



Avaya Analytics™

WebSocket client for Real Time Open Interface

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**AVAYA SOFTWARE DEVELOPMENT KIT
LICENSE AGREEMENT**

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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 IMPORT/EXPORT CONTROL.

Licensee is advised that the SDK is of U.S. origin and subject to the U.S. Export Administration Regulations ("EAR"). The SDK also 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 SDK 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 SDK 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 SDK 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.

17.0 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.

18.0 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.

19. 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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Introduction

Purpose

This document describes the features and use cases of a Reference Client for the Real Time Open Interface (RTOI) exposed by Avaya Analytics™ 4.1.1.0.

Pre-Requisites

Before proceeding, ensure that

- The Avaya Analytics server is properly configured to produce real time metrics. For more information refer to these documents: *Deploying Avaya Analytics™ for Oceana*.
- You are familiar with concepts of RTOI. Consult with *Avaya Analytics™ Real Time Open Interface API Guide* for more information.

Understanding of the following technologies is required.

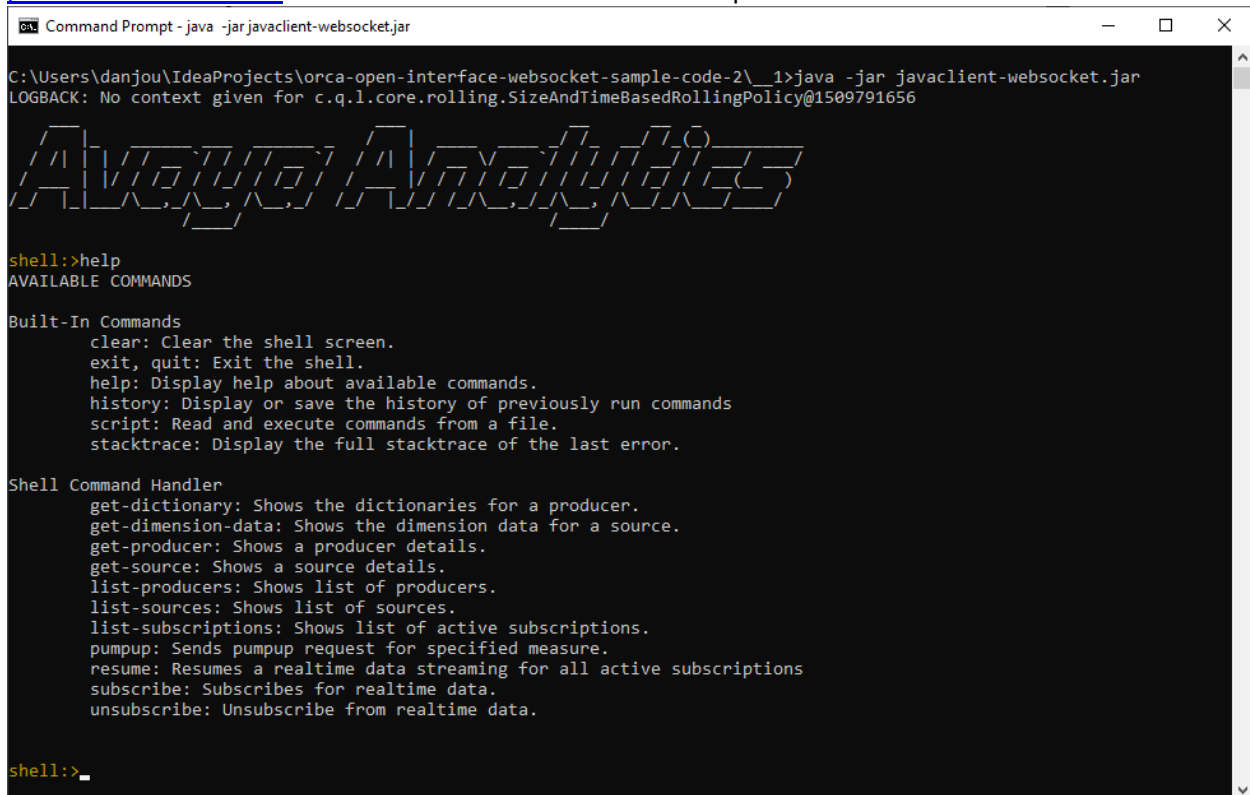
- WebSocket protocol
- Java programming language.
- [Spring Framework](#) and related projects: [Spring-WebSocket](#), [Spring Boot](#) as these are core technologies used in the reference client implementation.
- Apache Maven as it is used to manage the project's build. For more information refer to Maven's [official web page](#) or the [Maven book by SonarType](#)

Terminology and Acronyms

| Term | Meaning |
|------------------|----------------------------------|
| Avaya Analytics™ | Reporting and Analytics platform |
| JDK | Java™ Development Kit |
| JRE | Java™ Runtime Environment |
| RTOI | Real Time Open Interface |

Overview

The WebSocket Reference Client is a standalone Java application demonstrating how to interact with the Real Time Open Interface of Avaya Analytics™. This is a terminal based application with a list of [predefined commands](#) used to interact with the Real Time Open Interface.

A screenshot of a Windows Command Prompt window titled "Command Prompt - java -jar javaclient-websocket.jar". The window shows the execution of the Java application. The first line of output is a logback message: "LOGBACK: No context given for c.q.l.core.rolling.SizeAndTimeBasedRollingPolicy@1509791656". This is followed by a large, stylized ASCII art logo for "Avaya Analytics". Below the logo, the prompt "shell:>help" has been entered, and the application has responded with "AVAILABLE COMMANDS". It then lists "Built-In Commands" (clear, exit, help, history, script, stacktrace) and "Shell Command Handler" (get-dictionary, get-dimension-data, get-producer, get-source, list-producers, list-sources, list-subscriptions, pumpup, resume, subscribe, unsubscribe). The prompt "shell:>" is shown at the bottom, ready for the next command.

```
Command Prompt - java -jar javaclient-websocket.jar

C:\Users\danjou\IdeaProjects\orca-open-interface-websocket-sample-code-2\_1>java -jar javaclient-websocket.jar
LOGBACK: No context given for c.q.l.core.rolling.SizeAndTimeBasedRollingPolicy@1509791656

Avaya Analytics

shell:>help
AVAILABLE COMMANDS

Built-In Commands
  clear: Clear the shell screen.
  exit, quit: Exit the shell.
  help: Display help about available commands.
  history: Display or save the history of previously run commands
  script: Read and execute commands from a file.
  stacktrace: Display the full stacktrace of the last error.

Shell Command Handler
  get-dictionary: Shows the dictionaries for a producer.
  get-dimension-data: Shows the dimension data for a source.
  get-producer: Shows a producer details.
  get-source: Shows a source details.
  list-producers: Shows list of producers.
  list-sources: Shows list of sources.
  list-subscriptions: Shows list of active subscriptions.
  pumpup: Sends pumpup request for specified measure.
  resume: Resumes a realtime data streaming for all active subscriptions
  subscribe: Subscribes for realtime data.
  unsubscribe: Unsubscribe from realtime data.

shell:>
```

From the developer perspective, the Reference Client is implemented using Spring Boot for its infrastructure and Spring Shell for the user interface.

The Reference Client is packaged and distributed as a single 'fat' jar file with an optional external property file. If no external properties file is provided at runtime, the Reference Client will use a default properties file bundled with the jar.

Source Code

Overview

The source code for the WebSocket Reference Client can be found inside the `source` directory. It is provided as an example to help you create your own client for reading real time data from the Avaya Analytics™.

The source code follows the Maven standard layout and uses package-by-feature approach

- In the root directory, you will find the `pom.xml` used to build project.
- The `src/main/java` directory contains java classes divided in the following packages:
 - `com.avaya.oceanalytics.openinterface.websocketclient` contains application configuration classes responsible for interaction with the user and some general model classes.
 - `com.avaya.oceanalytics.openinterface.websocketclient.auth` contains classes used for authentication process.
 - `com.avaya.oceanalytics.openinterface.websocketclient.encryption` contains classes responsible for the encryption of sensitive data such as user credentials. This is a weak encryption solution which was chosen to keep the code easy to read. It should not be used in production.
 - `com.avaya.oceanalytics.openinterface.websocketclient.subscription` contains subscription classes as well as other model classes used to interact with the REST interface.
 - `com.avaya.oceanalytics.openinterface.websocketclient.websocket` contains classes responsible for establishing websocket connection.
- `src/main/resources` directory contains the `application.properties` file and static resources such as the banner image.
- `src/test/java` directory contains classes used for unit testing.
- `src/test/resources` directory contains resources required for testing.

Building from the source

This section will guide you through the process of building the application from the source.

Pre-Requisites

Ensure the following tools are installed on the computer used for building the application.

- Sun/Oracle JDK 11 or OpenJDK 11. Installation instructions depend on the JDK supplier and can typically be found on their official web page.
- Apache Maven. Installation files can be [downloaded](#) from the official web page along with the appropriate [Installation guide](#).

Building

Procedure:

1. Run cmd.exe for Windows or terminal for Linux
2. Navigate to root directory with the source code
3. Execute the following command

```
mvn clean package
```

4. Ensure that the build completes successfully
5. The build artefacts are in the `target` directory
 - `application.properties` – external application configuration file
 - `javaclient-websocket.jar` – main jar
 - `javaclient-websocket-sources.jar` – optional sources-jar containing source code packaged in jar file

Usage

Pre-Requisites

Sun/Oracle or OpenJDK JRE 11 or later is required to launch reference client.

Configuration

The application can be customized through the optional external property file `application.properties`, which should be located in the same folder as `javaclient-kafka.jar`. Regular Java string escaping rules apply on the variables, for example the backslash symbol should be escaped with another backslash. Variables containing the space symbol should not be wrapped with single or double quotes. If the external configuration file is absent, default values will apply.

The following values can be modified

| Property | Meaning | Default value |
|---|---|--|
| <code>spring.oceanalytics.stream-server.hostname</code> | Hostname or IP address of the ingress gateway of the Avaya Analytics server behind which the Streams server is running. | <code><ingress-ip-address> <ingress-fqdn></code> |
| <code>spring.oceanalytics.stream-server.port</code> | Port for the Streams REST server. | 443 |
| <code>logging.file</code> | Log file name. Names can be an exact location or relative to the current directory. | <code>javaclient-websocket.log</code> |
| <code>logging.file.max-history</code> | Maximum of archive log files to keep. | 16 |
| <code>logging.file.max-size</code> | Maximum log file size. | 50MB |
| <code>logging.level.com.avaya</code> | Log levels severity mapping for Avaya packages. | INFO |
| <code>logging.pattern.console</code> | Appender pattern for | |

| Property | Meaning | Default value |
|----------------------|--|--|
| | output to the console. | |
| logging.pattern.file | Appender pattern for output to a file. | %d [%-15.15(%thread)] %-6level %-30.30logger{35} - %msg%n |
| | | |

Above is the list of mandatory properties, which must be configured for correct functioning.

Spring Boot automatically starts an embedded Apache Tomcat instance bound to port 8080. If you are running multiple copies of this Sample Client on the same machine, you will need to configure each client with its own port. This can be done by adding the following line to the `application.properties` file.

```
server.port=8081
```

You can also modify the Spring Boot properties which are described [here](#).

Logging

At runtime the Reference Client receives various messages and writes them to log files. By default, the output will be divided into two files that will be stored in the same directory as the jar file.

- `javaclient-websocket.log` – Application messages as well as incoming real time data from Avaya Analytics™. Retention policy applies to this file, so in addition to the active log file, several archived versions (up to 16) can be found in the same directory. These files will be named according to the following template `javaclient-websocket.log. yyyy-MM-dd.n.gz` where:

| Abbreviation | Meaning |
|--------------|---------|
| YYYY | Year |
| MM | Month |
| dd | Date |
| n | Index |

- `spring-shell.log` – Commands entered in the terminal by the user.

Launch

Procedure:

1. Navigate to the directory where the application files are stored.

2. Update `application.properties` if required. More information [here](#).
3. Open a terminal.
4. Execute the following command

```
java -jar javaclient-websocket.jar
```

Available Commands

Below is the list of supported commands:

- [exit](#)
- [help](#)
- [get-dictionary](#)
- [get-dimension-data](#)
- [get-producer](#)
- [get-source](#)
- [list-producers](#)
- [list-sources](#)
- [list-subscriptions](#)
- [pumpup](#)
- [quit](#)
- [resume](#)
- [subscribe](#)
- [unsubscribe](#)

There are several built-in commands provided by Spring Shell related to usability

- `clear`
- `history`
- `script`
- `stacktrace`

These commands are covered in the official [documentation](#).

exit

The command terminates the application gracefully, deleting all active subscriptions that were created during the current session.

Synopsys

```
exit
```

Arguments

No arguments required.

Also known as

quit

help

Displays help information about all available commands or about a particular command.

Synopsys

```
help [[-C] string]
```

Arguments

-c or --command string

The command to obtain help for. This is optional argument. If command is not specified, the list of available commands will be printed.

get-dictionary

The command displays the dictionaries associated with a given producer.

SYNOPSIS

```
get-dictionary [-src] string [-pr] string [-l] string [-u] string [-p]  
string [-d]
```

OPTIONS

-src or --source-id string

The id of the Source you are referencing in your query. This argument is mandatory.

-pr or --producer-id string

The id of the Producer you are referencing in your query. This argument is mandatory.

-l or --locale string

The locale that the dictionary should match. This argument is mandatory.

-u or --username string

The username of the request initiator. This argument is mandatory.

-p or --password string

The password of the request initiator. This argument is mandatory.

-d or -detailed

A flag to get a detailed information. This argument is optional.

get-dimension-data

The command displays the dimension data associated with a given Source.

SYNOPSIS

```
get-dimension-data [-src] string [-dim] string [-u] string [-p] string [-d]
```

OPTIONS

-src or -source string

The id of the Source being queried. This argument is mandatory.

-dim or --dimension-data-name string

The name of the dimension data being queried. This argument is mandatory.

-u or --username string

The username of the request initiator. This argument is mandatory.

-p or --password string

The password of the request initiator. This argument is mandatory.

-d or -detailed

A flag to get a detailed information. This argument is optional.

get-producer

The command displays the details of a given Producer.

SYNOPSIS

```
get-producer [-src] string [-pr] string [-u] string [-p] string [-d]
```

OPTIONS

-src or -source string

The id of the Source being queried. This argument is mandatory.

-pr or --producer-id string

The id of the Producer being queried. This argument is mandatory.

-u or --username string

The username of the request initiator. This argument is mandatory.

-p or --password string

The password of the request initiator. This argument is mandatory.

-d or -detailed

A flag to get a detailed information. This argument is optional.

get-source

The command displays the details of a given Source.

SYNOPSIS

```
get-source [-src] string [-u] string [-p] string [-d]
```

OPTIONS

-src or -source string

The id of the Source being queried. This argument is mandatory.

-u or --username string

The username of the request initiator. This argument is mandatory.

-p or --password string

The password of the request initiator. This argument is mandatory.

-d or -detailed

A flag to get a detailed information. This argument is optional.

list-producers

The command displays the list of producers associated with a given Source.

SYNOPSIS

```
list-producers [-src] string [-u] string [-p] string [-d]
```

OPTIONS

-src or -source string

The id of the Source being queried. This argument is mandatory.

-u or --username string

The username of the request initiator. This argument is mandatory.

-p or --password string

The password of the request initiator. This argument is mandatory.

-d or -detailed

A flag to get a detailed information. This argument is optional.

list-sources

The command displays the list of Sources configured in the Streams server.

SYNOPSIS

```
list-sources [-u] string [-p] string [-d]
```

OPTIONS

`-u` or `--username` string

The username of the request initiator. This argument is mandatory.

`-p` or `--password` string

The password of the request initiator. This argument is mandatory.

`-d` or `-detailed`

A flag to get a detailed information. This argument is optional.

list-subscriptions

The command displays the list of active subscriptions.

SYNOPSIS

```
list-subscriptions [-src] string [-u] string [-p] string [-d]
```

OPTIONS

`-src` or `-source` string

The id of the Source being queried. This argument is mandatory.

`-u` or `--username` string

The username of the request initiator. This argument is mandatory.

`-p` or `--password` string

The password of the request initiator. This argument is mandatory.

`-d` or `-detailed`

A flag to get a detailed information. This argument is optional.

pumpup

The command sends a pumpup request for a specific measure stream producer that was previously subscribed.

Synopsys

```
pumpup [-src] string [-pr] string [-u] string [-p] string
```

Arguments

`-pr` or `-producer-id`

The id of the previously subscribed measure stream producer. This argument is mandatory.

`-u` or `--username` string

The username of the pumpup initiator. This argument is mandatory.

`-p` or `--password` string

The password of the pumpup initiator. This argument is mandatory.

quit

This is an alias for [exit](#) command.

resume

The command resumes a real time data streaming to a terminal for all active subscriptions within the current session.

Synopsys

```
resume
```

Arguments

No arguments required.

subscribe

The command subscribes for the real time data from specified producer's stream.

Synopsys

```
subscribe [-src] string [-pr] string [-st] string [-df] string  
          [-mf] string [-t] string [-u] string [-p] string
```

Arguments

`-src` or `-source-id`

The id of the requested source. This argument is mandatory.

Avaya Analytics – WebSocket client for Real Time Open Interface

`-pr` or `-producer-id`

The id of the requested producer. This argument is mandatory.

`-st` or `-stream-type`

A type of the requested stream. In this release, the only supported value is: SOD. This argument is mandatory.

`-df` or `--dimension-filter`

A filter by specified dimension. This argument is optional.

`-mf` or `-measure-filter`

A filter by specified measure. This argument is optional.

`-u` or `--username` string

The username of the subscription initiator. This argument is mandatory.

`-p` or `--password` string

The password of the subscription initiator. This argument is mandatory.

When a successful subscription is established, real time data will be displayed directly in the terminal. To return to the prompt, users can press any key and hit ENTER. This will prevent data from appearing in the terminal, but it will continue to be printed in the log file. To stop getting real time data you need to [unsubscribe](#) from the measure stream.

unsubscribe

The command terminates the subscription for real time data from specified stream producer.

Synopsis

```
unsubscribe [-pr] string [-u] string [-p] string
```

Arguments

`-pr` or `-producer-id`

The id of the previously subscribed stream producer. This argument is mandatory.

`-u` or `--username` string

The username of the unsubscription initiator. This argument is mandatory.

`-p` or `--password` string

The password of the unsubscription initiator. This argument is mandatory.

Last Page of Document