



# **Avaya Co-Browsing Snap-in Release Notes**

Release 3.8.1.0 GA

Issue 1

April 2021



## AVAYA GLOBAL SOFTWARE LICENSE TERMS

© 2020, Avaya Inc.

All Rights Reserved.

### Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

### Documentation disclaimer

“Documentation” means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya’s agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

### Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

### Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website:

<https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

“Hosted Service” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

### Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE,

[HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

### Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK “AVAYA SOFTWARE LICENSE TERMS (Avaya Products)” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. “Designated Processor” means a single stand-alone computing device. “Server” means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. “Instance” means a single copy of

the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine (“VM”) or similar deployment.

#### License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time as indicated in the order, Documentation, or as authorized by Avaya in writing. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an email or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

#### Heritage Nortel Software

“Heritage Nortel Software” means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link “Heritage Nortel Products” or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

#### Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

#### Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

#### Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya’s website at: <https://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 these Software License Terms, 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 these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT 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 MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

#### Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER’S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. 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 H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP:// WWW.MPEGLA.COM](http://www.mpegla.com).

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

#### **Compliance with Laws**

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

#### **Preventing Toll Fraud**

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### **Avaya Toll Fraud intervention**

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

#### **Security Vulnerabilities**

Information about Avaya’s security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>. Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

#### **Downloading Documentation**

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

#### **Contact Avaya Support**

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

#### **Trademarks**

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

# Contents

<b>Chapter 1: Introduction .....</b>	<b>6</b>
Purpose .....	6
Intended audience.....	6
Related resources .....	6
<i>Documentation</i> .....	6
<i>Training</i> .....	7
<i>Avaya Mentor videos</i> .....	8
<i>Developer resources</i> .....	8
Support.....	8
<b>Chapter 2: Co-Browsing Features.....</b>	<b>9</b>
New in this release .....	9
Features .....	9
<i>Improvement in Client SDK Performance for IE</i> .....	9
<i>Special character apostrophe ` supported in name</i> .....	9
<i>Supports latest releases of Web technologies and Database</i> .....	9
<i>Restrict Agent Request Control</i> .....	10
Known Behavior .....	10
<i>Modal box</i> .....	10
Fixed Issues .....	11
Known Issues .....	11
<b>Chapter 3: Co-Browsing Installation.....</b>	<b>12</b>
Co-Browsing Software .....	12
Platform Interoperability .....	12
<i>Avaya Breeze®</i> .....	12
<b>Chapter 4: Avaya Technical Support contact information .....</b>	<b>14</b>

# Chapter 1: Introduction

---

## Purpose

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

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

---

## Intended audience

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

---

## Related resources

---

### Documentation

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

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

---

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

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

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

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

---

## Training

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

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

---

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

---

## Avaya Mentor videos

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

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

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

**Note:** Videos are not available for all products.

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

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists and click the name of a topic to see the available list of videos posted on the site.

---

## Developer resources

Avaya DevConnect provides resources for Avaya Breeze® developers.

You must register to access the [DevConnect](#).

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

- Programming and product documentation
- Sample applications
- Forums

---

## Support

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



# Chapter 2: Co-Browsing Features

---

## New in this release

The current release of Avaya Co-Browsing Snap-in contains the following new features:

- Improvement in Client SDK Performance for IE
- Special character apostrophe \ ' now supported in name
- Supports latest releases of Web technologies and Database–
  - Angular
  - jQuery
  - MSSQL, Postgres

Note:

New License agreement for the Avaya Co-Browsing Snap-in.

---

## Features

---

### Improvement in Client SDK Performance for IE

On IE, customer CoBrowse session duration was limited to around 30 minutes, after significant changes this duration has been increased to approximately 86 minutes.

Note: when customer is using all the CoBrowse features available.

---

### Special character apostrophe \ ' supported in name

Names can now contain \ ' character which is rendered properly.

---

### Supports latest releases of Web technologies and Database

- Support for Angular 7, Angular 8 and Angular 9
  - Support for jQuery v3.3 and v3.4
  - Support for MSSQL Server 2019, PostgreSQL 12.2
- 

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

---

## Restrict Agent Request Control

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

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

### **Note:**

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

Default value for the attribute is True

This feature is applicable for CoBrowse with Breeze mode.

---

## Known Behavior

---

### **Modal box**

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

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

Best ways for implementing modal box in your webpage:

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

---

## Fixed Issues

Fixed Defect	Description
WAVE-17142	After network restart existing CB session get lost and not getting connected

---

## Known Issues

Title	Brief Description of how issue will affect the customer
WAVE-8145	Pentool annotations made within the iframe appear to be shifted on the agent side, when customer is using Firefox browser and also when customer uses iPad (Safari 12)
WAVE-8146	On Firefox iframe not working when agent is in control
WAVE-8144	Agent to Customer Annotation positions are not matching exactly

# Chapter 3: Co-Browsing Installation

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

---

## Co-Browsing Software

This section provides information on the software required for deployment of Co-Browsing 3.8.1.0.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.8.1.0	<b>SVAR version:</b> CoBrowse-svar- 3.8.1.0.11300102.zip	<b>PLDS ID:</b> CB0000000020 <b>MD5 Checksum:</b> 8d79acd8f9c3f75d5ced03f41f4ef10c
Avaya Co-Browsing Client	<b>ZIP filename:</b> SharingPackage_Javascript-3.8.1.0.1130017.zip	<b>PLDS ID:</b> CB0000000021 <b>MD5 Checksum:</b> d60cfd977dc3ab51564babd2710c44ca

For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.8 release on <https://support.avaya.com>.

---

## Platform Interoperability

Co-Browsing 3.8.1.0 is supported on the *Avaya Breeze®* Release 3.8.0.2 release only.

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

---

## Avaya Breeze®

Product	Version	Deployment	Software
Avaya Breeze® Platform OVA	3.8.0.2.380204	OVA	Breeze-3.8.0.2.380204.ova
		ISO	aus-installer-3.8.0.2.380204.iso

---

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

**Note:** Software built for Avaya Breeze® 3.8.0.2 cannot be installed on any earlier version of the Avaya Breeze®. Before installing this Co-Browsing release, you must install (or upgrade to) the Avaya Breeze® 3.8.0.2 platform.

# Chapter 4: Avaya Technical Support contact information

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

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

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