



Getting Started with the Avaya Breeze® platform SDK

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Licensee shall comply with all applicable laws and regulations, including without limitation those applicable to data privacy, intellectual property, trade secret, and fraud. Licensee is advised that the Technical Information is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR") and may be subject to applicable local country import/export laws and regulations. Diversion contrary to U.S. and/or applicable local country law and/or regulation is prohibited. Licensee agrees not to directly or indirectly export, re-export, import, download, or transmit the Technical Information to any country, end user or for any use that is contrary to applicable U.S. and/or local country regulation or statute (including but not limited to those countries embargoed by the U.S. government). Licensee represents that any governmental agency has not issued sanctions against Licensee or otherwise suspended, revoked or denied Licensee's import/export privileges. Licensee agrees not to use or transfer the Technical Information for any use relating to nuclear, chemical or biological weapons, or missile technology, unless authorized by the U.S. and/or any applicable local government by regulation or specific written license. Additionally, Licensee is advised that the Technical Information may contain encryption algorithm or source code that may not be exported to government or

military end users without a license issued by the U.S. Bureau of Industry and Security and any other country's governmental agencies, where applicable.

13.0 WAIVER.

The failure to assert any rights under this Agreement, including, but not limited to, the right to terminate in the event of breach or default, will not be deemed to constitute a waiver of the right to enforce each and every provision of this Agreement in accordance with their terms.

14.0 SEVERABILITY.

If any provision of this Agreement is determined to be unenforceable or invalid, this Agreement will not be rendered unenforceable or invalid as a whole, and the provision will be changed and interpreted so as to best accomplish the objectives of the original provision within the limits of applicable law.

15.0 GOVERNING LAW AND DISPUTE RESOLUTION.

15.1 Governing Law. This Agreement and any dispute, claim or controversy arising out of or relating to this Agreement ("Dispute"), including without limitation the formation, interpretation, breach or termination of this Agreement, or any issue regarding whether a Dispute is subject to arbitration under this Agreement, will be governed by New York State laws, excluding conflict of law principles, and the United Nations Convention on Contracts for the International Sale of Goods.

15.2 Dispute Resolution. Any Dispute will be resolved in accordance with the provisions of this Section 15. The disputing party shall give the other party written notice of the Dispute in accordance with the notice provision of this Agreement. The parties will attempt in good faith to resolve each controversy or claim within 30 days, or such other longer period as the parties may mutually agree, following the delivery of such notice, by negotiations between designated representatives of the parties who have dispute resolution authority.

15.3 Arbitration of Non-US Disputes. If a Dispute that arose anywhere other than in the United States or is based upon an alleged breach committed anywhere other than in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, it will be conclusively determined upon request of either party by a final and binding arbitration proceeding to be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a single arbitrator appointed by the parties or (failing agreement) by an arbitrator appointed by the President of the International Chamber of Commerce (from time to time), except that if the aggregate claims, cross claims and counterclaims by any one party against the other party exceed One Million US Dollars at the time all claims, including cross claims and counterclaims are filed, the proceeding will be held in accordance with the Rules of Arbitration of the International Chamber of Commerce by a panel of three arbitrator(s) appointed in accordance with the Rules of Arbitration of the International Chamber of Commerce. The arbitration will be conducted in the English language, at a location agreed by the parties or (failing agreement) ordered by the arbitrator(s). The arbitrator(s) will have authority only to award compensatory damages within the scope of the limitations of Section 8 and will not award punitive or exemplary damages. The arbitrator(s) will not have the authority to limit, expand or otherwise modify the terms of this Agreement. The ruling by the arbitrator(s) will be final and binding on the parties and may be entered in any court having jurisdiction over the parties or any of their assets. The parties will evenly split the cost of the arbitrator(s)' fees, but Avaya and Customer will each bear its own attorneys' fees and other costs associated with the arbitration. The parties, their representatives, other participants and the arbitrator(s) will hold the existence, content and results of the arbitration in strict confidence to the fullest extent permitted by law. Any disclosure of the existence, content and results of the arbitration will be as limited and narrowed as required to comply with the applicable law. By way of illustration, if the applicable law mandates the disclosure of the monetary amount of an arbitration award only, the underlying opinion or rationale for that award may not be disclosed.

15.4 Choice of Forum for US Disputes. If a Dispute by one party against the other that arose in the United States or is based upon an alleged breach committed in the United States cannot be settled under the procedures and within the timeframe set forth in Section 15.2, then either party may bring an action or proceeding solely in either the Supreme Court of the State of New York, New York County, or the United States District Court for the Southern District of New York. Except as otherwise stated in Section 15.3 each party consents to the exclusive jurisdiction of those courts, including their appellate courts, for the purpose of all actions and proceedings arising out of or relating to this Agreement.

15.5 Injunctive Relief. Nothing in this Agreement will be construed to preclude either party from seeking provisional remedies, including, but not limited to, temporary restraining orders and preliminary injunctions from any court of competent jurisdiction in order to protect its rights, including its rights pending arbitration, at any time. The parties agree that the arbitration provision in Section 15.3 may be enforced by injunction or other equitable order, and no bond or security of any kind will be required with respect to any such injunction or order.

15.6 Time Limit. Actions on Disputes between the parties must be brought in accordance with this Section within 2 years after the cause of action arises.

16.0 AGREEMENT IN ENGLISH.

The parties confirm that it is their wish that the Agreement, as well as all other documents relating hereto, including all notices, have been and shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention, de même que tous les documents, y compris tout avis, qui s'y rattachent, soient rédigés en langue anglaise.

17.0 ENTIRE AGREEMENT.

This Agreement, its exhibits, schedules and other agreements or documents referenced herein, constitute the full and complete understanding and agreement between the parties and supersede all contemporaneous and prior understandings, agreements and representations relating to the subject matter hereof. No modifications, alterations or amendments shall be effective unless in writing signed by both parties to this Agreement.

18. REDISTRIBUTABLE CLIENT FILES.

The list of SDK client files that can be redistributed, if any, are in the SDK in a file called Redistributable.txt.

**Schedule 1 to Avaya SDK License Agreement
Third Party Notices**

1. **CODECS:** WITH RESPECT TO ANY CODECS IN THE SDK, YOU ACKNOWLEDGE AND AGREE YOU ARE RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES, IF ANY. IT IS YOUR RESPONSIBILITY TO CHECK.

THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR THE H.264 (AVC) CODEC MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

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Overview

The goal of this guide is to get the Software Development Kit (SDK) installed so you can start developing snap-ins on Avaya Breeze® platform. When you are ready to learn how to install, configure and test an Avaya Breeze® platform snap-in, see *Administering Avaya Breeze® platform*. To develop snap-ins, you should have some knowledge of Java. After following this guide, you will be ready to learn how to develop your very own Avaya Breeze® platform snap-ins using the SDK. We will walk you through the following steps:

- Getting the Eclipse IDE installed and configured.
- Getting Apache Maven installed and configured.
- Obtaining and loading the Avaya Breeze® platform SDK into the IDE.
- Importing and building the Hello service snap-in, also called the HelloWorld snap-in, to validate your Avaya Breeze® platform is installed and configured correctly.

There is a video that goes along with this guide. Click here <https://www.avaya.com/breezedevolver> for the video and other Avaya Breeze® platform resources. You must stay connected to the internet during the entire process of getting the SDK set up.

Note: Breeze® platform underlying uses WebSphere version which didn't supports java 8 so it is recommended not to use any java8 specific code during snap development as snap-in gets deployed under WebSphere runtime.

Eclipse installation

Instructions for installing the Eclipse IDE are at <https://wiki.eclipse.org/Eclipse/Installation>. The instructions there tell you to install a Java Environment. Since you will be developing, make sure to install the JDK. We recommend the OpenJDK, although any of the JDKs should work as long as they are version 1.8.x compliant. We recommend that you download and use the Eclipse 4.28.0 (2023-06). It already includes the Maven Plug-in. If you have an earlier version of Eclipse, you must upgrade to Eclipse 4.16.0 (2020-06) version or higher. Download the Package Solution named "Eclipse IDE for Java EE Developers". Get the one that matches your development box, Windows or Linux, 32 bit or 64 bit. We recommend that you download and use the zip install.

Eclipse 4.29.0 (2023-09) Support

A Java 8 JRE or JDK (or higher) is required to run all Eclipse 2023-09 packages based on Eclipse 4.29.0. For use with the Avaya Breeze SDK, you must install and set the path and classpath for JDK 1.8. You can also explicitly specify the path in eclipse.ini using the javaw.exe command with the -vm argument. For example:

```
-vm C:\Program Files\Java\jdk1.8.0_92\bin\javaw.exe
```

Apache Maven installation

Maven is an easy way to build the code you write into services that can be deployed. Visit the following link for Maven: <http://maven.apache.org/users/index.html>. It is a good site for becoming familiar with Maven if you have not used it. In about 10 minutes you can learn enough to get going with Maven. As with all freeware, newer versions are always being released. At the publication of this manual, Maven Version 3.9.5 is the most stable. It is the version we recommend and use in the instructions.

Installing Apache Maven on a UNIX-based system

About this task

Follow this set of instructions if you are running UNIX. UNIX-based systems include Linux, Solaris and Mac OS X. To make sure environment variables persist, add them to `bashrc` or `bash_profile` if using the bash shell. If you are using other shells, you may need to add them to the profile.

Procedure

1. Extract the distribution archive, i.e. `apache-maven-3.9.5-bin.tar.gz` to the directory where you want to install Maven 3.9.5.

These instructions assume you chose `/usr/local/apache-maven`. The subdirectory `apache-maven-3.9.5` will be created from the archive.

2. In a command terminal, add the `M2_HOME` environment variable, e.g. `export M2_HOME=/usr/local/apache-maven/apache-maven-3.9.5`.
3. Add the `M2` environment variable, e.g. `export M2=$M2_HOME/bin`.
4. Optionally add the `MAVEN_OPTS` environment variable to specify JVM properties, e.g. `export MAVEN_OPTS="-Xms256m -Xmx512m"`.

This environment variable can be used to supply extra options to Maven.

5. Add the `M2` environment variable to your path, e.g. `export PATH=$M2:$PATH`.
6. Make sure that `JAVA_HOME` is set to the location of your JDK, e.g. `export JAVA_HOME=/usr/java/jdk1.8.x` and that `$JAVA_HOME/bin` is in your `PATH` environment variable.
7. Run `mvn -version` to verify that it is correctly installed.

Installing Apache Maven on a Windows system

About this task

Follow this set of instructions if you are running Windows.

Procedure

1. Unzip the distribution archive, i.e. apache-maven-3.9.5-bin.zip to the directory where you want to install Maven 3.9.5.

These instructions assume you chose C:\Program Files\Apache SoftwareFoundation. The subdirectory apache-maven-3.9.5 will be created from the archive.

2. Add the M2_HOME environment variable by opening the system properties (WinKey +Pause), selecting the Advanced tab, and the Environment Variables button, then adding the M2_HOME variable in the user variables with the value C:\Program Files\ApacheSoftware Foundation\apache-maven-3.9.5. Be sure to omit any quotation marks around the path even if it contains spaces.

Ensure that the M2_HOME does not have a “\” as the last character.

3. In the same dialog, add the M2 environment variable in the user variables with the value %M2_HOME%\bin.
4. Optionally in the same dialog, add the MAVEN_OPTS environment variable in the user variables to specify JVM properties; e.g., the value -Xms256m -Xmx512m.

This environment variable can be used to supply extra options to Maven.

5. In the same dialog, update/create the Path environment variable in the user variables and prepend the value %M2% to make Maven available in the command line.
6. In the same dialog, make sure that JAVA_HOME exists in your user variables or in the system variables and it is set to the location of your JDK, e.g. C:\Program Files\Java\jdk1.8.x and that %JAVA_HOME%\bin is in your PATH environment variable.
7. Open a new command prompt (Winkey + R then type cmd) and run mvn --version to verify that it is correctly installed.

Installing the Avaya Breeze® platform SDK

About this task

After you install the correct version of Eclipse and Maven you are ready to install the Avaya Breeze® platform SDK. The SDK is packaged in one zip file. Perform the following steps for obtaining and installing the SDK.

Procedure

1. Click the Avaya Breeze® platform SDK link at the Avaya DevConnect website, <http://www.avaya.com/breezedevconnect>.
2. Read the End User License Agreement (EULA). The SDK zip will be downloaded if you accept.
3. Unzip it to a directory or folder, for example, Avaya-Breeze-SDK. This directory will be referred to as SDK_HOME in this guide.

4. Find your way to SDK_HOME and for Linux or Mac OS, run `bash install.sh` or for Windows, run `install.bat` as Administrator.
5. Accept the EULA agreement by entering `y`. The SDK components will be set up into your local repository. This may take a while to complete.
6. During the install, you will be prompted to install the Eclipse Plug-in for Avaya Breeze® platform. If you want to install the plug-in:
 - a. Enter `y`.
 - b. Enter the complete path to the Eclipse install directory without quotes. For example, enter `C:\Eclipse`.

The Eclipse Plug-in for Avaya Breeze® platform allows you to execute common Avaya Breeze® platform actions without executing commands on multiple systems. If you are a Windows user and you installed Eclipse using the .zip file, you will have to copy the eclipse plug-in jar manually to make it work. Copy file `lib/com.avaya.zephyr.eclipse.plugin.jar` from the SDK to the Eclipse dropins directory.

Note:

If the Eclipse installation directory is under Program Files, the command prompt on Windows 7 and later releases should be launched with Administrator rights to install the SDK and Eclipse plug-in.

7. If Eclipse is running, restart it.

Next steps

If you did not elect to install the Eclipse Plug-in for Avaya Breeze® platform as part of the SDK install, you can install it separately at another time. If you elected to install the Eclipse Plug-in for Avaya Breeze® platform, you may configure it whenever Eclipse is running.

Installing the Avaya Breeze® platform Eclipse plug-in

About this task

If you did not install the Avaya Breeze® platform Eclipse plug-in when you installed the Avaya Breeze® platform SDK, you have two choices. You can rerun the SDK installation or complete the steps in this procedure.

Procedure

1. Locate and `cd` to the folder where you unzipped the SDK.
2. For Linux run the command `eclipse.sh`. For Windows, run the command `eclipse.bat`
3. Enter `y` to install the Eclipse plug-in.
4. If Eclipse is running, restart it.
5. Verify that a new Avaya icon is now visible on the Eclipse Toolbar.

Next steps

To configure the Avaya Breeze® platform Eclipse plug-in follow the instructions in the Avaya Breeze® platform Snap-in Developer's Guide. Now proceed to Importing the HelloWorld Snap-in.

Configuring Maven

About this task

Use the following procedure to configure Maven 3.9.5 to work with Java 1.8.

Procedure

1. In Eclipse, navigate to **Window > Preference > Maven > Installations > Add > New Maven runtime** and then select the Maven installation directory.
2. Click **Finish**.
3. From the Installations page, select **Maven 3.9.5** and click **OK**.
4. Navigate to **Window > Preference > Java > Installed JREs** and click Edit.
5. In Edit Default VM arguments, type `-Dmaven.multiModuleProjectDirectory=$M2_HOME`.

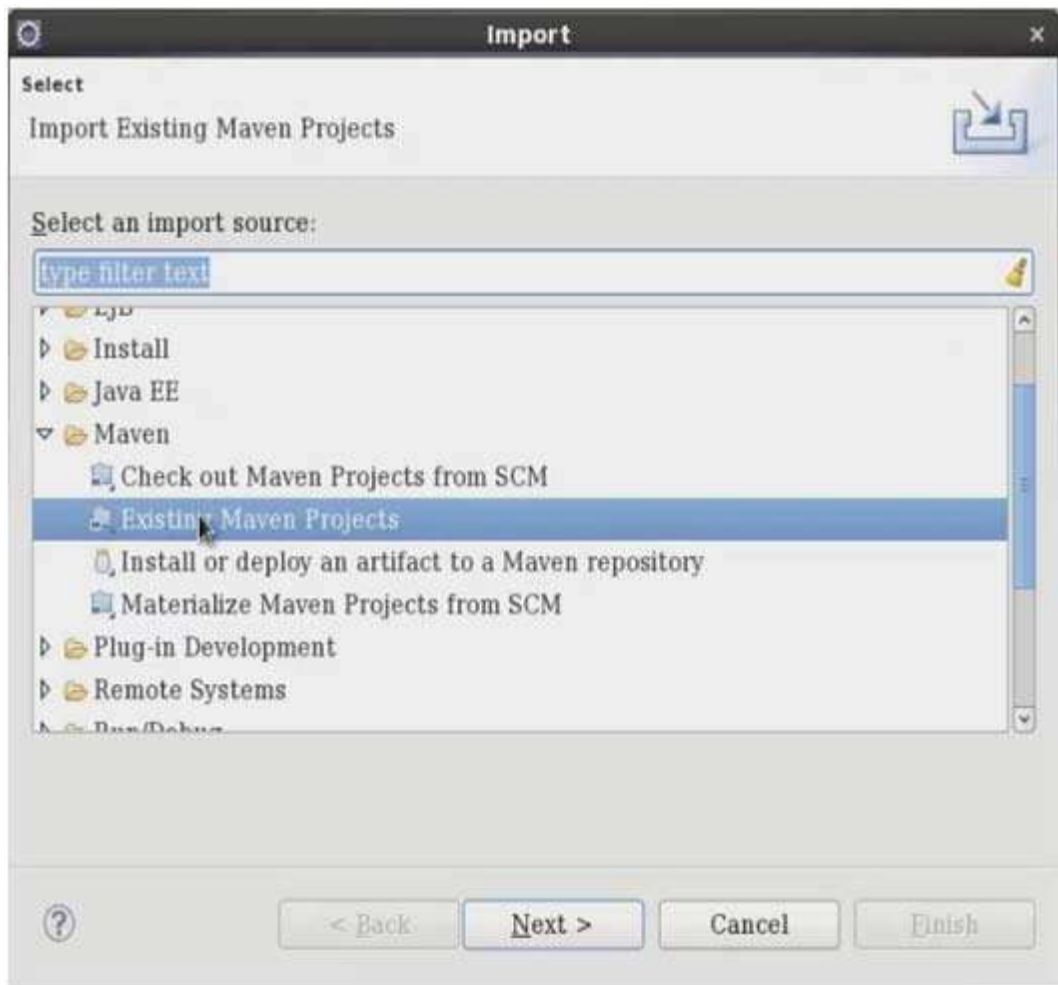
Importing the Hello service snap-in

About this task

We have written an Avaya Breeze® platform service project named the Hello service and included the source in the SDK. Let's use it to verify that the SDK is installed correctly and that your development environment is ready to go.

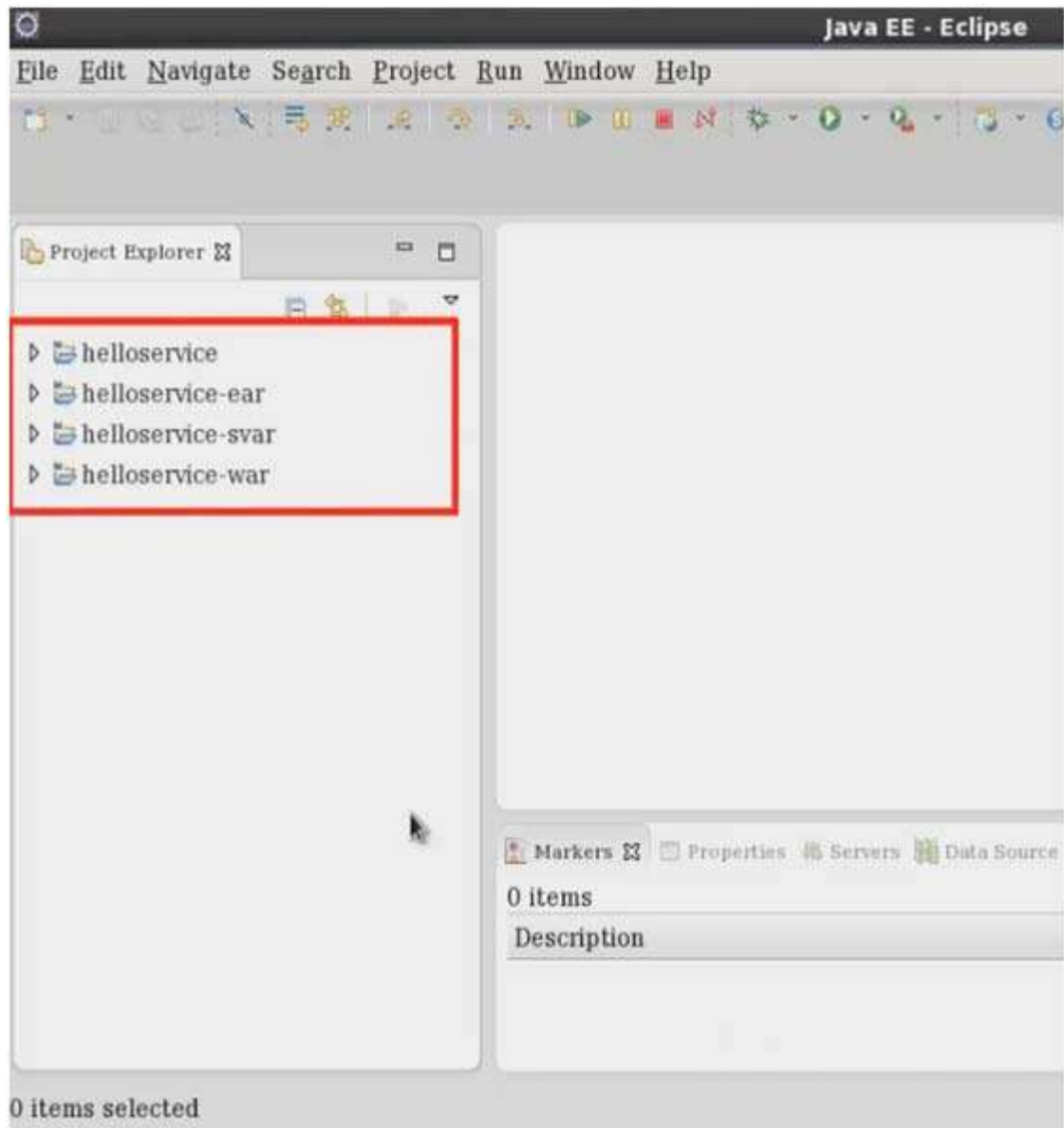
Procedure

1. In Eclipse, click **File > Import**. Then under Maven, select **Existing Maven Projects**.



2. Click **Next** and browse to SDK_HOME/SDK-ZIP/samples/helloservice, where SDK_HOME is the place where you unzipped the SDK.
3. Click **Finish**.

This will take a while, errors may appear briefly, but once the import is finished no errors should be visible. Four related projects should now show up in your Eclipse Project Explorer Window.



Next steps

Build the Hello service snap-in.

Building the Hello service snap-in

About this task

Now that the projects are imported, let's build and verify.

Procedure

1. Right click on the top project, the one named simply **helloservice**, and go to **Run as > Maven Install**.

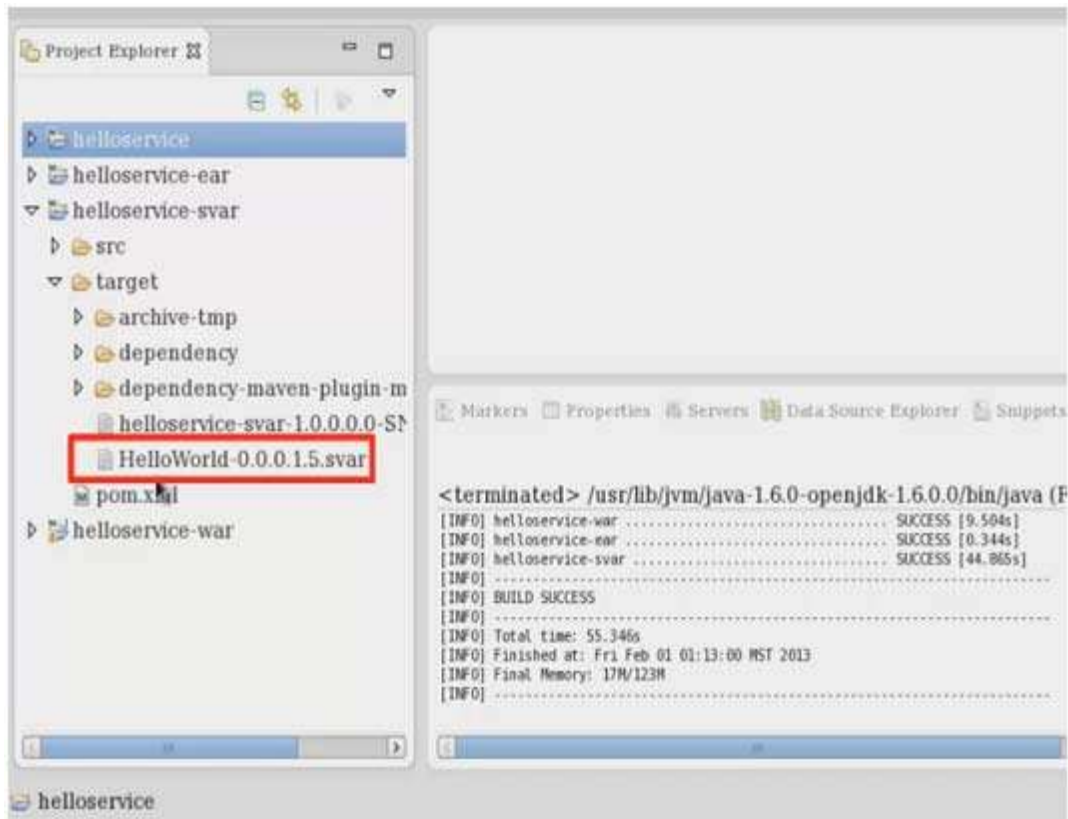
This will take some time the first time, as it will have to download a lot of files into the local repository. It is OK if some warnings appear.

2. When finished, hit the F5 key to refresh the view.

This is always a good idea when using Eclipse.

3. Expand the **helloservice-svar** /**target** directory.

There should be a **helloworld-<X.X.X.X>.svar** file there. The **X.X.X.X** is a version number such as **HelloWorld-2.0.0.0.svar**.



This **.svar** file is a type of zip file that contains all the parts of a working Avaya Breeze® platform service. It can be deployed on the Avaya Breeze® platform server and you can now build an Avaya Breeze® platform snap-in. The last step is to get rid of the **helloservice** so you can start afresh.

4. Select all of the projects in the Project Explorer window and click **Delete**.
5. Leave the box that says **Delete content on disk** unchecked and click **OK**.

The Project Explorer Window should now be empty.

Next steps

Congratulations, the SDK is installed correctly, and your development environment is proven ready.

What's next

Now it's time to have some fun and learn how to code up your very own snap-in. We have plenty of help for you. As a matter a fact we have a guide, *Avaya Breeze® platform Snap-in Development Guide*. When you are ready to verify your lab is set up correctly and understand how to install and configure the HelloWorld snap-in, use *Quick Start to deploy the HelloWorld Snap-in*. Simply click here to find both books, <https://www.avaya.com/breezedevoloper>.

Note:

The Hello service snap-in does not work with Zang-enabled Avaya Breeze® platform. Use the Call Deflect sample application to deploy and test a snap-in using Zang-enabled Avaya Breeze® platform.