



Avaya Co-Browsing Snap-in Release Notes

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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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- 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 3.3:

- Alignment with *Avaya Breeze™* 3.4.
- Attribute Grouping & description change
- Logging improvement for serviceability
- Hide security IP in multi node deployment

Features

This Co-Browsing 3.4 supports the same feature set as that of Co-Browsing 3.3 release. For detailed information about these features see the Co-Browsing 3.4 Reference Guide.

Fixed Issues

Fixed Defect	Description
CBSNAPIN-2525	no inactivity timeout as sockjs error comes every minute
CBSNAPIN-2500	Agent click not synchronize when in control
CBSNAPIN-2505	Chrome – Voice Co-browse – There is blank area at the end of co-browse page
CBSNAPIN-2445	Agent is not in control but still able to edit
CBSNAPIN-2412	On providing garbage value to setCSSHoverFile API all the CSS files are parsed
CBSNAPIN-2389	Agent when in control of CoBrowsing session highlights the text is not visible to Customer.
CBSNAPIN-2318	The paused co-browse session does not resume after WAS re-start
CBSNAPIN-2298	Service stuck in the Starting/Installing state if the DB URI provided is invalid.
CBSNAPIN-2297	Heartbeat message for the "Co-Browse DB not reachable" is not

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	generated by the CoBrowse Snap-In
CBSNAPIN-2296	Scroll bars do not work when agent is using safari browser and is in control of a cobrowse session(same issue is present on IE browser)
CBSNAPIN-2295	Auto-scroll does not work in an active cobrowse session when agent is using safari browser
CBSNAPIN-2289	CEC: Need to Check that traffic is differential by management and user traffic.
CBSNAPIN-2286	CSS misalignment of the customer webpage on the Agent workspace.
CBSNAPIN-2285	Configuring attribute "Collaborative Browsing Inactive Timeout Message" has no effect.
CBSNAPIN-2436	Microsoft Edge– The agent control co-browse session but cannot overwrite customer's input
CBSNAPIN-2031	EnableStartStopForSnapIn attribute for cobrowse does not support "false" value.
CBSNAPIN-1939	Agent thrown out of the session after the CoBrowse cluster is put to Deny and then to Accept new service state
CBSNAPIN-1933	Profile image not appearing on agent side,
CBSNAPIN-1929	DOM based XSS exists in the client browser though injection of scripts from the client side
CBSNAPIN-1821	Co-browse performance Issue
CBSNAPIN-1761	Update debugging tips on additon of Id to HTML element
CBSNAPIN-1758	Update documentation to include support html events
CBSNAPIN-1762	Co-Browse does not respond to customer window resize event
CBSNAPIN-1592	Agent can modify form elements when not in control using Tab navigation
CBSNAPIN-1674	Session gets lost, when Agent is disconnected from LAN.
CBSNAPIN-1468	Synchronization issue when customer is on MAC Book
CBSNAPIN-395	Auto scroll does not work when Agent clicks on fields those are not visible to customer, (basically fields at the very bottom of the page)
CBSNAPIN-2435	The agent lost focus while inputting data into co-browse form

Known Issues

Title	Brief Description of how issue will affect the customer
CBSNAPIN-2569	Highlighting data does not work when selecting lines from same paragraph
CBSNAPIN-2543	DropDown field changed by Agent is not highlighted to the customer like any other field.

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 3.4.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.4	SVAR version: 3.4.0.0.340028.svar	PLDS ID: CB000000009 MD5 Checksum: 361d4da712dd5217411a25315dfcfb7a
Avaya Co-Browsing Client	ZIP filename: SharingPackage_Javascript-3.4.0.0.340016.zip	PLDS ID: CB0000000010 MD5 Checksum: f48f958c4718799c57f1b2e50bed1ece

Note: For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.4 release

Platform Interoperability

Co-Browsing 3.4 is supported on the *Avaya Breeze™* Release 3.4 release only.

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

Avaya Breeze™

Product	Version	Deployment	Software
Avaya Breeze™ Platform OVA	3.4.0.0.06340003	OVA	Breeze-3.4.0.0.340003.ova
		ISO	aus-installer-3.4.0.0.340003.iso

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		PATCH	ce-patch-3.4.0.0.06340003.bin
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Note: Software built for Avaya Breeze™ 3.4 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™ 3.4 platform.

Chapter 4: Avaya Technical Support contact information

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Asia/Pacific Regional Support Center	+800 2 28292 78 / +65 6872 5141
India	+0080066501243

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