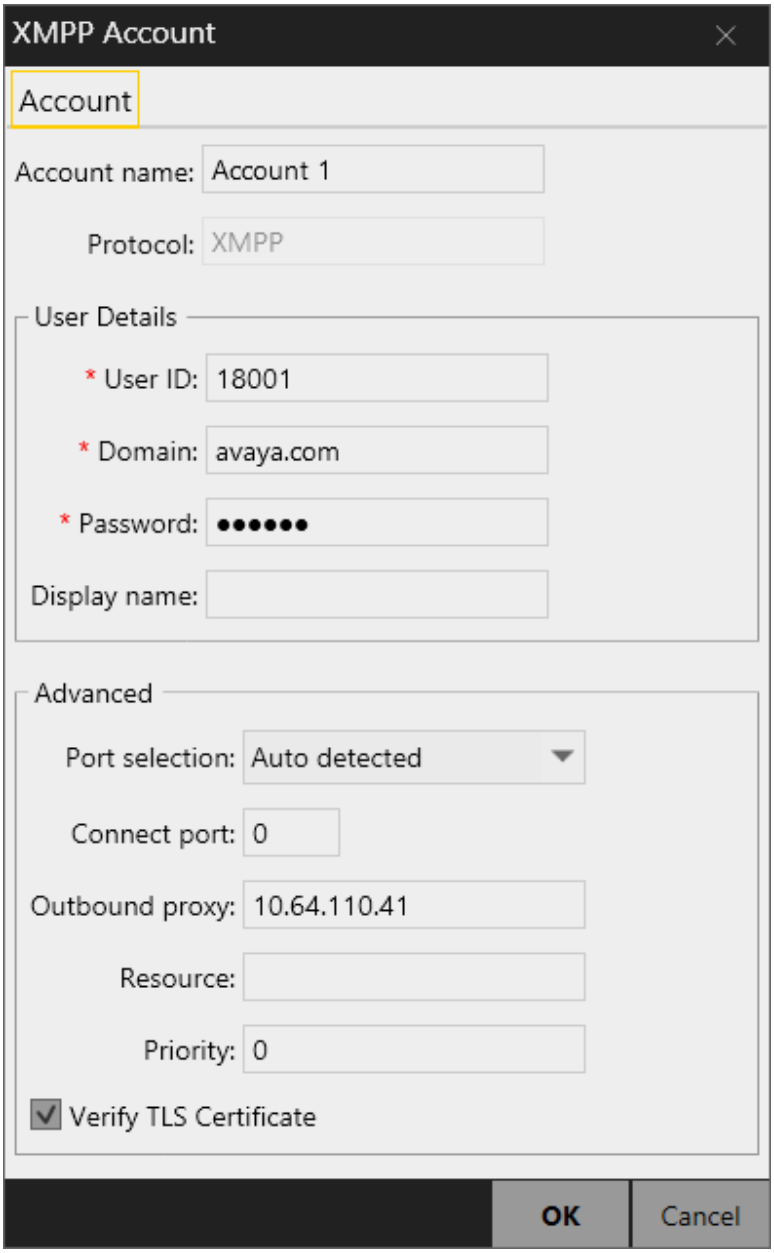
Add an XMPP Account as follows:

- **Name:** A descriptive name.
- **User ID/Password:** As configured in **Section 6.2.**
- **Domain:** As configured in **Section 6.2.**
- **Proxy Address:** Presence Services IP Address



Note: During the compliance testing, **Verify TLS Certificate** box was unchecked because the lab environment only contained self-signed certificates.

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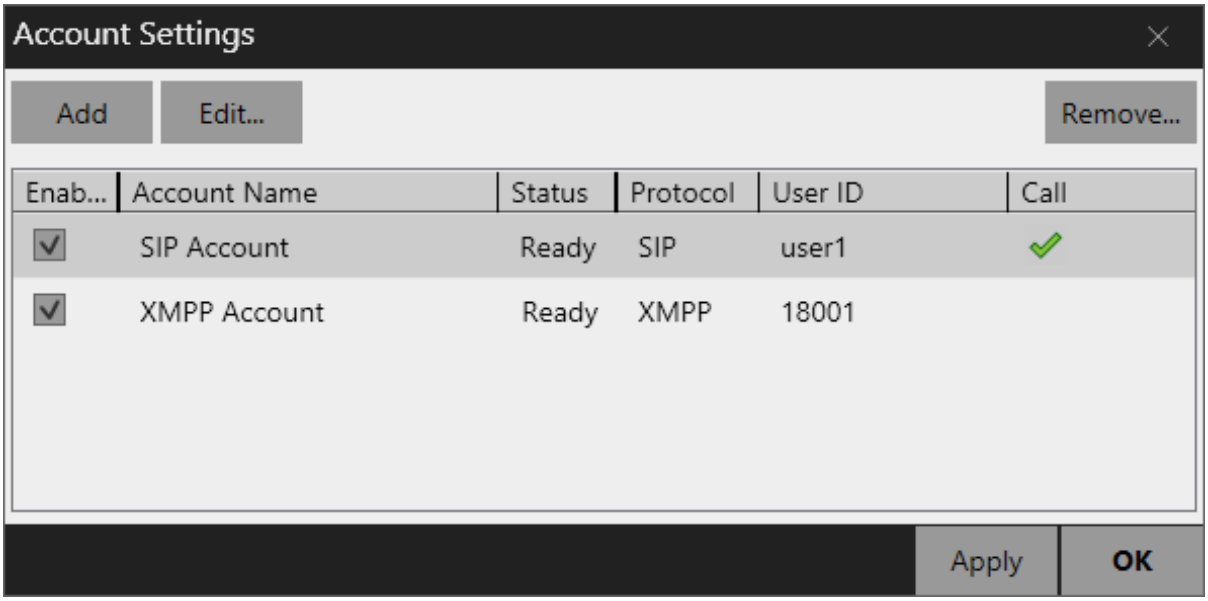
If the registration is successful, the **Status** will be displayed as **Ready**.



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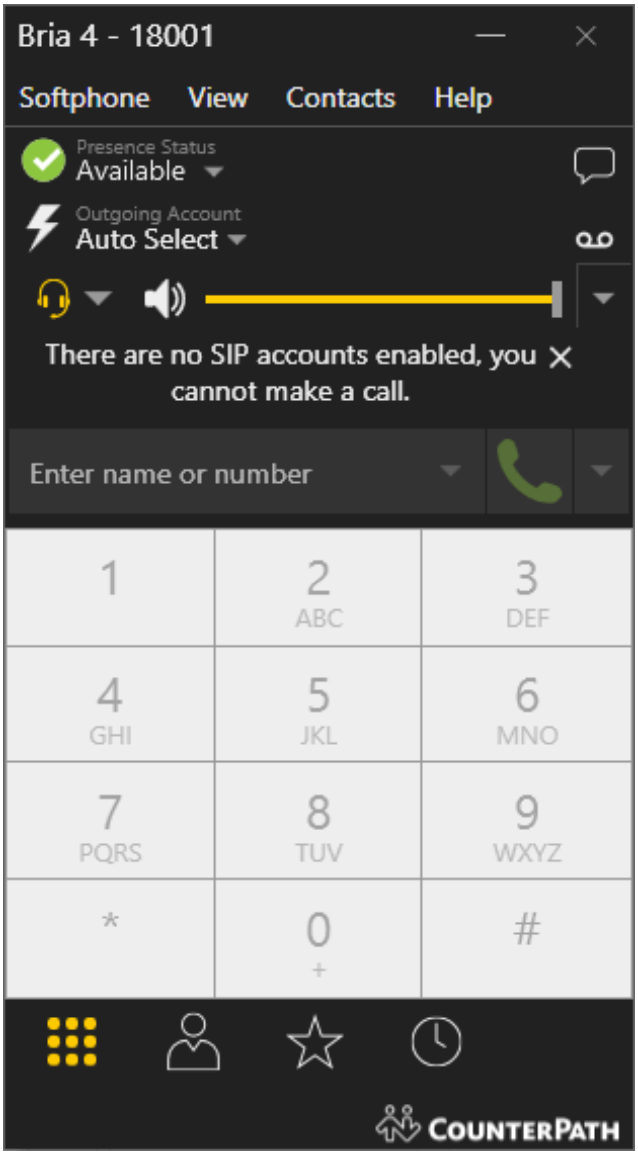
7. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Counterpath Bria Desktop v4.5 video system with Avaya Aura® Presence Services Snap-in.

On Bria Desktop v4.5, if the registration is successful, the icon on the left of **Presence Status** will turn green even when no SIP accounts are enabled, and the XMPP account will show as **Ready** in the **Account Settings** window.



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8. Conclusion

These Application Notes have described the administration steps required to integrate Counterpath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in and successfully registered with Presence Services. Presence State and Instant Messages sessions were established with Avaya one-X® Communicator and Avaya Communicator. All test cases passed with observations noted in **Section 2.2**.

9. References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at http://support.avaya.com.

[1] Avaya Aura® Presence Services Snap-in Reference, Release 7.0.1, Issue 2, May 2016.

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