



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

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

Title	Description	Audience
Avaya Co-Browsing Snap-in Reference	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
Avaya Co-Browsing Snap-in Database dictionary	This document provides the information about database schema.	Avaya professional services

Title	Description	Audience
Maintaining and Troubleshooting Avaya Breeze® platform	This document contains procedures to identify and troubleshoot problems for Avaya Breeze® platform.	Avaya Professional Services Implementation engineers
Avaya Breeze® platform Overview and Specification	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
Administering Avaya Breeze® platform	This document provides the procedures to administer and configure Avaya Breeze® platform services	Services and Support personnel System administrators
Administering Avaya Aura® System Manager	This document provides the procedures to administer and configure System Manager	Services and Support personnel System administrators

See the following related documentation at the [DevConnect](#) site.

Title	Description	Audience
Avaya Co-Browsing Snap-in Developer and API Reference	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

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
- 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

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

- Multiple jQuery Support
- Co-browse support for AngularJS and ReactJS
- Data highlight using marker from Agent to Customer
- Annotation tool from Agent to Customer

Features

Multiple jQuery Support

Co-Browse is verified with only jQuery version 1.11 in earlier releases and will be supported with following releases now.

1. jQuery 1.11
2. jQuery 1.12
3. jQuery 2.1
4. jQuery 2.2
5. jQuery 3.1
6. jQuery 3.2

Co-Browse always integrates with a customer webpage and page should load the certified versions of jQuery mentioned above for co-browsing.

Co-browse support for AngularJS and ReactJS

Addition of some new elements will be done under the requirement of adding support of AngularJS 6.x, ReactJS(v16.7.0) based web application.

AppBar	GridList	Switch
Badge	Icon	Table
Button	Input	Tabs
Card	List	TextField
CheckBox	Menu	Toolbar
Chip	Radio	Tooltip
Dialog	Select/Combo Box	Header
Divider	Slide	SvgIcon
ExpansionPanel	Snackbar	FormControl

Data highlight using marker from Agent to Customer

Data marker feature allows Agent or Customer to mark the static text of the CoBrowse Web Page during the active CoBrowse session.

This feature allows agent or customer to perform actions:

- Agent or Customer facilitated to select Color or Marking
- Agent or Customer can remove their own markers by selective or RemoveAll option
- Agent can hide or unhide Customer created markers
- Customer can hide or unhide Agent created markers

Note: Data highlight using marker from customer to Agent delivered as a part of 3.5 release (yet to be consumed by Oceana workspace and Web-UI).

Known Behavior:

- Markers on both agent and customer gets removed on choosing to remove all when either of the two overrides the marking of the other [CBSNAPIN-3852]:
The current design for marking uses the span tag. When a marker is overridden then an inner span tag is created due to which the parent span is removed all the inner spans also get removed.

Annotation tool from Agent to Customer

Annotation Feature allows Agent or Customer to annotate on the CoBrowse Webpage during the active CoBrowse session. This ability can assist in focusing the attention on an area on the CoBrowse Webpage while guiding Agent or Customer during active CoBrowse session.

Annotation feature allows Agent or Customer to:

- Choose the Annotation shape, supported shapes are Rectangle, FreeHand and Circle
 - Specify the Annotation shape stroke size
 - Can select color for the Annotation shape
 - Agent can hide or unhide Customer created Annotations
 - Customer can hide or unhide Agent created Annotations
 - Agent can erase self-created annotations using selective or RemoveAll option
 - Customer can erase self-created annotations using selective or RemoveAll option
- Note:** Annotation tool from Customer to Agent delivered as a part of 3.5 release (yet to be consumed by Oceana workspace and Web-UI).

Fixed Issues

Fixed Defect	Description
CBSNAPIN-3948	Customer on iPad not able to mark data within the child Iframe
CBSNAPIN-3937	When Customer pauses the session, Customer isn't allowed to use markers
CBSNAPIN-3935	During Agent's control, Agent is unable to view the complete page
CBSNAPIN-3934	Link text's data is not displayed when agent in control clicks the link text which was marked by the customer
CBSNAPIN-3919	When Agent in Control, he is not able to fill form value inside the Iframe of the CoBrowse Page

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CBSNAPIN-3863	On IE 11 Customer side operation becomes slow after 4 mins and eventually browser hangs after some time
CBSNAPIN-3853	Customer can hide/delete the annotations on his page when the agent is in control and in annotate mode
CBSNAPIN-3848	• Classes on the 'body' element are removed by cobrowsing when creating the page on the agent side
CBSNAPIN-3846	Issues with AutoScroll on iPad (Safari 12)
CBSNAPIN-3845	Background images loaded using URLs with relative paths in CSS file are failing
CBSNAPIN-3823	Not cleaning pseudo-event in reconnect scenario
CBSNAPIN-3822	All marked contents using marker getting removed in network reconnect scenario
CBSNAPIN-3812	No Error message is displaying while creating the Session Key when the cluster is in deny mode
CBSNAPIN-3804	Removal of CoBrowse Webpage attributes during the CoBrowse session results inconsistency at Agent side
CBSNAPIN-3752	On IE 11.785 after connection reconnect CoBrowse server and tomcat certificate expires
CBSNAPIN-3741	Customer is able to edit Iframe detail while Agent is on control
CBSNAPIN-3731	Unable to edit the text boxes at single shot
CBSNAPIN-3728	Exception while marking within the Iframe
CBSNAPIN-3726	Agent Markers are not getting cleared after session timeout or logout
CBSNAPIN-3670	Highlight is not working after Agent rejoin the same session
CBSNAPIN-3592	During Annotations Delete All is not working in ReactJS Sample App
CBSNAPIN-3591	Annotations are not working from Agent Side in ReactJS Sample App
CBSNAPIN-3584	While agent is in control and out of network agent is getting session not found error
CBSNAPIN-3583	Angular Test App: customer is not in read only mode If agent is in control
CBSNAPIN-3582	Angular Test App: Agent can see the toolbar If Customer clicks on the CoBrowse toolbar on its page
CBSNAPIN-3581	Angular Test App: Same behavior is not observed If Customer scroll the page

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CBSNAPIN-3557	Agent is unable to delete his own annotations after getting the control from Customer on second time.
CBSNAPIN-3551	When Customer pauses the session, Customer isn't allowed to use markers
CBSNAPIN-3549	previously selected annotation is getting as default rather than freehand
CBSNAPIN-3127	Marker and Highlight feature are not working on IPAD and Android

Known Issues

Title	Brief Description of how issue will affect the customer
CBSNAPIN-2988	Pentool annotations made within the iframe appear to be shifted on the agent side, when customer is using Firefox browser and also when customer uses iPad (Safari 12)
CBSNAPIN-3055	On Firefox iframe not working when agent is in control
CBSNAPIN-3550	Agent to Customer Annotation positions are not matching exactly
CBSNAPIN-3861	Customer page is not properly in sync at Agent
CBSNAPIN-3860	Cobrowsing is impacted when customer clicks pause button and agent requests for control at the same time

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GDPR assessment

Jira No	CEC-ID	CEC-Description	Comment
CBSNAPIN-3965	CEC-30: 178428-030 Fulfillment of Data Subject Rights	<p>The product shall be designed to enable the Controller to access, modify, delete, export, or restrict access to Personal Data to fulfill requests of Data Subjects. Products that expose privileged-user interfaces must provide these controls via the user interface. Products without a user-interface must expose this capability via privileged-user programmatic (e.g. API or Database Query) means.</p> <p>This does not apply to Personal Data that is stored temporarily (i.e. no longer than a day).</p>	<p>Co-Browse solution don't have a mechanism to provide/modify and delete the personal customer information as it stored in a database when agent modifies the customer data. For customer's ask, the database administrator</p> <ul style="list-style-type: none"> - Can access the co browse database details from SMGR configuration. - Can retrieve the data from database for specified customer using database query. - Can delete/modify the records from database using query for specified customer <p>The query for database can vary depending on the type of database configured for Co browse.</p>
CBSNAPIN-3966	CEC-30: 178428-070 Personal Data Minimization – Retention	<p>The product shall enable the Controller to define the storage period of Personal Data for each data subject. The default setting shall be no storage. Personal Data shall be stored only as long as it is necessary to perform the purpose of the processing or as defined by the Controller. The product shall have the capability to remove Personal Data that is outside the necessary or defined retention period by programmatic means.</p> <p>The product must be capable of documenting the retention period all Personal Data stored within.</p>	<p>Co browse does not have any configuration for retention period of database. But database administrator can remove the customer's data from database as per the ask.</p> <p>the database administrator</p> <ul style="list-style-type: none"> - Can access the co browse database details from SMGR configuration. - Can retrieve the data from database for specified customer using database query. - Can delete/modify the records from database using query for specified customer <p>The query for database can vary depending on the type of database configured for Co browse.</p>
CBSNAPIN-	CEC-30:	The product must implement	Co-Browse solution don't have a

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3967	178428-100 Security of Processing	technical measures to ensure secure processing of Personal Data. Specifically, a product must have the ability to encrypt Personal Data in transit (end-to-end) and at rest. The allowable encryption methods are specified in the Encryption Security CEC, CID# 147513.	mechanism to encrypt the data. The customer's data is not stored in encrypted format.
CBSNAPIN-3968	CEC-30: 178428-120 Product Security Documentation	The product must have current security documentation as a pre-requisite to any claims of compliance to Data Privacy regulations. This is to enable the Data Controller to do their risk assessment and to benchmark the product features against individual requirements. Programs are responsible for documenting the policies, procedures and controls in place to protect Personal Data.	The data privacy assessment document is available for customer on support site. The document is also available under GDPR Data Privacy (DP) Assessments.

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 3.6.

Product	Version	PLDS ID and MD5 Checksum
Avaya Co-Browsing Snap-in 3.6	SVAR version: 3.6.0.0.0600037.svar	PLDS ID: CB0000000013 MD5 Checksum: 187c7d08a3c54321b411b9bc862b8847
Avaya Co-Browsing Client	ZIP filename: SharingPackage_Javascript-3.6.0.0.0600032.zip	PLDS ID: CB0000000014 MD5 Checksum: c87284eb91a18135936bf277ea139887

For installation and upgrade, see Avaya Co-Browsing Snap-In Reference Guide 3.6 release on <https://support.avaya.com/>.

Platform Interoperability

Co-Browsing 3.6 is supported on the *Avaya Breeze®* Release 3.6 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	3.6.0.1.360106	OVA	Breeze-3.6.0.1.360106.ova
		ISO	aus-installer-3.6.0.1.360106.iso

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

Note: Software built for Avaya Breeze® 3.6 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® 3.6 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:

Location	Contact Number
Global Support Services (GSS)	+1 800 242 2121
Canada Customer Care Center	+1 800 387 4268
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
Asia/Pacific Regional Support Center	+800 2 28292 78 / +65 6872 5141
India	+0080066501243

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