Avaya Breeze® platform Online Help

Release 3.9
Issue 19
February 2024

Notices

You may, at your own risk, assemble a MyDocs collection solely for your own internal business purposes, which constitutes a modification to the original published version of the publications. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of publications. You agree to defend, indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, your modifications, additions or deletions to the publications.

A single topic or a collection of topics may come from multiple Avaya publications. All of the content in your collection is subject to the legal notices and disclaimers in the publications from which you assembled the collection. For information on licenses and license types, trademarks, and regulatory statements, see the original publications from which you copied the topics in your collection.

Except where expressly stated by Avaya otherwise, no use should be made of materials provided by Avaya on this site. All content on this site and the publications provided by Avaya including the selection, arrangement and design of the content is owned by Avaya and/or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. Avaya owns all right, title and interest to any modifications, additions or deletions to the content in the Avaya publications.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published in varying media which may include product information, subscription or service descriptions, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End user agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End user.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Please refer to your agreement with Avaya to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010 under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if the product(s) was purchased from an authorized Avaya channel partner outside of the United States and Canada, the warranty is provided by said Avaya Channel Partner and not by Avaya.

“**Hosted Service**” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

The Global Software License Terms (“Software License Terms”) are available on the following website https://www.avaya.com/en/legal-license-terms/ or any successor site as designated by Avaya. These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation. By installing, downloading or using the Software, or authorizing others to do so, the end user agrees that the Software License Terms create a binding contract between them and Avaya. In case the end user is accepting these Software License Terms on behalf of a company or other legal entity, the end user represents that it has the authority to bind such entity to these Software License Terms.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT 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 MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Service Provider

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. 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 H.264 (AVC) AND H

(HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Compliance with Laws

You acknowledge and agree that it is Your responsibility to comply with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, please contact your Avaya Sales Representative.

Security Vulnerabilities

Information about Avaya’s security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya LLC.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: https://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: https://support.avaya.com for Product or Cloud Service notices and articles, or to report a problem with your Avaya Product or Cloud Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: https://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Chapter 1: The Avaya Breeze® platform

Avaya Breeze® platform provides a virtualized and secure application platform where workflow developers and Java programmers can develop and dynamically deploy advanced collaboration capabilities. These capabilities extend the power of Avaya Aura®, Avaya Oceana®, and Avaya Professional Services custom development. Customers, Business Partners, and Avaya developers can use Avaya Breeze® platform to deploy snap-ins.

Related links

Avaya Breeze platform overview on page 8

Avaya Breeze® platform overview

Avaya products are powered by Avaya Breeze® platform. It enables the user to do the following:

- Develop the snap-ins, without developing the platform to deploy and invoke snap-ins.
- Perform the following operations:
  - Intercept calls to and from the enterprise.
  - Redirect calls to an alternate destination.
  - Block calls and optionally play an announcement to the caller.
  - Change the caller ID of the calling or called party.
- Place an outbound call for playing announcements and collecting digits.
- Use web services for added functionality.
- Make webpages and web services available for remote browsers and applications.
- Add or replace trust and identity certificates for increased security.
- Create custom connectors that provide access to an external application or service.

Avaya Breeze® platform provides:

- Unified Communications and Contact Center customers and Business Partners the ability to deliver capabilities using the skill sets of enterprise and cloud application developers.
- A robust Software Development Kit (SDK) with an easy-to-use API. Developers need not understand the details of call processing to develop new capabilities.

- A Collaboration Bus that snap-ins can use to leverage capabilities through a point-to-point model and publish or subscribe to messaging patterns.
- A Common Data Manager framework that snap-ins can use to access common information stored on System Manager.
- Connector snap-ins that provide access to email and conferencing host applications.

  For the list of third-party developed snap-ins, go to https://www.devconnectmarketplace.com/marketplace/ and navigate to **Avaya Snapp Store**.
- Zang Call connector to interact with Avaya Communications APIs.
- Zang SMS connector for snap-ins to interact with Avaya Communications APIs to send and receive messages.
- Tools that log and monitor operations and provide troubleshooting support.

Related links

The Avaya Breeze platform on page 8

Chapter 2: Cluster administration

This section covers processes for Avaya Breeze® platform cluster administration.

Related links

Creating a new cluster

Before you begin

Load the required services or bundles for your cluster on the Service Management page.

About this task

Use the Cluster Editor page to:

- Select a cluster profile.
- Configure the cluster attributes.
- Add Avaya Breeze® platform servers to a cluster.
- Install snap-ins on a cluster.

- Subscribe to Reliable Eventing groups that are already created.

You must set up user name and password for Avaya Aura® Media Server if basic authentication is used in Avaya Aura® Media Server administration.

Warning:

Avaya Breeze® platform supports VMware HA, but different applications running on Avaya Breeze® platform may not. Refer to the application deployment guide before deploying Avaya Breeze® platform into an HA-enabled data center. For applications that do not support VMware HA, Avaya Breeze® platform itself can provide an HA solution if each node in a cluster is deployed on a different VMware host.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. On the Cluster Administration page, click **New**.
3. On the Cluster Editor page, select the cluster profile of your choice.

   Note:

   You must select a cluster profile to view the appropriate cluster attributes.

   For example, select the general purpose cluster profile or a product specific cluster profile.

   Refer to the snap-in reference documentation for the cluster profile appropriate for the use case being deployed.
4. Enter the cluster attributes for your cluster. You can edit the default cluster attributes the system displays.

   The name and the IP address of a cluster must be unique.

   You cannot edit all the cluster attributes. Some attributes are read-only.

   Note:

   Do not assign a **Cluster IP** for a single-node cluster.
5. If you will be installing snap-ins that use the cluster database, select the **Enable Cluster Database** check box.

   Note:

   If you attempt to install a snap-in using the cluster database on a cluster that has the **Enable Cluster Database** feature disabled, the installation will be blocked.
6. In the **Minimum TLS Version for SIP Call Traffic** field, specify the TLS version which will be used for SIP calls intercepting Avaya Breeze® platform.
7. In the **Minimum TLS Version for Non-SIP Call Traffic** field, specify the TLS version which will be applied for HTTP requests to Avaya Breeze® platform.
8. (Optional) Click the **Servers** tab to assign Avaya Breeze® platform servers to the cluster.

Important:

Do not assign servers with different releases to the same cluster. All servers in the cluster should be running the same Avaya Breeze® platform version.

For more information on upgrading clusters, see Upgrading Avaya Breeze® platform.

9. **(Optional)** Click the **Services** tab to assign snap-ins to this cluster.

   When you assign snap-ins to a cluster, the highest version of the required snap-ins are automatically assigned to the cluster for installation. For the product specific cluster profiles, you must load the required snap-ins from the Service Management page before you install the snap-in.

   In the **Select TLS Version for Selected Snap-in** field, select the TLS version of the snap-in:

   - **Default**

     If you select **Default**, the Avaya Breeze® platform uses the **Minimum TLS Version** field value set in the System Manager global configuration.

   - **TLS v1.0**
   - **TLS v1.2**
   - **TLS v1.3**

     Avaya recommends using TLS v1.3.

10. **(Optional)** Click the **Reliable Eventing Groups** tab to add the Reliable Eventing Groups that you have already created.

    In the **Available Reliable Eventing Groups** table, click the **+** icon adjacent to a group.

    Selecting a Reliable Eventing Group would enable the snap-ins installed in the cluster to get connection details to the eventing group and use that to send/receive inter-cluster events.

11. Click **Commit** to create the cluster.

    The **Service Install Status** in the Cluster Administration page displays a green tick symbol after all the assigned snap-ins are successfully installed on all the servers in the cluster.

    To view the Avaya Breeze® platform servers in the cluster, click **Show** in the **Details** column of the cluster. The system displays the members of the cluster, and the status of each instance in the cluster.

    Click a specific Avaya Breeze® platform server to go to the Avaya Breeze® Instance Editor page. You can view and edit the properties of the Avaya Breeze® platform server from this page.

Note:

When you administer a new Avaya Breeze® platform server, you must add the server to a cluster. If you do not add the Avaya Breeze® platform server to a cluster, you cannot install snap-ins on that server.

Related links

Cluster administration on page 10

Editing clusters

About this task

Use the Edit Cluster page to:

- Configure cluster attributes.
- Assign or remove one or more Avaya Breeze® platform servers to the cluster.
- Assign or remove snap-ins to the cluster.
- Edit reliable eventing groups associated with the cluster.

You can only edit cluster attributes if all reachable nodes in the cluster are in the Deny New Service state.

Note:

This procedure is service impacting.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the targeted cluster.
4. Click **Cluster State** > **Deny New Service**.
5. Click **Continue** when prompted.
6. Select the cluster and click **Edit**.

   You cannot modify the cluster attributes that are greyed out.
7. On the Edit Cluster page, edit the cluster attributes.
8. Click the **Servers** tab and do one of the following:
   - To add Avaya Breeze® platform servers, select the Avaya Breeze® platform servers you want to add to the cluster.
   - To remove Avaya Breeze® platform servers and move them to the unassigned pool, clear the Avaya Breeze® platform servers from the selected list.

Note:

The action of adding or removing one or more cluster nodes restarts both the node being added or removed and the remaining nodes in the cluster. Be prepared for a service outage.

9. **(Optional)** Click the **Services** tab and select the snap-ins that you want to assign to the cluster.
10. **(Optional)** To remove an existing snap-in from the cluster, click **Uninstall** or **Force Uninstall**.

    The snap-in moves to the available services pool.

    The **Force Uninstall** option brings down active sessions that access the snap-in.
11. **(Optional)** To add reliable eventing groups to the cluster, do the following:
    a. Click the **Reliable Eventing Groups** tab.
    b. In the Available Reliable Eventing Groups table, click **+** adjacent to a group.

       You can remove a group by clicking **X** in the Subscribed Reliable Eventing Groups table.
12. Click **Commit** to save your changes.
13. Accept the warnings presented.
14. Wait until all services have been installed successfully.
15. Select the targeted cluster and then click **Cluster State** > **Accept New Service**.
16. Click **Continue** when prompted.

Related links

Cluster administration on page 10

Deleting clusters

Before you begin

Place the cluster in Deny New Service state before you delete the cluster.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. On the Cluster Administration page, select the cluster or clusters that you want to delete.
4. Click **Delete**.
5. Click **Continue** when prompted.

When you delete a cluster, the Avaya Breeze® platform instances assigned to the cluster are automatically removed from the cluster. The services assigned to the cluster are automatically uninstalled from the servers of the cluster.

Related links

Cluster administration on page 10

Rebooting a cluster

About this task

If using a multi-node node cluster, reboot the cluster after completing all the preceding process This ensure the data grid comes up properly.

Avaya Breeze® platform restarts all nodes in server clusters simultaneously when you restart clusters. You can view the progress of the cluster restart operation in the **Last reboot status** column on the **Server Administration** page of the System Manager web console.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the cluster and click **Cluster State** > **Deny New Service**.
4. When the system prompts, click **Continue**.
5. Select the cluster, and click **Reboot**.
6. Click **Continue** when the system prompts.
   - The system reboots the cluster.
   - After performing a cluster reboot, **Database Auto Switchover** is disabled.
   - After placing the cluster into **Accept New Service** state, the **Database Auto Switchover** is re-enabled.
   - You can view the reboot status in the **Last Reboot Status** column of **Cluster Administration**.

Related links

Cluster administration on page 10

Assigning an Avaya Breeze® platform server to a cluster

About this task

Use this procedure to assign an Avaya Breeze® platform server to a cluster. Perform this procedure during a maintenance window.

Note:

- The action of adding one or more servers to a cluster will restart both the servers being added to the cluster and the remaining nodes in the cluster. Therefore, a service outage for this cluster should be expected.
- If you add a server to a single sever cluster, it affects service as WebSphere restarts to update the data grid properties. However, if you add a server to a cluster that has two or more servers, it does not affect service.

You can add up to five servers to most clusters. With the Core Platform cluster profile, you can add up to ten servers.

When one of the assigned servers is not reachable by System Manager, you cannot edit any tabs on the Cluster Administration page.

Before you begin

Data replication and synchronization must be complete. Ensure that the nodes in the cluster are in the Synchronized state before you add an Avaya Breeze® platform server to a cluster.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the targeted cluster, and click **Cluster State**.
   a. Click **Deny New Service**.
   b. Click **Continue** when prompted.

   You can add a server to the cluster only if all reachable nodes in the cluster are in the Deny New Service state.
4. Select the cluster, and click **Edit**.
5. Click the **Servers** tab.
6. In the **Unassigned Servers** table, click the plus sign (**+**) next to the **Name** column to add the Avaya Breeze® platform server to your cluster.
7. Click **Commit**.
8. Confirm the warnings presented.
9. Wait until all services have been installed successfully.
10. Select the targeted cluster and click **Cluster State**.
    a. Click **Accept New Service**.
    b. Click **Continue** when prompted.

Related links

Cluster administration on page 10

Removing an Avaya Breeze® platform server from a cluster

About this task

Use this procedure to remove an Avaya Breeze® platform server from a cluster. Note that this procedure is service impacting.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. Select the targeted cluster and click **Cluster State**.
   a. Click **Deny New Service**.
   b. Click **Continue** when prompted.

   You can remove a server from the cluster only if all reachable nodes in the cluster are in the **Deny New Service** mode.
4. Select the cluster, and click **Edit**.
5. On the Cluster Editor page, click the **Servers** tab.
6. In the **Assigned Servers** table, click the cross sign (**x**) next to the **Name** column .

   Note:

   The action of removing one or more servers from the cluster will restart both the servers being removed from the cluster and the remaining servers in the cluster. Therefore, a service outage for this cluster should be expected.
7. Click **Commit** to delete the server from the cluster you selected.

   Note:

   When you remove either the primary or the secondary Lookup server from a cluster, all the other servers in the cluster restart due to the configuration change. The system displays the Lookup server icon  against the Lookup server on the **Server Administration** and **Cluster Administration** pages.
8. Confirm the warnings presented.
9. Wait until all services have been installed successfully.
10. Select the targeted cluster, and click **Cluster State**.
    a. Click **Accept New Service**.
    b. Click **Continue** when prompted.

Related links

Cluster administration on page 10
Validations when removing a server from a cluster on page 18

Validations when removing a server from a cluster

You cannot delete an Avaya Breeze® platform server from a cluster if:

- The minimum number of servers are not available in the Accept New Service state.
- The Avaya Breeze® platform server is not in the Deny New Service state.
- The server is functioning as a load balancing server or as a lookup server, and you do not have another available server to take over.
- The cluster is associated with a reliable eventing group.

Additional validations when Cluster Database is enabled

The following are the validations when you want to remove a server from a cluster without auto switch over:

- You must manually switch over the active server to a standby server, or make an idle server a Standby, or both before removing servers.
- In a cluster with a single server you can remove the server provided the server is in the Deny New Service state.
- In a cluster with two servers, you can remove the standby or both the servers without any validation. If you want to remove the active server, you must manually switch over the active with the standby before you remove the current active server.
- In a cluster with three or more servers, you can remove a server if the server is in the Idle mode. If the server is an active server or a standby server, the action is blocked.

  If you want to remove the standby server, perform a manual switch over with the Idle server before you remove the server. If you want to remove the active server, perform a manual switch over with the standby before you remove the server.

Related links

Removing an Avaya Breeze platform server from a cluster on page 17
Performing manual switch over from active server to standby server on page 18
Converting an idle server to the standby server on page 19
Performing manual switch over from active server to standby server on page 18
Converting an idle server to the standby server on page 19

Performing manual switch over from active server to standby server

Before you begin

1. Ensure that the cluster contains two or more servers.
2. Perform this procedure only when the standby server is ready.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **Cluster Administration**.
3. Click **show**.

4. On the **Cluster Database** column, click one of the following:
   - **Active**: To convert an active server to standby server.
   - **Standby**: To convert a standby server to an active server.
5. Click **Continue**.

Related links

Validations when removing a server from a cluster on page 18
Performing manual switch over from active server to standby server on page 18
Converting an idle server to the standby server on page 19

Converting an idle server to the standby server

About this task

Perform this procedure only when the cluster contains three or more servers.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **Cluster Administration**.
3. Click **show**.
4. On the **Cluster Database** column, click **Idle**.

   This setting will convert the idle server to a standby server and will convert the existing standby server to an idle server.
5. Click **Continue**.

Related links

Validations when removing a server from a cluster on page 18

Installing a snap-in on a cluster

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. On the Cluster Administration page, select a cluster and click **Edit**.
4. Click the **Services** tab.
5. From the **Available Services** table, click the **+** sign next to the **Name** column to add the snap-in to the cluster.

6. In the **Select TLS Version for Selected Snap-in** field, select the TLS version of the snap-in.
   - **Default**

     If you select **Default**, the Avaya Breeze® platform uses the **Minimum TLS Version** field value set in the System Manager global configuration.
   - **TLS v1.0**
   - **TLS v1.2**
   - **TLS v1.3**

     Avaya recommends using TLS v1.3.
7. Click **Commit** to install the snap-in to the cluster.

   For every cluster type there is a set of required snap-ins that must be loaded so that they can be automatically installed on the cluster. If one or more of the required snap-ins is not loaded, the system displays a warning message. You cannot create or edit the cluster successfully.

   In a closed cluster, you cannot install snap-ins that are not part of the optional or mandatory snap-in list.

   If the snap-in being installed requires cluster database, a warning message is displayed that you must enable **Cluster Database** before the snap-in is installed. For more information, see “Enabling Cluster Database”.

Related links

Cluster administration on page 10

Uninstalling a snap-in from a cluster

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Cluster Administration**.
3. On the Cluster Administration page, select the cluster from which you want to uninstall the snap-in.
4. Click **Edit**.
5. On the Cluster Editor page, click the **Services** tab.
6. From the **Assigned Services** tab, do one of the following:
   - Click **Uninstall** for the snap-ins that you want to uninstall.
   - Click **Force Uninstall** for the snap-ins that you want to force uninstall. When you click **Force Uninstall**, the snap-ins are immediately uninstalled and the system does not wait for the snap-in activities to complete.

- Select **Do you want to delete the database?** check box to delete the snap-in database.

7. Click **Commit** to uninstall the snap-in from the cluster.

   You cannot uninstall a required snap-in from a cluster unless another version of the snap-in is installed in the cluster.

   You can choose to uninstall a snap-in from specific clusters while retaining the snap-in in other clusters.

Related links

Cluster administration on page 10

HTTP load balancing in an Avaya Breeze® platform cluster

Enable load balancing for a cluster if you want to scale the HTTP services without targeting a particular Avaya Breeze® platform server. All the requests are sent to the cluster IP address. When you enable load balancing, two Avaya Breeze® platform servers are chosen as the active and standby load balancing servers. The active load balancer distributes the HTTP requests to all the other servers in the cluster in a round robin fashion.

The following cluster attributes must be configured for HTTP load balancing:

Name	Description
HTTP Load Balancer backend server max failure response timeout period (seconds)	The maximum timeout period of the failure response of the HTTP Load Balancer backend server. The default value is 15.
Max number of failure responses from HTTP Load Balancer backend server	The maximum number of failure responses from the HTTP Load Balancer backend server. The default value is 2.
Network connection timeout to HTTP Load Balancer backend server (seconds)	The network connection timeout period from the HTTP Load Balancer backend server. The default value is 10.

Load balancing validations

The following are the validations when you enable load balancing in a cluster:

- Load balancing is not supported in a single server cluster.
- By default the load balancing check box is not selected.
- For load balancing to function, the cluster must have two Avaya Breeze® platform servers that have the SIP Entity IP addresses in the same subnet as the cluster IP address. The active server starts a network alias using the cluster IP address. If the active server is down, the standby starts a network alias with the cluster IP address. The standby server takes over as the active load balancer.

- With load balancing, you cannot remove the active or the standby Avaya Breeze® platform server from the cluster unless another server in the cluster meets the subnet validation.

Session affinity

Session affinity ensures that all the requests from the same client are directed to the same back end Avaya Breeze® platform server in a cluster. Session affinity is mandatory for snap-ins like the WebRTC Connect.

To enable session affinity, select the **Is session affinity** cluster attribute.

Use the Trusted addresses for converting to use X-Real-IP for session affinity cluster attribute to enter trusted addresses that are known to send correct replacement addresses so thatAvaya Breeze® platform load balancer can use the real client IP when an HTTP request traverses through reverse proxies like Avaya Session Border Controller. The header which is used to identify the real client IP address is X-Real-IP

Related links

Cluster administration on page 10

Enabling HTTP load balancing in an Avaya Breeze® platform cluster

About this task

You do not need to enable load balancing if you are using an external load balancer or if you are running a single server cluster.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. **(Optional)** To enable load balancing for an existing cluster, on the Cluster Administration page, do the following:
   a. Select the check box in front of the cluster.
   b. In the **Cluster State** field, click **Deny New Service**.
   c. Verify that the **Cluster State** column for the cluster is changed to **Denying**.
   d. Click **Edit**.
3. **(Optional)** To create a new cluster with load balancing enabled, on the Cluster Administration page, do the following:
   a. Click **New**.
   b. Specify the attributes of the cluster.
4. In the Cluster Attributes section, select the **Is Load Balancer enabled** check box to enable load balancing.
5. In the Basic section **Cluster IP** field, type the IP address of the cluster.

The cluster IP address used for load balancing must be unique. The security module IP address must be on the same subnet as the cluster IP address.

6. Click **Commit**.

   Two Avaya Breeze® platform servers are automatically designated as active and standby to perform the load balancing functionality.

7. On the Cluster Administration page, in the **Cluster State** field, click **Accept New Service**.

Related links

Cluster administration on page 10

Enabling the cluster database

About this task

By default, the cluster database is disabled. Use this procedure to enable the cluster database. Some snap-ins require you to enable the cluster database.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Select the cluster that you want to edit and then click **Cluster State** > **Deny New Service**.
3. Click **Continue**.
4. Click **Edit**.
5. In the General tab, select the **Enable Cluster Database** check box.

   When you enable the cluster database, the following message is displayed: `Cluster Database requires at least 8 GB of memory. Check the Snap-in documentation for disk allocation recommendations when using Cluster Database to avoid possible service disruptions.`

6. Leave the **Enable Database Auto Switchover** field at the default setting, unless you want to manually control when a failover must occur.
7. Click **Commit**.
8. Select the cluster and then click **Cluster State** > **Accept New Service**.
9. Click **Continue**.

Related links

Cluster administration on page 10

Adding a trusted certificate to all Avaya Breeze® platform servers in a cluster

Before you begin

Certificates that you intend to add as trusted certificates must be accessible in System Manager.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Select the cluster for which you want to administer the trusted certificates.
3. Click **Certificate Management** > **Install Trust Certificate (All Avaya Breeze® Instances)** to download the trusted certificates to all the servers in the cluster.

   The trusted certificates that you add apply to all of the Avaya Breeze® platform servers assigned to the cluster.
4. From the **Select Store Type to install trusted certificate** menu, select the appropriate store type.
5. Click **Choose file** to navigate to the location of your trusted certificate, and then select the certificate.
6. Click **Retrieve Certificate** and review the details of the trusted certificate.
7. Click **Commit**.

Related links

Cluster administration on page 10
Store types of the trusted certificates on page 24
Deployment operations on page 126

Store types of the trusted certificates

Store Type/Interface/ Service	Common Name	Connected peer party	Usage/Function
Security Module SIP	securitymodule_sip	Session Manager	SIP link
Management	smmgmt	System Manager	Data replication and other management information. The Avaya Breeze® platform management link that communicates with System Manager.
SPIRIT	spiritalias	SAL server on System Manager	SAL

Table continues…

Store Type/Interface/ Service	Common Name	Connected peer party	Usage/Function
Security Module HTTPS	securitymodule_http	HTTPS interface to external HTTPS clients or servers	HTTPS
WebSphere	websphere	SECMOD, WebSphere	—
CLUSTER_DB	cdb	Snap-ins that connect to cluster database	Secured connection to the cluster database.
AUTHORIZATION_SERVICE	default	Not applicable	Validation of access tokens.

Backing up a cluster database

About this task

The backup feature allows databases in the cluster database to be backed up. The cluster database contains different databases defined by the snap-ins that are installed on the cluster.

You can perform a backup on one cluster and restore on another.

Before you begin

- If backing up a cluster from an earlier release of Breeze (for example 3.8.1.1 or earlier) before an upgrade to Breeze 3.9, you must verify the clusterDBMigrationService-3.9.0.0 service is installed on the cluster before proceeding.
- Windows servers are incompatible with the Cluster Backup and Restore feature and should not be used as an archive server.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Click **Backup and Restore** > **Configure**.
3. Enter the backup server details.
4. Click **Test Connection** to verify the connection of the backup server.
5. Click **Commit**.
6. Select the cluster that you want to backup and click **Backup and Restore** > **Backup**.

   The system displays the Cluster DB Backup page.
7. In the **Backup** section, select the services to back up.
8. In the **Job schedule** section, enter the following details:
   - In the **Backup password** field, enter a password.

- In the **Schedule Job** field, to run an immediate backup select **Run immediately**. Otherwise, select **Schedule later** and enter the required details in the **Task Time**, **Recurrence**, and **Range** fields.

9. Click **Backup**.
   - To monitor the status of the backup, click **Backup and Restore** > **Job Status**.
   - To cancel a backup operation, click **Backup and Restore** > **Cancel**.

Related links

Cluster administration on page 10

Restoring the cluster database

About this task

The restore process can be performed on any cluster where the cluster database is enabled.

Before you begin

- Enable the cluster database.
- Windows servers are incompatible with the Cluster Backup and Restore feature and should not be used as an archive server.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Click **Backup and Restore** > **Restore**. The system lists the backup and restore jobs.
3. Select a completed backup and then click **Restore**.
4. Select the cluster on which you want to restore the backup and then click **Continue**.

Related links

Cluster administration on page 10
Enabling the cluster database on page 23

Cancelling a pending job

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Click **Backup and Restore** > **Cancel**

   The system displays the Backup and Restore Status page.
3. Select the pending job to be cancelled, and click **Cancel**.

4. Click **Continue**.

Related links

Cluster administration on page 10

Purging a backup

Before you begin

The backup to be purged must be complete.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Click **Backup and Restore** > **Purge**.

   The system displays the Backup and Restore Status page.
3. Select the backup and click **Purge**.

   The system displays `Warning: Purged backups will no longer be available for restore.`
4. Click **Confirm**.

Related links

Cluster administration on page 10

Migrating backup jobs to a different System Manager

About this task

You can export backup details from one System Manager instance and import them into another instance. For example, migrating backup jobs can be useful if you need to migrate users to a different environment.

Before you begin

- Ensure that all backup jobs have completed before you migrate them. Only completed jobs are exported in the backup description file.
- If you are using the same backup server on the original and new System Manager instances, ensure that it is configured on both instances.
- If you are using a different backup server on the new System Manager, manually copy the backup data from its location on the original backup server.

Procedure

1. On the original System Manager instance, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.

2. Click **Backup and Restore** > **Job Status**.
3. Select the backup jobs that you are moving to the new System Manager.
4. Click **Export** and download the backup description file.

   The downloaded backup description file contains metadata about the completed backup jobs. The database backup files residing on the backup server are not affected by this export.

   Tip:

   If the page gets stuck after you click **Export**, you can reset it by clicking any navigation link on the left side of the screen. You do not need to download the file again.
5. On the original System Manager instance, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
6. Click **Backup and Restore** > **Job Status**.
7. Click **Import** and select the backup description file to be imported.

   Any backup jobs that are already configured on System Manager are skipped during the import.

Related links

Cluster administration on page 10

Chapter 3: Services

Related links

Snap-in deployment checklists

The following are the types of Avaya Breeze® platform snap-ins:

- Call-intercept snap-ins
- Callable snap-ins
- Other types of snap-ins:
  - Outbound calling snap-ins
  - HTTP-invoked snap-ins
  - Collaboration Bus-invoked snap-ins

Callable snap-ins are called directly by users rather than being called on behalf of the user who makes or receives a call.

Licensed snap-ins that are purchased separately from Avaya Breeze® platform might require additional steps to deploy. For more information, see the snap-in documentation.

Note:

The terms snap-in and services used in this document mean the same. The term service is used to mean a snap-in, workflow or task in the “Bundles” section.

Call-intercept snap-in deployment checklist

No.	Task	Notes	Link/Reference	✔
1.	Install the snap-in license.	This step applies only to Avaya-developed snap-ins that you purchase separately. Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	See Quick Start to deploying the HelloWorld Snap-in.	
2.	Load the snap-in.	Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	Loading the snap-in on page 33	
3.	Configure snap-in attributes.	—	Configuring snap-in attributes at the service profile level on page 34	
4.	Install the snap-in.	—	Installing the snap-in on page 36	
5.	Create a service profile.	—	Creating a service profile on page 38	
6.	Assign service profile to users.	Skip this step if the service profile that contains your snap-in is already assigned to the users who want to receive the snap-in.	Assigning a service profile to an administered user on page 55	
7.	Create an application and the application sequence.	Skip this step if you have an application sequence administered for Avaya Breeze® platform.	Application sequences and implicit sequencing on page 40	

Table continues…

No.	Task	Notes	Link/Reference	✔
8.	Administer implicit sequencing for a user or group of users.	Skip this step if you have administered implicit sequencing for Avaya Breeze® platform.	Administering implicit sequencing for Avaya Breeze platform on page 51	
9.	Test the snap-in.	—	Testing the snap-in on page 41	

Callable snap-in deployment checklist

No.	Task	Notes	Link	✔
1.	Install the snap-in license.	This step applies only to Avaya-developed snap-ins that you purchase separately. Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	See Quick Start to deploying the HelloWorld Snap-in.	
2.	Load the snap-in.	Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	Loading the snap-in on page 33	
3.	Install the snap-in.	—	Installing the snap-in on page 36	
4.	Configure the snap-in attributes.	—	Configuring snap-in attributes at the service profile level on page 34	
5.	Determine the dial string of the callable snap-in.	—	—	
6.	Determine the pattern that includes the dial string and optionally includes other callable snap-in dial strings.	—	—	
7.	Create the dial pattern that matches with the pattern specified in Step 6.	—	Creating a dial pattern on page 43	
8.	Create a routing policy with the Avaya Breeze® platform SIP Entity as the destination.	—	Creating a routing policy on page 42	

Table continues…

No.	Task	Notes	Link	✔
9.	Create a service profile or add the snap-in to an existing service profile.	—	Service profiles on page 37	
10.	Create and assign the service profile to an implicit user pattern in Avaya Breeze® platform that exactly matches the dial string determined in Step 5.	The implicit user pattern: • Must not match with any other callable snap-in or end user dial strings. • Must not be included in a Session Manager implicit user pattern.	Assigning a service profile to implicit users on page 54 Assigning a service profile to an implicit user pattern on page 43	

Other types of snap-ins deployment checklist

No.	Task	Notes	Link	✔
1.	Install the snap-in license.	This step applies only to Avaya-developed snap-ins that you purchase separately. Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	See Quick Start to deploying the HelloWorld Snap-in.	
2.	Load the snap-in.	Skip this step when installing a preloaded snap-in. Preloaded snap-ins are provided with Avaya Breeze® platform Element Manager in System Manager.	Loading the snap-in on page 33	
3.	Install the snap-in.	—	Installing the snap-in on page 36	
4.	Configure the snap-in attributes.	—	Configuring snap-in attributes at the service profile level on page 34	
5.	Create a service profile or add the snap-in to an existing service profile.	Skip this step for snap-ins that do not require a service profile.	Service profiles on page 37	

Related links

Services on page 29

Loading the snap-in

About this task

This task describes how to load a snap-in to System Manager from your development environment or alternate location. You can skip this step when installing a pre-loaded snap-in. Pre-loaded snap-ins are provided with the Avaya Breeze® platform Element Manager in System Manager. However, you can skip this step only if the pre-loaded snap-ins are not removed from System Manager by the administrator. If the pre-loaded snap-ins are removed, the administrator needs to reload the snap-in.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Services**.
2. Click **Load**.

   You can load multiple snap-ins at a time.
3. On the Load Service page, depending on the browser used, click **Browse** or **Choose File**, and browse to your snap-in file location.

   Note:

   You can select up to 50 files or a maximum of 3 GB files whichever limit is reached first.
4. Browse and select the snap-in (`.svar`) file required, and then click **Open**.

   A snap-in file ends with `.svar`. For a snap-in that Avaya provides, the `.svar` file must be downloaded from PLDS.
5. On the Load Service page, click **Load**.
6. On the Accept End User License Agreement page, click **Accept** to accept the agreement.

   When the snap-in is loaded, the **Service Management** > **Services** page displays the **State** of the snap-in as **Loaded**.

   The system displays all the `.svar` files that you loaded in the All Services table on the **Service Management** > **Services** page.

Related links

Services on page 29
Services page field descriptions on page 117

Snap-in attributes

There are four levels of service attributes: Service Profile, Service Cluster, Service Global, and Default. This order specifies the attribute level from the most specific level to the most generic.

When an Avaya Breeze® platform server is determining the attribute value to a snap-in, the server checks the value specified against the user's service profile. If no value has been specified, the server checks if an attribute value has been specified at the cluster level. Again, if a value has not been specified, the server checks for the attribute value at the global level. If no value is found, the server uses the default attribute value.

Note:

The system displays different sets of attributes for services depending on the attribute scope set at the global, cluster, or user level. For more information, see *Avaya Breeze® platform Snap-in Development Guide*.

Related links

Services on page 29
Configuring snap-in attributes at the service profile level on page 34
Configuring snap-in attributes at the cluster level on page 35

Configuring snap-in attributes at the service profile level

About this task

You can configure values for attributes that will replace the default values assigned in the snap-in. Use this procedure to configure attributes for a snap-in that is included in a service profile.

Customize snap-ins for a specific group of users by assigning attributes to the snap-in in the service profile. You can assign attributes either as part of adding a snap-in to a service profile or at a later time.

Before you begin

Create a service profile and assign the required snap-in to the profile.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Configuration** > **Attributes**.
2. Click the **Service Profile** tab.
3. From the **Profile** field, select the service profile that contains the snap-in and the attributes that you want to configure.
4. From the **Service** field, select the snap-in in the service profile that contains the attributes you want to configure.

   The system displays all attributes that are configured at the service profile level for this snap-in.
5. For the attribute that you want to change:
   a. Click **Override Default**.
   b. Enter the new value or string in the **Effective Value** field.
6. Click **Commit** to save your changes.

Related links

Snap-in attributes on page 33
Attribute configuration field descriptions on page 75

Configuring snap-in attributes at the cluster level

About this task

You can configure values for attributes that will replace the default values assigned in the snap-in. Use this procedure to configure attributes for a snap-in when that snap-in is not included in a service profile, or when you want to assign snap-in attributes at the cluster level.

Before you begin

Perform this procedure only after installing the snap-in.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Configuration** > **Attributes**.
2. Click the **Service Clusters** tab.
3. From the **Cluster** field, select the cluster to which you want to configure the snap-in attributes.
4. From the **Service** field, select the service to which you want to configure the snap-in attributes.

   The system displays all attributes that are configured at the cluster level for this snap-in.
5. For the attribute that you want to change:
   a. Click **Override Default**.
   b. Enter a new value or string in the **Effective Value** field.
6. Click **Commit** to save your changes.

Related links

Snap-in attributes on page 33

Configuring snap-in attributes at the global level

About this task

You can configure values for attributes that will replace the default values assigned in the snap-in. Use this procedure to configure attributes for a snap-in when that snap-in is not included in a service profile, or when you want to assign snap-in attributes at the global level.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Configuration** > **Attributes**.
2. Click the **Service Globals** tab.
3. From the **Service** drop-down menu, select the service that contains the service attributes you want to configure.

The system displays all attributes that are configured at the global level for this snap-in.

4. For the attribute you want to change:
   a. Click **Override Default**.
   b. Enter the new value or string in the **Effective Value** field.
5. Click **Commit** to save your changes.

Related links

Attribute configuration field descriptions on page 75

Installing the snap-in

About this task

Use this procedure to install the snap-in to specific clusters.

Note:

For `.svar` files larger than 50 MB, schedule the snap-in installation during a maintenance window.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Services**.
2. Select the snap-in.
3. Click **Install**.
4. Select the clusters on which you want to install the snap-in, and click **Commit**.
5. To see the status of the snap-in installation, click **Refresh**.
   - **Installed** with a green check mark indicates that the snap-in has completed installation on all the Avaya Breeze® platform servers in the cluster.
   - **Installing** with a yellow exclamation mark enclosed in a triangle indicates that the snap-in has not completed installation on all the servers.

   Note:

   Most snap-ins automatically start, but a snap-in developer can control starting and stopping the snap-in.
6. To track the progress of the installation, on the Server Administration page, click **Service Install Status** for the Avaya Breeze® platform server.

   The Service Status page displays the installation status of all the snap-ins installed on that server.

7. **(Optional)** To designate a snap-in as the preferred version, do the following:
    a. Verify that the snap-in is in the installed state for the targeted clusters by opening the System Manager web console, and clicking **Elements** > **Avaya Breeze®** > **Service Management** > **Services**.
    b. From the **All Services** list, select the version of the snap-in you want to mark as Preferred.
    c. Click **Set Preferred Version**.
    d. Select the clusters for which you want this to be the preferred version, and click **Commit**.

Related links

Services on page 29
Services page field descriptions on page 117
Avaya Breeze® Instance Status page field descriptions on page 82

Service profiles

A service profile is an administered group of snap-ins, which will be invoked. Some snap-ins are associated with users while others are associated with a callable service.

You can have a callable service and several call intercept services on the same cluster. All services can be placed in the same service profile, and the last service in the profile is treated as the callable service. If a service profile has both call intercept services and a callable service, you must configure a route pattern for the associated number, instead of configuring a Session Manager application sequence.

You can associate a service profile on an individual user basis or scope the profile to a group of users through the implicit user profile association, where profile assignment is based on a range of extensions or numeric patterns.

- Use the service profile to link one or many Avaya Breeze® platform snap-ins to a user or a group of users.

  Tailor the attributes of any snap-in in the service profile to the requirements of a specific group of users. For example, you could create one service profile for the entire sales department so they could enjoy the same Avaya Breeze® platform snap-ins and attributes of those snap-ins. And then, create a different service profile for the finance department, with some of the same snap-ins, but with different attributes for the snap-ins.

  You can thus create a single service profile and assign the service profile to multiple users who require the same snap-ins, eliminating the need to administer these snap-ins individually for each user.

Use the service profile to link one or many Avaya Breeze® platform snap-ins to a user or a group of users. You must include a snap-in in a service profile to associate it with users. Users are associated with a service profile and not individual snap-ins.

Related links

Services on page 29
Creating a service profile on page 38
Configuring service invocation for service profiles on page 39
Searching service profiles on page 39

Creating a service profile

About this task

Use this procedure to create a new service profile and add your snap-in to it. You can skip this procedure if you want to add the snap-in to an existing service profile or if your snap-in is not a call-intercept or callable service.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Configuration** > **Service Profiles**.
2. Click **New**.
3. Type a name for the service profile.
4. Click the **All Services** tab.
5. To select the latest version of the snap-in, in **Available Service to Add to this Service Profile**, click **+** next to the snap-in.

   If you want to select a specific version, skip this step and perform the next step instead.
6. **(Optional)** To specify a version, do the following:
   a. In the list of **Available Service to Add to this Service Profile**, click **Advanced** next to the snap-in name.
   b. From the **Service Version** field, select from the following choices:
      - If you designated your snap-in as the preferred version at installation, select **Preferred** to use that version of the snap-in. If you later designate a different version of the snap-in as the preferred version, the service profile automatically uses the new preferred version.
      - Select **Latest** to always use the version of the snap-in with the latest version number.
      - Select a specific version number.
   c. Click **Add**.
7. To add another service to the same service profile, repeat step 5 or 6.
8. Click **Commit** to save the service profile.

Related links

Service profiles on page 37
Service Profile Configuration page field descriptions on page 121

Configuring service invocation for service profiles

About this task

Use the **Service Invocation Details** tab to configure the calling and called service invocation order when you have more than one call-intercept service defined in the profile. You can have up to five call-intercept snap-ins assigned to a single service profile. To set the order of the call-intercept services, perform the following procedure.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Service Profiles**.
3. Do one of the following:
   - Click **New**.
   - Click **Edit**.
4. On the Service Profile Editor page, complete the details of the service profile.
5. Click the **Service Invocation Details** tab. Based on the service you have added to your service profile, the appropriate call intercept services are listed in the **Calling Service Invocation Order** table and the **Called Service Invocation Order** table.
6. In the **Order: First to Last** column, click the arrows to move the services up or down in the invocation order of the call intercept services The order shown here defines the order that the snap-ins will be invoked by Avaya Breeze® platform for calling or called user.
7. Click **Commit** to save the changes.

Related links

Service profiles on page 37

Searching service profiles

About this task

Use this procedure to search for service profiles. You can then view users associated with the service profile or edit the service profile.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Service Profiles**.
3. On the Service Profile Configuration page, type a search string in the **Search** field.

   The system displays all the service profiles that contains your search string.
4. Hover your mouse over a service profile.

   The system displays a pop-up window with **Edit**, **Users**, and **Bulk Edit** options.

5. Do one of the following:
   - Click **Users** to view the list of users who have this service profile assigned to them.
   - Click **Edit** to edit the details of the service profile.
   - Click **Bulk Edit** to perform a bulk edit of service profiles for the associated users.

Related links

Service profiles on page 37

Application sequences and implicit sequencing

An application sequence is required in combination with implicit sequencing for call-intercept snap-ins to route calls for a specific user or group of users to Avaya Breeze® platform. In this way, calls to or from the user will invoke Avaya Breeze® platform snap-ins based on their service profile.

An application sequence is only required for call-intercept snap-ins, which are are invoked when a user receives or makes a call.

To set up the application sequence with implicit sequencing you must:

1. Add the target Avaya Breeze® platform as an application.
2. Add the Avaya Breeze® platform application to an application sequence.
3. Assign the application sequence to the implicit user (number or pattern) you want connected to Avaya Breeze® platform snap-ins (administering implicit sequencing).

Creating an application and application sequence

This procedure:

- Administers a target Avaya Breeze® platform instance as an application.
- Administers the application as part of an application sequence. This only needs to be done once for each Avaya Breeze® platform instance.

Procedure

1. Administer the target Avaya Breeze® platform instance as an application:
   a. On System Manager, click **Elements** > **Session Manager** > **Application Configuration** > **Applications**.
   b. Click **New**.
   c. In the **Name** field, type a descriptive name for the Avaya Breeze® platform instance.
   d. For the **SIP Entity**, select the Avaya Breeze® platform where the service resides.

      For information about creating the SIP entity, see Deploying Avaya Breeze® platform.
   e. To save your changes, click **Commit**.

2. Administer the application as part of an application sequence:
    a. On System Manager, click **Elements** > **Session Manager** > **Application Configuration** > **Application Sequences**.
    b. Click **New**.
    c. In the **Name** field, type a descriptive name for the application sequence.
    d. In the list of **Available Applications** click the **+** sign next to the Avaya Breeze® platformapplication that you created.
    e. To prevent calls from failing when Avaya Breeze® platform is not available, deselect the **Mandatory** check box if it is selected.

       Session Manager stops processing a call if it cannot reach a mandatory application.
    f. To save your application sequence, click **Commit**.

Testing the snap-in

About this task

The HelloWorld snap-in can be invoked as a called or calling party snap-in. You can test the HelloWorld snap-in by making a call to or receiving a call from a user assigned to the service profile that contains the snap-in. The test was successful if the correct call display information appears, as defined in the snap-in attributes you configured.

Before you begin

Verify that the SIP endpoints are registered to Session Manager before you attempt to make a call. For more information, see *Administering Avaya Aura® Session Manager*.

Procedure

1. Test a call with the user assigned to the service profile that contains the snap-in.
    - To test the HelloWorld snap-in as a called party snap-in, make a call to the user assigned to the service profile.
    - To test the HelloWorld snap-in as a calling party snap-in, have the user assigned to the service profile make a call to another party.
2. Verify that the test call uses the new snap-in attributes you administered for the service profile.

Related links

Services on page 29

Testing a non-call-intercept snap-in

Procedure

1. Test your snap-in by invoking it by whatever means is appropriate to the snap-in.

   For example, invoke your snap-in from an HTTP(S) URL.

2. Verify that the snap-in provides the expected functionality and that it is using the administered snap-in attributes.

   For troubleshooting help, see Maintaining and Troubleshooting Avaya Breeze® platform and *Avaya Breeze® platform FAQ and Troubleshooting for Snap-in Developers*.

Related links

Services on page 29

Creating a routing policy

About this task

Use this procedure to create a routing policy to an Avaya Breeze® platform server or cluster. A routing policy to Avaya Breeze® platform is necessary only when administering a callable service and is not appropriate for call-intercept services.

Procedure

1. In System Manager, click **Elements** > **Routing** > **Routing Policies**.
2. Click **New**.
3. In the **General** section, enter a routing policy name and notes in the relevant fields.
4. In the **Retries** field, enter the number of retries for the destination SIP entity.

   The default value in **Retries** field is `0`. The valid values are from 0 to 5.

5. Select the **Disabled** check box to disable the routing policy.
6. In the **SIP Entities as Destination** section, select **Avaya Breeze®**.
7. Select the Time of Day patterns that you want to associate with this routing pattern and click **Select**.
8. Enter the relative Rankings that you want to associate with each Time Range.

   Lower ranking values indicate higher priority.

9. In the **Dial Patterns and Regular Expressions** sections, click **Add** to associate existing Dial Patterns and Regular Expressions with the Routing Policy.
10. Click **Commit**.

Related links

Services on page 29

Creating a dial pattern

About this task

Use this procedure to create a dial plan to an Avaya Breeze® platform server or cluster. A dial plan to Avaya Breeze® platform is necessary only when administering a callable service and is not appropriate for call-intercept services.

Procedure

1. In System Manager, click **Elements** > **Routing** > **Dial Patterns**.
2. Click **New**.
3. Enter the dial pattern.

   The system auto-populates the **Min** and **Max** fields.
4. In the **Originating Locations and Routing Policies** section, click **Add**.
5. In the **Originating Locations** section, select the required locations.
6. In the **Routing Policies** section, select the routing policy that we created earlier.
7. Click **Select**.
8. Click **Commit**.

Related links

Services on page 29

Assigning a service profile to an implicit user pattern

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **Configuration** > **Implicit User Profiles**.
3. Click **New**.
4. In the **Service Profile** field, select a service profile.
5. In the **Pattern** field, specify the pattern defined earlier.
6. Click **Commit**.

Related links

Services on page 29

Starting a snap-in

About this task

The start snap-in functionality is required when you:

- Upgrade some snap-ins, specifically the Presence snap-in.
- Change some port assignments for snap-ins.
- Change the capacity of clusters.
- Change some configuration parameters of a snap-in. You must restart the snap-in for the configuration change to take effect.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Service Management** > **Services**.
3. On the Service Management page, select the snap-in that you want to start.
4. Click **Start**.

   Note:

   If the snap-in is already installed on all the servers, the **Start** button is disabled.
5. In the Confirm Start Service dialog box, select the cluster or clusters in which you want to start the snap-in.
6. Click **Start**.

   On the Service Management page, the **Service Install Status** changes to **Starting** and then **Installed**.

   Note:

   Restarting the Avaya Breeze® platform server does not affect the snap-in install status.

Related links

Services on page 29

Stopping a snap-in

About this task

The stop snap-in functionality is required when you:

- Upgrade some snap-ins, specifically the Presence snap-in.
- Change some port assignments for snap-ins.
- Change the capacity of clusters.

- Change some configuration parameters of a snap-in. You must restart the snap-in for the configuration change to take effect.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Service Management** > **Services**.
3. On the Service Management page, select the snap-in that you want to stop.
4. Click **Stop**.

   Note:

   If the snap-in is not in the **Installed** state, the Stop button is disabled.
5. In the Stop Service dialog box, select the cluster or clusters where you want to stop the snap-in.
6. Click **Stop**.

   The **Service Install Status** of the snap-in changes to **Stopping** and then **Stopped**.

Related links

Services on page 29

Uninstalling a snap-in

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Service Management** > **Services**.
3. On the Service Management page, select the snap-in that you want to remove.
4. Click **Uninstall**.
5. From the Confirm Uninstall Service pop-up dialog box, select the cluster or clusters from which you want to remove the snap-in.
   - You cannot uninstall a required snap-in from a cluster unless another version of the required snap-in is already installed in the cluster.
   - The state of a snap-in on the Service Management page is the aggregated status of its installation across clusters. If you uninstall a snap-in from a cluster and it is still installed in another cluster, the status remains as **Installed**.
6. If you want to forcefully remove the snap-in, select the **Force Uninstall** check box in the same pop-up dialog box.

   For a snap-in, the system displays the Call activity as part of the Activity counter on the Cluster Administration page. If you force uninstall the snap-in, the snap-in will be uninstalled immediately without waiting for the Activity counter to reach zero.

7. Select **Do you want to delete the database?** check box to delete the snap-in database.

   In a normal scenario the activity drains in about two hours and the **Activity Link** value comes to zero. This is when the snap-in is uninstalled.

Related links

Services on page 29

Deleting a snap-in

About this task

You must uninstall a snap-in from all the clusters before you delete the snap-in. When you delete the snap-in, the snap-in is removed from the System Manager database.

Note:

If a user is uninstalling a service that was installed on different clusters while some other services are getting installed or uninstalled on these clusters, the user must wait for these operations to complete before deleting the uninstalled service.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Service Management** > **Services**.
3. On the Service Management page, select the service that you want to delete.
4. Click **Delete**.

   Important:

   Verify that the service is in the **Loaded** state before you click **Delete**.
5. In the Delete Service Confirmation dialog box, select the **Please Confirm** check box.
6. Click **Delete**.

Related links

Services on page 29

Deleting a service database

About this task

Delete the service database after all versions of that service have been uninstalled from the cluster. This procedure is not applicable if you selected the **Do you want to delete the database?** check box when uninstalling the snap-in.

You cannot delete databases that are in use.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Service Databases**.
2. In the **Cluster** field, select the cluster.
3. Select the service database that you want to delete.
4. Click **Delete**.

Related links

Services on page 29

Chapter 4: Bundles

A bundle is a package of multiple snap-in SVARs and is itself an SVAR file. Snap-ins are often dependent on other snap-ins or services.

- With an internal dependency, the dependent snap-ins are packaged along with the bundle.
- With an external dependency, the snap-in that the bundled snap-in depends on is not packaged in the bundle. You must upload the snap-in to System Manager separately.

Workflows and tasks that are loaded as part of a bundle are not displayed on the Services, Cluster Administration, and Service Profile pages. You can create workflows and tasks using the Engagement Designer snap-in.

When snap-ins of the Java type are loaded through bundles, they are displayed on the Services page. For more information about Java type snap-ins, see the *Hello World Service* sample document, which you can access by navigating to `samples\helloservice\documents` in the Avaya Breeze SDK. The SDK and other documentation for Avaya Breeze® platform are available on the Avaya DevConnect website.

Related links

Loading a bundle on page 48
Installing the bundle on page 49
Uninstalling a bundle on page 50
Deleting the bundle on page 50

Loading a bundle

About this task

Use this procedure to load one or more bundles to System Manager. You can load multiple bundles at a time.

Before you begin

Ensure that any external dependency snap-ins are loaded. For more information, see Loading the snap-in on page 33.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Bundles**.

2. Click **Load**.

   The total size of all selected files cannot exceed the browser-specific upload limits.

3. On the Load bundle dialog box, click **Choose File**.
4. Select the file and click **Open**.
5. Click **Commit**.

   When the loading is complete, the Service Management page displays the status of the bundle as “Loaded”.

Related links

Bundles on page 48

Installing the bundle

About this task

After loading a bundle, you can install it onto one more Avaya Breeze® platform clusters. You can only install one bundle at a time.

Before you begin

- Load the bundle.
- Ensure that any external dependency snap-ins are loaded on the Services page. If dependencies are not loaded, the bundle installation will not start.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Bundles**.
2. Select the bundle that you want to install and click **Install**.
3. Select the cluster(s) where you want the bundle to reside, and click **Commit**.
4. Click  to refresh the list of bundles so that you can see the bundle installation status.

   The **State** column displays the installation status.

   -  Installed: Indicates that the bundle installation is complete.
   -  Installing: Indicates that the installation is not yet complete on all servers.

5. **(Optional)** Click the name of the bundle for more information, including service and dependency installation status on the Avaya Breeze® platform nodes.

Related links

Bundles on page 48

Uninstalling a bundle

About this task

Use this procedure to uninstall a bundle from one or more Avaya Breeze® platform clusters. You can only uninstall one bundle at a time.

Uninstalling a bundle from a cluster does not uninstall external dependencies. An internal dependency is only uninstalled if no other bundles require it.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Bundles**.
2. Select the bundle that you want to uninstall and click **Uninstall**.
3. Select the cluster or clusters from which you want to remove the bundle.
4. Click **Commit**.

Deleting the bundle

About this task

You can delete multiple bundles at a time.

Before you begin

Before you can delete a bundle, it must be in the “Loaded” state. If the bundle you want to delete is installed, you must uninstall it.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Service Management** > **Bundles**.
2. Select the bundle(s) that you want to delete.
3. Click **Delete**.
4. When prompted to confirm, click **Delete** again.

Related links

Bundles on page 48

Chapter 5: User administration

Related links

[Administering implicit sequencing for Avaya Breeze platform](#) on page 51
[Service profile association options](#) on page 53

Administering implicit sequencing for Avaya Breeze® platform

Administer implicit sequencing for a user or group of users for Avaya Breeze® platform so that an application sequence can be assigned to those users for call-intercept snap-ins. Avaya Breeze® platform uses implicit sequencing for both SIP and non-SIP endpoints. Therefore, you must administer implicit sequencing for all SIP and non-SIP endpoints that receive call-intercept snap-ins.

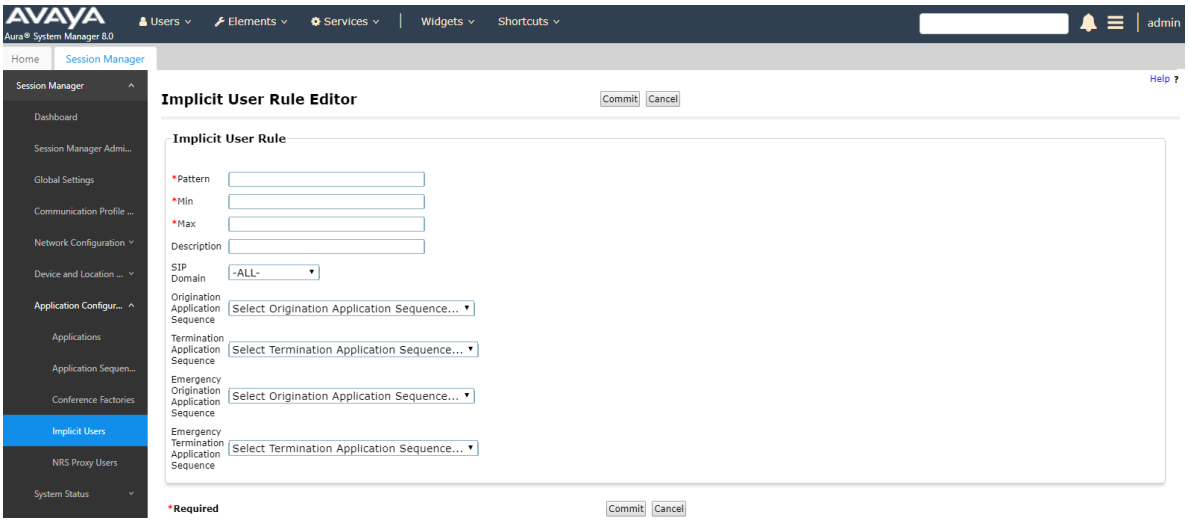
Before you begin

Create the application and application sequence for the Avaya Breeze® platform server.

Procedure

1. In System Manager, click **Elements** > **Session Manager** > **Global Settings**.
2. Select the **Enable Implicit Users Applications for SIP users** field.
3. Click **Commit**.
4. Click **Session Manager** > **Application Configuration** > **Implicit Users**.

5. Click **New**.



6. In the **Pattern** field, specify the pattern as defined for Session Manager and Communication Manager digit routing.

   For non-SIP users, the dial pattern should be the same pattern format as used in the Routing Policy Dial pattern. For SIP users, as a best practice use E.164 patterns to scope the SIP users either singularly or as a range. If that is not desired, use the communication address defined on the **User** > **User Management** > **Manage Users** Communication Profile tab.

   The pattern range used can include both SIP and non-SIP users.

   For example, in the **Pattern** field, do one of the following:

   - Enter the user's full E.164 number (or minimally enter the communication address defined on the **User** > **User Management** > **Manage Users** Communication Profile tab for that user) for a single user.
   - Enter "x" patterns as wildcards to match multiple users.

   For example, for a single user using E.164 format, enter +13035551212, alternatively enter +1303555xxxx to match all users with the +1303555 prefix that is 12 digits in total length (including the +).

7. Update the **Min** value as required.

   This value is auto-populated based on the pattern.

8. Update the **Max** value as required.

   This value is auto-populated based on the pattern.

9. Update **SIP Domain** as required.

   The default value is **-ALL-**.

Note:

- If you use multi-domain routing, see *Administering Avaya Aura® Session Manager* for information about what to enter in this field.
- If you use a snap-in that uses the Remove Service From Call feature, you must select a specific domain. Otherwsie, Avaya Breeze® platform sequences again after the snap-in has requested to be removed from a call.

10. Select the application sequence from the **Origination Application Sequence** drop-down menu.

    The Origination Application Sequence tells Session Manager to send the call to the Avaya Breeze® platform when the targeted user is making a call.

11. Select the application sequence from the **Termination Application Sequence** drop-down menu.

    The Termination Application Sequence tells Session Manager to send the call to the Avaya Breeze® platform when the targeted user is receiving a call.

12. Click **Commit** to save your changes.

Related links

User administration on page 51
Creating an application and application sequence on page 40

Service profile association options

Users are associated with a service profile and not with individual snap-ins. Assign a service profile to a user in the following ways:

- Implicit users – Create an Implicit User Profile Rule that encompasses all users you want to use the Service Profile. Assign the Service Profile to that group. Users do not need to be administered on System Manager.
- Administered users – Assign the Service Profile to an individual user who is administered on System Manager. To use this method, any SIP or H.323 user the Service Profile is assigned to must be administered as an explicit user. In general SIP users are already administered in System Manager as explicit users, but H.323 users may not be. Therefore, you may need to create a new user profile for a user you want to assign the Service Profile.

If a Service Profile is assigned to a user through both explicit and implicit administration, the explicitly assigned Service Profile takes precedence.

Related links

User administration on page 51
Assigning a service profile to implicit users on page 54
Creating a new administered user on page 54
Assigning a service profile to an administered user on page 55

Assigning a service profile to implicit users

Before you begin

You must create the service profile before it can be assigned.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the left navigation pane, click **Configuration** > **Implicit User Profiles.**
3. Click **New** to create a new rule, or select a pattern and click **Edit** to change an existing rule.
4. In the **Service Profile** field select the service profile for these users.
5. In the **Pattern** field specify the pattern as defined for the called or calling party number.
6. **(Optional)** Revise the **Min** and **Max** values for the number of digits from the pattern to match.

   These fields auto-populate based on the pattern.
7. Type a description for the rule.

   You can provide a description of the group of users the rule defines.
8. Click **Commit** to save your changes.

Related links

Service profile association options on page 53
Implicit User Profile Rule Editor page field descriptions on page 107

Creating a new administered user

About this task

Use this procedure to create a new explicit user in System Manager. You do not need to perform this procedure if you are using an implicit user profile rule to assign a service profile to users. This procedure is also not required for users already administered as explicit users.

Procedure

1. In System Manager, click **Users** > **User Management** > **Manage Users**.
2. Click **New**.
3. Click the **Identity** tab.
4. Enter the user's Last, First, and Login names.

   The login name is in the form of `handle@domain`.
5. Click the **Communication Profile** tab.
6. Click **Communication Profile Password**.
7. Enter the **Communication Profile Password** and confirm the password.

8. Create a new Communication Address.
    a. In the **Communication Address** table, click **New**.
    b. In the **Type** field, select `Avaya E.164` or `Avaya SIP`.
    c. In the first part of the **Fully Qualified Address** field, enter a number that matches the **Pattern** in the Implicit User Rule page.

       This is the pattern that you created when administering implicit sequencing. Your user must fall in the implicit sequencing pattern range so that Avaya Breeze® platform is invoked when a call is received or sent.

       E.164 numbers can have a maximum of fifteen digits and are usually written with a + prefix. For example, +15553091337.
    d. In the second field, select the domain for this user from the drop-down menu.
    e. Click **OK**.

Related links

Service profile association options on page 53

Assigning a service profile to an administered user

Before you begin

Create a service profile.

Procedure

1. In System Manager, click **Users** > **User Management** > **Manage Users**.
2. Select the check box by the appropriate user name or number.
3. Click **Edit**.
4. On the **Communication Profile** tab, in **Profiles**, click **Avaya Breeze® Profile**.
5. In the **Service Profile** field, select the service profile with the required snap-in.
6. Click **Commit**.

Related links

Service profile association options on page 53

Chapter 6: Reliable eventing administration

The reliable eventing framework provides a new mechanism for delivering messages. The current eventing framework uses Collaboration Bus as a point-to-point delivery mode for intra-node asynchronous events with high performance. The reliable eventing framework adopts Apache ActiveMQ, which provides a richer set of capabilities like reliability, asynchronous events, inter-node, and inter-cluster which are not available in Eventing Framework.

Reliable eventing framework provides the following additional features beyond what a standard eventing framework provides:

- Enables delivery of events across servers and clusters.
- Guarantees event delivery with event persistence, acknowledgement, and durable subscriptions.
- High availability of nodes with replicated persistent messages.

Related links

Creating a Reliable Eventing group on page 56
Editing a Reliable Eventing group on page 57
Deleting a Reliable Eventing group on page 58
Viewing the status of Reliable Eventing destinations on page 58
Deleting a Reliable Eventing destination on page 58
Running a maintenance test for a broker on page 59

Creating a Reliable Eventing group

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Dashboard**.
2. Click **New**.
3. Enter the following details:
   - **Cluster**: Select the cluster on which you want to create the Reliable Eventing group.
   - **Group Name**: Assign a name to the Reliable Eventing group.
   - **Description**: Enter a brief description.

- **Type**: Select **HA** or **Standalone**.
  - If you select **HA**, you must select at least three Avaya Breeze® platform nodes or brokers.
  - If you select **Standalone**, you must select at least one Avaya Breeze® platform node or broker.

4. In the Unassigned Brokers table, click **+** to assign the Avaya Breeze® platform nodes or brokers to the Reliable Eventing group.
5. Click the Associated clusters tab:
   a. In the **Unassigned associated clusters** table, click **+** to add an associated cluster.
   b. In the **Assigned associated clusters** table, click **X** to remove an associated cluster.
6. Click **Commit**.

   The **Status** column displays one of the following:

   - ✔: Indicates that the status of the broker is up and running for subscription and event transfers.
   - ⊗: Indicates that the status of the broker is down.

Related links

Reliable eventing administration on page 56

Editing a Reliable Eventing group

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Dashboard**.
2. Select the **Reliable Eventing group** and click **Edit**.
3. Assign new brokers or remove existing brokers.
4. Click the Associated clusters tab:
   a. In the **Unassigned associated clusters** table, click **+** to add an associated cluster.
   b. In the **Assigned associated clusters** table, click **X** to remove an associated cluster.
5. Click **Commit**.

Related links

Reliable eventing administration on page 56

Deleting a Reliable Eventing group

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Dashboard**.
2. Select the **Reliable Eventing group** and click **Delete**.
3. In the Confirm Delete window, click **Continue**.

Related links

Reliable eventing administration on page 56

Viewing the status of Reliable Eventing destinations

Procedure

1. On System Manager, click **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Destination Status**.

   The Broker Destination Status page is displayed.
2. To view the destination status, from **Group**, select the Reliable Eventing group.

Related links

Reliable eventing administration on page 56

Deleting a Reliable Eventing destination

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Destination Status**.
2. In the **Group** field, select the **Reliable Eventing group**.

   The system displays the destination status.
3. Select a **Destination** and click **Delete**.
4. Click **Commit**.

   The system purges the messages and deletes the destination.

Related links

Reliable eventing administration on page 56

Running a maintenance test for a broker

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **Maintenance Tests**.
2. In the **Select Avaya Breeze to test** field, click the Avaya Breeze® platform instance that you want to test.
3. Select the **Test Reliable Eventing Framework** check box.
4. Click **Execute Selected Tests**.

   Avaya Breeze® platform displays one of the following statuses:

   - `Failure` when Reliable Eventing is down. That is, publishing and receiving messages by Reliable Eventing is failing.
   - `Success` when Reliable Eventing is functional. That is, publishing and receiving messages by Reliable Eventing is working.

Related links

Reliable eventing administration on page 56

Chapter 7: Authorization administration

Related links

Authorization service on page 60
Authorization resource administration on page 62
Authorization clients on page 63
Changing the authentication mechanism on page 64

Authorization service

The authorization service provides the following security functions to other Avaya Breeze® platform snap-ins:

- Authentication of end users through LDAP or SAML
- Authentication of client applications using PKI
- Fine-grained authorization of snap-in features through client application

Client applications might or might not be snap-ins. The authorization service enables a client application to authenticate client credentials. The client application can also authenticate with user credentials. The client is then provided with a token that can be used to securely access multiple Avaya Breeze® platform snap-ins without being challenged.

For example, Avaya Context Store Snap-in leverages the authorization service by acting as a resource server. Client applications using Avaya Context Store Snap-in first authenticate with the authorization service and then provide the token to Avaya Context Store Snap-in with a request for validation. The existing whitelist or certificate-based HTTP(S) security mechanisms are supported with Avaya Context Store Snap-in.

Related links

Authorization administration on page 60
Viewing or regenerating keys for an Authorization Service on page 61
Installing a newer version of the authorization service on page 61
Updating the Identity Certificate for Authorization Service on page 61

Viewing or regenerating keys for an Authorization Service

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Service Instances tab, select the authorization service, and click **Edit Key**.
4. To regenerate the keys:
   a. Click **Regenerate Keys**.
   b. Click **Commit**.

Related links

Authorization service on page 60

Installing a newer version of the authorization service

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. On the navigation pane, click **Service Management** > **Services**.
3. On the Services page, select the older version and click **Uninstall**.
4. Select the **Do you want to force the uninstall?** check box and click **Commit**.
5. Reboot all nodes in the cluster simultaneously:
   a. Click **Server Administration**.
   b. Select the server and click **System State** > **Deny New Service**.
   c. Select the server and click **Shutdown System** > **Reboot**.
   d. Click **Continue**.
6. On the Services page, select the newer version, and click **Install**.
7. Select the cluster and click **Commit**.

Related links

Authorization service on page 60

Updating the Identity Certificate for Authorization Service

About this task

After an Avaya Breeze® platform upgrade or install, you must update the identity certificate on the cluster where the authorization service is installed.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **Cluster Administration**.

3. Select the cluster where authorization service is installed.
4. Click **Certificate Management** > **Update/Install Identity Certificate (Authorization Service)**.

Related links

Authorization service on page 60

Authorization resource administration

Related links

Authorization administration on page 60
Viewing authorized clients on page 62
Configuring features for a resource server on page 62

Viewing authorized clients

About this task

Use this procedure to view clients authorized by the resource server.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Resource Servers tab, select the Resource server and click **View Authorized Client**.

   The system displays the authorized clients.

Related links

Authorization resource administration on page 62

Configuring features for a resource server

About this task

Configure the values of a specific feature.

The features for a Resource snap-in are specified in the `properties.xml` file. For more details, see *Avaya Breeze® platform Snap-in Development Guide*.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Resource Servers tab, select the resource server and click **Configure Features**.
4. In the **Select Feature** field, select the feature that you want to configure.

5. In the **Values** table, add or delete values.
6. Click **Commit**.

Related links

Authorization resource administration on page 62

Authorization clients

An authorization client is an application that sends protected resource requests on behalf of the resource owner and with its authorization.

Related links

Authorization administration on page 60
Assigning and editing grants for an authorization client on page 63
Deleting an external authorization client on page 64
Viewing or regenerating keys for an authorization client snap-in on page 64

Assigning and editing grants for an authorization client

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Clients tab, select the authorization client and click **Edit Grants**.
4. To edit values of an existing grant, select the grant and click **Edit Values**.
   a. Edit the features and values.
   b. Click **Commit**.
5. To create a new grant, click **New**.
6. In the **Resource Name** field, select the resource server that authorized the authorization client.
7. In the **Resource Cluster** field, select the cluster.
8. In the **Feature** field, select a feature to which you want to assign values.
9. In the **Values** field, assign values to the selected feature.
10. Click **Commit**.

Related links

Authorization clients on page 63

Deleting an external authorization client

About this task

Use this procedure to delete an external authorization client. This option is disabled for authorization client snap-ins. To delete authorization client snap-ins, uninstall and delete the snap-in. For more information, see the “Service Management” information in this online help document.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Clients tab, select the authorization client and click **Delete**.

Related links

Authorization clients on page 63

Viewing or regenerating keys for an authorization client snap-in

About this task

Authorization client snap-ins use public and private key pairs to authenticate with the authorization service. This procedure explains how to revoke existing keys and regenerate new ones in case of a security leak.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Authorization**.
3. On the Clients tab, select the authorization client snap-in and click **Edit Key**.
4. Click **Regenerate Keys**.

Related links

Authorization clients on page 63

Changing the authentication mechanism

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Configuration** > **Authorization**.
2. On the Authorization Configuration page, click the **Authentication Mechanism** tab.
3. Click **Change Authentication Mechanism**.
4. On the Change Authentication Mechanism page, in the **select Authentication Mechanism** field, select **LDAP** or **SAML**.

5. If you selected **SAML**, do the following:
    a. Select **Should SAML Request be Signed?** if appropriate.
    b. Complete the **Attribute Used as UserID** field.
    c. Select an option from the **Authentication Context** drop-down menu.
    d. Select an option from the **Authentication Context Comparison Type** drop-down menu.
    e. Click **Choose File** to select the identity provider metadata file.
6. Click **Save**.

Related links

Authorization administration on page 60

Chapter 8: Administering HTTP security

Related links

Administering a whitelist for HTTP Security on page 66
Administering client certificate challenge for HTTPS on page 66
Administering HTTP CORS security on page 67

Administering a whitelist for HTTP Security

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **HTTP Security**.
3. Select the cluster.
4. Click the Whitelist tab.
5. Select the **Whitelist Enabled** check box.

   If you do not select the **Whitelist Enabled** check box, Avaya Breeze® platform accepts HTTP or HTTPS requests from any system.
6. To add a new IP address to the Whitelist table:
   a. Click **New**.
   b. In the new row, type values in the **IP address** and the **Subnet Bits** fields.
7. Click **Commit**.

Related links

Administering HTTP security on page 66
HTTP Security page field descriptions on page 105

Administering client certificate challenge for HTTPS

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.

2. In the navigation pane, click **Configuration** > **HTTP Security**.
3. Select the cluster.
4. Click the Whitelist tab.
5. Select the **Client Certificate Challenge Enabled** check box.

   The client certificate must be signed by a trusted certificate authority.
6. Click **Commit**.

Related links

Administering HTTP security on page 66
HTTP Security page field descriptions on page 105

Administering HTTP CORS security

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **HTTP Security**.
3. Select the cluster.
4. Click the HTTP CORS tab.
5. Perform one of the following:
   - Select the **Allow Cross-origin Resource Sharing for all** check box to allow any server to make requests.
   - Clear the **Allow Cross-origin Resource Sharing for all** check box to limit access to administered servers.
6. Limit the receipt of requests by adding authorized servers to the **Host Address** list:
   a. Verify that the **Allow Cross-origin Resource Sharing for all** check box is cleared.
   b. Click **New**.
   c. In the **Host address** field, type the complete origin address of the server that you want Avaya Breeze® platform to have access permission to.

      For example, if the origin is `xyz.com`, add `xyz.com` as an origin in the CORS list. If the origin is `ip:port`, add `ip:port` as an origin in the CORS list.
7. Click **Commit**.

Related links

Administering HTTP security on page 66
HTTP Security page field descriptions on page 105

Chapter 9: JDBC resource administration

Related links

JDBC provider on page 68
Configuring the JDBC data source on page 69
Sample configuration for database providers on page 71

JDBC provider

Related links

JDBC resource administration on page 68
Adding a JDBC provider resource on page 68
Editing a JDBC provider resource on page 69
Deleting JDBC provider resources on page 69

Adding a JDBC provider resource

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Providers**.
3. Click **New**.
4. On the JDBC Provider Editor page, create a JDBC provider by using the JDBC driver jar.
5. Navigate to **Avaya Breeze®** > **Service Management**.
6. Select the provider you created earlier and click **Install**.
7. Select the cluster on which you want to install the provider and **Commit**.

Related links

JDBC provider on page 68
JDBC Provider Editor field descriptions on page 109

Editing a JDBC provider resource

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Providers**.
3. Select the JDBC source provider that you want to edit.
4. Click **Edit**.
5. On the JDBC Provider Editor page, edit the provider details.

   Note:

   You cannot edit all the fields in this page. For example, you cannot modify the jar path.
6. Click **Commit** to save the changes.

Related links

JDBC provider on page 68
JDBC Provider Editor field descriptions on page 109

Deleting JDBC provider resources

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Providers**.
3. On the JDBC Provider page, select the providers that you want to delete.

   Note:

   You cannot delete a JDBC provider if the provider is installed on a cluster through a snap-in.
4. Click **Delete**.

Related links

JDBC provider on page 68

Configuring the JDBC data source

Related links

JDBC resource administration on page 68
Adding a JDBC data source on page 70
Editing a JDBC data source on page 70
Deleting a JDBC data source on page 71
Testing the connection using query validation on page 71

Adding a JDBC data source

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Sources**.
3. Click **New**.
4. On the JDBC Data Source Editor page, do the following:
   a. In the **Cluster** field, click the cluster on which you installed the JDBC provider.

      Avaya Breeze® platform populates the value of the **JDBC Provider** field.

   b. Select the **TLS** check box if the database server is accepting TLS connections. The JDBC driver provided by database vendor determines which TLS version is used. Clear this check box if the server does not support TLS.
   c. In the **JNDI Name** field, type a unique name.
   d. In the **URL** field, type the URL.
   e. In the **User Name** field, type a user name.
   f. In the **Password** field, type a password.
5. Click **Commit**.
6. To test the connection, select the data source, and click **Test Connection**.

Related links

Configuring the JDBC data source on page 69
JDBC Data Source Editor field descriptions on page 110

Editing a JDBC data source

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Sources**.
3. Select the JDBC data source that you want to edit, and click **Edit**.
4. On the JDBC Data Source Editor page, make the required changes.
5. Click **Commit**.
6. After you modify the data source of a cluster, restart all the servers in the cluster.
   a. On the Server Administration page, select the servers that you need to restart.
   b. Click **Shutdown System** > **Reboot**.

Related links

Configuring the JDBC data source on page 69
JDBC Data Source Editor field descriptions on page 110

Deleting a JDBC data source

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Sources**.
3. Select the JDBC data source that you want to delete.
4. Click **Delete**.

Related links

Configuring the JDBC data source on page 69

Testing the connection using query validation

About this task

Use this procedure to determine whether the data source you created is reachable.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **JDBC Sources**.
3. Select the JDBC data source whose connection you want to test.
4. Click **Test Connection**.

   The system runs the validation query and then displays a success or failure message.

Related links

Configuring the JDBC data source on page 69

Sample configuration for database providers

Field name	PostgreSQL	My SQL	MS SQL	Oracle
JDBC Provider				
Class name	org.postgresql.xa.PGXADataSource	com.mysql.jdbc.jdbc2.optional.MysqlXADataSource	com.microsoft.sqlserver.jdbc.SQLServerXADataSource	oracle.jdbc.xa.client.OracleXADataSource
Jar File	postgresql-9.2-1004-jdbc41.jar	mysql-connector-java-5.1.44.jar	sqljdbc42.jar	ojdbc7.jar
JDBC Data Source				

Table continues…

Field name	PostgreSQL	My SQL	MS SQL	Oracle
URL	jdbc:postgresql://(host):(port)/(database_name)	jdbc:mysql://(host):(port)/(database_name)	jdbc:sqlserver://(server_name):(port)	• jdbc:oracle:thin:@//(host):(port)/(service_name) • jdbc:oracle:thin:@(host):(port):SID
Validation Query	select 1	select 1	select 1	select 1
Custom Properties	• Name: databaseName; Value: <the database name> • Name: generateSimpleParameterMetadata; Value: true • Name: searchpath; Value: <the schema name> • Name: serverName; Value: <the DB server IP address or FQDN> • Name: portNumber; Value: <the TCP port number of the DB server>	Name: generateSimpleParameterMetadata; Value: true	• Name: generateSimpleParameterMetadata; Value: true • Name: instanceName; Value: <the SQL instance name> • Name: databaseName; Value: <the database name>	Name: generateSimpleParameterMetadata; Value: true

Note:

The jar file names and versions mentioned in the table are examples. When configuring JDBC provider for external database, refer to database documentation and select correct JDBC driver jar version.

Related links

JDBC resource administration on page 68

Chapter 10: Assigning service ports for Avaya-developed snap-ins

About this task

Use the **Avaya Breeze®** > **Configuration** > **Service Ports** page to:

- Assign or reserve ports for Avaya-developed snap-ins.
- Administer ports enablement for Avaya-developed snap-ins.

The Service Ports page displays the default ports for a snap-in after you load the snap-in. You can override the default port value for the snap-in at the snap-in level and cluster level from this page.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the left navigation pane, click **Configuration** > **Service Ports**.
3. From the **Service** field, select the snap-in for which you want to configure the ports.

   The system displays the assigned snap-in ports for the snap-in that you selected.
4. (Optional) From the **Cluster** field, select the cluster.

   The system displays the selected snap-in ports for the snap-in and the cluster that you selected.
5. From the **Selected Service Ports** table, specify the ports that you want to assign to the snap-in.
6. Select the **Override Default** check box to override the default port value.

   Note:

   If the specified Effective Port value is already assigned to another snap-in or a reserved port, the system displays an error message. Specify another override port value.

   Port validation is done when you install the snap-in whose ports are specified.

   The field **Protocol** displays the protocol that will be used by the specified port for communication. This field cannot updated from the Service ports page.
7. Click **Commit**.

   The **All Service Used/System Reserved Ports** table displays the ports used by other snap-ins and the system reserved ports. Search for a specific port from this table before you assign the port to a snap-in.

8. To swap two ports, such as 1100 and 1200, do the following:
    a. Update port 1100 to 1108 and then click **Commit**.

       1108 is just a placeholder. Ensure that port 1108 is unused.
    b. Update port 1200 to 1100 and then click **Commit**.
    c. Update port 1108 to 1200 and then click **Commit**.

Chapter 11: User interface descriptions

Related links

Attribute configuration field descriptions

On System Manager, navigate to **Elements** > **Avaya Breeze®** > **Configuration** > **Attributes** to configure:

- Attributes for a service within a service profile

- Attributes for a cluster
- Global attributes for a service

Service Profiles tab

Use the fields on this tab to define values for attributes for a specific, selected Service Profile. The values that you specify in this tab override the default values specified in the cluster and global attributes.

Name	Description
Profile	The name of the service profile that will use the attributes configured on this page.
Service	A drop-down list of the services that are currently assigned to the selected profile.
Name	The names of the attributes that can be configured for this service.
Override Default	A check indicates you want to override the default value of the attribute. If the box is not checked, the default value is used.
Effective Value	If you override the existing value in this tab, the **Effective Value** displays the value you entered. Else the value displays the first of these to be set: the override value on the **Service Clusters** tab, the override value on the **Service Globals** tab or the default if there are no overrides.
Description	A description of the attribute.

Note:

If you override an attribute for a service at the cluster level for two different clusters, and the override is not at the service profile level, the system does not display the effective value. Instead, the system displays the message `Effective value for the attribute cannot be displayed as it has been overridden for multiple clusters.`

Service Clusters tab

Use this tab to define attributes for the services installed on specific clusters. The values you specify in this tab will override the default values specified in the global service attributes.

Name	Description
Cluster	The name of the cluster that will use the attributes configured on this page.
Service	A drop-down list of the services that are currently assigned to the selected cluster.
Name	The names of the attributes that can be configured for this cluster.
Override Default	A check indicates you want to override the default value of the attribute. If the box is not checked, the default value is used.
Effective Value	If you override the existing value in this tab, **Effective Value** displays the value you entered. Otherwise, the field either displays the override value on the Service Globals tab or the default if there are no overrides.
Description	A description of the attribute.

Service Globals tab

Use this tab to define the service attributes of all the service profiles that use this service. When you install a service for the first time, the factory default value is used for each attribute of the service profile. Use this tab to override the factory default value. You can override the service attribute values either at the service profile level or at the cluster level by configuring the attributes in the respective tabs.

Name	Description
Service	A drop-down list of the services you can select for which you can configure attributes.
Name	The names of the attributes that can be configured for this service.
Override Default	Select the check box to override the default value of the attribute. If the box is not checked, the default value is used.
Effective Value	If you override the existing value in this tab, this field displays the value you entered. Otherwise the system displays the default value.
Description	The description of the attribute.

Buttons

Button	Description
Cancel	If you navigated to this page from the Service Profile Editor page, clicking cancel returns you to that page. Otherwise, it resets the page forms and selections.
Commit	Saves your attribute configuration changes.

Related links

User interface descriptions on page 75
Configuring snap-in attributes at the global level on page 35
Configuring snap-in attributes at the service profile level on page 34

Authorization configuration field descriptions

On System Manager, navigate to **Elements** > **Avaya Breeze®** > **Configuration** > **Authorization** to administer authorization clients, resources, and authorization service instances.

Fields:

Name	Description
Name	Name of the Authorization Client.
ID	The Authorization Client ID.
Cluster Name	Name of the cluster on which the Authorization Client is installed.
Type	The type of Authorization Client: Authorization Client Snap-in or external application.

Buttons:

Name	Description
Edit Grants	Assigns authorization grants to the Authorization Clients.
Edit Key	Assigns an unique key to the external Authorization Client.
New	Creates an external Authorization Client. This option is unavailable for Authorization Client Snap-ins. Authorization Client Snap-ins are available as pre-loaded snap-ins.
Delete	Deletes an external Authorization Client. This option is disabled for Authorization Client Snap-ins.

New External Authorization Client field descriptions

From the Clients tab on the Authorization Configuration page, click **New** to configure an external authorization client. The following are the mandatory fields:

Name	Description
Name	Name of the external authorization client.
Certificate	Upload an eexternal authorization client certificate.

Edit Grants for Authorization Client field descriptions

From the Clients tab on the Authorization Configuration page, click **Edit Grants** to administer grants for an authorization client.

Fields:

When you create or edit an authorization grant, complete the following fields:

Name	Description
Resource Name	Name of the resource server that authorizes the authorization client.
Resource Cluster	Name of the cluster on which the resource server is installed.
Feature	Features assigned to the authorization client.
Values	Values configured for the features.

Buttons

Name	Description
New	Creates an authorization grant.
Edit values	Edits values of the authorization grant.
Delete	Deletes an authorization grant.

Create Grant for Authorization Client field descriptions

From the Edit Grants for Authorization Client page, you can create or edit an authorization grant.

Name	Description
Resource Name	Name of the Resource Server that authorizes the Authorization Client.
Resource Cluster	Name of the cluster on which the Resource Server is installed.
Feature	Grants or features assigned to the Authorization Client.
Values	Values configured to the features.

Resources Servers tab

On the Authorization Configuration page, click the **Resource Servers** tab to view authorized clients and configure features for resource servers.

Fields:

Name	Description
Name	Name of the resource server that authorizes the authorization client.
Cluster Name	Name of the cluster on which the resource server is installed.

Buttons:

Name	Description
View Authorized Client	Displays the authorization clients authorized by the resource server.
Configure Features	Allows you to configure features for the selected resource.

View Authorized Clients of Resource Server field descriptions

Name	Description
Resource Name	Name of the resource server that authorizes the authorization client.
Resource Cluster	Name of the cluster on which the resource server is installed.
Type	Client type. For example, External.
Feature	Grants or features assigned to the authorization client.
Values	Values configured to the features.

Configure Features field descriptions

On the Resource Servers tab, click **Configure Features**. This page allows you to select a feature value for the selected resource.

Name	Description
Select Feature	Features assigned to the resource server.

Service Instances tab field descriptions

The following options are available from the Service Instances tab on the Authorization Configuration page.

Fields:

Name	Description
Name	Name of the authorization service.
Cluster Name	Name of the cluster on which the authorization service is installed.

Button:

Name	Description
Edit Key	Displays or regenerates a key for the authorization service.

Edit Keys for Authorization Service field descriptions

Click **Edit Key** on the Service Instances tab to view information about the public key for the authorization service. The following information is displayed:

- Key fingerprint
- Generated by
- Date and time generated
- Public key

The following buttons are available on this page.

Name	Description
Regenerate Keys	Regenerates the key for the authorization service.
Done	Saves your changes and then returns to the Authorization Configuration page.

Authentication Mechanism tab field descriptions

This section describes the Authentication Mechanism tab on the Authorization Configuration page.

Field	Description
Authentication Mechanism Type	The authentication mechanism: LDAP or SAML.

Button	Description
Change Authentication Mechanism	Changes the authentication mechanism to LDAP or SAML.

Avaya Breeze® platform Instance Editor field descriptions

On System Manager, navigate to **Elements** > **Avaya Breeze®** > **Server Administration** to manage server instances. When you click **New** or **Edit**, the Avaya Breeze Instance Editor page is displayed.

Name	Description
Identity:	
SIP Entity	The name of the Avaya Breeze® platform SIP entity. For a new instance, select the SIP entity from the drop-down list. For information about how to create the SIP Entity, see Deploying Avaya Breeze® platform. **Note:** You can edit the IP address of the SIP entity only from the **Routing** > **SIP Entity Administration** page.
Description	The description of the Avaya Breeze® platform SIP entity.
UCID Network Node ID	The unique, numeric node ID that is assigned to each provisioned Avaya Breeze® platform server. As part of the Avaya Aura architecture, Avaya Breeze® platform adds Universal Call ID (UCID) to calls. Ensure that a unique node ID is assigned to the nodes that generate the UCIDs.
Management Network Interface:	
FQDN or IPv4 Address	The IPv4 Address of the Avaya Breeze® platform Management Network Interface. This is the same IP address that you enter during OVA deployment. For more information, see Deploying Avaya Breeze® platform. You must enter the IPv4 address even if administering an IPv6 address.
FQDN or IPv6 Address	The IPv6 address of the Avaya Breeze® platform Management Network Interface. You must also enter the IPv4 address.
Security Module:	
SIP Entity IPv4 Address	The IPv4 address of the Avaya Breeze® platform Security Module.
IPv4 Network Mask	The IPv4 network mask of the Avaya Breeze® platform Security Module.
IPv4 Default Gateway	The IPv4 default gateway of the Avaya Breeze® platform Security Module.
SIP Entity IPv6 Address	The IPv6 address of the Avaya Breeze® platform Security Module.
IPv6 Network prefix length	The IPv6 network prefix length.
IPv6 Default Gateway	The IPv6 default gateway of the Avaya Breeze® platform Security Module.
Call Control PHB	The Call Control PHB value for the Avaya Breeze® platform instance. You can enter a value from 0 to 63. The default value is 34. This value provides scalable service discrimination in the Internet without per-flow state and signaling at every hop.

Related links

User interface descriptions on page 75

Avaya Breeze® Instance Status page field descriptions

On the Server Administration page, you can click the status indicator in the **Service Install Status** column and then click on a service to view the Avaya Breeze® Instance Status page. Use this page to check the status of the service for each Avaya Breeze® platform instance and to see which service profiles include this service.

Service Status tab

Name	Description
Name	The name of the Avaya Breeze® platform instances that are associated with the service.
Service Install Status	The status of the service on the listed Avaya Breeze® platform instance.
Details	A description of any problems the service is having with running on the Avaya Breeze® platform instance.
Last Audit	The time and date of the last successful service install audit.

Service Profiles Summary tab

Name	Description
Service Profiles	The names of the service profiles that include this service.

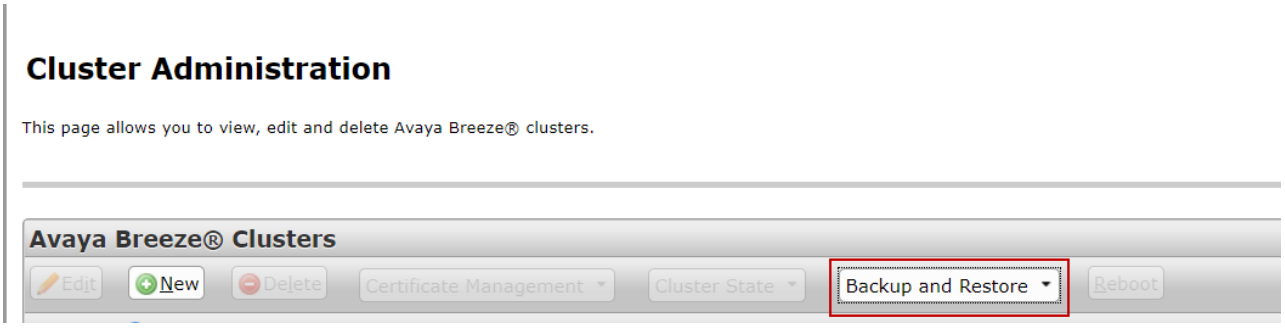
Related links

[Installing the snap-in](#) on page 36

Backup and Restore drop-down menu descriptions

This section describes the options available from the **Backup and Restore** drop-down menu on the **Cluster Administration** page, which you can access on System Manager under **Elements** > **Avaya Breeze®**.

The following image shows the location of this drop-down menu:



Name	Description
Backup	Starts the backup process on the selected cluster.
Restore	Starts the restore process.
Configure	Configures the backup server location.
Job Status	Displays the status of the backup or restore operations.
Cancel	Cancels the pending and in-progress jobs.
Purge	Purges the completed backups.

Related links

User interface descriptions on page 75
Backup and Restore Status field descriptions on page 83
Backup Storage Configuration field descriptions on page 84

Backup and Restore Status field descriptions

Select an option from the **Backup and Restore** menu on the **Cluster Administration** page. Almost every option on the drop-down menu, except **Configure**, displays the Backup and Restore Status page.

Table 1:

Name	Description
Backup Host	Host name or IP address of the backup server.
Directory	The directory location where backup files are stored on the backup server.
Retained Copies	The number of backup file copies retained on the backup location.
Cluster	The name of cluster that the backup was taken on or being restored to.
Operation	The current operation: backup or restore.
Time Requested	The time the operation was requested.
Time Initiated	The time the operation was initiated.
Time Completed	The time the operation was completed.
Service	The name of the service.
Database	The name of the database.
Schema Version	The version of database schema.
Size	The size of backup.
Status	The status of operation.
Disposition	The status disposition.
File Name	The file name of backup directory.
Server Path	The path on the server where backup is stored.
Backup Cluster	For restore operations, the name of cluster that the backup was taken on.

Related links

Backup and Restore drop-down menu descriptions on page 82

Backup Storage Configuration field descriptions

On the **Backup and Restore** drop-down menu, click **Configure** to configure the backup storage location.

Name	Description
FQDN or IP Address	The FQDN or IP address of the SSH server.
Login	The login ID that has SSH privileges and can gain access to the server.
Password	The password associated with the login ID.
SSH Port	The SSH port of the backup server.
Directory	The directory location where the backup files are stored on the backup server.
Retained backup copies per cluster per snap-in DB	The maximum number of backup file copies to retain on the backup location. If no value is specified, then all backup files are retained.

Button descriptions

Name	Description
Commit	Makes the configuration changes to the database.
Test Connection	Tests the SSH connection, directory access for the login and write/delete permissions.
Cancel	Does not make the configuration changes to the database.

Related links

Backup and Restore drop-down menu descriptions on page 82

Broker Destination Status page field descriptions

Use the Broker Destination Status page to manage Reliable Eventing destinations. You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Destination Status**.

Name	Description
Destination Name	Name of the destination.
Type	Type of destination: Queue or Topic.
Enqueued Messages	The number of messages added to the destination.
Dequeued Messages	The number of messages removed from the destination.
Dispatched Messages	The number of messages that are dispatched.

Table continues…

Name	Description
Pending Messages	The number of messages in the queue that the user has not acknowledged.
InFlight Messages	The number of messages that are being processed.
Expired Messages	The number of messages that have expired.
Consumers count	Number of consumers associated with the destination.

Buttons:

Name	Description
Group	Enables selecting a Reliable Eventing group for which the destination status is to be displayed.
Delete	Deletes a destination.

Related links

User interface descriptions on page 75

Event catalog configuration field descriptions

Name	Description
Family	The family to which the event belongs.
Family Display Name	The name of the Event Catalog family as it is displayed in the Avaya Engagement Designer.
Type	The type of the event.
Type Display Name	The name of the Event Catalog type as it is displayed in the Avaya Engagement Designer.
Version	The version of the event.
Schema Name	The name of the event schema. You can use the same schema for multiple event types.
Schema Type	The schema type. JSON is supported for this release.

Button	Description
View	Displays the details of the event.
Edit	Displays the edit custom event page for you to edit the details of the event.
New	Creates a new event.
Delete	Deletes a custom event.

Related links

User interface descriptions on page 75

Event Catalog Editor field descriptions

Name	Description
Family	The family to which the event belongs. The default families include Call Events, System Events, and Eventing Framework Events.
Family Display Name	The name of the Event Catalog family as it is displayed in the Avaya Engagement Designer.
Type	The type of the event. The type name must be unique within a family.
Type Display Name	The name of the Event Catalog type as it is displayed in the Avaya Engagement Designer.
Version	The version of the schema.
Schema Name	The name of the schema.
Schema Type	The schema type. JSON is supported for this release.
Schema	The schema for the default or the custom event.

Button	Description
Commit	Adds an event or edits the changes to a custom event.

Related links

User interface descriptions on page 75

Bundles field descriptions

You can access the Bundles page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Service Management** > **Bundles**.

Bundle configuration options

Button name	Description
Load	Launches the Load Bundle window so you can browse to the location of a bundle and upload it.
Install	Queues up the selected bundle to be installed on all the selected clusters. Depending on the number of Avaya Breeze® platform nodes in the selected clusters, it might take a few minutes to install the bundle on all instances.
Uninstall	Uninstalls the selected bundle from the selected clusters. You can choose to perform a forced uninstallation, which terminates all active connections immediately. Otherwise, the system waits for all active connections to drop before uninstalling the bundle.

Table continues…

Button name	Description
Delete	Deletes the selected bundle. You must uninstall a bundle before you can delete it. **Caution:** Deleting the last version of a bundle completely deletes all attribute settings and profile configuration for that bundle from the system.

Bundle information fields

Field name	Description
Name	The names of all bundles that are loaded to the System Manager database.
Version	The version number of the bundle.
Type	The deployment type: • **Bundle**: For bundles. • **Java**, **Workflow**, or **Task**: For services, workflows, and tasks.
State	The installation status of the bundle in the format: `x of y`, where *y* denotes the total number of clusters and *x* denotes the number of clusters on which the bundle is installed. When you click the **State** link, Avaya Breeze® platform displays the status of the bundle installation on each cluster: • **Unknown**: The bundle installation status could not be obtained from the cluster. One or more servers in the cluster are unreachable, or the cluster is empty. • **Partial**: Some services of the bundle or their dependencies are already installed on the cluster. Installing the bundle on the cluster only installs the services that are not currently installed. • **Failed**: Installation of one or more services of the bundle or their dependencies previously failed on the cluster. Installing the bundle on the cluster only installs the failed ones. • **Not Installed**: The bundle is not installed on the cluster. • **Installed**: The bundle is completely installed on the cluster. Avaya Breeze® platform displays one of the following icons: • : Indicates that the bundle is installed. • : Indicates that the bundle is queued for installation or for downloading to Avaya Breeze® platform. • : Indicates that the bundle failed to initialize, run, or deploy. If the download fails, this icon is displayed with the `Transfer has failed` message.

Table continues…

Field name	Description
License Mode	The license mode of the services in the bundle. This field is only applicable to the services in the bundle. The license mode options are: • **Not Applicable**: The value displayed in the field for services does not enforce or use licensing. • **License Normal Mode**: The bundle has a valid license file for normal operation of the bundle. License errors are absent. • **License Error Mode**: A license error has a 30–day grace period when the license in not loaded on System Manager. • **Snapins in this bundle will get uninstalled after 30 day grace period**: You must install a valid license file for the bundle to return to License Normal mode. This column displays the grace period when the bundle is in Error mode. After the grace period expires, the bundle enters Restricted mode. • **License Restricted Mode**: The bundle has exceeded the license grace period. If you do not install a valid license file, the bundle is uninstalled from Avaya Breeze® platform clusters. Element Manager raises a critical alarm. If you install the license file, the bundle returns to License Normal mode. You must manually re-install the bundle to any cluster from which the bundle was uninstalled.
Avaya Signed	The services in the bundle that are Avaya signed. This field is only applicable to the services in the bundle. The column displays if the service is signed by Avaya. Otherwise, the column displays **Not Signed**.

Related links

User interface descriptions on page 75

Bundle Details and Installation Status page

The system displays this page when you click the bundle name link on the Bundles page. This page displays the services in the bundle, service dependencies, and the installation status of the services and dependencies.

Services in Bundle or Dependencies table field descriptions

The Dependencies table displays when you click the service name link in the Services in Bundle or Dependencies table.

Name	Description
Name	The names of all services or dependencies that have been loaded to the System Manager database.

Table continues…

Name	Description
Version	The version number of the service or dependency.
Type	The service or dependency deployment type.
State	Indicates the service or dependency installation state. The system displays the details in the Installation Status table when you click the link in the service or dependency **State** column in the Services in Bundle or Dependencies table.
License Mode	The license mode that the service or dependency is currently in. The possible license modes are: • **Not Applicable**: The value displayed in field for services or dependencies that do not enforce or use licensing. • **License Normal Mode**: The service or dependency has a valid license file for normal operation. License errors are not present. • **License Error Mode**: License error is seen in this mode. There is a thirty day grace period when the license is not loaded on System Manager. • **License Restricted Mode**: The service or dependency has exceeded the license grace period. If you do not install a valid license file, the service or dependency is uninstalled from the Avaya Breeze® platform clusters. Element Manager raises a critical alarm. If you install the license file, the service or dependency returns to the License Normal mode. You must manually re-install the service or dependency.
Avaya Signed	Indicates whether the service or dependency is Avaya signed. The column displays ✓ if the service or dependency is signed by Avaya. Otherwise, the column displays **Not Signed**.

Installation status field descriptions

The following installation status details are displayed when you click the link in the **State** column in the Services in Bundle or Dependencies table.

Name	Description
Name	Name of the Avaya Breeze® platform instance.
Cluster name	Name of the cluster on which the service is installed.
Service Install Status	Installation status of the service on the Avaya Breeze® platform instance in the cluster.
Details	Description of any problems the service is having with running.
Last Audit	The time and date of the last successful service installation audit.

Cluster administration field descriptions

You can access the Cluster Administration page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Cluster Administration**. The following sections describe the buttons and information fields on the Cluster Administration page.

Button and menu descriptions

Button	Description
New	Adds a new Avaya Breeze® platform cluster.
Edit	Displays or modifies the Avaya Breeze® platform cluster attributes or modifies the cluster profile.
Delete	Deletes the Avaya Breeze® platform cluster. You cannot delete legacy clusters.
Certificate Management > **Install Trust Certificate (All Avaya Breeze® Instances)**	Opens the Install Trusted Certificate page, where you can download a trusted certificate to install Avaya Breeze® platform servers in a cluster.
Cluster State > **Accept New Service**	Allows incoming calls and requests for the cluster that you select.
Cluster State > **Deny New Service**	Blocks incoming calls and requests for the cluster that you select.
Backup and Restore > **Backup**	Starts the backup process on the selected cluster.
Backup and Restore > **Restore**	Starts the restore process.
Backup and Restore > **Configure**	Configures the backup server location.
Backup and Restore > **Job Status**	Displays the status of the backup or restore operations.
Backup and Restore > **Cancel**	Cancels the pending and in-progress jobs.
Backup and Restore > **Purge**	Purges the completed backups.
Reboot	Reboots all Avaya Breeze® platform nodes in the server cluster simultaneously.
Filter: Enable	Enables filtering of clusters on the basis of the cluster name, IP address, profile, state, alarms, and activity.
 icon	Refreshes the values in the Cluster Administration table.

Cluster information

The following columns are displayed on the Cluster Administration page.

Name	Description
Details	Click **Show** under this column to view details about the servers in the cluster.
Cluster Name	The unique name of the cluster.
Cluster Group	The group number that you assign to the cluster. You can enter a value from 1 to 10. This optional field is used only to configure attributes for multiple snap-ins.
Cluster IP	The IP address of the cluster. The **Cluster IP** value is applicable only for HTTP/HTTPS. **Note:** Do not assign a **Cluster IP** for a single-node cluster.
Cluster IPv6	The IPv6 address of the cluster. The **Cluster IPv6** value is applicable only for HTTP/HTTPS. **Note:** Do not assign a **Cluster IPv6** for a single-node cluster.
Cluster FQDN	The unique FQDN that you assign to the cluster.
Cluster Profile	The type of cluster. The options are: • **Context Store** • **Core Platform** • **Engagement Assistant Speech** • **General Purpose** • **General Purpose Large** • **Work Assignment** • **Customer Engagement**
Cluster State	The state of the cluster. The options are: • **Accepting**: The cluster can serve service requests. • **Denying**: The cluster cannot serve services or calls. **Note:** The **Cluster State** field displays **Accepting** if any of the reachable nodes in the cluster is in the **Accepting** state. If all the reachable nodes in the cluster are in **Deny New Service** mode, the **Cluster State** field displays **Denying**.
Alarms	The number of alarms for the cluster. This value is displayed in the following format: *<critical + major alarm count>/<minor alarm count>/<warning alarm count>*.
Activity	The sum of active calls, HTTP sessions, and other custom-defined sessions of all snap-ins installed on the Avaya Breeze® platform servers in the cluster.

Table continues…

Name	Description
Cluster Database	The High Availability status between the active Avaya Breeze® platform server and the standby Avaya Breeze® platform server in a cluster. This field displays: • A green background when the connection between the active and the standby servers is up. • A yellow background when the standby server is getting ready to take over if the need arises. • A red background when the connection between the active and the standby server is nonfunctional. • No background color and **Disabled** when the cluster database is disabled. The **Cluster Database** displays: • The number of active components and the disk consumption in the following format: *<number of active connections>/<disk consumption>*. • **A series of dashes (- - - -)** if the server does not report the disk consumption. • **Disabled** if the cluster database is disabled.
Data Replication	The aggregated data replication status between all Avaya Breeze® platform servers in a cluster and System Manager. The field displays: • ✓ when the replication is successful. • ⊗ when replication for one or more nodes fails.
Service Install Status	The aggregated service installation status of all the Avaya Breeze® platform servers in a cluster. The field displays: • ✓ when all snap-ins are installed. • ⚠ when the snap-in is either queued for installation or for downloading to Avaya Breeze® platform. • ⊗ when one or more snap-ins have failed to initialize, run, or deploy.
Tests Pass	The aggregated maintenance test result for all Avaya Breeze® platform servers in the cluster. ✓ indicates that all Avaya Breeze® platform servers in the cluster have passed the maintenance tests.
Data Grid Status	The aggregate status of the data grid in the cluster. The field displays: • ✓ when the data grid status is up. • ⚠ when the status of one or more servers in the cluster is down. • ⊗ when the data grid status is down.

Table continues…

Name	Description
Overload Status	The overload status of the Avaya Breeze® platform cluster. The field displays: • ✓ when no servers in the cluster are in the overloaded state. • ⊗ when one or more servers are in the overloaded state.
Service URL	The list of cut-through URLs for the services installed on the Avaya Breeze® platform cluster. If you have administered the cluster IP, it is used as the host for the URL. If not, one of the Avaya Breeze® platform server IP addresses is used as the host for the URL.

Server details

On the Cluster Administration page, click **Show** under **Details** to view the details of each server in the cluster.

Name	Description
Server Name	The name of the Avaya Breeze® platform server. Click **Show** for more information about the server status.
Security Module	The status of the security module for the server.
Server Version	The version of the Avaya Breeze® platform server.
Server State	The state of the server: • Accepting • Denying
Alarms	The number of alarms for the server. This value is displayed in the following format: *<critical + major alarm count>/<minor alarm count>/<warning alarm count>*.
Activity	The sum of active call, HTTP session, and other custom-defined sessions for all the snap-ins installed on the Avaya Breeze® platform server.
Cluster Database	The state of the server in a High Availability database setup. This field displays: • A green background when the active server, standby server, and the idle server are ready. • A yellow background when the standby server is preparing. • A red background when the active server and the standby server fail. • No background when the cluster database is disabled.

Table continues…

Name	Description
Cluster Database Connection	The status of the connection between the active server and the standby server in a high availability database scenario. This field displays: • ✓ when the connection between the active and standby servers is up. • ⚠ when the standy server is getting ready to take over if the active server goes down. • ✗ when the connection between the active and standby servers is down. • No background when the cluster and database is disabled.
Data Replication	The status of data replication between the Avaya Breeze® platform server and System Manager. This field displays: • ✓ when the replication is successful. • ✗ when the replication fails.
Service Install Status	The service install status for the Avaya Breeze® platform server. This field displays: • ✓ when all the snap-ins are installed. • ⚠ when the snap-in downloading to Avaya Breeze® platform is in progress. • ✗ when one or more snap-ins failed to initialize, run, or deploy.
Tests Pass	The maintenance test result for the Avaya Breeze® platform server.
Data Grid Status	The data grid status of the Avaya Breeze® platform server: • **Up** • **Down**
Overload Status	The overload status of the Avaya Breeze® platform server. This field displays: • ✓ when the server is not overloaded. • ✗ when the server is in an overloaded state.
Last Reboot Status	The status of the last cluster reboot operation.

Other server indicators

The following indicators provide additional information about the servers in the cluster. Click **Show** under **Server Name** to see these indicators.

Indicator	Description
	Indicates that the server is one of the lookup servers.
	Indicates that the server is the active load balancer.

Table continues…

Indicator	Description
	Indicates that the server is the active load balancer, but it is unable to connect to the standby server.
	Indicates that this server is the standby load balancer.
	Indicates that the load balancing server is: • Transitioning over to the standby server. • Experiencing a connection failure. • In an error state.
A	Indicates an active cluster database.
S	Indicates a standby cluster database.

Related links

User interface descriptions on page 75
Cluster DB Backup field descriptions on page 95
Cluster Editor page field descriptions on page 96
Avaya Aura Media Server priority settings on page 104

Cluster DB Backup field descriptions

Backup section

Name	Description
Service	The service assigned to the cluster.
Database	The name of the cluster database.
Schema Version	The version of the database schema.

Job schedule section

Name	Description
Backup Password	The password for scheduled backup jobs.
Schedule Job	Configures a schedule for backup jobs. You can choose between: • **Run immediately** • **Schedule later**: If you select this option, you must choose the time for the schedule. Optionally, you can also choose a recurring schedule.
Task Time	The time when scheduled backup job starts.
Recurrence	Creates a recurring backup schedule. You can choose between: • **Execute task one time only** • **Tasks are repeated**: If you select this option, you must choose the duration when the recurring backup repeats.

Table continues…

Name	Description
Range	Creates a range for the recurring backup schedule. You can choose between: • **End after**: If you select this option, you must choose the number of times that the backup schedule repeats. • **End By date**

Scheduled Backup Job Status section

Name	Description
Cluster	The name of the cluster.
Service	The service assigned to the cluster.
Database	The name of the cluster database.
Start Time	The time when scheduled backup job starts.
Recurrence	The recurring schedule of the backup job.
Status	The status of the backup job.
Job Name	The name of the backup job.

Related links

Cluster administration field descriptions on page 90
Backing up a cluster database on page 25

Cluster Editor page field descriptions

When you click **New** or **Edit** on the Cluster Administration screen, the Cluster Editor screen opens. You can edit the cluster attributes only when all reachable nodes in the cluster are in the Deny New Service mode.

General tab

Name	Description
Cluster Profile	The types of clusters. The options are: • **Context Store**: Product-specific cluster profile for Context Store Snap-in. This profile requires at least two Avaya Breeze® platform servers. • **Core Platform**: Closed cluster that supports up to 10 Avaya Breeze® platform servers. Snap-ins that might be installed on this cluster profile include Presence Services and Call Park and Page. • **Engagement Assistant Speech**: Product-specific cluster profile for Engagement Assistant Snap-in. • **General Purpose**: General purpose cluster profile. This profile requires at least one Avaya Breeze® platform server. • **General Purpose Large**: Open cluster that supports up to five Avaya Breeze® platform servers. This cluster profile mainly supports the Engagement Call Control solution. • **Work Assignment**: Deprecated. Do not use this option. • **Customer Engagement**: A cluster profile for Avaya contact center snap-ins. Use when instructed by the appropriate Avaya product installation guides.
Cluster Name	The unique name that you assign to the cluster. The cluster name is case sensitive. You can create clusters with the same name but different casing.
Cluster Group	The cluster group number that you assign to the cluster. You can enter a value from 1 to 10. This optional field is only used to configure attributes for multiple snap-ins.
Cluster IPv4	The unique IPv4 address assigned to the cluster. The IP address is used for HTTP load balancing. This field is mandatory if you select the **Load balancer** check box. Leave this field blank for a single-node cluster.
Cluster IPv6	The unique IPv6 address assigned to the cluster. The IP address is used for HTTP load balancing. This field is mandatory if you select the **Load balancer** check box. Leave this field blank for a single-node cluster.
Cluster Fully Qualified Domain Name	The unique FQDN that you assign to the cluster.
Enable Cluster Database	The check box to enable a cluster database. **Note:** You cannot clear the check box if snap-ins are installed on the cluster that require a cluster database.

Table continues…

Name	Description
Enable Database Auto Switchover	The check box to enable automatic switchover of clusters with two or more servers in a high availability database scenario. If you do not select this check box, you must manually enable the standby server to take over whenever the active server is down.
Description	The cluster description.

Cluster Attributes

Name	Description
Pre-3.8.1 Cluster	Clear this attribute if the cluster has Avaya Breeze® platform R3.8.1 or later installed. Select this attribute only if the cluster has an earlier version of Avaya Breeze® platform installed.
Authorization Service Address	The FQDN or IP address of the cluster on which the Authorization Service is running.
Use secure connection for centralized logging	Check box to ensure that connections to the Centralized Logging destination are secure. This field is only available for the Customer Engagement profile.
Centralized logging destination	The destination for centralized logging: **Breeze Cluster** or **External Server**. This field is only available for the Customer Engagement profile.
Breeze cluster as destination for centralized logging	The Avaya Breeze® platform cluster on which you installed the centralized logging snap-in. This field is only available for the Customer Engagement profile. Configure this field if you set **Breeze Cluster** as the value for **Centralized logging destination**.
External destination for centralized logging	The IP address or FQDN of the destination server on which you configured centralized logging. This field is only available for the Customer Engagement profile. Configure this field if you set **External Server** as the value for **Centralized logging destination**.
Default SMS Connector Service	The default SMS connector when multiple SMS connectors are installed in a cluster. You can override the default by creating an implicit user pattern that matches the sending SMS number and assigning an SMS connector to that implicit user.
The URL of the announcement to play during failover	The URL of the announcement that is played during a failover.
Additional Java options used by GSC	The additional Java options used by GSC. This option is only available for the Customer Engagement profile.
Grid Heap Size	The size of the grid heap. This option is only available for the Customer Engagement profile.
Grid Heap Size for LU	The size of the grid heap for LU. This option is only available for the Customer Engagement profile.

Table continues…

Name	Description
Grid LRMI Selector Threads	The grid LRMI selector threads. This option is only available for the Customer Engagement profile.
Grid Password	The internal grid password.
Cluster requires a grid	The check box to specify whether the cluster requires a grid. This field is only available for the Core Platform profile. When you edit this attribute, Avaya Breeze® platform displays the following warning message: `Ensure that all Avaya Breeze® server restarts are complete before placing the cluster into Accept New Service state.`
Use secure grid?	The check box to secure grid communication.
Grid Thread Stack Size	The size of the grid thread stack. This option is only available for the Customer Engagement profile.
Http or Https limit on connections per client	The maximum number of HTTP or HTTPS connections at a given time per client. For General Purpose Large clusters, this value must be greater than 3.
Http or Https traffic rate limit in bytes/sec per client	The rate limit on the HTTP or HTTPS traffic served for each connection. For General Purpose Large clusters, this value must be greater than 300,000 bytes for each second.
HTTP Load Balancer backend server max failure response timeout period (seconds)	The maximum timeout period of the failure response of the HTTP Load Balancer backend server. The default value is 15 seconds.
Max number of failure responses from HTTP Load Balancer backend server	The maximum number of failure responses from the HTTP Load Balancer backend server. The default value is 2.
Network connection timeout to HTTP Load Balancer backend server (seconds)	The network connection timeout period from the HTTP Load Balancer backend server. The default value is 10 seconds.
Only allow secure web communications	The check box to enable only HTTPS requests. By default, this check box is selected.
Hung Thread Detection Threshold (seconds)	Available only with the Customer Engagement cluster profile. Causes a Java core to be generated when a thread has been running longer than the administered value. The default value should be sufficient in most cases. When an application causes a thread to be in use for a longer period of time, such as a complex database request, and the expected completion time is expected to be long, then changing this value will reduce or eliminate the Java Cores. Increasing this value will mask any hung threads that would have been detected at a lower interval. Modification of this value requires a cluster reboot for the change to take effect.

Table continues…

Name	Description
Is load balancer enabled	The check box to enable load balancing for the cluster. Use load balancing if you want to scale the HTTP services without targeting a particular Avaya Breeze® platform server.
Is session affinity enabled	The check box to enable session affinity for the cluster. With session affinity, a particular client is always served by the same backend server.
Trusted addresses for converting to use X-Real-IP for session affinity	Trusted addresses that are known to send correct replacement addresses. With this, Avaya Breeze® platform load balancer can use the real client IP when an HTTP request traverses through reverse proxies such as Avaya Session Border Controller for Enterprise. The header that is used to identify the real client IP address is X-Real-IP.
Default call provider for Make Call	The call provider used for Make Call, a call that is initiated (Make Call) from an Avaya Breeze® platform snap-in. The default value is **SIP**, which corresponds to using SIP to connect to Avaya Aura® for call processing. If ZangCallConnector is loaded, you can install and use ZangCallConnector for making or initiating calls.
Default Identity for special make call cases	The default identity that is used for calls generating from Avaya Breeze® platform. If a user does not specify an identity, then Breeze uses the value in this field.
The maximum number of Avaya Breeze Servers allowed in Cluster	The maximum number of Avaya Breeze® platform servers that you can add to a cluster.
Media server monitoring period (seconds)	The period of polling. Each Avaya Aura® Media Server is periodically polled from each Avaya Breeze® platform that communicates with the Avaya Aura® Media Server to determine active status and normal function. When certain interactions with an Avaya Aura® Media Server are not functioning normally, the polling period is approximately 1/3 of this value.
Media server shuffle out timer (seconds)	The duration that Avaya Breeze® platform waits after all media operations are complete before shuffling Avaya Aura® Media Server out of the media path. All cluster profiles that support SIP call processing display this cluster attribute. The default value is 3 seconds.
Select AAMS by caller location - Priority 1	The check box to configure the cluster to select the Avaya Aura® Media Server based on the caller location as the first priority.
Select AAMS by Breeze server location - Priority 2	The check box to configure the cluster to select the Avaya Aura® Media Server based on the Avaya Breeze® platform location if the **Select AAMS by caller location - Priority 1** criteria is not met or its check box is disabled.
Select any AAMS - Priority 3	The check box to configure the cluster to select the Avaya Aura® Media Server if the **Select AAMS by caller location - Priority 1** and **Select AAMS by Breeze server location - Priority 2** criteria are not met or their check boxes are disabled.
Avaya Aura® Media Server - Media Preservation Time (minutes)	The amount of time that Avaya Aura® Media Server should wait before terminating an audio or video stream after a failure is detected in the call signaling path.

Table continues…

Name	Description
Media IP version to retry in case of ANAT failure	Select an option from the drop-down list.
Retry IPv4 media in case of IPv6 failure	Check box to try IPv4 media if IPv6 fails.
Retry IPv6 media in case of IPv4 failure	Check box to try IPv6 media if IPv4 fails.
H.264 Video profile_idc	The H.264 video profile: • **CB(Constrained Baseline profile-42)** • **H(High profile-64)**
Avaya Aura® Media Server - User Id for RESTful TLS authentication	The user ID configured on the Avaya Aura® Media Server for basic authentication for REST signaling.
Avaya Aura® Media Server - Password for RESTful TLS authentication	The password configured on the Avaya Aura® Media Server for basic authentication of REST signaling.
Minimum TLS Version for Non-SIP Traffic	The TLS version that is used for incoming HTTP requests to Avaya Breeze® platform. By default, Avaya Breeze® platform uses the value of the **Minimum TLS version** field set in the System Manager configuration. • If the value of the **Minimum TLS Version** field is TLSv1.1, Avaya Breeze® platform uses TLSv1.2. • If the value of the **Minimum TLS Version** field is SSLv3, Avaya Breeze® platform uses TLSv1.0.
Minimum TLS Version for SIP Call Traffic	The TLS version that is used for SIP calls intercepting Avaya Breeze® platform. By default, Avaya Breeze® platform uses the value of the **Minimum TLS version** field set in the System Manager configuration. • If the value of the **Minimum TLS Version** field is TLSv1.1, Avaya Breeze® platform uses TLSv1.2. • If the value of the **Minimum TLS Version** field is SSLv3, Avaya Breeze® platform uses TLSv1.0.
Platform Space Container Heap Size (MB)	The size of the platform space container heap in MB. This option is only available for the Customer Engagement profile.
List of optional snap-ins including version	The list of optional snap-ins for a specific cluster profile type. The version of each optional snap-in is also included. This attribute applies to the Core Platform and Work Assignment cluster profiles only.

Table continues…

Name	Description
List of required snap-ins including minimum version	The list of required snap-ins for a specific cluster profile type. The minimum required version of each snap-in is also included.
Reverse Proxy URL (protocol://FQDN) used to access the cluster	Use this field to specify the URL of a reverse proxy deployed in front of the Avaya Breeze® platform cluster. Login-related redirections from adopting services or snap-ins use the URL specified in this field instead of the default Avaya Breeze® platform cluster FQDN. Currently, a limitation exists. When this field is configured, if a user attempts to log in using the cluster FQDN, further redirections are forced to happen through the proxy URL instead of the cluster FQDN.
Default SIP Domain	The default SIP domain for the cluster. If an Avaya Breeze® platform snap-in does not include a domain in the addresses that the snap-in sends to the Call Manipulation API, the snap-in appends this domain to the address.
Use secure signaling for platform initiated SIP calls	The check box to use secure signaling to initiate WebRTC Connect calls, calls from snap-ins to individuals for playing announcements, and for snap-ins that initiate two-party calls. This attribute is not applicable for call intercept scenarios.
Preferred Minimum Session Refresh Interval (secs)	The minimum periodic refresh interval for the SIP session.
Use early pre-answer media?	The cluster attribute that defines the pre-answer media mode. Select the check box to use *the Early* pre-answer mode. Choose this setting to send a 183 session progress response in the early media phase. If you do not select this check box, Avaya Breeze® platform selects the *Connected* pre-answer mode. This is the default setting. *Connected* setting sends a 200 OK SIP response in the early media phase. This field is applicable for the General Purpose and General Purpose Large clusters only.
Use short replication interval?	The check box to use a short replication interval.
Work Flow Engine name	The name of the Engagement Designer snap-in Workflow Engine. This field is applicable only for the **General Purpose** cluster.
Limit on the memory (GB) to allocate for base processes	The field to set a limit on the memory allocated for base processes. **Note:** Do not change the value of this field unless recommended by snap-ins.
Percent of memory to allocate base processes	The percentage of memory to allocate for base processes. **Note:** Do not change the value of this field unless recommended by snap-ins.

Table continues…

Name	Description
Percent of memory to allocate for WAS	The percentage of memory to allocate for WAS. **Note:** Do not change the value of this field unless recommended by snap-ins.
Limit on the memory (GB) to allocate for WAS	The field to set a limit on the memory allocated for WAS. **Note:** Do not change the value of this field unless recommended by snap-ins.

Servers tab

This tab has the following columns in two tables: **Assigned Servers** and **Unassigned Servers**. When you add a server to a cluster, the system displays the server in the **Assigned Servers** table for that cluster.

Name	Description
Name	The name of the Avaya Breeze® platform server.
Version	The version of the Avaya Breeze® platform server.
Description	The description of the Avaya Breeze® platform server.

Services tab

Name	Description
Name	The name of the snap-in that might already be installed in a cluster, or available in the database.
Version	The snap-in version.
Action Pending	The actions that are pending for the snap-in. If no actions are pending, the system displays **None**.
Uninstall	If you select a snap-in and click **Uninstall**, then the snap-in is removed from the cluster after all activity ceases.
Force Uninstall	If you select a snap-in and click **Force Uninstall**, the snap-in is forcefully removed from the cluster without waiting to complete any pending actions.
TLS Version	The TLS version of the snap-in.

Button	Description
Select TLS Version for Selected Snap-in	Selects the TLS version of the snap-in. The acceptable values are: • **Default** • **TLS v1.0** • **TLS v1.2** • **TLS v1.3** If you select **Default**, the Avaya Breeze® platform uses the the **Minimum TLS Version** field value set in the System Manager global configuration. You can change the TLS version of multiple snap-ins at a time.

Reliable Eventing Groups tab

Name	Description
Group	The name of the Reliable Eventing group available in the database.

Button	Description
Commit	Adds the cluster or saves the changes to the cluster attributes.
Cancel	Cancels your action and displays the previous page.

Related links

Cluster administration field descriptions on page 90

Avaya Aura® Media Server priority settings

The following three priority check boxes determine how Avaya Breeze® platform selects which media server to use:

- **Select AAMS by caller location - Priority 1**
- **Select AAMS by Breeze server location - Priority 2**
- **Select any AAMS - Priority 3**

By default, all three check boxes are selected.

Avaya Breeze® platform uses the following selection algorithm:

1. If the **Select AAMS by caller location - Priority 1** check box is selected, Avaya Breeze® platform checks if the caller's location is defined and selects an Avaya Aura® Media Server in the same location.
2. If Avaya Breeze® platform has not yet found an Avaya Aura® Media Server and if the **Select AAMS by Breeze server location - Priority 2** check box is selected, the Avaya Breeze® platform server location is used, if available. Avaya Breeze® platform selects an Avaya Aura® Media Server in the same location.
3. If Avaya Breeze® platform has not yet found an Avaya Aura® Media Server and if the **Select any AAMS - Priority 3** check box is selected, Avaya Breeze® platform selects the least loaded Avaya Aura® Media Server in the system.

If there is no Avaya Aura® Media Server with remaining capacity, the media operation fails.

Location settings

Avaya Breeze® platform uses location settings, if provided, to select a media server for a given call. You can configure locations and devices on System Manager from **Elements** > **Routing** > **Locations**. While configuring a location, you can configure IP address patterns for devices.

When you configure SIP entities, such as Avaya Breeze® platform, from **Elements** > **Routing** > **SIP Entities**, you can choose to select a location for the SIP entity. The locations in the **Location** drop-down list are based on what you configured in **Elements** > **Routing** > **Locations**. The SIP entity location overrides any device settings you configured on the Location Details page.

Tip:

- Configure Avaya Aura® Media Server locations for each media server in **Elements** > **Media Server** > **Server Administration**. You can only see enrolled media servers on this page.
- If Avaya Breeze® platform and Avaya Aura® Media Server are co-located in the same data center, select the same location for them.

Related links

Cluster administration field descriptions on page 90

HTTP Security page field descriptions

Use this page to configure access permissions for HTTP requests to Avaya Breeze® platform. You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Configuration** > **HTTP Security**.

Name	Description
Cluster	If you select a cluster from the **Cluster** drop-down list, the system lists all the configured hosts for the Whitelist tab and the HTTP CORS tab if any. If you configure any new hosts for the selected cluster, the new hosts will be applicable only for the Avaya Breeze® platform for that cluster. **Note:** The **Legacy** option shown in the **Cluster** drop-down list can be used to administer the existing configured Whitelist and HTTP CORS for Avaya Breeze® platform Release 3.1 or earlier. For Legacy clusters on Avaya Breeze® platform Release 3.1 or earlier, the configured trusted hosts for other clusters (white-list) will also be applicable as trusted hosts.

Whitelist tab

Name	Description
Whitelist Enabled	If you select this check box, Avaya Breeze® platform for the selected cluster accepts HTTP or HTTPS requests only from the IP Addresses listed in the table. If you do not select this check box, Avaya Breeze® platform for the selected cluster accepts any HTTP or HTTPS request that passes the optional client certificate challenge.
Client Certificate Challenge Enabled	If you select this check box, Avaya Breeze® platform for the selected cluster accepts an HTTPS request only when a valid client certificate is presented. The client certificate must be signed by a trusted certificate authority.
Host Address	An IP address from which Avaya Breeze® platform for the selected cluster will accept HTTP requests when Whitelist Enabled is checked.
Subnet Bits	The subnet bits used when a range of clients need to access Avaya Breeze® platform for the selected cluster through HTTP. Subnet bits vary based on the value in the **IP Address** field.

HTTP CORS tab

Name	Description
Allow Cross-origin Resource Sharing for all	Select this check box to enable cross-origin resource sharing, where any JavaScript from any application server can send HTTP or HTTPS requests to Avaya Breeze® platform for the selected cluster. You must use this setting only in the lab environment.
Host Address	The authorized IP addresses or domain names that generate HTTP requests to Avaya Breeze® platform for the selected cluster using JavaScript.

Button	Description
New	Adds an IP address or a domain name.
Delete	Marks the selected IP addresses or domain names for deletion.

Related links

User interface descriptions on page 75
Administering a whitelist for HTTP Security on page 66

Implicit User Profiles page field descriptions

You can access the Implicit User Profiles page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Configuration** > **Implicit User Profiles**. Use this page to assign groups of users to a service profile whether or not they are explicitly administered on System Manager . This allows you to invoke call intercept snap-ins for non-SIP users without adding them as users on System Manager.

Name	Description
Service Profile	The name of the service profile used to invoke call intercept snap-ins for this group of implicit users.
Pattern	The pattern as defined for Session Manager and Communication Manager digit routing. The range includes users to add to the Service Profile.
Min	The minimum number of digits to be matched from the pattern. Value is auto-populated based on the pattern.
Max	The maximum number of digits to be matched from the pattern. Value is auto-populated based on the pattern.
Desc	A description of the rule, typically a description of the group of users the rule defines.

Button	Description
Edit	Modifies the selected implicit user profile rule.
New	Creates a new implicit user profile rule.
Delete	Deletes the selected implicit user profile rule.

Related links

User interface descriptions on page 75

Implicit User Profile Rule Editor page field descriptions

Use the Implicit User Profile Rule Editor page to define the dialing pattern parameters of the implicit users who are to be assigned to a service profile. This page is displayed when you click **New** or **Edit** on the Implicit User Profiles page.

Name	Description
Service Profile	The name of the service profile used to invoke call intercept snap-ins for this group of implicit users.
Pattern	The pattern defined as Implicit Users in Session Manager. The service profile is linked with this pattern for call-intercept snap-in invocation. For non-SIP users, the dial pattern should be the same pattern format used in the routing policy dial pattern. For SIP users, as a best practice, use E.164 patterns to scope the SIP users either singularly or as a range. Alternatively, you can use the communication address defined on the Communication Profile tab of the user profile, which you can access on System Manager by navigating to **User** > **User Management** > **Manage Users**. Enter “x” patterns at the end of the string as wildcards to match multiple users. The pattern range can include both SIP and non-SIP users.

Table continues…

Name	Description
Min	The minimum number of digits to be matched from the pattern. The value is auto-populated based on the pattern.
Max	The maximum number of digits to be matched from the pattern. The value is auto-populated based on the pattern.
Desc	A description of the rule, typically a description of the group of users the rule defines.

Button	Description
Commit	Saves a new profile or changes to the existing profile.

Related links

User interface descriptions on page 75
Assigning a service profile to implicit users on page 54

Install Trusted Certificate field descriptions

Use this page to retrieve a trust certificate that will be used for all the Avaya Breeze® platform clusters listed on the Cluster Administration page.

Name	Description
Select Store Type to install trusted certificate	Lists the different locations where the trusted certificate can be applied.
Please select a file	The trust certificate you have selected.

Button	Description
Choose file	Click to browse to the location where the trusted certificate is stored.
Retrieve Certificate	Click to retrieve the certificate and view the certificate details on this page.

Related links

User interface descriptions on page 75
Adding a trusted certificate to all Avaya Breeze platform servers in a cluster on page 24

JDBC Providers page field descriptions

Option name	Description
Name	The name of the resource provider.

Table continues…

Option name	Description
Class Name	The name of the class file.
Jar File	The JDBC jar file or library that you have uploaded.
Description	The description of the resource provider as specified in the configuration page.

Button	Description
Edit	Edits the JDBC provider details.
New	Adds a new JDBC provider resource.
Delete	Deletes the JDBC provider that you select.
Filter: Enable	Filters the JDBC providers according to name, class, jar, or description.

Related links

User interface descriptions on page 75
JDBC Provider Editor field descriptions on page 109
JDBC data source field descriptions on page 110
JDBC Data Source Editor field descriptions on page 110

JDBC Provider Editor field descriptions

Name	Description
Provider	The name of the JDBC provider
Class Name	The name of the class file in the driver jar that implements the javax.sql.DataSource interface. The actual class name might differ per the uploaded driver jar. For example: For Postgres, you can enter `org.postgresql.xa.PGXADataSource` For MySQL, you can enter `com.mysql.jdbc.jdbc2.optional.MysqlXADataSource` For MS-SQL, you can enter `com.microsoft.sqlserver.jdbc.SQLServerXADataSource` For Oracle, you can enter `oracle.jdbc.xa.client.OracleXADataSource` or `oracle.jdbc.pool.OracleConnectionPoolDataSource`
Select Jar File	The jar file that contains the JDBC drivers. Select **Browse...** to upload the jar file from your local computer. **Note:** Verify the jar file before uploading it. Verify the file using the command **`jar tf <filename of the jar file>`** or by opening the jar file using WinZip.
Description	The description for the JDBC provider.

Button	Description
Commit	Adds the JDBC provider or saves the changes to the JDBC configuration.
Cancel	Cancels the add or edit action.

Related links

JDBC Providers page field descriptions on page 108

JDBC data source field descriptions

Name	Description
Name	The name of the data source.
Cluster	The cluster with which the data source is associated.
JDBC Provider	The JDBC resource provider used for the data source.
JNDI Name	The JNDI name for the data source.
URL	The database URL for which the data source is created.
Description	The description for the data source.

Button	Description
Edit	Edits the JDBC data source details.
New	Adds a new JDBC data source.
Delete	Deletes the JDBC data source that you select.
Filter: Enable	Filters the data source according to name, cluster, provider resource, JNDI, URL and description.
Test Connection	Displays the success or failure response after you execute a validation query.

Related links

JDBC Providers page field descriptions on page 108

JDBC Data Source Editor field descriptions

Name	Description
Name	The name of the JDBC data source.
TLS	The check box that indicates whether the JDBC data source may use TLS-secured communication. Selecting this check box enables TLS when a database server is accepting TLS connections. The JDBC driver provided by database vendor determines which TLS version is used. Clear this check box if the server does not support TLS.
Cluster	The cluster on which the snap-in using the JDBC data source is installed.

Table continues…

Name	Description
JDBC Provider	The JDBC resource provider used for the data source. Select the JDBC provider from the list of the uploaded JDBC providers.
JNDI Name	The JNDI name for the data source.
URL	The database URL for which the data source is created.
User Name	The database server user name.
Password	The database server password.
Validation Query	The validation query for the data source. This is the query that is tested when you click **Test Connection** for a data source.
Description	The description for the data source.

Custom Properties

Add custom attributes for your data source by using this section. Click the **+** symbol to add an attribute. Click the **-** symbol to delete an attribute.

Name	Description
Name	The name of the custom attribute that you want to add for the data source.
Value	The value for the custom attribute.

Button	Description
Commit	Adds or edits the JDBC data source.
Cancel	Cancels the add or edit action.

Related links

JDBC Providers page field descriptions on page 108

Maintenance Tests page field descriptions

Use this page to run maintenance tests. You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **Maintenance Tests**. For more information about maintenance tests, see Maintaining and Troubleshooting Avaya Breeze® platform.

Name	Description
Select Avaya Breeze® to test	The name of the Avaya Breeze® platform instance that you are testing. Select the instance from the drop-down menu.
Test Description	The name of the maintenance test.
Test Result	An indication of whether the test was successful or failed.
Test Result Time Stamp	The time when the test was completed.

Button	Description
Execute All Tests	Click to run all maintenance tests in the list.
Execute Selected Tests	Click to run only the maintenance tests you have selected from the list.

Related links

User interface descriptions on page 75

Media Server Monitoring page field descriptions

Use the Media Server Monitoring page to monitor the status of Avaya Aura® Media Server. This page displays the connection status only when Avaya Breeze® platform nodes and Avaya Aura® Media Server nodes are in the same administered location. You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **Media Server Monitoring**.

Name	Description
Media Server	The name of the Avaya Aura® Media Server instance.
Overload Status	The status of Avaya Aura® Media Server. This column displays: • when Avaya Aura® Media Server is not overloaded. • when Avaya Aura® Media Server is overloaded.
License Mode	The license mode of the Avaya Aura® Media Server instance: • **licensed** • **unlicensed**
Lock Mode	The operational state of Avaya Aura® Media Server: • **locked** • **unlocked**
Authentication	This columm indicates whether Avaya Breeze® platform is able to authenticate with Avaya Aura® Media Server.
Avaya Breeze Server	The name of the Avaya Breeze® platform server. The system will not display the value for: • The Avaya Breeze® platform servers prior to Release 3.3. • The Avaya Breeze® platform servers that are not reachable.

Table continues…

Name	Description
Connection Status	The connection status of Avaya Breeze® platform with Avaya Aura® Media Server. This column displays: • ✔ when Avaya Breeze® platform is able to connect with Avaya Aura® Media Server. • ✖ when Avaya Breeze® platform is unable to connect with Avaya Aura® Media Server. **Connection Disabled** is displayed when the **Select AAMS by Breeze server Location - Priority 2** cluster attribute is selected and the location of the Avaya Breeze® platform server is different than the location of Avaya Aura® Media Server.

Related links

User interface descriptions on page 75

Reliable Eventing Groups page field descriptions

You can access the Reliable Eventing Groups page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Reliable Eventing Administration** > **Dashboard**.

Name	Description
Name	Name of the Reliable Eventing group.
Type	Type of Reliable Eventing group: HA or standalone.
Broker 1	Name of the broker assigned to the Reliable Eventing group.
Broker 2	Name of the broker assigned to the Reliable Eventing group.
Status	Status of the Reliable Eventing group.

Buttons:

Name	Description
Edit	Edits a Reliable Eventing group.
New	Creates a Reliable Eventing group.
Delete	Deletes a Reliable Eventing group.

Related links

User interface descriptions on page 75

Reliable Eventing Group Editor page field descriptions

This page is displayed when you click **New** or **Edit** on the Reliable Eventing Groups page.

General tab

Name	Description
Reliable Eventing Group Detail section	
Cluster	The name of the cluster assigned to the Reliable Eventing group.
Group Name	The name of the Reliable Eventing group.
Description	A brief description of the Reliable Eventing group.
Type	The type of the Reliable Eventing group. You can choose between: • **HA**: If you select this option, you must assign minimum three Avaya Breeze® platform brokers. • **Standalone**: If you select this option, you must assign minimum one Avaya Breeze® platform broker.
Assigned Brokers section	
Name	The name of Avaya Breeze® platform server.
Version	The version of the Avaya Breeze® platform server.
Description	The description of the Avaya Breeze® platform server.
Unassigned Brokers section	
Name	The name of Avaya Breeze® platform server.
Version	The version of the Avaya Breeze® platform server.
Description	The description of the Avaya Breeze® platform server.

Associated clusters tab

Name	Description
Assigned associated clusters section	
Cluster Name	The name of the cluster assigned to the Reliable Eventing group.
Unassigned associated clusters section	
Cluster Name	The name of the cluster not assigned to the Reliable Eventing group.

Server Administration page field descriptions

You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Server Administration**. Use this page to:

- Add or edit an Avaya Breeze® platform server.
- Shut down or restart an Avaya Breeze® platform server.

- Assign trust and identity certificates to the Avaya Breeze® platform servers.
- Access information about the service status and maintenance tests for each Avaya Breeze® platform server.

Column name	Description
Name	The name of the Avaya Breeze® platform server. Click the name to navigate to the Avaya Breeze® Instance Editor page.
Cluster Name	The name of the cluster to which the Avaya Breeze® platform server belongs.
Service Install Status	The status of the installed services. • indicates that all services have been installed. • indicates that the service is in the process of installing or uninstalling. • indicates that the service has not downloaded properly or is not installed. • - - - - indicates that there is no connection. When you click on the installation status icon, the Service Status page is displayed. This page provides more information about the service, and also provides options to reinstall or start the service.
Tests Pass	Maintenance test results. A green check mark indicates the test or tests passed. A red X indicates a test failed. • indicates that the test passed. • indicates that the test failed. • - - - - indicates that there is no connection. When you click on the status icon, the Maintenance Tests page is displayed.
Alarms	The number of alarms raised for the Avaya Breeze® platform server. This value is in the format <critical + major alarm count>/<minor alarm count>/<warning alarm count>.
System State	The current state of the Avaya Breeze® platform server. The system states are: • Accepting • Denying • - - - - (No connection)
Security Module	The state of the security module. The states are: Up, Down, and - - - (unknown). • Up • Down • - - - - (No connection)
Activity	The sum of active call, HTTP, and other custom-defined sessions of the snap-ins installed on the Avaya Breeze® platform server.

Table continues…

Column name	Description
License Mode	The license mode of the Avaya Breeze® platform server. All Avaya Breeze® platform servers must be in compliance with the license file, including the major release and the total number of Avaya Breeze® platform servers. The possible license modes are: • **License Normal Mode**: A valid license file is installed. License errors are not found. The complete functionality is present for the Avaya Breeze® platform instance. • **License Error Mode**: License error is seen in this mode. The Avaya Breeze® platform instance is in a 30 day grace period. Complete functionality is available during the grace period. System Manager displays this warning icon along with the date and time of the grace period expiration. • **License Restricted Mode**: The Avaya Breeze® platform instance enters this mode after the 30 day grace period expires. The Avaya Breeze® platform server goes into the Deny New Service mode. The server automatically returns to service when you install a valid license file. For more information about license errors, see Maintaining and Troubleshooting Avaya Breeze® platform.
Overload Status	The overload status of the Avaya Breeze® platform server. • indicates that the server is not in an overloaded state. • indicates that the server is in an overloaded state. • - - - - indicates that there is no connection.
Version	The version of the Avaya Breeze® platform software that is installed on the Avaya Breeze® platform server.
Last Reboot Status	The status of the last cluster reboot operation.

Button or menu option	Description
Edit	Launches the Avaya Breeze® Instance Editor page and enables you to edit the the selected Avaya Breeze® platform server.
New	Launches the Avaya Breeze® Instance Editor page and enables you to add a new Avaya Breeze® platform server.
Delete	Deletes the selected Avaya Breeze® platform server.
System State > **Accept New Service**	Allows incoming call requests for the selected Avaya Breeze® platform server.
System State > **Deny New Service**	Blocks incoming call requests for the selected Avaya Breeze® platform server.
Shutdown System > **Shutdown**	Shuts down the selected Avaya Breeze® platform server.
Shutdown System > **Reboot**	Reboots the selected Avaya Breeze® platform server.

Icon	Description
	Indicates that the Avaya Breeze® platform server is one of the lookup servers.
	Indicates that the Avaya Breeze® platform server is the active load balancer.
	Indicates that the Avaya Breeze® platform server is the active load balancer, but it is unable to connect to the standby server.
	Indicates that the Avaya Breeze® platform server is the standby load balancer.
	Indicates that the load balancing server is: • Transitioning over to the standby server • Experiencing a connection failure • In an error state
A	Indicates that the Avaya Breeze® platform server is the active server in a cluster database.
S	Indicates that the Avaya Breeze® platform server is the standby server in a cluster database.

Related links

User interface descriptions on page 75

Services page field descriptions

You can access this page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Service Management** > **Services**. Use this page to load, install, uninstall, start, stop, and delete a snap-in.

Column name	Description
Name	The names of all snap-ins that have been loaded to the System Manager database.
Version	The version number of the snap-in. You cannot install versions of the same snap-in if the version number is identical.
Preferred Version	The preferred version of a snap-in. In a cluster, if you choose a preferred version of a snap-in, that particular version is used by default. Even if you install a newer version of the snap-in, the preferred version is continued.

Table continues…

Column name	Description
State	Indicates if the service is loaded or installed. Loaded snap-ins have been loaded to the System Manager database. Installed indicates that a request has been sent to install the snap-in to the Avaya Breeze® platform instances. This state is an aggregated state across various clusters. To check the actual status of the service installation, see the **Service Install Status** column on the Avaya Breeze® Instance Status page.
Deployment Type	The snap-in deployment type. Possible values include Java, Workflow. JDBC Provider is the custom defined type. The deployment type value is stored in the database. You can filter and sort snap-ins based on the deployment type.
License Mode	The license mode that the snap-in is currently in. The possible license modes are: • **License Normal Mode**: The snap-in has a valid license file for normal operation of the snap-in. License errors are not present. • **License Error Mode**: License error is seen in this mode. The snap-in is in the thirty day grace period. There are no restrictions on the functionalities. You must install a valid license file for the snap-in to get it back to the normal mode. This column displays the grace period when the snap-in is in the error mode. After the grace period expires, the snap-in enters the restricted mode. • **License Restricted Mode**: The snap-in has exceeded the license grace period. If you do not install a valid license file, the snap-in is uninstalled from the Avaya Breeze® platform clusters. The element manager raises a critical alarm. If you install the license file the snap-in returns to the License Normal mode. You must manually re-install the snap-in to any cluster from which the snap-in was uninstalled. • **Not Applicable**: For services that do not require a license file.
Avaya Signed	Indicates whether the snap-in is Avaya signed. The column displays a green tick mark if the snap-in is signed by Avaya. Else, the column displays **Not Signed**. The supplier id for Avaya provided snap-ins is 10000000. The Supplier id uniquely identifies the supplier of a particular snap-in offered through Avaya Snapp Store. All the snap-ins from a given supplier will have the same Supplier Id. This is mandatory for the snap-ins offered through the Avaya Snapp Store and is optional for other snap-ins. For Avaya Snapp Store, go to https://www.devconnectmarketplace.com/marketplace/ and navigate to **Avaya Snapp Store**.
Log Size(MB)	The total space for the logs of the snap-in declared in the `properties.xml` file. If the total space is not declared, the system displays the default value of **100MB**.

Button	Description
Load	Launches the Load Service window so you can browse to the location of a service and load it. Acceptable services have a file extension of .svar.

Table continues…

Button	Description
Install	Queues up the selected service be installed on all the administered Avaya Breeze® platform instances. Depending on the number of instances, it may take a few minutes to install on all instances
Uninstall	Uninstalls the selected service from all the Avaya Breeze® platform instances. A dialog will display to ask if you want to force uninstall or not. A force uninstall terminates all active connections immediately. Not checking this will cause the service to wait for all active connections to drop before uninstalling the service.
Delete	Deletes the selected service. An **Installed** service can not be deleted. It must first be uninstalled. **Caution:** Deleting the last version of a service completely deletes all attribute settings and profile configuration of that service from the system.
Set Preferred Version	Sets the preferred version of a service. The preferred version of any service is cluster specific. You can set the same version of a service as the preferred version across several clusters. You can set the preferred version for multiple snap-ins in a single transaction.
Start	Starts or restarts the snap-in. Start snap-in is used after installing a higher version of a snap-in, or after making some configuration changes to the snap-in.
Stop	Stops the snap-in. Stop snap-in is used while installing a higher version of a snap-in.

Related links

User interface descriptions on page 75
Loading the snap-in on page 33
Installing the snap-in on page 36
Avaya Breeze® Instance Status page field descriptions on page 82

Service Databases page field descriptions

You can access the Service Databases page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Service Management** > **Service Databases**. Use this page to view all the service databases with their version, size, and status. You can also delete the databases which are not in use.

Name	Description
Service	The name of the snap-in
Database	The name of the service database.
Schema Version	The database schema version.

Table continues…

Name	Description
Size	The size of the database.
In Use	Specifies whether the snap-in is actively using the database.

Button	Description
Cluster	Selects a cluster for which you want to view the service databases. The system displays only those clusters for which you have enabled the **Enable Cluster Database** field.
Delete	Deletes the selected database.

Related links

User interface descriptions on page 75

Service Ports page field descriptions

You can access the Service Ports page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Configuration** > **Service Ports**. Use this page to change the assignment of service ports.

Note:

If you modify the port configuration for an Avaya-developed snap-in, you must start and stop the snap-in for the change to take effect.

Option	Description
Service	The list of Avaya-developed snap-ins that have default ports specified. Select the snap-in for which you want to modify the port configuration.
Cluster	The list of clusters that are available.

Selected Service Ports

Column name	Description
Port Name	The name of the assigned ports for the snap-in.
Override Default	Select this check box to override the default port value that is assigned to the snap-in.
Effective Port Value	The effective port value. When you specify an override value, that value becomes the effective port value.
Description	The description for the assigned ports.

All Service Used/System Reserved Ports

The table lists all the assigned ports for all the Avaya-developed snap-ins, both at the snap-in level and cluster level.

Column name	Description
Port Name	The name of the port that is assigned to the snap-in.
Port Number	The port number of the port that is assigned to the snap-in.
Default Port Number	The default port number that is assigned to the snap-in.
Port Type	The port type. This port type can be **snapin** or **reserved**.
Service	The snap-in for which you have configured the ports.
Cluster	The cluster in which the snap-in with the assigned port is installed. If the port is assigned at the snap-in level, this field is blank.
Description	The description for the reserved or assigned port.

Button	Description
Commit	Assigns the port you have chosen to the snap-in.
Cancel	Cancels the port configuration action.

Related links

User interface descriptions on page 75

Service Profile Configuration page field descriptions

You can access the Service Profile Configuration page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **Configuration** > **Service Profiles**. Use this page to create, edit, or delete a service profile.

Column name	Description
Name	The administered name of the service profile.
Description	A description of the service profile.

Button	Description
Edit	Click to edit the selected service profile. Launches the Service Profile Editor page.
New	Click to create a new service profile. Launches the Service Profile Editor page.
Delete	Click to delete the selected service profile. You cannot delete a service profile if it still has a user assigned to it.

Related links

User interface descriptions on page 75
Creating a service profile on page 38

Service Profile Editor field descriptions

Use this page to create or edit a service profile, to add or remove services in a service profile, and to define the invocation order of services in the profile.

Identity section

Field name	Description
Name	The name of the service profile.
Description	A description of the service profile.

The following tabs are available in the Services in this Service Profile section:

- All Services tab
- Service Invocation Details tab

All Services tab descriptions

This tab lists all services that you have added to a service profile.

Column name	Description
Remove from Service Profile	Click the X in this column to remove a service from the service profile.
Name	The name of each service in the service profile.
Version	The version of each service in the service profile.
Description	The description of the service.

Service Invocation Details tab descriptions

This tab includes the following sections:

- Calling Service Invocation Order
- Called Service Invocation Order
- Service Not in an Invocation Order

Column name	Description
Order: First to Last	Provides arrows used to move services up and down in the invocation order. You can include up to five Call Intercept (calling or called party) services in a service profile. This column is displayed in the Calling Service Invocation Order amd Called Service Invocation Order sections.
Name	The name of each service in the service profile.
Version	The version of each service in the service profile.
Description	A description of the service.

Available Service to Add to this Service Profile section

Column name	Description
Add to Service Profile	Click **+** to add the latest version of a service to the service profile. Click **Advanced** to select the version of a service to add to the service profile. You can also set the preferred version of a service to a service profile from the **Add Service- Advanced** pop-up dialog box. When you add a service to a service profile, it is displayed in the Services in this Service Profile section.
Name	The name of each service that can be added to the service profile.
Description	A description of each service that can be added to the service profile.

Related links

User interface descriptions on page 75

Service Status field descriptions

Use this page to check the status of the snap-ins associated with the Avaya Breeze® platform server you selected on the Server Administration page.

Name	Description
Name	The name of each snap-in that is associated with the selected Avaya Breeze® platform sever.
Service Version	The snap-in version.
Service Install Status	The status of each snap-in. • A green check mark icon indicates that the snap-in is installed. • A yellow triangle icon indicates that the snap-in has been queued to be installed or uninstalled. • A red X icon indicates that the snap-in has failed to install or uninstall.
Activity	The sum of active Call, HTTP, and other custom defined sessions of a specific snap-in installed on a specific Avaya Breeze® platform server.

Button	Description
Reinstall Service	Reinstalls the snap-in you selected.

SNMP MIB Download page field descriptions

When you load a snap-in on System Manager, Avaya Breeze® platform generates a zip file. You can download this zip file from the SNMP MIB Download page, which you can access by navigating to **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **SNMP MIB**.

Column name	Description
File Name	The name of the SNMP MIB file.
Description	A description of the file and its contents.

Button	Description
Download	Downloads the SNMP MIB zip file.

Related links

User interface descriptions on page 75

System Resource Monitoring page field descriptions

You can access the System Resource Monitoring page on System Manager by navigating to **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **System Resource Monitor**. Use this page to view the current resource usage and peak usage for Avaya Breeze® platform servers in the selected cluster.

Name	Description
Cluster	The cluster for which you want to view usage details.
Time Period	The time period for which you want to view usage details.
Server Name	The name of the Avaya Breeze® platform server.
CPU % Used	The percentage of the CPU processing power that the Avaya Breeze® platform server uses.
WebSphere Memory (MB)	The WebSphere memory use information. This column displays the following information: • **Used**: The memory that the server uses. • **Total**: The total memory available to the server. • **% Used**: The percentage of the total memory that the server uses.

Table continues…

Name	Description
Cluster Database Connections	The status of the connection between the active server and the standby server in a high availability database scenario. •  indicates that the connection between the active and the standby servers is up. •  indicates that the standby server is getting ready to take over if the active server goes down. •  indicates that the connection between the active and standby servers is down. • No background color with the value **---** indicates that the cluster database is disabled.
SIP	The details of the SIP sessions active on the server. The column displays the following information: • **Sessions**: The number of SIP sessions. • **Request Rate**
HTTP	The details of the HTTP connections active on the server. The column displays the following information: • **Connections**: The number of HTTP connections. • **Request Rate**
Disk (MB)	The disk space allocated to the server.

Button	Description
View Current Usage	Displays the current usage details for all nodes in the selected cluster. This button is disabled if the **Time Period** field is not set to **Today**.
View Peak Usage	Displays the peak usage details of the selected cluster for the specified day.
Reset Peak Usage	Resets the peak usage values to 0 for all nodes in the selected cluster. This button is disabled if the **Time Period** field is not set to **Today**.

Related links

User interface descriptions on page 75

Chapter 12: Deployment operations

This section includes deployment procedures that must be performed exclusively using the System Manager web console. For more information about deployment, see Deploying Avaya Breeze® platform.

Related links

Adding a trusted certificate to all Avaya Breeze platform servers in a cluster on page 24
Administering an Avaya Breeze platform instance on page 127
Administering Avaya Aura Media Server URI on page 128

Adding a trusted certificate to all Avaya Breeze® platform servers in a cluster

Before you begin

Certificates that you intend to add as trusted certificates must be accessible in System Manager.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
2. Select the cluster for which you want to administer the trusted certificates.
3. Click **Certificate Management** > **Install Trust Certificate (All Avaya Breeze® Instances)** to download the trusted certificates to all the servers in the cluster.

   The trusted certificates that you add apply to all of the Avaya Breeze® platform servers assigned to the cluster.
4. From the **Select Store Type to install trusted certificate** menu, select the appropriate store type.
5. Click **Choose file** to navigate to the location of your trusted certificate, and then select the certificate.
6. Click **Retrieve Certificate** and review the details of the trusted certificate.
7. Click **Commit**.

Related links

Cluster administration on page 10

Store types of the trusted certificates on page 24
Deployment operations on page 126

Administering an Avaya Breeze® platform instance

About this task

You can create and administer the number of Avaya Breeze® platform instances allowed by the Avaya Breeze® platform license.

You set the FQDN of the Avaya Breeze® platform **Management Network Interface** to the same IP address you used when deploying the virtual machine.

System Manager supports HTTP Cookie based Single Sign On (SSO). To facilitate SSO between System Manager and Avaya Breeze® platform, the domain name component of Avaya Breeze® platform FQDN must match all or at least a part of the domain name of System Manager FQDN.

Before you begin

Ensure that you have the following:

- The IPv4 address or the FQDN of the Avaya Breeze® platform **Management Network Interface**.
- (Optional) The IPv6 address or the FQDN of the Avaya Breeze® platform **Management Network Interface**. You must enter the IPv4 address even if administering an IPv6 address.

  Important:

  During OVA deployments do not enter the IPv6 address, IPv6 network prefix, or IPv6 gateway for eth0 unless the latest Avaya Breeze® platform patches already have been applied. For more information about configuring IPv6, see “Enabling IPv6 on the management interface of an Avaya Breeze platform server” in Deploying Avaya Breeze® platform.
- An Avaya Breeze® platform management FQDN that is registered in DNS.
- The IPv4 or IPv6 address including the IPv4 network mask or IPv6 Network prefix length, and IPv4 or IPv6 default gateway for the Avaya Breeze® platform **Security Module**.
- The SIP entity name associated to the Avaya Breeze® platform **Security Module**.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **Server Administration**.
2. In the Avaya Breeze® Server Instances list, click **New**.
3. In the **SIP Entity** field, click the SIP Entity that you created.
4. Ensure that the value in the **UCID Network Node ID** field is unique across the solution deployment so that it does not conflict with other UCID-generating entities such as Avaya Aura® Communication Manager or Avaya Experience Portal.

   UCID Network Node ID is a unique, numeric node ID that is assigned to each Avaya Breeze® platform server provisioned.

5. In the Management Network Interface **FQDN or IPv4 Address** field, type the IP address or FQDN of the Avaya Breeze® platform **Management Network Interface**.
6. **(Optional)** In the Management Network Interface **FQDN or IPv6 Address** field, type the IPv6 address or FQDN of the Avaya Breeze® platform **Management Network Interface**.
7. In the Security Module fields, type the required addresses for the IPv4 or IPv6 SIP Entity Address, Network Mask or Network prefix length, and Default Gateway used for the SIP (Security Module) network.
8. Click **Commit** to save your changes.

   The Commit fails if the Avaya Breeze® platform license file on WebLM does not have the sufficient capacity to allow addition of another Avaya Breeze® platform server.
9. To put the Avaya Breeze® platform instance in service, do the following:
   a. If an in-service cluster does not exist, create a new cluster.
   b. On System Manager, click **Elements** > **Avaya Breeze®** > **Cluster Administration**.
   c. Select a cluster and assign your Avaya Breeze® platform server to the cluster.

      For more information, see “Creating a new cluster”.
   d. Click **Cluster State** > **Accept New Service**.

      For more information, see “Accepting new service”.

Related links

Deployment operations on page 126

Administering Avaya Aura® Media Server URI

Before you begin

Check the snap-in documentation and Release Notes to confirm if this configuration is required.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **Configuration** > **Avaya Aura® Media Server**.
3. In the **Avaya Aura® Media Server URI** field, enter the URI.

Related links

Deployment operations on page 126

Chapter 13: Event Catalog

This page has been deprecated. The administration of event definitions is now available from the Engagement Designer administration interface. For more information, see *Avaya Engagement Designer Reference*.

Chapter 14: Maintenance operations

This section includes maintenance procedures that can be performed exclusively from the Avaya Breeze® platform element of System Manager. For more information about maintenance procedures, see Maintaining and Troubleshooting Avaya Breeze® platform.

Related links

Modifying the logging configuration on page 130
Downloading the Avaya Breeze platform SNMP MIB on page 131
Running maintenance tests on page 131
Viewing the current usage of a cluster on page 132
Viewing the peak usage of a cluster on page 132
Resetting the peak usage of a cluster on page 133

Modifying the logging configuration

About this task

Use the Logging Configuration page to change the logging level of an installed server on Avaya Breeze® platform servers or a cluster. You can also clear the logs for an installed service.

The log level for a snap-in does not persist when you:

- Upgrade the Avaya Breeze® platform servers on which you installed the snap-in.
- Reinstall the snap-in.

Procedure

1. On the System Manager web interface, click **Elements** > **Avaya Breeze®** > **Configuration** > **Logging**.
2. On the Logging Configuration page, do the following:
3. In the **Cluster** field, select the cluster to which you want to apply the log level.
4. In the **Server** field, select the server to which you want to apply the log level.
5. In the **Service** field, select the snap-in whose logging level you want to change.
6. In the **Log Level** field, select the logging level of the snap-in that you selected.

   The system displays the clusters and instances where the snap-in is loaded.

7. Click **Set Log Level**.
8. To clear the logs of the selected snap-in, click **Clear Logs**.

Related links

Maintenance operations on page 130

Downloading the Avaya Breeze® platform SNMP MIB

About this task

Snap-ins define their own alarms. When you load a snap-in on System Manager, Avaya Breeze® platform generates a `ce-mibs-version.zip` or a `ce-services-mib.zip` zip file. You can download this zip file from the SNMP MIB Download page.

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **SNMP MIB**.
2. On the SNMP MIB Download page, click **Download** .

   Tip:

   If the page gets stuck after you click **Download**, you can reset it by clicking any navigation link on the left side of the screen. You do not need to download the zip file again.
3. Open the file using a utility such as WinZip.
4. Save the file.
5. Expand the downloaded compressed files.
6. Import all the MIB files with the `.my` extension to a Network Management System (NMS).
7. Download the `Avaya_Aura_ServicabilityAgent_Mib.my` MIB file from https://support.avaya.com and import it onto the NMS.

Related links

Maintenance operations on page 130

Running maintenance tests

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. In the navigation pane, click **System Tools And Monitoring** > **Maintenance Tests**.

3. In the **Select Avaya Breeze® to test** field, select an Avaya Breeze® platform server from the drop-down menu.
   a. To run all the tests, click **Execute All Tests**.
   b. To run specific tests: Select the test or tests that you want to run and then click **Execute Selected Tests**.

Related links

Maintenance operations on page 130

Viewing the current usage of a cluster

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®** > **System Tools and Monitoring** > **System Resource Monitor**.
2. In the **Cluster** field, select the cluster for which you want to view the current usage.
3. In the **Time Period** field, select **Today**.
4. Click **View Current Usage**.

   The system displays the information in the **Current Resource Usage** table.

Related links

Maintenance operations on page 130

Viewing the peak usage of a cluster

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **System Tools And Monitoring** > **System Resource Monitor**.
3. In the **Cluster** field, select the cluster for which you want to view the peak usage.
4. In the **Time Period** field, select one of the following:
   - **Today**
   - **Yesterday**
   - **2 Days Ago**
   - **3 Days Ago**
   - **4 Days Ago**
   - **5 Days Ago**

- **6 Days Ago**

5. Click **View Peak Usage**.

   The system displays the information in the **Peak Resource Usage** table.

Related links

Maintenance operations on page 130

Resetting the peak usage of a cluster

Procedure

1. In System Manager, click **Elements** > **Avaya Breeze®**.
2. Click **System Tools And Monitoring** > **System Resource Monitor**.
3. In the **Cluster** field, select the cluster for which you want to reset the peak usage.
4. In the **Time Period** field, select **Today**.
5. Click **Reset Peak Usage**.

Related links

Maintenance operations on page 130

Chapter 15: Additional information

The following resources provide additional information.

Related links

Documentation on page 134
Training on page 138
Avaya Breeze platform videos on page 139
Viewing Avaya Mentor videos on page 140
Developer resources on page 140
Support on page 141

Documentation

See the following related documents at https://support.avaya.com. Many documents are also available at https://documentation.avaya.com.

Overview

Title	Use this document to:	Audience
Avaya Breeze® platform Overview and Specification	Understand the Avaya Breeze® platform, customer requirements, and design considerations.	Sales engineers Programmers System administrators Services and support personnel
Avaya Aura® System Manager Overview and Specification	Understand System Manager customer requirements and design considerations.	Sales engineers Programmers System administrators Services and support personnel

Table continues…

Title	Use this document to:	Audience
Avaya Aura® Media Server Overview and Specification	Understand Avaya Aura® Media Server customer requirements and design considerations.	Sales engineers Programmers System administrators Services and support personnel

Deploying

Title	Use this document to:	Audience
Deploying Avaya Breeze® platform	Deploy and configure Avaya Breeze® platform. This is the main deployment document for Avaya Breeze® platform. The deployment documents for other environments are listed below.	Implementation engineers Support personnel System administrators
Deploying Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform	Deploy Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform.	Implementation engineers Support personnel System administrators
Quick Start to deploying the HelloWorld Snap-in	Install, configure, and test an Avaya Breeze® platform snap-in service, specifically the HelloWorld call intercept snap-in.	Programmers System administrators
Planning for Deploying Avaya Aura® applications	Understand deployment options for various Avaya Aura® applications.	Services and support personnel System administrators
Deploying and Updating Avaya Aura® Media Server Appliance	Deploy and configure Avaya Aura® Media Server when it is installed on customer-provided servers.	System administrators Services and support personnel
Deploying Avaya Aura® System Manager in Infrastructure as a Service Environment	Deploy and configure Avaya Aura® System Manager in an IaaS environment. A separate document is also available for deploying System Manager in a virtualized environment.	System administrators Services and support personnel

Administering

Title	Use this document to:	Audience
Administering Avaya Breeze® platform	Administer Avaya Breeze® platform and snap-ins.	System Administrators Services and Support personnel

Table continues…

Title	Use this document to:	Audience
Implementing and Administering Avaya Aura® Media Server	Deploy and configure Avaya Aura® Media Server.	System administrators Services and support personnel
Administering Avaya Aura® System Manager	Administer Avaya Aura® System Manager.	System Administrators Services and support personnel
Administering Avaya Aura® Session Manager	Administer Avaya Aura® Session Manager.	System Administrators Services and support personnel
Administering Avaya Session Border Controller	Administer Avaya SBC.	System Administrators Services and support personnel

Maintaining and troubleshooting

Title	Use this document to:	Audience
Upgrading Avaya Breeze® platform	Upgrade Avaya Breeze® platform.	Services and support personnel
Maintaining and Troubleshooting Avaya Breeze® platform	Troubleshoot Avaya Breeze® platform.	Services and support personnel System administrators
Troubleshooting Avaya Aura® System Manager	Troubleshoot System Manager.	Services and support personnel
Troubleshooting Avaya Aura® Session Manager	Troubleshoot Avaya Aura® Session Manager.	Services and support personnel

Programming

The following developer documents are available on Avaya DevConnect .

Title	Use this document to:	Audience
Getting Started with the Avaya Breeze® platform SDK	Deploy and configure the Eclipse IDE, Apache Maven, and the Avaya Breeze® platform SDK.	Programmers
Avaya Breeze® platform Snap-in Development Guide	Understand the key concepts needed to develop the different types of Avaya Breeze® platform snap-ins.	Programmers
Avaya Breeze® platform FAQ and Troubleshooting for Snap-in Developers	Troubleshoot Avaya Breeze® platform snap-in developer issues.	Programmers
Avaya Breeze® platform API Javadocs	Understand API classes and uses.	Programmers

Related links

Additional information on page 134
Finding documents on the Avaya Support website on page 137
Avaya Documentation Center navigation on page 137

Finding documents on the Avaya Support website

Procedure

1. Go to https://support.avaya.com.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support** > **Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.

   This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.

   For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click to display the search results.

Related links

Documentation on page 134

Avaya Documentation Center navigation

For some programs, the latest customer documentation is now available on the Avaya Documentation Center website at https://documentation.avaya.com.

Important:

For documents that are not available on Avaya Documentation Center, click **More Sites** > **Support** on the top menu to open https://support.avaya.com.

Using the Avaya Documentation Center, you can:

- Search for keywords.

  To filter by product, click **Filters** and select a product.
- Search for documents.

  From **Products & Solutions**, select a solution category and product, and then select the appropriate document from the list.

- Sort documents on the search results page.
- Click **Languages** ( ) to change the display language and view localized documents.
- Publish a PDF of the current section in a document, the section and its subsections, or the entire document.
- Add content to your collection using **My Docs** ( ).

  Navigate to the **Manage Content** > **My Docs** menu, and do any of the following:

  - Create, rename, and delete a collection.
  - Add topics from various documents to a collection.
  - Save a PDF of the selected content in a collection and download it to your computer.
  - Share content in a collection with others through email.
  - Receive collection that others have shared with you.
- Add yourself as a watcher using the **Watch** icon ( ).

  Navigate to the **Manage Content** > **Watchlist** menu, and do the following:

  - Enable **Include in email notification** to receive email alerts.
  - Unwatch selected content, all content in a document, or all content on the Watch list page.

  As a watcher, you are notified when content is updated or deleted from a document, or the document is removed from the website.
- Share a section on social media platforms, such as Facebook, LinkedIn, and Twitter.
- Send feedback on a section and rate the content.

Note:

Some functionality is only available when you log in to the website. The available functionality depends on your role.

Related links

Documentation on page 134

Training

The following courses are available on the Avaya Learning website at https://www.avaya-learning.com. After logging in to 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
43750W	Selling Avaya Custom and Integration Solutions

Table continues…

Course code	Course title
30210W	Avaya Breeze® platform Overview for Design
30810W	Designing the Avaya Breeze® Solution Part 1 of 2
30820W	Designing the Avaya Breeze® Solution Part 2 of 2
39220W	Avaya Breeze® Release 3.8 Details for Pre-Sales
39240W	Avaya Breeze® UC Snap-ins Release 3.8 Details for Pre-Sales
2016W	Avaya Breeze® platform Fundamentals
20240W	Programming Avaya Breeze® platform Snap-ins Using Java SDK
20250W	Creating Avaya Breeze® platform Workflows Using Engagement Designer
20260W	Creating Advanced Avaya Breeze® platform Workflows Using Engagement Designer
7016W	Avaya Breeze® platform Implementation and Support
71300V	Integrating Avaya Aura® Communication Applications
72300V	Supporting Avaya Aura® Communication Applications

Related links

Additional information on page 134

Avaya Breeze® platform videos

Avaya Breeze® platform provides the following videos to help in the development and deployment of snap-ins. Access these videos at https://www.avaya.com/breezedeveloper.

Title	Audience
Getting Started with the Avaya Breeze® platform SDK: Windows	Programmers
Getting Started with the Avaya Breeze® platform SDK: Linux	Programmers
Creating Your First Service — Part 1	Programmers
Creating Your First Service — Part 2	Programmers
Server Installation and Configuration with vCenter	System Administrators, Services, and Support personnel
Server Installation and Configuration without vCenter	System Administrators, Services, and Support personnel
Service Installation, Configuration, and Test	Programmers
Understanding the Hello Sample Service	Programmers
Understanding the Multi-Channel Broadcast Sample Service	Programmers
Understanding the Whitelist Sample Service	Programmers

Related links

Additional information on page 134

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

- To find videos on the Avaya Support website, go to https://support.avaya.com/ and do one of the following:
  - In **Search**, type `Avaya Mentor Videos`, click **Clear All** and select **Video** in the **Select Content Type**.
  - In **Search**, type the product name. On the Search Results page, click **Clear All** and select **Video** in the **Select Content Type**.

    The **Video** content type is displayed only when videos are available for that product.

  In the right pane, the page displays a list of available videos.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and do one of the following:
  - Enter a keyword or keywords in the **Search Channel** to search for a specific product or topic.
  - Scroll down Playlists, and click a topic name to see the list of videos available. For example, Contact Centers.

Note:

Videos are not available for all products.

Related links

Additional information on page 134

Developer resources

Avaya DevConnect provides resources for Avaya Breeze® platform developers.

You must register to access the DevConnect website.

Basic DevConnect membership is free and gives you access to the following information and resources:

- Programming and product documentation
- Sample applications
- Videos

- Webinar recordings
- Forums

Upgraded membership options offer developer-oriented technical support and other program services.

Use a browser to navigate to the Avaya Breeze® platform DevConnect website at https://www.avaya.com/breezedeveloper.

Related links

Additional information on page 134

Support

Platform support

Go to the Avaya Support website at https://support.avaya.com/ for the most up-to-date documentation and product notices. You can also search for release notes, service packs, and patches. 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.

Product documentation is also available on the Avaya Documentation Center at https://documentation.avaya.com.

Developer support

Go to the Avaya DevConnect website at http://www.avaya.com/breezedeveloper to access the Avaya Breeze® platform API, SDK, sample applications, developer-oriented technical documentation, and training materials.

Related links

Additional information on page 134
Using the Avaya InSite Knowledge Base on page 141

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to https://support.avaya.com.
2. At the top of the screen, click **Sign In**.
3. Type your **EMAIL ADDRESS** and click **Next**.
4. Enter your **PASSWORD** and click **Sign On**.

   The system displays the Avaya Support page.
5. Click **Support by Product** > **Product-specific Support**.
6. In **Enter Product Name**, enter the product, and press `Enter`.
7. Select the product from the list, and select a release.
8. Click the **Technical Solutions** tab to see articles.
9. Select **Related Information**.

Related links

Support on page 141

Index

A

B

C

D

E

F

G

H

I

J

L

M

N

O

P

R

S

T

U

V

W