



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

Release 3.3 GA  
Issue 1  
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# Chapter 1: Introduction

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## 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.

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## Intended audience

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

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## Related resources

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### Documentation

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

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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). 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

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## 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.

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## 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

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## 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

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## New in this release

Following are the changes for the Avaya Co-Browsing Snap-in Release 3.3:

- Alignment with Breeze 3.3
- Support for TLS1.2
- Support for TLS 1.2 Cache DB.
- Attribute Grouping & description change

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## Features

This Co-Browsing 3.3 supports the same feature set as that of Co-Browsing 3.2 release. For detailed information about these features see the Co-Browsing 3.3 Reference Guide.

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## Fixed Issues

1. **CBSNAPIN-1760** Handle additional html events
2. **CBSNAPIN-1759** Update AvayaCoBrowseClientServices to include click for input type button

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## Known Issues

1. **CBSNAPIN-1530** When Database is disconnected from the network, agent is logged out with an error message. And after reconnecting DB to network customer is back to Active CB session even though agent is disconnected.
2. **CBSNAPIN-2028** Swap memory is used while performance tests for 72 hours.
3. **CBSNAPIN-2031** EnableStartStopForSnapIn attribute for cobrowse does not support “false” value.

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# 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 3.3.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.3	SVAR version: 3.3.0.0.330012	PLDS ID: CB000000007 MD5 Checksum: 51be86cb6239acebce813be5ef593e20
Avaya Co-Browsing Client	ZIP filename: CBClient_Javascript-3.3.0.0.330012.zip	PLDS ID: CB000000008 ec714fdf4f1415e01aeed18a54778625

**Note:** For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.3 release.

## Platform Interoperability

Co-Browsing 3.3 is supported on the Avaya Breeze™ Release 3.3 release only.

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

Product	Version	Deployment	Software
Avaya Breeze™ Platform OVA	3.3.1.0.09331008	OVA	Breeze-3.3.1.0.331008.ova
		ISO	aus-installer-3.3.1.0.331008.iso
		PATCH	ce-patch-3.3.1.0.09331008.bin

**Note:** Software built for Avaya Breeze™ 3.3 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™ 3.3 platform.

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# Chapter 4: Avaya Technical Support contact information

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Remote Service Center Hungary	+36 1238 8807
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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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