



# **Avaya Co-Browsing Snap-in Reference**

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# Chapter 1: Introduction

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## Purpose

This document describes the characteristics, features, capabilities, and performance specifications of Avaya Co-Browsing Snap-in. This document also provides information about how to install, configure, and administer Avaya Co-Browsing Snap-in. If you have knowledge of Java script, jQuery, HTML, and Cascading Style Sheets (CSS), you can use this document to integrate Avaya Co-Browsing Snap-in with the website for which you want to enable Co-browsing.

This document is intended for people who want to install, configure, and administer Avaya Co-Browsing Snap-in.

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## Prerequisites

The following are the prerequisites for Avaya Co-Browsing Snap-in:

- A working website which can use the Co-browsing functionality.
- Install and configure System Manager and Avaya Breeze™.
- Configure CORS on Avaya Breeze™ if the deployment of your enterprise application mandates referring Co-browsing application from a different domain.

For more information, see CORS section in [Certificate-based authentication overview](#) on page 36.

- Analysis of the website for javascripts libraries. Customers might have site-specific javascripts enabled. In a co-browse session, some of these javascripts can cause unexpected behavior. The customers must closely analyze the javascripts and accordingly take action to ensure that the co-browse session does not display unwarranted behavior.
- NAMESPACE analysis of the website with the co-browse NAMESPACE for any potential conflict.
- Identify the secure fields and analyze which webpages are co-browse enabled.
- Analysis of the webpages that would support co-browse and strategy for navigation between co-browse enabled pages and normal pages.
- Analysis of the events provided by the web SDK and handling of the events using APIs.

For more information, see *Avaya Co-Browsing Snap-in Developer and API Reference Guide* on <http://support.avaya.com>.

- Create the JDBC provider and JDBC source.

For more information, see [Creating JDBC Provider and DataSource](#) on page 21.



**Note:**

Avaya Co-Browsing Snap-in supports only HTTPs traffic.



# Chapter 2: Avaya Co-Browsing overview

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## Overview

Avaya Co-Browsing Snap-in provides a set of consolidated services for sharing a webpage session. Using Avaya Co-Browsing Snap-in, Customer and Agent can browse the same webpages to collaborate and accomplish certain tasks. The Agent can assist the Customer to perform various actions on the Co-browse enabled webpages. For example, navigate through the webpages and fill out forms.

Avaya Co-Browsing Snap-in leverages the Document Object Model (DOM), which is an application programming interface (API) for valid HTML documents.

Avaya Co-Browsing Snap-in runs on the Avaya Breeze™ 3.2, and you do not need to install any additional software or plug-in to use the snap-in.

Avaya Co-Browsing Snap-in provides the following functionality:

- A standard REST Web Service API to provide access to the Avaya Co-Browsing Snap-in services.

For more information about APIs, see *Avaya Co-Browsing Snap-in Developer and API Reference Guide* on <http://support.avaya.com>.

- A developer SDK, including a sample reference client, that provides co-browsing capabilities.
- Out-of-the box summary reports about agents, sessions, and customers.

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## New in this release

In addition to the existing features, the current release of Avaya Co-Browsing Snap-in supports the following new features:

- Support for Intersystem Caché Database
- Integration with Avaya Oceana™ Workspaces
- Support for increased number of concurrent sessions

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## Features

### Customer-initiated co-browsing

A customer can start a co-browsing session to seek assistance from the agent. The customer must share the system-generated session key with the agent so that the agent can join the session. The session key is an eight-digit number and must have a space between four digits. For example, “1234 5678”.

In case of a customer-initiated session, after the session key is generated, the system displays a modal window. If the customer closes the modal window without sharing the session key with the agent, the session is still active as the customer auto-joins the session. The user name you specify cannot be more than 30 characters long and has to be separated with a space after the first 8 characters. For example, “Abcdefgh ijklmn”.

### Agent-initiated co-browsing

An agent can start a co-browsing session to assist the customer. The agent must share the system-generated session key with the customer so that the customer can join the session. The session key is an eight-digit number and must have a space between four digits. For example, “1234 5678”.

The user name you specify cannot be more than 30 characters long and has to be separated with a space after the first 8 characters. For example, “Abcdefgh ijklmn”. If you specify a user name without a space after the first 8 characters, before generating a PDF, expand the column width on the Reports dashboard. This accommodates the complete name in the PDF.

### Two-way co-browsing

The customer can give control of the co-browsed webpage to an agent for assistance. By default, an agent has view-only permission to a co-browsed webpage. The agent can request permission to control or the customer can promote the agent to control the webpage. During the period when the agent has control, the agent gains restricted access to the webpage. The customer can revoke control from the agent at any point of time, or the agent can voluntarily release control.

#### **Note:**

The locale settings of the session are set by the session initiator. The joining party cannot override the locale settings. If the session has not started, the locale settings default to the locale settings on System Manager. The local settings are configurable through System Manager.

An agent can cancel the session even after the agent generates a session key. The customer is always auto-joined in the session.

#### **Note:**

When a session starts, the session owner can select values from the drop-down list. Depending on the available values, the session controller sees the values in the drop-down list. The system does not display all values in the list to the other party. The right-click Windows context-sensitive menu is browser-dependent. Therefore, the agent and customer will not see the same right-click Windows context-sensitive menu.

### Data masking

The customer can ensure data privacy and secure co-browsing by using security measures such as hiding sensitive information, preventing certain actions, and hiding certain elements. Depending on

the legal and location-specific requirements, the customer can apply data masking to certain fields such as Social Security Number or credit card number. The customer can also block certain actions so that the agent does not submit any information on behalf of the customer.

**\* Note:**

Ensure that the field that is masked for security cannot be edited by any other javascript events.

## Highlight text

The customer or agent can highlight static text. The highlight functionality is configurable and can be enabled or disabled. The highlight color is configurable. If the customer is in control of the co-browse session and highlights some text, the highlighted text is visible to the agent. If the agent is in control of the co-browse session and highlights some text, the highlighted text is visible to the customer. If the customer pauses a session after highlighting text, the highlighted text remains visible to the agent. If the customer cancels the highlight after pausing the session, the change is not visible to the agent till the customer resumes the session. The highlighted text disappears automatically if the session control is passed on from the agent and the customer or vice versa. The highlighted text disappears automatically if the agent or the customer clicks or double-clicks the mouse button.

**\* Note:**

Elements such as textbox, text area, or select box do not support highlighting of text. The customer or agent can highlight only through mouse selection or a double-click.

# Chapter 3: Avaya Co-Browsing requirements and compatibility

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## Avaya product requirements

Install the following Avaya products before installing Avaya Co-Browsing Snap-in:

Avaya products	Version
Avaya Breeze™	3.2
Avaya Aura® System Manager	7.0.1

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## Supported browsers and devices

### Supported devices, Operating Systems and browser versions

Device	OS version	Default Browser Version
Nexus 5 Phone	Android 6.0.1	Chrome 51.0.2704.81
Nexus 7 TAB	Android 6.0.1	Chrome 50.0.2331.89
iPhone 6	iOS 9.3.3	Safari 9.3.3
iPAD Air	iOS 9.3.3	Safari 9.3.3
MacBook	OS X EL Capitan Ver 10.11.5	Safari 9.1.1
Desktop or Laptop	Windows 7 and or Windows 10	Chrome 51.0.2704.103
Desktop or Laptop	Windows 7 and or Windows 10	Firefox 47.0.1
Desktop or Laptop	Windows 7 and or Windows 10	Internet Explorer 11.0.10240

### Important:

- Enable the Java script support in your browser for the Avaya Co-Browsing Snap-in. For more information, see <http://www.enable-javascript.com/>. Enable the following in your browser:
- Enable cookies support in your browser for Avaya Co-Browsing Snap-in to work correctly. For more information, see <http://www.whatarecookies.com/enable.asp>.

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## Database requirements

Avaya Co-Browsing Snap-in 3.2 supports the following external databases:

- Oracle 11g
- MS SQL Server 2012 and MS SQL Server 2014
- PostgreSQL 9.4.1
- Intersystem Caché Database 2015

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## Hardware requirements

The Avaya Co-Browsing Snap-in hardware requirements are based on the Avaya Breeze™ and System Manager requirements. For more information, see the respective product documentation. In addition, you need Avaya Breeze™ with 4 vCPU, 8 GB RAM, and 100 GB HDD.

# Chapter 4: Licensing

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## License overview

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### License requirements

To use Avaya Co-Browsing Snap-in, you must procure the valid Avaya Co-Browsing Snap-in and Avaya Breeze™ license files.

Avaya Co-Browsing Snap-in uses the snap-in service licensing feature provided by Avaya Breeze™. The platform and snap-in licenses are available through PLDS. You must install these licenses on the WebLM server of Avaya Aura® System Manager which manages the platform and snap-in licenses.

Avaya Co-Browsing Snap-in contains a digital signature that the Avaya Breeze™ Element Manager uses to confirm that the licenses are applicable to these services. If the signature is invalid, the system does not load the service.

A single license containing the information for each licensed feature applies to the Avaya Co-Browsing Snap-in.

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## Configuring Avaya Co-Browsing Snap-in licenses

### Before you begin

- Get the Avaya Co-Browsing Snap-in license from Avaya PLDS.
- You must get the primary HOST ID from the System Manager to generate the Avaya Co-Browsing license.

Login to **System Manager**. Navigate to **Home > Services > Licenses > Server properties**.

- Ensure that the Avaya Co-Browsing Snap-in license is installed on the WebLM server that is integrated with System Manager.
- Ensure that the Avaya Breeze™ platform license is installed on System Manager.

In System Manager, click **Elements > Avaya Breeze™ > Server Administration** to see the current status of each Avaya Breeze™ server platform license.

### About this task

Configure Avaya Co-Browsing Snap-in licenses in System Manager.

## Procedure

1. On the System Manager Home page, click **Services > Licenses**.
2. Select **Install License**.
3. Browse to the location of the Avaya Co-Browsing Snap-in license.
4. Select the license file and click **Install**.

The system installs the license file.

In the left navigation pane, the system displays Collaborative\_Browsing\_Snap\_in in **Licensed Products**.

5. To verify if the license file is installed successfully:
  - a. Click **Elements > Avaya Breeze™ > Service Management**.
  - b. In the **License mode** column, verify that the column displays a check mark for the Avaya Co-Browsing Snap-in mode.

The following licensing modes apply to all Avaya Breeze™ and Avaya Co-Browsing Snap-in licenses:

- **License Normal Mode:** A valid license file is installed. The complete functionality is present for the Avaya Breeze™ instance.
- **License Error Mode:** License error is seen in this mode. The Avaya Breeze™ instance is in a 30 day grace period during this mode. Complete functionality is available during the grace period. The system displays the warning icon along with the date and time of the grace period expiration in the **License Mode** column. If the grace period expires and the license error has not been corrected, the snap-in enters License Restricted mode and is uninstalled from all clusters.
- **License Restricted Mode:** The Avaya Co-Browsing Snap-in instance goes in to the restricted mode after the 30 day grace period expires. As a result of this unresolved license error, the snap-in is in the License Restricted mode and is uninstalled from all clusters. If you install a license file, the Avaya Co-Browsing Snap-in server goes into the normal mode and automatically returns to service.

For more information about licensing modes and licensing for Avaya Breeze™, see *Administering Avaya Breeze™*.

Avaya Breeze™ licensing audit runs every 9 minutes. Any license changes, including install or uninstall actions on the WebLM server, take time to reflect on the user interface. The latest license information thus takes maximum 9 minutes to reflect in the Avaya Breeze™ Element Manager.

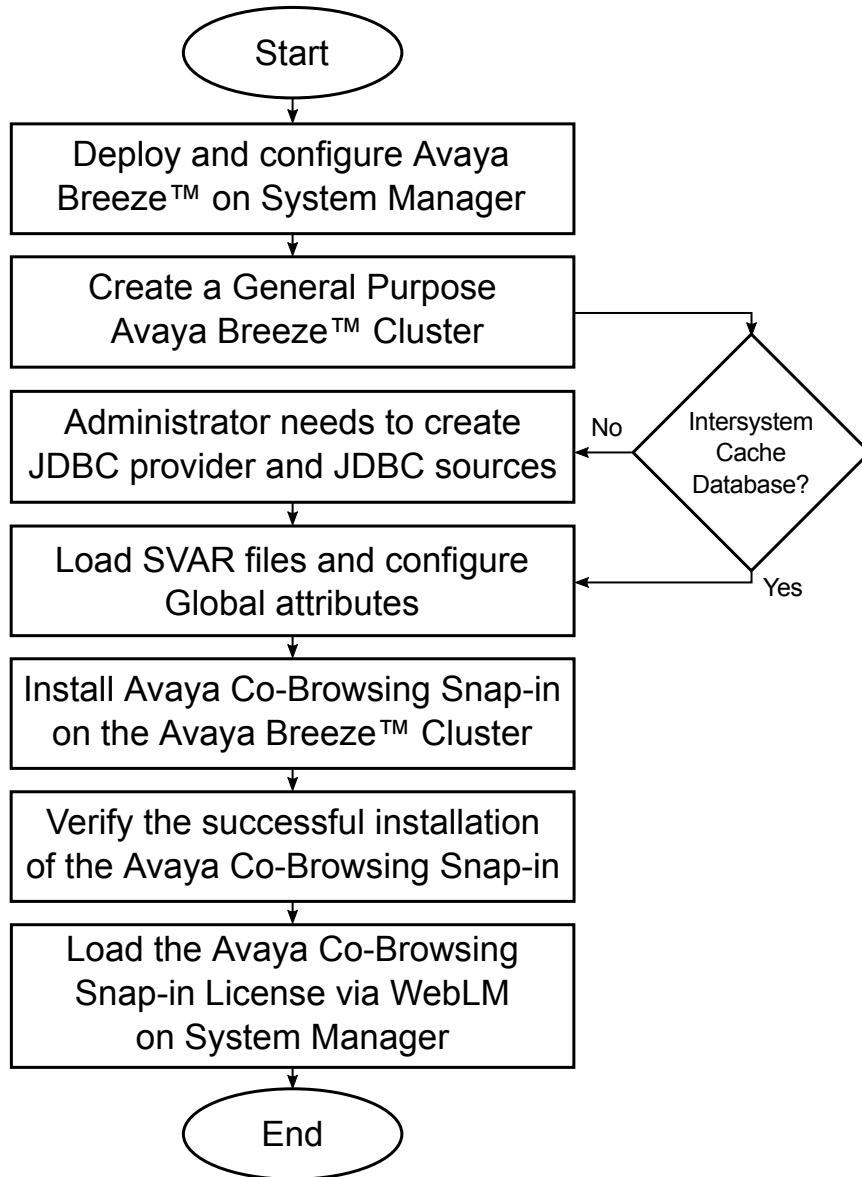
# Chapter 5: Avaya Co-Browsing Snap-in deployment

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## Avaya Co-Browsing Snap-in process flow

The following diagram depicts the process flow for installing the Co-Browsing Snap-in for the first time:







## Avaya Co-Browsing Snap-in deployment checklist

No.	Task	Notes
1	Ensure that Avaya Aura® System Manager is running.	None.

*Table continues...*

No.	Task	Notes
2	Install and configure the Avaya Breeze™ server.	Before turning on the Avaya Breeze™ server, ensure that you set the memory to 8 GB of RAM.
3	Create a Avaya Co-Browsing Snap-in cluster.	<p>Assign a Avaya Breeze™ server to the Avaya Co-Browsing Snap-in cluster.</p> <p> <b>Note:</b></p> <p>When you administer a new Avaya Breeze™ server, you must add the server to a cluster. If not, the Avaya Breeze™ asset is not usable.</p> <p>Ensure that you have enabled <b>Only allow HTTPS traffic</b> checkbox.</p> <p>If you are using a multi-instance clustered environment, then enable <b>Is load balancer enabled</b> and <b>Is session affinity enabled</b> checkbox.</p>
4	Download the Avaya Co-Browsing Snap-in services from PLDS.	<p>The Avaya Co-Browsing Snap-in services are available as Service Archive (SVAR) files, and the client is available as zip files.</p> <p> <b>Note:</b></p> <p>Do not add any space between the file name and the service name while saving the SVAR file.</p>
5	Load the Avaya Co-Browsing Snap-in SVAR file in System Manager.	None.
6	Configure JDBC provider and JDBC sources for Oracle, PostgreSQL, and MS SQL Server databases.	For more information about this, see <a href="#">Creating JDBC Providers DataSources</a> on page 21.
7	Configure global attributes.	For more information about this, see <a href="#">Configuring Global Attributes</a> on page 25.
8	Load the Avaya Co-Browsing Snap-in license via WebLM. For more information on licensing, see <a href="#">License requirements</a> on page 14.	None.
9	Install Avaya Co-Browsing Snap-in.	None.
10	Verify the installation.	None.
11	Configure alarms on System Manager.	None.

# Creating an Avaya Co-Browsing Snap-in cluster

## Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Cluster Administration**.
3. On the Cluster Administration page, click **New**.

The system displays the Cluster Editor page.

4. In the **Cluster Profile** drop-down list, select the **General Purpose** profile.

The system refreshes the Cluster Editor page and populates the profile attributes.

5. In the **General** tab, type the details in the following fields:

- a. **Cluster Name:** The unique name of the cluster.
- b. **Cluster IP:** The cluster IP address. The cluster IP address is mandatory if you enable the load balancer. If you enable the load balancer, ensure you select session affinity.  
For information on setting up the load balancer, see *Administering Avaya Breeze™*.
- c. **Description:** The description of the cluster.
- d. Ensure that you have enabled **Only allow HTTPS traffic** check box.

6. In the **Servers** tab, in the **Unassigned Servers** table, click the plus sign (+) next to the **Name** column to add the Avaya Breeze™ server to the cluster.

If the server is assigned to another cluster, remove the server from the existing cluster before you add to the Avaya Co-Browsing Snap-in cluster.

7. In the **Services** tab, select the services to install on all servers in the cluster.
8. Click **Commit** to create the cluster.

On the Cluster Administration page, the **Service Install Status** field displays a green check mark after the cluster is successfully created.

9. **(Optional)** To view the Avaya Breeze™ instances in the cluster, click **Show** in the **Details** column of the cluster.

The system displays the members of the cluster and the status of each instance in the cluster.

10. **(Optional)** To view the details of the Snap-ins installed on that instance, click a specific Avaya Breeze™ instance in the cluster.

### **Important:**

The customers can deploy the co-browse application on multiple nodes of an Avaya Breeze™ cluster. If at least one node in the Avaya Breeze™ cluster is active and accepting new requests, the cluster IP will service incoming requests. The actual Avaya Breeze™ node handling the request is transparent to the API client.

**\* Note:**

The scope of the cluster support does not imply support for the following:

- a. Load balancing: An even distribution of incoming requests to various nodes within the Avaya Breeze™ cluster is not provided. The mechanism for even load distribution is Avaya Breeze™ dependent.
- b. High availability: A backup Avaya Breeze™ node takes 5 to 7 minutes to start serving requests after the primary Avaya Breeze™ node is unable to serve requests. During this period, the cluster IP might be unable to service new requests.
- c. Session preservation: Ongoing sessions being serviced by a particular node will not be preserved when that Avaya Breeze™ node is no longer available to serve requests.

---

## Installing Avaya Co-Browsing Snap-in

---

### Loading Avaya Co-Browsing Snap-in

#### Before you begin

- Install a WebLM license of Co-Browsing Snap-in on System Manager.
- Download the Avaya Co-Browsing Snap-in services from PLDS.

#### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Service Management**.
3. On the Service Management page, click **Load**.
4. In the Load Service dialog box, click **Browse** and select the `Avaya Co-Browsing Snap-in<cecobrowsega-3.2.0.0.xxxxxx>.svar` file.

The system displays the `Avaya Co-Browsing Snap-in<version>.svar` file in the **Local PC** text field.

5. Click **Load**.

System Manager checks the licensing of Avaya Co-Browsing Snap-in. On successful validation, System Manager displays the Accept End User License Agreement dialog box.

6. Click **Accept**.

System Manager adds the Avaya Co-Browsing Snap-in to the list of services.

7. On the **Avaya Breeze™** web interface, click **Service Management**, ensure the Avaya Co-Browsing Snap-in is in loaded state.

## Creating JDBC providers and datasources

### About this task

Use this procedure to create JDBC providers and datasources.

### Important:

Skip this procedure if you use the Intersystem Cache database.

### Before you begin

Ensure you download the JDBC driver `.jar` file compatible with the database version you want to use from the database vendor website. Ensure you are using the correct `.jar` file and the implementation class for that `.jar` file.

The following table lists the database and the corresponding `.jar` files:

Database	.jar file
Oracle	ojdbc6.jar
PostgreSQL	postgresql-9.0-801.jdbc4.jar
MS SQL Server	sqljdbc4-4.1.jar

### Procedure

1. Login to **System Manager**.
2. Navigate to **Home > Avaya Breeze™ > Configuration > JDBC Providers**.
3. In the Jar field, create a JDBC provider using the JDBC driver `.jar` file.

In the **JDBC Provider Editor**, specify the class name as mentioned in the [JDBC Provider Class Name](#) on page 22.

In the **Jar File**, select the `.jar` file. For example, if you are creating JDBC provider MS SQL server TestProvider, then use the MS SQL server JDBC driver `sqljdbc4-4.1.jar` file.

4. Navigate to **Home > Avaya Breeze™ > Service Management**.
5. Search for the JDBC provider you created in step 3.
6. Select the provider and click **Install**.  
The system displays a popup list of clusters.
7. After you successfully install the JDBC provider, reboot all **Avaya Breeze™** instances for the cluster
8. Select the cluster on which you want to install the provider and click **Commit**.
9. Navigate to **Home > Avaya Breeze™ > Configuration > JDBC Sources**.
10. Add a new datasource from the JDBC datasource page.

11. On the JDBC Data Source editor page, under **Basic** section, select the cluster on which you installed the provider.  
The system populates the installed provider name in the **JDBC Provider** drop-down.
12. Specify a JNDI name. you can specify the JNDI name as `jdbc/<anyname>`. For example, if you creating JDBC source for SQL, then mention the JNDI name as `jdbc/sql`.
13. Specify the database URL, username, and password to connect to the database. For example, `jdbc:oracle:thin:@101.133.72.26:1521:oracledb`.
14. Under **Custom Properties** section, in the **Name** tab, specify the database name as `databaseName` and under the **Value** tab, specify the value as configured on the MS SQL server and PostgreSQL.
15. Under the **Name** tab, specify the port number as `portNumber` and under the **Value** tab, specify the value as configured on the MS SQL server and PostgreSQL.
16. Under the **Name** tab, specify the server name as `serverName` and under the **Value** tab, specify the value as configured on the MS SQL server and PostgreSQL.
17. Under the **Name** tab, specify the user name as `user` and under the **Value** tab, specify the value as configured on the PostgreSQL.
18. Under the **Name** tab, specify the password name as `password` and under the **Value** tab, specify the value as configured on the PostgreSQL.
19. Click **Commit**.
20. Verify that the connection to the database is working.  
You should be able to use the data source through the snap-in tool or Engagement Designer tool.
21. Reboot Avaya Breeze™ server after test connection is successful.

**Related links**

[JDBC Provider Class Name](#) on page 22

**JDBC Provider Class Name**

Database	JDBC Provider Class Name	JDBC Sources sample DB URL
Oracle	<code>oracle.jdbc.pool.OracleConnectionPoolDataSource</code>	<code>jdbc:oracle:thin:@&lt;Databaseserver IP or FQDN&gt;:1521:&lt;database name&gt;</code>  For example, <code>jdbc:oracle:thin:@101.133.72.26:1521:oracledb</code>
PostgreSQL	<code>org.postgresql.jdbc2.optional.ConnectionPool</code>	<code>jdbc:postgresql:// &lt;Database server IP</code>  Ensure you configure the following custom properties: <ul style="list-style-type: none"> <li>• <code>serverName</code></li> </ul>

*Table continues...*

Database	JDBC Provider Class Name	JDBC Sources sample DB URL
		<ul style="list-style-type: none"> <li>• databaseName</li> <li>• portNumber: default is 5432</li> </ul> For example, jdbc:postgresql://101.133.72.26
MS SQL Server	com.microsoft.sqlserver.jdbc.SQLServerConnectionPoolDataSource	jdbc:sqlserver://<Database server IP or FQDN>  Ensure you configure the following custom properties: <ul style="list-style-type: none"> <li>• serverName</li> <li>• databaseName</li> <li>• portNumber: default is 1433</li> </ul> For example, jdbc:sqlserver://101.133.72.26

**Related links**

[Creating JDBC providers and datasources](#) on page 21

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## Configure Intersystem Cache database

### Configuring Intersystem Caché database for data

You must create a separate database for storing code and data.

**Before you begin**

Ensure you install the Intersystem Caché instance. For more information, see *Deploying Avaya Oceana™*.

**Procedure**

1. Login to the system where you have installed the Caché instance.
2. Login to the Caché Management portal by typing `http://localhost:57772/csp/sys/%25CSP.Portal.Home.zen?$NAMESPACE=%25SYS`.
3. Click **Home > System Administration > Configuration > System Configuration > Local Database**.
4. Click **Create Database** and specify a name for the database along with the path. For example `C:/intersystems/cache/cobrowse/data`.
5. Click **Next**.
6. Specify a value for **Initial Size (MB)** as per your requirement. The minimum value is 11 MB.

7. Specify a value for **Block size for this database will be** as per your requirement. and select **Journal globals** as *Yes*.

The minimum block size is 8 KB.

8. Select the default resource as **DB\_DEFAULT**, and click **Next**.
9. Click **Finish**.

## Configuring Intersystem Caché database for code

You must create a separate database for storing code and data.

### Before you begin

Ensure you install the Intersystem Caché instance. For more information, see *Deploying Avaya Oceana™*.

### Procedure

1. Login to the system where you have installed the Caché instance.
2. Login to the Caché Management portal by typing `http://localhost:57772/csp/sys/%25CSP.Portal.Home.zen?$NAMESPACE=%25SYS`.
3. Click **Home > System Administration > Configuration > System Configuration > Local Database**.
4. Click **Create Database** and specify a name for the code database along with the path. For example `C:/intersystems/cache/cobrowse/code`.
5. Click **Next**.
6. Specify a value for **Initial Size (MB)** as per your requirement. The minimum value is 128 MB.
7. Specify a value for **Block size for this database will be** as per your requirement, and select **Journal globals** as *Yes*.  
The minimum block size is 8 KB.
8. Select the default resource as **DB\_DEFAULT**, and click **Next**.
9. Click **Finish**.

## Configuring namespaces

### Procedure

1. Login to the system where you have installed the Caché instance.
2. Login to the Caché Management portal by typing `http://localhost:57772/csp/sys/%25CSP.Portal.Home.zen?$NAMESPACE=%25SYS`.
3. Click **Home > System Administration > Configuration > System Configuration > Namespaces**.
4. Click **Create New Namespace** and specify a name for the code database along with the path. For example `C:/intersystems/cache/cobrowse/code`.



5. Specify the name for the namespace.
6. Select `cobrowse_data` for **globals** and `cobrowse_code` for **routines**.
7. Click **Save**.

## Creating a new role

### Procedure

1. Login to the system where you have installed the Caché instance.
2. Login to the Caché Management portal by typing `http://localhost:57772/csp/sys/%25CSP.Portal.Home.zen?$NAMESPACE=%25SYS`.
3. Click **Home > System Administration > Security > Roles**.
4. Click **Create role**.
5. Specify a name and description for the role.
6. Click **Save**.
7. Navigate to Assigned To tab, and select `%ALL` role and click **Assign**.

## Creating a new user

### Procedure

1. Login to the system where you have installed the Caché instance.
2. Login to the Caché Management portal by typing `http://localhost:57772/csp/sys/%25CSP.Portal.Home.zen?$NAMESPACE=%25SYS`.
3. Click **Home > System Administration > Security > Users**.
4. Click **Create new user**.
5. Specify a name and password for the user.
6. Select **Password never expires** and **Account never expires** check boxes.
7. Give **Startup Namespace** as required. For example, `COBROWSE`.
8. Click **Save**.
9. Navigate to the Roles tab, and select required role name as required, for example, `cobrowseadmin` role and click **Assign**.
10. Click **Save**.

---

## Configuring global attributes

### About this task

Configuring values for the Avaya Co-Browsing Snap-in is a one-time activity that you must perform before installing Avaya Co-Browsing snap-in.

## Procedure

1. On the System Manager Home page, in **Elements**, select **Avaya Breeze™ > Configuration > Attributes**.
2. Click the **Service Globals** tab.
3. From the **Service** drop-down menu, select the service that contains the attributes you want to configure.

The table displays all the attributes that you can configure for cecobrowsega. The table must include the description of each attribute.

4. For the attribute you want to change:
  - a. Click **Override Default**.
  - b. In the **Effective Value** field, enter the new value or string.
5. Click **Commit** to save your changes.

**\* Note:**

The cluster level service attributes persist after an uninstall from the cluster and the values are retained for subsequent install to ensure that you do not have to re-configure all of the attributes when changing service versions.

## Avaya Co-Browsing Snap-in database attributes field descriptions

You must set the database attributes before you install the Avaya Co-Browsing Snap-in.

**\* Note:**

The default values for the database attributes are for reference. You must create a database before you install the Avaya Co-Browsing Snap-in.

Name	Description	Default value
<b>For MS SQL Server:</b>		
<b>Collaborative Browsing Database Jndi Name</b>	The name of the external database. You must use the JNDI name created in <a href="#">Creating JDBC Providers DataSources</a> on page 21.	NA
<b>Collaborative Browsing Database Type</b>	The external database type.	The value is sqlserver.
<b>Collaborative Browsing Database Dialect</b>	The external database dialect.	org.hibernate.dialect.SQLServerDialect
<b>Collaborative Browsing Enable JNDI</b>	This value must be true if you use an external database.  This value must be false if you use the Intersystem cache database configuration.	NA

*Table continues...*

Name	Description	Default value
<b>For Oracle:</b>		
<b>Collaborative Browsing Database Jndi Name</b>	The name of the external database. You must use the JNDI name created in <a href="#">Creating JDBC Providers DataSources</a> on page 21.	NA
<b>Collaborative Browsing Database Type</b>	The external database type. The value is oracle.	NA
<b>Collaborative Browsing Database Dialect</b>	The external database dialect.	org.hibernate.dialect.Oracle10gDialect
<b>Collaborative Browsing Enable JNDI</b>	This value must be true if you use an external database.  This value must be false if you use the Intersystem cache database configuration.	NA
<b>For Postgres:</b>		
<b>Collaborative Browsing Database Jndi Name</b>	The name of the external database. You must use the JNDI name created in <a href="#">Creating JDBC Providers DataSources</a> on page 21.	NA
<b>Collaborative Browsing Database Type</b>	The external database type. The value is postgres.	NA
<b>Collaborative Browsing Database Dialect</b>	The external database dialect.	org.hibernate.dialect.PostgreSQLDialect
<b>Collaborative Browsing Enable JNDI</b>	This value must be true if you use an external database.  This value must be false if you use the Intersystem cache database configuration.	NA
<b>For Intersystem Cache Database Configuration:</b>		
<b>Collaborative Browsing Database Type</b>	The external database type. The value is intersystemcache.	NA
<b>Collaborative Browsing Database Dialect</b>	The external database dialect.	org.hibernate.dialect.Cache71Dialect
<b>Collaborative Browsing Enable JNDI</b>	This value must be false if you use the Intersystem cache database configuration.	true
<b>Collaborative Browsing Database Username</b>	The external database username. You must use the username used while configuring the Intersystem Cache database. For more information, see <a href="#">Configuring Intersystem Cache database</a> on page 23.	_SYSTEM
<b>Collaborative Browsing Database Password</b>	The external database password	NA
<b>Collaborative Browsing Database Driver Class</b>	The external database driver class	com.intersys.jdbc.CacheDriver

*Table continues...*

Name	Description	Default value
<b>Collaborative Browsing Database URI</b>	The external database connection string	<p>jdbc:Cache://&lt;IP address of database server:portnumber&gt;/NAMESPACE</p> <p>The default port is 1972.</p> <p><b>* Note:</b></p> <p>The default value of NAMESPACE is USER. You must use the namespace created while configuring Intersystem Cache database. For more information, see <a href="#">Configuring Namespaces</a> on page 24.</p>

**! Important:**

If you change any of the database attributes after installing Avaya Co-Browsing Snap-in, you must restart the Avaya Breeze™ server, or WebSphere node for the changes to take effect. After the Avaya Breeze™ server restarts, you must wait at least for one minute for the changes to take effect.

## Timeout specific attributes

You can set the session inactivity time out values.

Name	Description
<b>Collaborative Browsing Inactive time out (minutes)</b>	Displays the value in minutes. The system ends a session if the owner of the co-browse session is idle for the time, that is configured in Inactive time out (minutes). The default value is 2 minutes. The minimum value is 2 minutes and maximum value is 30 minutes.
<b>Collaborative Browsing Inactive time out (message)</b>	The system displays the message after the system ends the session. You can add your custom message.
<b>Collaborative Browsing Session time out (minutes)</b>	Displays the value in minutes. The system ends a session during a regular clean up activity which runs at the interval of every 30 minutes, if the session does not end gracefully. The default value is 60 minutes. The minimum value is 30 minutes and maximum value is 1440 minutes.

## Server specific attributes

You can set server attributes.

Name	Description
<b>Collaborative Browsing Server default locale</b>	Displays the default locale. You can configure the locale as per requirements. For example, if you want the co-browse session to support English only, you can set the default locale as en_US or you can change the preference of the language.
<b>Collaborative Browsing Supported locale</b>	Displays the supported locales by the co-browse server. The default values are de,es,fr,it,ja,ko,pt,ru,zh_CN,pt_BR. The co-browse session server can support the following locales: <ul style="list-style-type: none"> <li>• en_US: English</li> <li>• de: German</li> <li>• fr: French</li> <li>• zh_CN: Chinese</li> <li>• es: Spanish</li> <li>• it: Italian</li> <li>• ja: Japanese</li> <li>• ko: Korean</li> <li>• pt_BR: Portuguese (Brazilian)</li> <li>• ru: Russian</li> </ul>

## Installing Avaya Co-Browsing Snap-in

### Before you begin

- Load the Avaya Co-Browsing Snap-in.
- Ensure that you know the cluster name to install the Avaya Co-Browsing Snap-in.
- Configure all database attributes in the service global tab using System Manager.

### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Service Management**.  
The system displays the Service Management page.
3. In the services name list, select the Avaya Co-Browsing snap-in and then click **Install**.  
The system displays a list of cluster names in the Confirm Install services dialog box.

4. Select the cluster name to install the Avaya Co-Browsing Snap-in, and then click **Commit**.

The system starts installing the service and changes the state of the service to `Installing`. After installation, the system changes the state to `Installed`.

---

## Verifying a Avaya Co-Browsing Snap-in deployment

### Procedure

1. Open a web browser.
2. To check the query management REST API, type the following URL:

```
https://<Cluster_IP>/services/cecobrowsega/v1/server/status
```

where `<Cluster_IP>` is the IP address of the Avaya Co-Browsing Snap-in cluster where the service that you want to verify is running.

 **Note:**

For a single Avaya Breeze™ instance, provide the security IP address instead of cluster IP.

The system displays the following message: `{"statusCode":"200", "acsResult":"success", "acsResponse":"Successfull", "errorCode":"","errorMessage":"","options":null}`

---

## Editing attributes for Avaya Co-Browsing Snap-in

### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. On the Server Administration page, click **Configuration > Attributes**.

The system displays the Attributes Configuration page.

3. Configure attributes on the following tabs:
  - **Service Clusters:** The attributes are used by all Avaya Co-Browsing Snap-ins that are part of the cluster that you select.
  - **Service Globals:** The attributes are used by all occurrences of the Avaya Co-Browsing Snap-ins except when overridden by attributes administered for a specific cluster.

 **Note:**

After installing snap-in, the **Effective value** for all attributes in **Service Clusters** are same as **Service Globals**. If you change the attribute value in **Service Globals**, then the value in **Service Clusters** changes automatically. To customize a specific attribute for a specific cluster, select the cluster from the drop-down, select the service as

- cecobrowsega, and then select the **Override default** check box in **Service Clusters** for the specific attribute.
4. To configure attributes for **Service Clusters**, click the **Service Clusters** tab.
    - a. In the **Cluster** field, select the cluster where the Snap-in is installed.
    - b. In the **Service** field, select the service name as **cecobrowsega**.  
The system displays a list of attributes that you can configure.
    - c. In the **Override Default** column, specify the attributes by selecting the corresponding check box.
    - d. **(Optional)** In the **Effective Value** column, change the value of the attributes.  
You can always restore the default by clearing the **Override Default** box.
  5. Click **Commit** to save the configuration.

---

## Upgrading Avaya Co-Browsing Snap-in

---

### Upgrade overview

To upgrade Avaya Co-Browsing Snap-in service in Avaya Breeze™, you must install a new version of the Snap-in service.

When you upgrade the Avaya Co-Browsing Snap-in SVAR, the system does not remove the Avaya Co-Browsing Snap-in that is already deployed.

You can upgrade by using the preferred version or the latest version option.

#### Preferred version

When you deploy a new version of the Avaya Co-Browsing Snap-in service, the previous version of the service continues servicing the REST requests. To bring the newly deployed SVAR into service, you must set the newer version as the preferred version on the **Avaya Breeze™ > Service Management** page. For more information, see [Setting Preferred Version](#) on page 33.

#### Latest version

When you deploy a new version of the Avaya Co-Browsing Snap-in service, the new version of the Snap-in service starts servicing the REST requests automatically.

When you deploy a Avaya Co-Browsing Snap-in service in a new Avaya Breeze™ instance, the service is set to **latest** by default.

If you do not set any version as the preferred version, the system uses the latest version value.

When a version is set as the preferred version, the system does not give the option to set the latest version in the **Service Management** page.

---

## Upgrading Avaya Co-Browsing Snap-in services

### Procedure

1. On the System Manager web interface, click **Elements** > **Avaya Breeze™**.
2. In the left pane, click **Service Management**.
3. Make a note of the existing attribute values of the old Co-Browse service before you upgrade.
4. Uninstall and delete the old Co-Browse service.
5. Ensure that the service name is “cecobrowsega” by navigating to **Attributes** > **Service Global**.
6. On the **Service Management** page, click **Load**.
7. Click **Browse** next to **Local PC** to locate the latest Avaya Co-Browsing Snap-in service (.svar), and then click **Open**.
8. In the Load Service window, click **Load** to load the Avaya Co-Browsing Snap-in service.
9. On the End User License Agreement (EULA) page, click **Accept**.  
The Service Management page displays the service with the `LOADED` state.
10. In the left navigation pane, click **Attributes** > **Service Global** and select “cecebrowsega” service.
11. In the left navigation pane, click **Cluster Administration**.
12. For the cluster that you want to upgrade, select **Deny New Service** from the **Cluster State** drop-down.
13. To upgrade to the latest version of the Avaya Co-Browsing Snap-in service, perform one of the following steps:
  - On the **Service Management** page, select and install the latest version of the Avaya Co-Browsing Snap-in service.
  - On the **Cluster Administration** page, edit the cluster to select and commit the latest version of the Avaya Co-Browsing Snap-in service.The Service Management page displays the service with the `INSTALLED` state.
  - If you set the preferred version option for a service, the service continues to service the requests. The new service version comes in to service only after you set the new version as the preferred version option in the **Service Management** page.
  - If you do not set the preferred version option for the service in the cluster, the newly deployed version comes in to service after successful deployment. However, it is advisable to set the preferred version for the newly installed service.
14. Verify if the services are installed successfully. For more information, see *Verifying a Avaya Co-Browsing Snap-in deployment*.



15. For the upgraded cluster, select **Accept New Service** state from the **Cluster State** drop-down.
16. Verify the Co-Browsing deployment functionality after the upgrade.
17. **(Optional)** Uninstall the previous version of the service.
18. **(Optional)** Delete the previous version of the service.

#### Related links

[Setting the preferred version for upgrades](#) on page 33

---

## Setting the preferred version for upgrades

### Before you begin

Install the Snap-in service on Avaya Breeze™.

### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Service Management**.
3. Select the service that you want to set as the default version.
4. Select **Set Preferred Version**.

The system displays the list of clusters.

5. Select the clusters for which you want to set the preferred version.
6. Click **Commit**.

The **Preferred Version** column displays the clusters for which you have set the preferred version.

7. Verify whether the updated service can service requests successfully. For more information, see *Verifying Avaya Co-Browsing Snap-in deployment*.

---

## Uninstalling and deleting Avaya Co-Browsing Snap-in

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### Avaya Co-Browsing Snap-in uninstallation overview

The options are:

- Uninstall a service Snap-in: When you uninstall a service, the system does not remove the attributes from the Avaya Breeze™ Postgres database. For more information, see [Uninstalling Avaya Co-Browsing Snap-in](#) on page 34.

- Delete a service Snap-in: When you delete a service, the system removes the attributes from the Avaya Breeze™ Postgres database. For more information, see [.Deleting Avaya Co-Browsing Snap-in](#) on page 34.

---

## Uninstalling Avaya Co-Browsing Snap-in

### About this task

When you uninstall a service, the system removes the attributes from the **Avaya Breeze™** server.

### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Service Management**.
3. On the Service Management page, select the check box for **cecobrowsega**. Ensure that you select the correct version.
4. Click **Uninstall**.
5. Select the **Cluster Name** from which you want to install the **cecobrowsega** service.
6. Click **Commit**.

### Next steps

To verify that the service is uninstalled, click **Elements > Avaya Breeze™** and perform the following steps:

1. On the Service Management page, verify that the **State** of the service is **Loaded**.
2. On the Cluster Administration page, perform the following steps:
  - a. Click **Show**.
  - b. Click the **Avaya Breeze™** server, and verify that the Service Status page does not display the uninstalled service.

---

## Deleting Avaya Co-Browsing Snap-in

### Before you begin

Ensure that the Avaya Co-Browsing Snap-in is uninstalled.

### About this task

When you uninstall a service, the system removes the attributes from the Avaya Breeze™ server.

### Procedure

1. On the System Manager web interface, click **Elements > Avaya Breeze™**.
2. In the left pane, click **Service Management**.

3. On the Service Management page, perform the following steps:
  - a. Verify that the **State** of the service is **Loaded**.
  - b. Select the service that you want to delete, and then click **Delete**.
  - c. In the dialog box, select the **Please Confirm** check box.
  - d. Click **Delete**.

### **Next steps**

To verify that the service is deleted, click **Elements > Avaya Breeze™**, and perform the following steps:

1. Click **Service Management**.
2. Verify that the Service Management page does not display the deleted service.

# Chapter 6: Security

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## Security overview

Avaya Co-Browsing Snap-in utilizes Avaya Breeze™ to provide all security configurations to access all Avaya Breeze™ services. Avaya Breeze™ provides configuration for HTTPS, Mutual TLS (Client Certificate Challenge), Cross Origin Resource Sharing (CORS), Whitelists, and Trust Certificates. In addition, System Manager provides a flexible platform for administering certificates and authorities.

For more information about the security configuration, see the *Avaya Breeze™* and *System Manager* product documentation.

---

## Certificate-based authentication overview

For Avaya Co-Browsing Snap-in certificate-based authentication, perform the following procedures on the System Manager web interface:

- Configure client certificate challenge through the **Avaya Breeze™ > Configuration > HTTP Security** page.
- Create a client keystore.
- Download the Avaya Breeze™ trusted certificate from System Manager.
- Authenticate browsers.

Ensure that the client applications that access Avaya Co-Browsing Snap-in operations provide the location and credentials of their client certificate and trusted certificate to establish a secure session with the Avaya Co-Browsing Snap-in cluster.

For more information, see the *Avaya Breeze™* and *System Manager* product documentation.

### Cross Origin Resource Sharing

Cross Origin Resource Sharing (CORS) enables access to Avaya Co-Browsing Snap-in requests that originate from specific domains. Cross-origin resource sharing allows JAVA scripts from an application server that can send HTTPS requests to an Avaya Breeze™ instance. The configuration is available on the **Avaya Breeze™ > Configuration > HTTP Security > HTTP CORS** page.

If the originator is `xyz.com`, then add `xyz.com` as an origin in the CORS list. If the origin is `<IP address:port>`, then add `<IP Address:port>` as an origin in the CORS list.

If the originator is `IP Address`, then add `IP Address` as an origin in the CORS list.

For more information, see the *Avaya Breeze™* product documentation.

**\* Note:**

If you use a custom web client application, and enable the client certificate challenge, the web clients cannot authenticate the client certificate through Javascript, that is, Ajax calls. The browser and javascript layers are not connected. Therefore, the system does not send the required client certificate.

**Whitelist**

Avaya Breeze™ accepts HTTPS requests only from the IP Addresses listed in the table. If you do not select this (whitelist enable checkbox), Avaya Breeze™ accepts any HTTPS request that passes the optional client certificate challenge.

---

## Data security

The customer can ensure data privacy and secure co-browsing by using security measures such as hiding sensitive information, preventing certain actions, and hiding certain elements. Depending on the legal and location-specific requirements, the customer can apply data masking to certain fields such as Social Security Number or credit card number. The customer can also block certain actions so that the agent does not submit any information on behalf of the customer. For more information, see Data masking in *Avaya Co-Browsing Snap-in Developer and API Reference* guide.

---

## Port utilization

For Avaya Co-Browsing Snap-in port information, see the *Avaya Breeze™ 3.2 to Port Matrix* document at <https://support.avaya.com/security>.

# Chapter 7: Performance

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## Capacities and scalability

Avaya Co-Browsing Snap-in supports up to 630 concurrent agent and customer sessions on three-node Avaya Breeze™, and supports 1214 sessions per hour.

Deployment	Number of nodes	System Configuration Per Node	Average. Concurrent Session	Average. Sessions Per Hour
Avaya Breeze™ nodes	3	4vCPUs, 8 GB RAM, and 100 GB HDD	630	1214

**\* Note:**

If your database size goes beyond 12 GB, you must purge the database. You can use the relevant purging procedures for the respective database. Ensure that you delete/purge the data from the `cb_cobrowseessiontable` after you finish deleting/purging data from all other tables.

# Chapter 8: Reports

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## Reports

The supported browsers for reports are Internet Explorer 11, Google Chrome, and Mozilla Firefox. You can generate and view three types of reports:

- Session summary report
- Agent summary report
- Customer summary report

**\* Note:**

The report fetches 2000 records at a time. To refine the search, use the search criteria on the Home page. If the report fetches more than 2000 records at a time and displays an error message, you must refine the search criteria. Use the **Refresh** button to view the changes done during the session.

You can generate all reports based on the following search criteria on the respective home page:

Field	Description
State	<p>Use this option to search records based on the state. The states can be:</p> <ul style="list-style-type: none"><li>• All: When you choose this option, the system displays all open and closed sessions. <b>* Note:</b> In case of All sessions, the system displays all open sessions with the start date. For closed sessions, the system displays sessions with the start and end date.</li><li>• Open: When you choose this option, the system displays all open and active sessions. <b>* Note:</b> For Open sessions, the system searches for sessions with the start date only.</li><li>• Close: When you choose this option, the system displays all closed sessions. For example , you can search records for all open sessions.</li></ul>

*Table continues...*

Field	Description
<b>Start Date</b>	Use this option to search records based on the start date and time of the session. The start date and time format is as per the ISO8601 format. For example, 2015-04-19T12:59:23Z
<b>End Date</b>	Use this option to search the records based on the end date and time of the session. The end date and time format is as per the ISO8601 format. For example, 2015-04-19T12:59:23Z
<b>Agent Name</b>	Use this option to search records based on a specific agent. For example, you can filter records for agent named "ABC". The system displays all reports where the name is equal to "ABC" or contains "ABC".
<b>Customer Name</b>	Use this option to search records based on a specific customer. For example, you can filter records for customer named "XYZ". The system displays all reports where the name is equal to "XYZ" or contains "XYZ".
<b>Submit</b>	Use this option to generate the report based on the filters you select.

You can also enable the filtering of the records within the reports. If you select more than one fields to filter the records, the condition is AND. For example, if you filter records based on agent name and session status, the system displays only those records that match both the filter criteria. You can use asterisk ("\*") to filter records using fuzz-match. For example, if you specify "\*us\*" in the **Initiated By** field, then the system displays all records that contain "us".

You can sort each column or hide a column in the report. If you sort the report on more than one columns, then the condition is AND. For example if you sort the first name as ascending and last name as descending, then the system sorts the first name as ascending and then last name as descending.



### Session Summary report

The report gives information about all sessions initiated by a customer and an agent. The following table lists all the columns:

Field	Description
<b>Session Key</b>	<p>Displays the unique key used to identify a session. The session key is system generated.</p> <p>You can click the session key to view all information related to the specific session:</p> <ul style="list-style-type: none"> <li>• Action By: Displays whether the action was performed by the agent or the customer.</li> <li>• Action: Displays all actions performed by either the agent or the customer.</li> <li>• Timestamp: Displays the timestamp when the action was performed by the agent or the customer.</li> </ul>
<b>Customer Name</b>	Displays the name of the customer who initiated a session or joined a session.
<b>Agent Name</b>	Displays the name of the agent who initiated a session or joined a session.
<b>Session Status</b>	Displays the status of the session whether it is closed, idle, waiting for customer, waiting for agent, or in progress.




*Table continues...*



Field	Description
<b>Duration</b>	Displays the duration of the session in seconds, that is, the time between the start of the session and stop of the session.
<b>Start</b>	Displays the timestamp when the session started.
<b>Stop</b>	Displays the timestamp when the session ended.
<b>Initiated By</b>	Displays whether the session is started by an agent or customer.
<b>Ended By</b>	Displays whether the session is ended by an agent or customer.
<b>Events</b>	<p>Displays all the events for the session. You can view all the events performed by the agent for the duration of the session. The events details are:</p> <ul style="list-style-type: none"> <li>• <b>Event type:</b> Displays the type of activity performed. For example, if you enter a value in a field, the event type is text.</li> <li>• <b>Event name:</b> Displays the actual activity performed. For example, if you enter a value in a field, the event name is keypad.</li> <li>• <b>Element ID:</b> Displays the field which was changed. For example if you enter a value in the first name field, the element ID is first_name.</li> <li>• <b>Element value:</b> Displays the actual value entered in the field. For example if you enter a value in the first name field as Joe, the element value is Joe.</li> <li>• <b>CSS Selector:</b> Displays either the CSS selector specified or the element ancestors.</li> <li>• <b>Event By:</b> Displays whether the activity was performed by an agent or customer. For example if the Agent entered a value in a field, the event by is Agent.</li> <li>• <b>Timestamp:</b> Displays the time when the activity is performed. For example 15:00:30.</li> </ul>
	<p>Use to hide columns in the report. The columns with a check mark are displayed in the report. You can also export the report columns. You can export the columns as:</p> <ul style="list-style-type: none"> <li>• <b>Export all data as csv:</b> The system exports all the columns in a csv file.</li> <li>• <b>Export visible fields as csv:</b> The system exports only the visible columns in a .csv file. If you hide certain columns, the system does not export the hidden columns.</li> <li>• <b>Export visible data as pdf:</b> The system exports only the visible columns in a .pdf file. If you hide certain columns, the system does not export the hidden columns.</li> </ul> <p> <b>Note:</b></p> <p>You can export only selected rows from the report in a csv. If you select specific rows, the system displays one additional options for export:</p> <ul style="list-style-type: none"> <li>• <b>Export visible data as pdf:</b> The system exports only the selected rows in a .pdf file. If you hide certain columns, the system does not export the hidden columns.</li> </ul>




## Agent Summary report

The report gives information about all sessions initiated by an agent. The following table lists all the columns:

Field	Description
<b>Agent Name</b>	Displays the name of the agent who initiated a session.
<b>Session Key</b>	Displays the unique key used to identify a session. The session key is system generated.
<b>Customer Name</b>	Displays the name of the customer who initiated a session or joined a session.
<b>Session Status</b>	Displays the status of the session whether it is closed, idle, waiting for customer, or in progress.
<b>Agent Device</b>	<p>Displays the device the agent used to initiate the session.</p> <p> <b>Note:</b></p> <p>If the agent device is running Internet Explorer 10 in compatibility view, then the system displays the agent device as Internet Explorer 7.0.</p>
<b>Duration</b>	Displays the duration of the session in seconds, that is, the time between the start of the session and stop of the session.
<b>Start</b>	Displays the timestamp when the session started.
<b>Stop</b>	Displays the timestamp when the session ended.
<b>Agent Last Activity Time</b>	Displays the timestamp when the agent performed the last activity.
<b>Initiated By</b>	Displays whether the session is started by an agent or customer.
<b>Ended By</b>	Displays whether the session is ended by an agent or customer.
	<p>Use to hide columns in the report. The columns with a check mark are displayed in the report. You can also export the report columns. You can export the columns as:</p> <ul style="list-style-type: none"> <li>• Export all data as csv: The system exports all the columns in a csv file.</li> <li>• Export current data as csv: The system exports only the visible columns in a .csv file. If you hide certain columns, the system does not export the hidden columns.</li> <li>• Export current data as pdf: The system exports only the visible columns in a .pdf file. If you hide certain columns, the system does not export the hidden columns.</li> </ul> <p> <b>Note:</b></p> <p>You can export only selected rows from the report in a csv. If you select specific rows, the system displays one additional options for export:</p> <ul style="list-style-type: none"> <li>• Export selected data as csv: The system exports only the selected rows in a .csv file. If you hide certain columns, the system does not export the hidden columns.</li> </ul>

## Customer Summary report

The report gives information about all sessions initiated by a customer. The following table lists all the columns:

Field	Description
<b>Customer Name</b>	Displays the name of the customer who initiated a session.
<b>Session Key</b>	Displays the unique key used to identify a session. The session key is system generated.
<b>Agent Name</b>	Displays the name of the agent who initiated a session or joined a session.
<b>Session Status</b>	Displays the status of the session whether it is closed, idle, waiting for customer, or in progress.
<b>Customer Device</b>	<p>Displays the device the customer used to initiate the session.</p> <p> <b>Note:</b></p> <p>If the customer device is running Internet Explorer 10 in compatibility view, then the system displays the customer device as Internet Explorer 7.0.</p>
<b>Duration</b>	Displays the duration of the session in seconds, that is, the time between the start of the session and stop of the session.
<b>Start</b>	Displays the timestamp when the session started.
<b>Stop</b>	Displays the timestamp when the session ended.
<b>Customer Last Activity Time</b>	Displays the timestamp when the customer performed the last activity.
<b>Initiated By</b>	Displays whether the session is started by an agent or customer.
<b>Ended By</b>	Displays whether the session is ended by an agent or customer.
	<p>Use to hide columns in the report. The columns with a check mark are displayed in the report. You can also export the report columns. You can export the columns as:</p> <ul style="list-style-type: none"> <li>• Export all data as csv: The system exports all the columns in a csv file.</li> <li>• Export current data as csv: The system exports only the visible columns in a .csv file. If you hide certain columns, the system does not export the hidden columns.</li> <li>• Export current data as pdf: The system exports only the visible columns in a .pdf file. If you hide certain columns, the system does not export the hidden columns.</li> </ul> <p> <b>Note:</b></p> <p>You can export only selected rows from the report in a csv. If you select specific rows, the system displays one additional options for export:</p> <ul style="list-style-type: none"> <li>• Export selected data as csv: The system exports only the selected rows in a .csv file. If you hide certain columns, the system does not export the hidden columns.</li> </ul>

# Chapter 9: Troubleshooting

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## Failed installation

If the installation of Avaya Co-Browsing Snap-in fails:

- Ensure you have configured all database related attributes.
- Check any existing alarms for service level alarms.

You must make the necessary changes to the attributes from System Manager or handle the alarms and then restart the **Avaya Breeze™** server, or the WebSphere node for the changes to take effect.

---

## Fails to run after database reboot

### Avaya Co-Browsing Snap-in is in failed state after Oracle database reboot

**Service install status in Avaya Breeze™** Avaya Co-Browsing snap-in is in "failed to run" state after Oracle database reboot.

**Log file message text** ORA-01017: invalid username/password; logon denied

**Log file** cecobrowsega.log

### Problem description

Avaya Co-Browsing Snap-in changes over to "failed to run" state if you reboot the Oracle database.

### Solution

1. Unlock the Oracle user using *oracle client* or any other utility. For example, **ALTER USER username ACCOUNT UNLOCK;**
2. In System Manager, retype the Oracle password under the **Home > Elements > Avaya Breeze™ > Configuration > JDBC Sources.**
3. Click **Commit.**
4. Reboot the Avaya Breeze™ server instances via System Manager.

# Alarms

## Overview

Avaya Co-Browsing Snap-in generates alarms when any error occurs. The system sends a self-service email to the configured email address.

You can view, search, filter, export, and configure alarms from the System Manager web interface. Alarm information is available on the **Services > Events > Alarms** page in System Manager. For more information, see *Maintaining and Troubleshooting Avaya Aura® Avaya Breeze™* at <https://support.avaya.com/>.

### Alarm severities

Severity	Description
Critical	Critical alarms identify failures that are causing the service to stop. These alarms require immediate action.
Major	Major alarms identify failures that are causing a critical degradation of service. These alarms require immediate attention.
Minor	Minor alarms identify failures that are causing service degradation. These failures do not cause the system to be inoperable.

### Alarm status

Status	Description
Raised	An alarm has been generated. Software recovery actions have failed to correct the problem.
Cleared	The problem has been fixed and the alarm has been cleared. The alarm can be auto clear or you might have to clear the alarm manually.

## Attribute value failed to initialize

<b>Alarm text</b>	Attribute Service initializing is failed
<b>Alarm ID</b>	CECoBrowseGA_ATTR_ERR_001
<b>Alarm level</b>	Minor
<b>Trigger component</b>	While installing the cobrowse service, if attribute service is unable to get the data or registration fails with Avaya Breeze™

### Problem description

The attribute service fails to initialize as the attribute service is unable to get the data or registration fails with Avaya Breeze™.

### Solution

1. Check the process status of Avaya Breeze™.
2. Start the particular process if the process is in failed state.

---

## Invalid value reported for attribute

**Alarm text**                    Invalid value reported of attribute: {1}. Set default value as {2}

**Alarm ID**                     CECoBrowseGA\_ATTR\_ERR\_002

**Alarm level**                 Minor

**Trigger component**    The administrator sets an invalid attribute value in System Manager.

### Problem description

The system reports an invalid attribute value from System Manager. For example string value for Inactivity timeout.

### Solution

Ensure that the attribute has a valid and correct value in System Manager.

---

## Avaya Breeze™ license service failed to initialize

**Alarm text**                    License Service initializing is failed

**Alarm ID**                     CECoBrowseGA\_LIC\_ERR\_003

**Alarm level**                 Minor

**Trigger component**         Licenser service from Avaya Breeze™

### Problem description

The system logs the license service in error mode, if the licenser service is unable to get the service license data from Avaya Breeze™ while installing Avaya Co-Browsing Snap-in.

### Solution

Check Avaya Breeze™ licenser service.

---

## Server unable to reach Cobrowse database

**Alarm text** Cobrowse database may be down or database related attributed might be configured incorrectly

**Alarm ID** CECobrowseGA\_DB\_ERR\_001

**Alarm level** Critical

**Trigger component**

- Case1: The cobrowse service unable to connect the cobrowse database.
- Case2: The cobrowse service is running but the cobrowse database in unavailable.

### Problem description

The system can raise this alarm in two cases:

- Case1: The cobrowse service unable to connect the cobrowse database during the installation of the cobrowse service.
- Case2: The cobrowse service is running but the cobrowse database in unavailable.

### Solution

1. Ensure you have configured a correct value for the database attribute on System Manager.
2. Ensure that the cobrowse database is available and can communicate with the cobrowse server.

---

## Unable to load localization property

**Alarm text** Unable to load localization property

**Alarm ID** PROP\_ERR\_001

**Alarm level** Critical

**Trigger component**

### Problem description

The system logs the error if the properties file is not defined correctly.

### Solution

Check the configuration of the properties file.

# Logging

## Avaya Co-Browsing Snap-in log files

Avaya Breeze™ provides a separate log file for Avaya Co-Browsing Snap-in. If more than one version of Avaya Co-Browsing Snap-in is installed, all logs are stored to the same file.

**\* Note:**

If you set the logging on the Avaya Breeze™ to OFF, the log level for Avaya Co-Browsing Snap-in is reset to INFO level. If you want to investigate the logs, select the logging level to Finer or Finest.

The following table describes the log name and location of the logs related to Avaya Co-Browsing Snap-in:

Log Name	Location	Description
Service installation/deployment logs	<code>/var/log/Avaya/sm/asm.log</code>	Validates the snap-in service installation/ deployment logs.
Service logs	<code>/var/log/Avaya/services/cecobrowsega/cecobrowsega.log</code>	Validates the snap-in service logs.
Alarm logs	<code>/var/log/Avaya/services/event.log</code>	Validates the snap-in alarm logs.

You can modify the logging level for Collaboration Designer snap-ins on the System Manager Avaya Breeze™ login page. You can view the details of each log, perform a search for logs, and filter specific logs. Use the `/opt/avaya/contrib/bin/ce` tool to enter commands for viewing logs, changing logs configuration.

For more information, see *Maintaining and Troubleshooting Avaya Breeze™*.



# Chapter 10: Resources

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## Localization

Avaya Co-Browsing Snap-in supports localization for G14 languages. The agent or customer can select the preferred language during session initiation and view the online help in the selected preferred language.

**\* Note:**

Sample client and reporting application are not localized and are available only in English. Avaya Co-Browsing Snap-in supports localization of server-side error messages only.

Online Help on sample client application is deployed in English language. For more information about on how to deploy localization for other languages, see Avaya Co-Browsing Snap-in Reference Guide.

All the localized help files are under `cobrowse_test_app\cobrowse\help\`. All the agent and client zip files are under `cobrowse_test_app\cobrowse\help\` folder. In the default setup of Avaya Co-Browsing Snap-in, English localized files for the client are under `cobrowse_test_app\cobrowse\customer\CoBrowseOLHCustomer\` and for the agent are under `cobrowse_test_app\cobrowse\agent\CoBrowseOLHAgent\`.

If you want to test the localized help files, depending on your preferred language, extract the zip files from the `cobrowse_test_app\cobrowse\help\` to the respective client or agent folder.

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## Documentation

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

Title	Description	Audience
<i>Avaya Co-Browsing Snap-in Release Notes</i>	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

*Table continues...*

Title	Description	Audience
<i>Avaya Co-Browsing Snap-in Developer and API Reference</i>	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
Avaya Co-Browsing Snap-in Database dictionary	This document provides the information about database schema.	Avaya professional services
<i>Maintaining and Troubleshooting Avaya Breeze™</i>	This document contains procedures to identify and troubleshoot problems for Avaya Breeze™.	Avaya Professional Services Implementation engineers
<i>Avaya Breeze™ Overview and Specification</i>	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
<i>Administering Avaya Breeze™</i>	This document provides the procedures to administer and configure Avaya Breeze™ services.	Services and Support personnel System administrators
<i>Administering Avaya Aura® System Manager</i>	This document provides the procedures to administer and configure System Manager.	Services and Support personnel System administrators

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## Training

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

Course code	Course title
3420W	Avaya Oceana Solutions Design Fundamentals
3470T	Avaya Oceana Solutions Design Fundamentals APDS Online Test

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## Viewing Avaya Mentor videos

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

## About this task

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

## Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
  - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](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 website.

 **Note:**

Videos are not available for all products.

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## Support

Go to the Avaya Support website at <http://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.

# Appendix A: About sample reference client

You can use the sample reference client to initiate co-browse sessions. The sample client does not support control keys and hot keys for navigation.

## **Note:**

The context-sensitive menu of the sample client is browser-dependent. If the agent and customer are not using the same browser, they might not always see the same context-sensitive menu.

## **Agent initiated session**

An agent can initiate a session or join a live session. For an agent initiated session, the system generates a session key and displays the session key on screen. The customer must use the key to join the session. An agent can initiate a session and cancel the session even after the session key is generated. The system cancels the session key and the agent can start a new session. An agent can request control from the customer. When an agent requests control, the customer can allow or deny sharing the control. The agent can logout from the session. If the agent, that is, the session owner is idle for some time, then the system automatically closes the session. You can configure the inactivity time out. The default value is 2 minutes.

## **Customer initiated session**

A customer can initiate a session or join a live session. For customer initiated session, the system generates a session key and displays the session key on screen. The agent must use the key to join the session. The customer can pause and resume the current session. If the customer is in control of the session, the customer can pause a session. Only when the customer resumes the session, the changes made are synchronized and visible to the agent. The customer can stop the session. If the customer, that is, the session owner is idle for some time, then the system automatically closes the session. You can configure the inactivity time out. The default value is 10 minutes. While the agent is controlling the session, the customer can revoke the access at any point of time.

## **Related links**

[Configuring files for agent JavaScript SDK on Tomcat server](#) on page 53

[Configuring files for customer JavaScript SDK on Tomcat server](#) on page 53

[Configuring files for admin SDK on Tomcat server](#) on page 54

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## Configuring files for agent JavaScript SDK on Tomcat server

### Procedure

1. Download the `cobrowse_test_app.zip`.
2. Unzip the `cobrowse_test_app.zip` file to `webapps/cobrowse_test_app` directory.
3. Configure the properties in the agent file `cobrowse_test_app/cobrowse/agent/js/app.js` as:

```
_cbconfig.serverInfo.hostName=<IP/hostname of cobrowse snap-in server>  
_cbconfig.serverInfo.port=<port to access>  
_cbconfig.serverInfo.isSecure=<true/false>
```

4. Restart the tomcat server.
5. Access the agent URL as `http://<hostname:port>/cobrowse_test_app/cobrowse/agent`

### Related links

[About sample reference client](#) on page 52

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## Configuring files for customer JavaScript SDK on Tomcat server

### Procedure

1. Download the `cobrowse_test_app.zip`.
2. Unzip the `cobrowse_test_app.zip` file to `webapps/cobrowse_test_app` directory.
3. Configure the properties in the customer file `cobrowse_test_app/cobrowse/customer/js/app.js` as:

```
_cbconfig.serverInfo.hostName=<IP/hostname of cobrowse snap-in server>  
_cbconfig.serverInfo.port=<port to access>  
_cbconfig.serverInfo.isSecure=<true/false>
```

4. Restart the tomcat server.
5. Access the agent URL as `http://<hostname:port>/cobrowse_test_app/cobrowse/customer`

### Related links

[About sample reference client](#) on page 52

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## Configuring files for admin SDK on Tomcat server

### Procedure

1. Download the `cobrowse_test_app.zip`.
2. Unzip the `cobrowse_test_app.zip` file to `webapps/cobrowse_test_app` directory.
3. Configure the properties in the admin file `cobrowse_test_app/cobrowse/admin/js/app.js` as:

```
var serverURL = 'https://<Avaya Breeze_cluster>/services/cecobrowsega'
```

where

`<Avaya Breeze_cluster>` is the URL of the Avaya Breeze™ where co-browse service is installed.

4. Restart the tomcat server.
5. Access the admin URL as `http://<hostname:port>/cobrowse_test_app/cobrowse/admin`.

### Related links

[About sample reference client](#) on page 52

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