



Avaya Co-Browsing Snap-in Release Notes

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Chapter 1: Introduction

Purpose

A web component developer with knowledge of Java script, jQuery, HTML, and Cascading Style Sheets (CSS) can use this document to integrate Avaya Co-Browsing Snap-in with the web site that wants to support co-browsing functionality. This document contains specific information about this Snap-in. For an overview of the Avaya Breeze™, see the *Avaya Breeze™ Overview and Specification*. For general information about Avaya Breeze™ Snap-in deployment, see *Quick Start to Deploying Avaya Breeze™*.

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

Intended audience

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

Related resources

Documentation

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

Title	Description	Audience
Avaya Co-Browsing Snap-in Reference	Overview, descriptions, interoperability and performance specifications. Deployment, configuration and troubleshooting instructions.	System administrators Services and Support personnel
<i>Avaya Co-Browsing Snap-in Developer Guide and API Reference Guide</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

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Title	Description	Audience
Avaya Co-Browsing Snap-in Database dictionary	This document provides the information about database schema.	Avaya professional services
Other relevant product documentation		
<i>Avaya Breeze™ Overview and Specification</i>		
<i>Maintaining and Troubleshooting Avaya Breeze™</i>		
<i>Administering Avaya Breeze™</i>		
<i>Administering Avaya Aura® System Manager</i>		

Training

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

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

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.

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

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
- Videos
- Webinar recordings
- 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

Following are the changes for the Avaya Co-Browsing Snap-in Release 3.2:

- Support for Avaya Oceana™ Solution.
- Support for Intersystem Caché Database.
- Support for increased number of concurrent sessions.

Features

This Co-Browsing 3.2 supports the same feature set as that of Co-Browsing 3.0 release. For detailed information about these features see the Co-Browsing 3.2 Reference Guide.

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 3.0.0.1.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.2.0.0.0	SVAR version: 3.2.0.0.320024	PLDS ID: CB000000005 MD5 Checksum: 46065dbf150378e8135b8c53b618147b
Avaya Co-Browsing Client	ZIP filename: Cobrowse_test_app	PLDS ID: CB000000006 82e8569c6558819995e858828c9a4ccb

Note: For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.2 release

Platform Interoperability

Co-Browsing 3.2 is supported on the *Avaya Breeze*™ Release 3.2 release only.

For line-up and installation information see *Avaya Breeze*™ documentation.

Avaya Breeze™

Product	Version	Deployment	Software
Avaya Breeze™ Platform OVA	3.2.0.0.07320005	OVA	EDP-3.2.0.0.320005_OVF10.ova
		ISO	aus-installer-3.2.0.0.320005.iso
		PATCH	ce-patch-3.2.0.0.07320005.bin

[Comments on this document? infodev@avaya.com](https://support.avaya.com/)

Note: Software built for Avaya Breeze™ 3.2 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™ 3.2 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:

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EMEA Services - Post Sales Technical Support	+31 70 414 8720
Asia/Pacific Regional Support Center	+800 2 28292 78 / +65 6872 5141
India	+0080066501243

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