



# **Avaya Breeze<sup>®</sup> platform Overview and Specification**

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# Chapter 1: Purpose

This document describes tested Avaya Breeze® platform characteristics and capabilities, including feature descriptions, interoperability, performance specifications, security, and licensing requirements.

Anyone who wants to gain a high-level understanding of the features, functions, capacities, and limitations of Avaya Breeze® platform will find this document useful.

**Related links**

[Change history](#) on page 6

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## Change history

Issue	Date	Summary of changes
1	December 2023	Updated for Avaya Breeze® platform Release 3.9. See <a href="#">New in this release</a> on page 8.
2	February 2024	Corrected the web links to other Avaya Breeze® platform documents.
3	November 2025	Updated for Release 3.9.0.3.

# Chapter 2: 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 7

[New in this release](#) on page 8

[Topology](#) on page 9

[VMware deployment](#) on page 10

[Backward compatibility of snap-ins](#) on page 10

[Snap-in types](#) on page 10

[Preloaded snap-ins](#) on page 11

[Connector snap-ins](#) on page 12

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## 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 7

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## New in this release

Avaya Breeze® platform Release 3.9 introduces the following:

- General system interoperability updates, including:
  - Avaya Aura® Media Server R10.x is supported.
  - The underlying operating system has changed to Red Hat Linux 8.x.
  - **Table 1: Avaya Breeze® platform profile deployment resources**

Breeze Release	Memory	Disk
3.9.0.0	2 GB Additional	-
3.9.0.2 and later	2 GB Additional	5 GB Additional

 **Note:**

The additional resources are already added to the OVA deployment profiles.

- TLS v1.3 is supported.

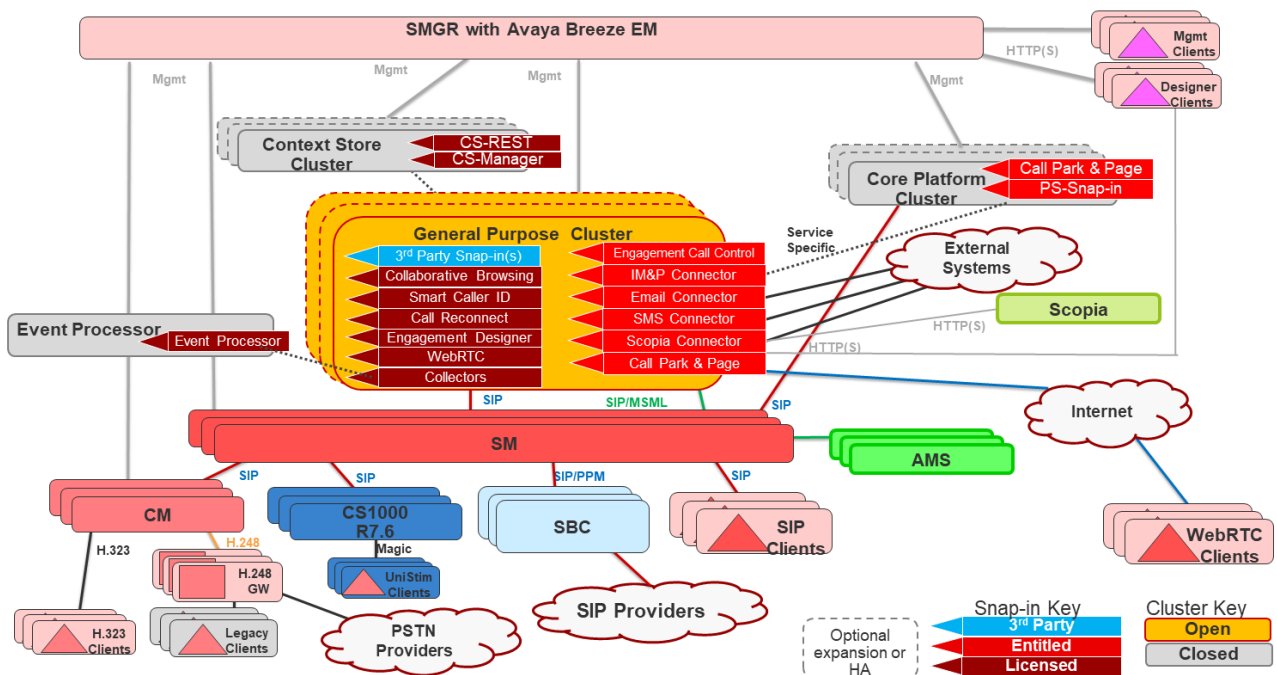
- For upgrades using the OVA reinstallation (method 1), a backup of the existing cluster database can now be restored after the upgrade. For more information, refer to the Supported Avaya Breeze® platform upgrade paths section in the [Upgrading Avaya Breeze® platform](#).
- In addition to CPU/RAM/disk overload alarms, Avaya Breeze® platform R3.9 provides overload warning alarms to indicate when a server is getting close to an overload alarm condition.
- Installation of Avaya Breeze® platform R3.9 on Amazon Web Services (AWS) is no longer supported.

**Related links**

[The Avaya Breeze platform](#) on page 7

# Topology

The following diagram provides a high-level illustration of the components of an Avaya Breeze® platform solution:



**Related links**

[The Avaya Breeze platform](#) on page 7

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## VMware deployment

Avaya Breeze® platform can be deployed in a virtualized VMware environment. The platform is delivered as a VMware vAppliance in the Open Virtual Appliance (OVA) format and runs on a customer-provided VMware instance.

All snap-ins can be deployed in the virtualized environment without additional work from the snap-in developer.

For general information, see [Deploying Avaya Breeze® platform](#).

### Related links

[The Avaya Breeze platform](#) on page 7

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## Backward compatibility of snap-ins

Each Avaya Breeze® platform release provides backward compatibility of snap-ins through the next release. If the third-party components are not backward-compatible, an older snap-in version might not work on a new Avaya Breeze® platform release. In such cases, Avaya communicates the changes, so that contingency plans can be made. For Avaya snap-ins, refer to the snap-in documentation for any exceptions. If a snap-in is customized, check with the snap-in developer.

### Important:

The authorization service from Avaya Breeze® platform Release 3.6 and earlier is not compatible with Avaya Breeze® platform Release 3.8 and later.

### Related links

[The Avaya Breeze platform](#) on page 7

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## Snap-in types

For the list of third-party developed snap-ins, go to <https://www.devconnectmarketplace.com/marketplace/> and navigate to **Avaya Snapp Store**.

### Call Intercept snap-ins

All incoming and outgoing calls between the PSTN and the enterprise can use Call Intercept snap-ins that run on Avaya Breeze® platform. Call Intercept snap-ins can be used regardless of the type of endpoint or trunk being used, but not on station-to-station calls within the enterprise.

Call Intercept snap-ins are based on the called party or the calling party. The called party snap-in or the calling party snap-in refers to the configuration data to determine the call handling.

Hello World Snap-in that is delivered with the standard product software image is an example of a Call Intercept snap-in.

## Outbound Calling snap-ins

Outbound Calling snap-ins can start calls to play prerecorded announcements and detect button presses from the called phone. Multi-channel Broadcast Snap-in is an example of an Outbound Calling snap-in.

Outbound Calling snap-ins can also start two-party calls to connect two participants in a call. The calling party is called first and after receiving an answer, a call is initiated to the called party. After the called party answers, both participants can talk to each other. The Click to Call application that is delivered with the standard product software image is an example of a two-party Outbound Calling snap-in.

## Callable snap-ins

Callable snap-ins can receive calls. For information about administering Callable snap-ins, see [Administering Avaya Breeze® platform](#).

## HTTP-invoked snap-ins

HTTP-invoked snap-ins perform an action on receipt of an incoming HTTP request. For example, when the HTTP-invoked snap-ins receive an incoming HTTP request, Dynamic Team Formation Snap-in creates a Scopia or Avaya Equinox® Conferencing video conference. The snap-in also sends the conference URL to the email and SMS recipients.

Multi-channel Broadcast Snap-in that is delivered with the standard product software image is an example of an HTTP-invoked service.

## Related links

[The Avaya Breeze platform](#) on page 7

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## Preloaded snap-ins

Some snap-ins are loaded on System Manager after a deployment or upgrade using the appropriate integrated patch. You can find the integrated patch at <https://support.avaya.com> with the System Manager software.

The System Manager version you are using impacts which snap-ins and Avaya Breeze® platform Element Manager you can access.

- The integrated patch for System Manager Release 8.0.1.2 provides access to Release 3.6.0.3 snap-ins. To access the latest Avaya Breeze® platform Release 3.8.x or later snap-ins, you must run the `upgradeSolution` utility script before deploying or upgrading to Avaya Breeze® platform Release 3.8.x or later. Refer to [Deploying Avaya Breeze® platform](#).
- The integrated patches for System Manager Release 8.1.3 and Release 10.1 provide access to the latest Avaya Breeze® platform Release 3.8.x and later snap-ins. You also get access to Release 3.6.0.3 and 3.7 snap-ins. You do not need to run the `upgradeSolution` utility script to get access to the latest snap-ins.

The following are the preloaded snap-ins:

- Authorization snap-in

- Hello World snap-in
- CEC snap-in
- EFC snap-in
- Email connector snap-in
- Scopia connector snap-in (for Avaya Equinox® Conferencing integration)

#### Related links

[The Avaya Breeze platform](#) on page 7

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## Connector snap-ins

Connector snap-ins provide access to external host applications. The built-in connector snap-ins communicate over the Collaboration bus with snap-ins that request them.

The following are connector snap-ins:

- Email connector
- Scopia connector
- Eventing Framework connector
- Zang Call connector
- Zang SMS connector

Other vendors, such as WebText, provide similar connector snap-ins for SMS services.

#### Related links

[The Avaya Breeze platform](#) on page 7

[Email connector](#) on page 12

[Scopia connector](#) on page 13

[Eventing Framework connector](#) on page 13

[Zang Call connector](#) on page 14

[Zang SMS connector](#) on page 14

## Email connector

Email connector enables snap-ins to send emails. It is a send-only email client that sends SMTP requests to one or more email hosts, which in turn send the email. Snap-ins use the Email API of the Collaboration bus framework to communicate with the email connector.

The Email API can handle 10000 recipients for a request, which can be a combination of primary, carbon-copy, and blind-copy recipients.

Email connector supports the following multipart body content types:

- HTML

- Plain Text
- XML
- Rich Text Format
- Vcard

**Related links**

[Connector snap-ins](#) on page 12

## Scopia connector

The Scopia connector, which provides Avaya Equinox® Conferencing integration, uses the Conferencing API to access the Avaya Equinox® Conferencing Management Server for audio and video conferencing. The Scopia connector can schedule a conference, cancel a conference, and retrieve a list of active and scheduled conferences.

The ScopiaRequest class enables a snap-in to send and receive raw XML messages to the Conferencing server. This mode of operation works with both TE and OTT. The higher level Scheduled Conference (SchedConf) API works only in OTT mode.

Video conferences can include video participants and audio-only participants. Conference requests from the Scopia connector include the:

- Participant URL
- Host URL
- Dial-in phone number
- Meeting ID
- Host code
- Participant code

**Related links**

[Connector snap-ins](#) on page 12

## Eventing Framework connector

Eventing Framework connector enables remote systems to publish events in the Avaya Breeze® platform Eventing Framework using REST web services. The publisher specifies the event family, type, metadata, and message body. The Eventing Framework connector delivers the event to all subscribers and provides the easiest way to publish events to Engagement Designer workflows.

Remote applications can also subscribe to events by using the Eventing Framework connector. These applications must be able to receive the incoming HTTP POST messages when the events are generated.

**Related links**

[Connector snap-ins](#) on page 12

## Zang Call connector

Zang Call connector facilitates communication between Avaya Communications APIs and Avaya Breeze® platform using HTTPS.

### Related links

[Connector snap-ins](#) on page 12

## Zang SMS connector

For information about the Zang SMS connector, see [Deploying Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform](#) and *Zang SMS connector Snap-in Reference*.

### Related links

[Connector snap-ins](#) on page 12

# Chapter 3: Features

The following are key features of Avaya Breeze® platform.

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[Preferred version of snap-ins](#) on page 19

[System Manager Geographic Redundancy support for Avaya Breeze platform](#) on page 20

[Data privacy](#) on page 21

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## Software Development Kit

Avaya Breeze® platform includes a Software Development Kit (SDK) for Java developers to create collaboration snap-ins to run on Avaya Breeze® platform. The SDK provides a rich set of developer collateral, including code examples, video tutorials, online API documentation, and discussion forums. Any Java programmer can build, test, and deploy a custom snap-in. No specialized telecommunications expertise is needed.

The SDK is provided in a single downloadable package in a ZIP file and hosted by DevConnect at <https://www.avaya.com/BreezeDeveloper>.

## Application Programming Interface

With the Avaya Breeze® platform Application Programming Interface (API), programmers can develop, test, and deploy snap-ins that use the following methods:

Method	Description
<b>Call Methods</b>	<p>Enable a snap-in to monitor or modify calls on behalf of the calling party or called party. Its functions include:</p> <ul style="list-style-type: none"> <li>• Allowing a call</li> <li>• Blocking a call</li> <li>• Redirecting a call to a different number</li> <li>• Changing the presented identity of a user</li> <li>• Forking a call</li> <li>• Adding a participant to a call</li> <li>• Dropping a participant from a call</li> <li>• Enabling a snap-in to place a call</li> </ul>
<b>Media Control Methods</b>	<p>Enable a snap-in to:</p> <ul style="list-style-type: none"> <li>• Play an announcement to one or more participants on the call and to collect button press or DTMF tones on the call.</li> <li>• Generate and send DTMF tones to a specified called party through Avaya Aura<sup>®</sup> Media Server.</li> <li>• Record audio from a party in a call to an HTTP file server or to Media Server Content Store.</li> </ul> <p>With Media Control Methods, developers can specify a recording URI that contains the name and storage location, the DTMF key to end the recording, and the maximum recording duration. This recording can then be used in subsequent play requests.</p>
<b>Send Email Methods</b>	Enable a snap-in to send an email to one or more recipients.
<b>Send Text Message Methods</b>	Enable a snap-in to send a text message to one or more recipients.
<b>Create Conference Methods</b>	Enable a snap-in to schedule or cancel a video or an audio conference using Scopia conferencing or Avaya Equinox <sup>®</sup> Conferencing.
<b>Data Access Methods</b>	Enable a snap-in to access a user, a service, or global data from the provisioning database as administered on System Manager. Data Access Methods also enable the snap-in to access data from an external database by using Java Persistence API (JPA).
<b>Collaboration Bus Methods</b>	Enable snap-ins to asynchronously communicate by using a point-to-point model or a publish-subscribe model.
<b>Logging and Alarming Methods</b>	Enable a snap-in to log events and errors. The serviceability agent sends the snap-in alarms to System Manager.
<b>System Status Methods</b>	Enable a snap-in to access the system status information of Avaya Breeze <sup>®</sup> platform.

*Table continues...*

Method	Description
<b>Eventing Framework Methods</b>	<p>Enable notifications for server and snap-in generated events. The framework is prepopulated with events, such as call events and speech search events. Eventing Framework Methods enable snap-ins to produce and consume events.</p> <p>You can view the complete event repository from the Element Manager user interface.</p>
<b>Authorization Methods</b>	<p>Enable a snap-in to get access tokens for:</p> <ul style="list-style-type: none"> <li>• The client.</li> <li>• A user authenticated against LDAP.</li> </ul> <p>Authorization Resource methods enable a snap-in to:</p> <ul style="list-style-type: none"> <li>• Validate an access token.</li> <li>• Retrieve authorization data contained in an access token.</li> </ul>

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## Supported development environment and tools

You can use any Java IDE to develop snap-ins. Avaya recommends the use of Eclipse because the Eclipse plugin is used for managing SVAR files.

Avaya Breeze® platform supports Java version 1.8.

The SDK includes:

- Maven tools to build and package snap-ins. Avaya recommends the use of Maven because the SDK and all sample snap-ins use Maven.
- An Eclipse plug-in.

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## Clusters

A cluster is a group of one or more servers that can be managed simultaneously. An Avaya Breeze® platform cluster consists of one or more Avaya Breeze® platform servers.

### Cluster considerations

- A cluster can have up to five Avaya Breeze® platform servers, with the exception of the Core Platform cluster profile, which supports up to 10.
- An enterprise can have up to 35 Avaya Breeze® platform instances.
- To install snap-ins, an Avaya Breeze® platform server must belong to only one cluster.
- Snap-ins are installed at the cluster level, and all servers in a cluster have the same snap-ins.

### Cluster profiles

A cluster profile is a preloaded template that contains fixed and variable cluster attributes.

A set of cluster profiles are preloaded on Element Manager. Each cluster profile contains a set of required snap-ins. Ensure that the required snap-ins are loaded. Some cluster profiles might have optional snap-ins that you might choose to install.

- General Purpose cluster profile: Enables you to install a snap-in or service. This profile must have at least one server.
- Customer Engagement cluster profile: Supports Avaya contact center snap-ins. Use when instructed by appropriate Avaya product installation guides.
- General Purpose Large cluster profile: Supports mainly the Engagement Call Control solution.
- Core Platform cluster profile: Supports up to 10 Avaya Breeze® platform servers. You can install snap-ins such as Presence Services and Call Park and Page Snap-in.
- Product-specific cluster profiles: Includes a specified list of snap-ins. If these snap-ins are not installed, cluster creation fails. For example, Context Store.

### Clustering functionalities

Use the clustering functionalities to:

- Create a new cluster and assign a cluster profile to the cluster.
- Edit a cluster and the cluster attributes.
- Delete a cluster.
- Add or remove servers from a cluster.
- Install or remove snap-ins in a cluster.
- Manage resources for logging.
- Create the cluster database.
- Back up and restore the cluster database.
- Select product-specific cluster profiles, such as Context Store.

### Data grid for clusters

Avaya Breeze® platform supports the data grid configuration on a cluster. A Lookup service is required when a server needs access to the data of other servers in the cluster. The Lookup service is hosted on two designated Lookup servers in a cluster.

### Related links

[Features](#) on page 15

## Service profiles

A service profile consists of an administered group of snap-ins. You can administer a snap-in to have different snap-in attributes for different service profiles.

A service profile can have up to five Call Intercept snap-ins.

For more information about service profiles, see [Administering Avaya Breeze® platform](#).

---

## Preferred version of snap-ins

Avaya Breeze® platform enables you to set the preferred version of a snap-in.

If you set the preferred version of a snap-in and install a newer version, the Avaya Breeze® platform servers continue to use the preferred version of the snap-in. Therefore, after installation, you must select the newer version as the preferred version.

**\* Note:**

If you did not set the preferred version of a snap-in, the latest version is set as the preferred version.

You can set different preferred versions of a snap-in for different clusters.

### Related links

[Features](#) on page 15

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## Incoming and outgoing HTTP snap-in invocation

Avaya Breeze® platform enables a snap-in to display both webpages and web services to external browsers and applications. Avaya Breeze® platform snap-ins have access to the full suite of Java Enterprise Edition (JEE) classes and methods such as `HttpServlet`. Additionally, Jax-RS implementation enables developers to write RESTful web services. SOAP web services can be used by including SOAP libraries such as Apache Axis in the WAR module and the Service Archive file.

Developers do not need to concern themselves with routing of incoming HTTP requests to their Avaya Breeze® platform snap-in. When an Avaya Breeze® platform snap-in is deployed, the security module and the JEE container are configured on behalf of the deployed snap-in. Therefore, messages are correctly routed to the snap-in. This configuration ensures that any request sent to a URL of the form `http(s)://<Avaya Breeze_FQDN>/snap-ins/<SNAP-IN_NAME>` invokes the snap-in. If multiple versions of a snap-in are deployed concurrently, the preferred version is invoked.

In addition to enabling snap-ins to handle incoming HTTP requests, Avaya Breeze® platform snap-ins can invoke external web services by using the HTTP client library such as Apache `HttpClient`. For REST invocation, a snap-in developer can use Apache `Wink`. The Avaya Breeze® platform installer enables optional configuration of an outbound HTTP proxy if snap-ins invoke web services external to an enterprise firewall.

Avaya Breeze® platform must trust the far-end server's certificate. For more information, see *Avaya Breeze Snap-in Development*, *Outbound HTTPS Sample Snap-in*, and *Javadoc for the class `com.avaya.collaboration.ssl.util.SSLUtilityFactory`*.

---

## System Manager Geographic Redundancy support for Avaya Breeze<sup>®</sup> platform

The Geographic Redundancy feature of System Manager consists of two System Manager servers located in geographically remote locations. This feature ensures that the management of enterprise communications remains unaffected during the failure of a single System Manager server or during network failures.

The Geographic Redundancy feature provides the following replication mechanisms to ensure data synchronization between the primary and secondary System Manager servers:

- Database replication
- File replication

In a system consisting of geographic redundant System Manager servers, the main components include two System Manager servers located in geographically diverse locations. One System Manager server is designated as the primary System Manager server. On a sunny day, the primary System Manager server manages all elements in the system. The other System Manager server, designated as the secondary System Manager server, remains in the standby mode. You can administer the secondary server in the active mode if the primary System Manager server fails or loses connectivity with the Avaya Breeze<sup>®</sup> platform servers.

The network with geographic redundancy operates in the following scenarios:

### Sunny day scenario

In this case, the primary System Manager server manages all Avaya Breeze<sup>®</sup> platform servers and replicates administration changes to all Avaya Breeze<sup>®</sup> platform servers. The secondary server is in the standby mode, and you cannot make any administration changes by using the secondary server.

### Rainy day scenario

In this case, the secondary System Manager server manages all Avaya Breeze<sup>®</sup> platform servers and replicates the administration changes to all Avaya Breeze<sup>®</sup> platform servers. The primary System Manager server has failed or has lost connectivity with the Avaya Breeze<sup>®</sup> platform servers. The primary server is offline, and you cannot make any administration changes by using the primary server.

### Split-network scenario

In this case, you can administer the secondary System Manager server to the active mode when the primary System Manager server is also in the active mode. When connectivity failure occurs in the network, some Avaya Breeze<sup>®</sup> platform servers can communicate only with the primary server. Other Avaya Breeze<sup>®</sup> platform servers can communicate only with the secondary server. However, some servers can communicate with both.

For more information about Geographic Redundancy, see [Administering Avaya Breeze<sup>®</sup> platform](#).

### Related links

[Features](#) on page 15

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## High availability

You can deploy Avaya Breeze® platform across multiple geographic locations with each Avaya Breeze® platform server providing active service. You must link a Session Manager server with different Avaya Breeze® platform servers and use an FQDN to route service requests to the Avaya Breeze® platform cluster. For information about administering high availability, see [Deploying Avaya Breeze® platform](#).

**\* Note:**

Avaya Breeze® platform clusters can be in different geographical locations. However, the Avaya Breeze® platform servers in a cluster must be in the same location.

Call Intercept snap-ins are highly available and require at least two Avaya Breeze® platform servers in a cluster. Call Intercept snap-ins provide full features to all calls even if an Avaya Breeze® platform server is nonfunctional.

If an Avaya Breeze® platform server fails, all calls that the server starts or intercepts are affected. The talk path of the existing calls is maintained, but you cannot enable any feature on these calls.

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## Data privacy

### Personal Data

Avaya Breeze® platform nodes can have personal data at the following locations:

- Various logs in the folder `/var/log/Avaya/sm`.
- The cluster database (owned by snap-ins).

To remove personal data from logs, clean the logs using the command `ce dlogclear`.

Since Avaya Breeze® platform configurations are managed by System Manager, Avaya Breeze® platform configurations do not have personal data. If any configurations from System Manager (that do not belong to Avaya Breeze® platform) contain personal data, the data can be removed from System Manager and it will automatically be removed from Avaya Breeze® platform nodes.

If snap-ins are storing any personal data in the Avaya Breeze® platform provided cluster database, it can be removed using snap-in provided tools.

### Encryption

All the data to and from Avaya Breeze® platform nodes is encrypted using TLS in transit.

You can choose to encrypt your Avaya Breeze® platform virtual machine (VM) using VMware provided encryption. You can encrypt an existing VM or encrypt a new one you are deploying. The procedure requires a Key Management Server (KMS). Follow the vCenter virtual machine encryption instructions in your VMware documentation.

Encrypting your VM will reduce the capacity of your server. How much depends on the resources used by the installed snap-ins. Snap-ins that use the system storage, including the local cluster database, will notice a greater capacity decrease.

Features

**Related links**

[Features](#) on page 15

# Chapter 4: Interoperability

For the latest and most accurate compatibility information, go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

## Related links

[System interactions](#) on page 23

[Avaya Breeze platform compatibility](#) on page 24

[Avaya Breeze platform VMware requirements](#) on page 24

[Supported OAuth 2.0 identity providers](#) on page 25

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## System interactions

For information about Avaya product compatibility, see <https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml>.

Traditional H.248 gateways provide access to the PSTN and support for H.323 and legacy endpoints. Connection to SIP service provider trunks is provided through Avaya SBC to Session Manager.

### Snap-ins

Avaya Breeze<sup>®</sup> platform snap-ins interoperate with other Avaya products. For example, WebRTC Connect interoperates with Avaya SBC.

### Conferencing API

Avaya Equinox<sup>®</sup> Conferencing and the Avaya Breeze<sup>®</sup> platform Scheduled Conference API support Over-the-Top (OTT) Conferencing configurations. The Avaya Breeze<sup>®</sup> platform API to Conferencing is the same API as the Scopia API.

## Related links

[Interoperability](#) on page 23

[Avaya Breeze platform compatibility](#) on page 24

## Avaya Breeze® platform compatibility

You can deploy Avaya Breeze® platform with the latest System Manager R10.1.2.x (Avaya Breeze® platform 3.9.0.0 only), R10.1.3.x or R10.2.

For information about Avaya product compatibility, see <https://secureservices.avaya.com/compatibility-matrix/menus/product.xhtml>.

System Manager	Notes
pre-R10.13.6	<ul style="list-style-type: none"> <li>Install the latest Avaya Breeze® platform 3.9.0.x Element Manager that is approved for the corresponding platform release by using the <code>upgradeSolution</code> utility available in Avaya Aura® System Manager.</li> </ul>

### Related links

[Interoperability](#) on page 23

## Avaya Breeze® platform VMware requirements

Avaya Breeze® platform requires a licensed VMware instance and one of the following VMware hypervisor versions:

- ESXi 7.0
- ESXi 8.0

Avaya Breeze® platform is a single vAppliance package with the following characteristics:

<b>Operating system</b>	RHEL 8.x
<b>CPU Core(s)</b>	4 floating cores
<b>CPU reservation</b>	4400 MHz = 4x1100 MHz
<b>Memory reservation</b>	8.0 GB
<b>Storage reservation</b>	55 GB
<b>Shared NIC(s)</b>	Two at 1000 Mbps, used for management interface and security module

The resources above are the default values. You can modify these values during Avaya Breeze® platform installation. As you add snap-ins, you must increase the default resources as specified in the snap-in documentation.

### ! Important:

- All Avaya Breeze® platform servers in a cluster must have the same memory reservation.

### Related links

[Interoperability](#) on page 23

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## Supported OAuth 2.0 identity providers

Avaya Breeze® platform supports the following OAuth 2.0 identity providers (IdPs):

- ADFS 2012
- ADFS 2016
- ADFS 2019
- Azure
- Okta
- OneLogin
- Shibboleth
- SimpleSAML
- Symantec Access Manager (SAM)

### Related links

[Interoperability](#) on page 23

# Chapter 5: Capacity and scalability specifications

Feature	Capacity
Avaya Breeze platform servers in an enterprise	35
Avaya Breeze platform users in an enterprise	<ul style="list-style-type: none"> <li>• 250000 users for Presence Services</li> <li>• 35000 users for a General Purpose Avaya Breeze® platform cluster</li> </ul>
Avaya Breeze platform clusters in an enterprise	20
Avaya Breeze platform servers in a cluster	5
Busy hour calls per Avaya Breeze platform server	50000
Busy hour email notifications	50000
Busy hour SMS notifications	50000
Avaya Aura Media Server instances	20
Avaya Aura Media Server ports per instance	1024
Zang Call connector capacity	1 SMS per second

**\* Note:**

- Avaya Breeze® platform capacity is significantly reduced if the traffic is being processed by Engagement Designer.

# Chapter 6: Security

The following security considerations apply to Avaya Breeze® platform.

## Related links

[Security specifications](#) on page 27

[Port utilization](#) on page 28

[Enhanced Access Security Gateway](#) on page 28

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## Security specifications

### Trust and Identify certificates

You must install third-party trust certificates and identity certificates for clusters. Use different certificates for SIP and HTTP for traffic and the management interface of the Avaya Breeze® platform node.

#### Security alert:

To ensure the security of your system, Avaya recommends that you replace the demo certificates and the Avaya SIP CA certificate with:

- Third-party certificates
- Individual certificates signed by the System Manager Trust Manager CA

### Host-based HTTP security

You can optionally provision a list of trusted hosts that are authorized to invoke HTTP snap-ins by using one of the following mechanisms:

- IP address: If the source IP address of an incoming HTTP request matches the trusted host list, the connection is accepted. If not, the connection is denied.
- Certificate-based: The HTTP firewall or front-end proxy challenges a client certificate and validates the certificate against its trusted CAs.

If neither of these mechanisms is enabled, the HTTP firewall or front-end proxy accepts incoming connections from any host.

### OAuth 2.0 HTTP security

Snap-ins can opt in to the OAuth 2.0 security model provided by Authorization Service. If a snap-in has opted in, the HTTP whitelist and certificate challenge are bypassed. The incoming request must have a valid authorization token in the Auth header.

Avaya Breeze® platform OAuth 2.0 supports the following:

- End user authentication and authorization
- Application-based authentication and authorization

Snap-ins can also enable both models to be used concurrently. This is accomplished by marking HTTP requests if they successfully passed the whitelist or certificate challenge. Snap-ins can then look for either the presence of this proprietary parameter or a valid authorization token.

### Role Based Access Control

Avaya Breeze® platform supports Role Based Access Control (RBAC) for System Manager functions, which includes:

- Providing read and write access to all Avaya Breeze® platform servers.
- Managing access to each Avaya Breeze® platform web page.
- Loading, installing, uninstalling, and deleting a snap-in.

#### Related links

[Security](#) on page 27

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## Port utilization

For complete port utilization information, see *Port Matrix for Avaya Breeze® platform* at <https://support.avaya.com>.

#### \* Note:

Service ports can be used to open additional ports on each snap-in in a cluster.

#### Related links

[Security](#) on page 27

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## Enhanced Access Security Gateway

Avaya Breeze® platform supports Enhanced Access Security Gateway (EASG). EASG is a certificate-based, challenge-response authentication and authorization solution.

EASG provides a secure method for Avaya services personnel to:

- Access Avaya Breeze® platform remotely and onsite. As the customer, you can enable or disable access at any time.
- Perform tasks necessary for the ongoing support, management, and optimization of the solution.
- Enable remote proactive support tools such as Avaya Expert Systems® and Avaya HealthCheck.

- Perform the required maintenance tasks.

EASG only supports Avaya services logins, such as init, inads, and craft.

**Related links**

[Security](#) on page 27

# Chapter 7: Licensing requirements

Avaya Breeze® platform requires a valid Avaya Breeze® platform license file with information regarding the product, major release, license features, and capacities. Avaya Breeze® platform uses the Avaya Product Licensing and Delivery System (PLDS) to manage license entitlements and to generate license files.

- Download the license files from PLDS, and install the license files on System Manager WebLM.
- In a network with multiple Avaya Breeze® platform servers, only a single license file installed on System Manager WebLM is needed to license all Avaya Breeze® platform servers.
- Avaya Breeze® platform runs on a VMware environment that must be licensed by the customer.
- Avaya Aura® Media Server requires a separate license file from Avaya Breeze® platform.
- Some Avaya snap-ins, such as WebRTC Connect, Context Store, Engagement Designer, and Work Assignment, require their own license files.

## Related links

[Avaya Breeze platform platform licensing](#) on page 30

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## Avaya Breeze® platform platform licensing

Avaya Breeze® platform supports platform licensing, where the element manager maintains the following license modes for each Avaya Breeze® platform instance:

- **License Normal Mode:** A valid license file is installed. No license errors are found. The complete functionality is available for the Avaya Breeze® platform instance.
- **License Error Mode:** The Avaya Breeze® platform instance goes in to the License Error mode with a 30-day grace period. Complete functionality is available in this mode. The system displays the warning icon along with the grace period in the **License Mode** column on the Server Administration page.
- **License Restricted Mode:** The Avaya Breeze® platform instance goes in to the restricted and Deny New Service mode after the 30-day grace period expires.

### Platform license validation

Platform licensing also validates Avaya Breeze® platform instances when you add, delete, and start an Avaya Breeze® platform server. Each Avaya Breeze® platform server needs a license. The number of Avaya Breeze® platform servers cannot exceed the number of license files.

If you administer an Avaya Breeze® platform server beyond the license capacity, the server goes in to the License Error mode with a 30-day grace period.

## Licensing audit

Avaya Breeze® platform licensing audit runs every nine minutes. Any license changes, including install or uninstall actions on the WebLM server, take time to reflect on the user interface. The latest license information takes maximum nine minutes to reflect in the Avaya Breeze® platform element manager.

### Related links

[Licensing requirements](#) on page 30

# Chapter 8: Additional information

The following resources provide additional information.

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## 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
<a href="#">Avaya Breeze® platform Overview and Specification</a>	Understand the Avaya Breeze® platform, customer requirements, and design considerations.	Sales engineers Programmers System administrators Services and support personnel
<i>Avaya Aura® System Manager Overview and Specification</i>	Understand System Manager customer requirements and design considerations.	Sales engineers Programmers System administrators Services and support personnel
<i>Avaya Aura® Media Server Overview and Specification</i>	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
<a href="#">Deploying Avaya Breeze® platform</a>	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
<a href="#">Deploying Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform</a>	Deploy Avaya OneCloud™ CPaaS-enabled Avaya Breeze® platform.	Implementation engineers Support personnel System administrators
<a href="#">Quick Start to deploying the HelloWorld Snap-in</a>	Install, configure, and test an Avaya Breeze® platform snap-in service, specifically the HelloWorld call intercept snap-in.	Programmers System administrators
<i>Planning for Deploying Avaya Aura® applications</i>	Understand deployment options for various Avaya Aura® applications.	Services and support personnel System administrators
<i>Deploying and Updating Avaya Aura® Media Server Appliance</i>	Deploy and configure Avaya Aura® Media Server when it is installed on customer-provided servers.	System administrators Services and support personnel
<i>Deploying Avaya Aura® System Manager in Infrastructure as a Service Environment</i>	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
<a href="#">Administering Avaya Breeze® platform</a>	Administer Avaya Breeze® platform and snap-ins.	System Administrators Services and Support personnel
<i>Implementing and Administering Avaya Aura® Media Server</i>	Deploy and configure Avaya Aura® Media Server.	System administrators Services and support personnel
<i>Administering Avaya Aura® System Manager</i>	Administer Avaya Aura® System Manager.	System Administrators Services and support personnel
<i>Administering Avaya Aura® Session Manager</i>	Administer Avaya Aura® Session Manager.	System Administrators Services and support personnel

*Table continues...*

Title	Use this document to:	Audience
<i>Administering Avaya Session Border Controller</i>	Administer Avaya SBC.	System Administrators Services and support personnel

### Maintaining and troubleshooting

Title	Use this document to:	Audience
<a href="#">Upgrading Avaya Breeze® platform</a>	Upgrade Avaya Breeze® platform.	Services and support personnel
<a href="#">Maintaining and Troubleshooting Avaya Breeze® platform</a>	Troubleshoot Avaya Breeze® platform.	Services and support personnel System administrators
<i>Troubleshooting Avaya Aura® System Manager</i>	Troubleshoot System Manager.	Services and support personnel
<i>Troubleshooting Avaya Aura® Session Manager</i>	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
<i>Getting Started with the Avaya Breeze® platform SDK</i>	Deploy and configure the Eclipse IDE, Apache Maven, and the Avaya Breeze® platform SDK.	Programmers
<i>Avaya Breeze® platform Snap-in Development Guide</i>	Understand the key concepts needed to develop the different types of Avaya Breeze® platform snap-ins.	Programmers
<i>Avaya Breeze® platform FAQ and Troubleshooting for Snap-in Developers</i>	Troubleshoot Avaya Breeze® platform snap-in developer issues.	Programmers
<i>Avaya Breeze® platform API Javadocs</i>	Understand API classes and uses.	Programmers

## 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.



## Avaya Documentation Center navigation


For many programs, the latest customer documentation is available on the Avaya Documentation Center website at <https://documentation.avaya.com>. Some functionality is only available when you log in to the Avaya Documentation Center. The available functionality depends on your role.

### Important:


If the documentation you are looking for is not available on the Avaya Documentation Center, you can find it on the [Avaya Support website](#).

While navigating through the Documentation Center, you can click the **Avaya Documentation Center** logo at the top of the screen to return to the home page anytime. On the Avaya Documentation Center, you can do the following:

- Click **Avaya Links** in the top menu bar to access other Avaya websites, including the Avaya Support website.
- Click **Languages** () in the top menu bar to change the display language and view localized documents.
- In the **Search Documentation** field, search for keywords and click **Filter** to filter by solution category, product, or user role.  
You can select multiple items in each filter category. For example, you can select a product and multiple user roles.
- Click **Library** in the top menu bar to access the complete library of documents. Use the filtering options to refine your results.
- After performing a search or accessing the library, you can sort content on the search results page. When you find the item you want to view, click it to open it.
- Use the table of contents in a document for navigation. You can also click **<** or **>** next to the document title to navigate to the previous topic or the next topic.
- Click **Share** () to share a topic by email or copy the URL.
- Download a PDF of the current topic in a document, the topic and its subtopics, or the entire document.
- Print the section you are viewing.

- Add content to a collection by clicking **Add to My Topics** (  ). You can add the topic and its subtopics or add the entire publication.
- View the topics in your collections. To access your collections, click your name in the top menu bar and then click **My Topics**.

You can do the following:

- Create, rename, and delete a collection.
  - Set a collection as the default or favorite 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 collections that others have shared with you.
- Click **Watch** (  ) to add a topic to your watchlist so you are notified when the content is updated or removed.
  - View and manage your watchlist by clicking **Watchlist** from the top menu with your name.

You can do the following:

- Enable **Email notifications** to receive email alerts.
  - Unwatch the selected content or all topics.
- Send feedback for a topic.

## 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
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

*Table continues...*

Course code	Course title
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

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## 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](http://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.

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## 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/breezedevconnect>.

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## 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/breezedevconnect> to access the Avaya Breeze® platform API, SDK, sample applications, developer-oriented technical documentation, and training materials.

## 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. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Products**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. Select the release number, if applicable.
6. Click the **Technical Solutions** tab to view articles for resolving technical issues.

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