



Avaya Co-Browsing Snap-in Release Notes

Release 3.5 GA
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Chapter 1: Introduction

Purpose

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

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

Intended audience

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

Related resources

Documentation

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
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>		

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Title	Description	Audience
<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.

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

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- Forums
-

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Chapter 2: Co-Browsing Features

New in this release

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

- Pseudo class element support for webpages utilizing pseudo elements. These elements are programmed to display results of user actions that do not generate Document Object Model (DOM) events, so that the events enable seamless co-browsing.
- A marker to mark data on a webpage at the customer end in a chosen color.
- Annotation feature to draw geometric patterns by dragging the mouse on selected data on a webpage at the customer end.
- Web technologies that include Iframe element and CSS3 support.
- Centralized Logging

Features

Co-browse support for Pseudo class

A pseudo class is used to define a special state of an element. Pseudo-classes let you apply a style to an element not only in relation to the content of the document tree, but also in relation to external factors like the history of the navigator (:visited, for example), the status of its content (like :checked on certain form elements), or the position of the mouse (like :hover, which lets you know if the mouse is over an element or not).

Avaya Co-Browsing Snap-in supports state synchronization of these pseudo class elements on webpages.

Co-Browsing Snap-in supports the following pseudo class elements:

- **Selection:** To make the selected text red in a yellow background.
- **Active:** To select and style an active link.
- **Target:** To match an element that is the target of the referring URI.

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- **Valid:** To select and style only if the value of the input element is valid.
- **Hover:** To select an element with a pointing device when the user hovers with a cursor, or a mouse pointer.

For more information about pseudo class elements, see the *Client SDK* guide in [DevConnect](#).

Data Highlighting using marker

- This Feature allows customer to mark the static text of the webpage during the active Co-Browse session.
- The webpage text highlighted using marker remains persist. Customer can remove the marker by clicking over the marked text.
- Feature allows to set a color for marking the static webpage text.
- This feature will be disabled by default and can be enabled using SDK `enableMarker()` with customer implementation.

Important:

Currently, only the customer can use the data marker feature.

Co-Browse Annotation Tool

- This is sdk based feature which provides APIs to develop annotation capabilities on the webpage. This feature is used by the customer during the active Co-Browse session.
- Webpage developed using these sdk APIs, gives customer an option to get an agent assistance on the customer's webpage.
- When customer starts annotation on the webpage, customer is not allowed to change the webpage field values.
- Customer can change the webpage fields, after disabling the annotation.
- Annotation APIs allow to set the color and the stroke size.
- Customer can annotate using Rectangle, Circle and FreeHand

Important:

Currently, only the customer can use the annotation feature.

Co-Browse support of Web Technologies

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Iframe Support

An agent can see Iframes on a customer's webpages. Using Iframe support, an agent can add or modify the content of the different HTML elements present inside an Iframe in an active co-browsing session.

Important:

Co-Browsing Snap-in supports only two levels of nested Iframes in a webpage.

CSS3 support

Co-Browsing Snap-in supports the following features as a part of the CSS3 support:

- **Selectors:** Patterns used to select the element you want to style.
- **Box model:** A box that wraps around every html element. It consists of margins, borders, padding, and the actual content.
- **Background and borders:** Properties used to define the background effects for elements.
- **Image value and replaced content:** A generic sizing algorithm for images and other replaced content.
- **Text effects:** An option to provide different effects to text on a page. For example, you can allow long words to be broken and wrapped onto the next line.
- **Multiple column layout:** Layout options to specify the number of columns that you can divide an element into.

For more information about CSS3 styles, see the Client SDK guide in [DevConnect](#).

Centralized LOGGING

- Centralized Logging is provided via ELK (Elasticsearch, Logstash, and Kibana)
- JSON log file is created at location:
`/var/log/Avaya/service/<ServiceName>_json.log`
- Snapin using centralized logging will ship json logs to the CentralizedLogging Service.

Fixed Issues

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Fixed Defect	Description
CBSNAPIN-2804	The agent is lost focus while inputting data into co-browse form
CBSNAPIN-1541	After DB disconnect, if session ends then client should not be established with same session.
CBSNAPIN-2967	Agent is not able to see customer's page in active co-browse session.
CBSNAPIN-2858	Exception when select box id contains character #
CBSNAPIN-3031	Customer cannot see Agent's activity when agent is in control of the CoBrowse session.
CBSNAPIN-3131	Inactive Timeout is not working properly when Inactive and Session Timeout are set as 30 Mins
CBSNAPIN-3139	AcToken/Auth key is printed in log
CBSNAPIN-3088	Agent is able to update fields after the control is revoked
CBSNAPIN-2798	Agent cannot modify text box with dynamic object association in angular based webpage when in control
CBSNAPIN-2869	Drop down highlight issue
CBSNAPIN-3027	Co-browse connection retry when do tab switch and perform some activities
CBSNAPIN-2875	Radio button is visible when dynamic content on top of it
CBSNAPIN-2976	Unable to co-browse due to retry connection seen when agent takes the session control (Customer on ipad)
CBSNAPIN-2847	Transformed select box after choosing do not get destroyed on session close

Known Issues

Title	Brief Description of how issue will affect the customer
CBSNAPIN-3127	Marker and Highlight feature is not working on IPAD
CBSNAPIN-3055	On firefox iframe not working when agent is in control
CBSNAPIN-2988	Pentool annotations made within the iframe appear to be shifted on the agent side, when customer is using firefox browser.

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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 3.5.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.5	SVAR version: 3.5.0.0.0460018.svar	PLDS ID: CB0000000011 MD5 Checksum: 97dbf544abeb3470943bd87aa0204adc
Avaya Co-Browsing Client	ZIP filename: SharingPackage_Javascript-3.5.0.0.0480021.zip	PLDS ID: CB0000000012 MD5 Checksum: 5516a4543759558ae3b1da3a4a36980d

For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.5 release on <https://support.avaya.com>.

Platform Interoperability

Co-Browsing 3.5 is supported on the *Avaya Breeze™* Release 3.5 release only.

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

Avaya Breeze™

Product	Version	Deployment	Software
Avaya Breeze™ Platform OVA	3.5.0.1.350101	OVA	Breeze-3.5.0.1.350101.ova

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		ISO	aus-installer-3.5.0.1.350101.iso
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Note: Software built for Avaya Breeze™ 3.5 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™ 3.5 platform.

Chapter 4: Avaya Technical Support contact information

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Remote Service Center Hungary	+36 1238 8807
Caribbean and Latin America	+1 786 331 0860
EMEA Services - Post Sales Technical Support	+31 70 414 8720
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India	+0080066501243

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