



Migrating Avaya Co-Browsing Snap-in

Release 3.10.0.2
Issue 1
March 2026

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Chapter 1: Introduction

Purpose

This document describes procedures that you need to perform to migrate data from previous versions of Avaya Co-Browsing Snap-in to a newer version 3.10.0.2. This document is intended for implementation engineers and support personnel.

Chapter 2: Migrating Avaya Co-Browsing Snap-in

Migration overview

The subsequent sections in this chapter provide tasks that you must perform before, during, and after migrating to Avaya Co-Browsing Snap-in 3.10.0.2.

The Avaya Co-Browsing Snap-in migration procedure replaces each existing Avaya Breeze® platform server in the cluster with a new server installed from the latest release of Avaya Breeze® platform OVA. The migration procedure impacts service and you must perform only during a maintenance window.

Supported migration paths

The following table lists the supported migration paths for Avaya Co-Browsing Snap-in:

From release	To release
3.10	3.10.0.2

Prerequisite for migration

- Identify hardware resources to deploy Avaya Co-Browsing Snap-in 3.10.0.2.
- Identify if your environment is on the supported migration paths.
- Check for third-party integrated software compatibility.
- Download the Avaya Co-Browsing Snap-in 3.10.0.2 software from the Avaya Support website at <https://support.avaya.com>.
- Additional 2 GB of RAM for each Avaya Breeze® platform node as compared to older release.
- Additional 5 GB of disk space for each Avaya Breeze® platform node as compared to older release.

- Additional storage is required as the new and old Avaya Breeze® platform nodes co-exist until the migration is completed.

Avaya Co-Browsing Snap-in 3.10.0.2 pre-migration tasks

Use the following checklist for the tasks that you must complete before migrating to Avaya Co-Browsing Snap-in 3.10.0.2:

No.	Task	Notes	✓
1	Take a snapshot of Co-Browsing Avaya Breeze® platform servers, Avaya Aura® System Manager before performing any activity.	Perform this step if the customer decides to fallback to the previous release of Avaya Co-Browsing Snap-in.	
2	Set the cluster state of Co-Browsing cluster to denying.	See Setting Co-Browsing Cluster State to Deny New Service on page 7.	
3	Record Avaya Breeze® platform identity certificate and third-party certificate information.	Note down the information about the following certificates: <ul style="list-style-type: none"> • Security Module HTTPS • Security Module SIP For more information about accessing these certificates, see Chapter <i>Configure certificates</i> in the <i>Deploying Avaya Oceana®</i> documentation available on Avaya Support website at https://support.avaya.com .	

Related links

[Setting Co-Browsing Cluster State to Deny New Service](#) on page 7

Setting Co-Browsing® Cluster State to Deny New Service

About this task

Use this procedure to set the cluster state of Co-Browsing cluster to **Deny New Service**, so that they do not accept any requests.

Procedure

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

The System Manager displays the Cluster Administration page.

2. Select the check box for Co-Browsing cluster.
3. In the **Cluster State** field, select **Deny New Service**.

4. In the Warning: Deny New Service dialog box, click **Continue**.
5. Verify that the Cluster State column for the cluster displays `Denying [x/x]`.

Related links

[Avaya Co-Browsing Snap-in 3.10.0.2 pre-migration tasks](#) on page 7

Migrating to Avaya Co-Browsing snap-in

Checklist for Co-Browsing 3.10.0.2 migration

Use the following checklist for the tasks that you must perform to migrate to Co-Browsing 3.10.0.2:

No.	Task	Notes	✓
1	Upgrade Avaya Aura® System Manager.	<p>Avaya Oceana® 3.10.0.1 is compatible with Avaya Aura® System Manager 10.1.3.6 and Avaya Aura® System Manager 10.2.0.1, 10.2.1.0, 10.2.1.1. Avaya Oceana® 3.10.0.2 requires Avaya Breeze® Element Manager package 3.9.0.3. Apply Avaya Breeze® Element Manager manually using the <code>upgradeSolution</code> script to all versions of Avaya Aura® System Manager.</p> <p>For more information about Avaya Aura® System Manager 10.1.x and Avaya Aura® System Manager 10.2.x migrations, see, Avaya Aura® System Manager Release Notes and <i>Upgrading Avaya Aura® System Manager</i> documentation available on the Avaya Support website at https://support.avaya.com.</p>	
2	Upgrade Avaya Breeze® Element Manager.	<p>See the topic <i>Running the upgradeSolution script for System Manager</i> from the Chapter <i>Planning and preconfiguration within Deploying Avaya Breeze® platform</i> of <i>Deploying Avaya Breeze® platform</i> documentation available on the Avaya Support website at https://support.avaya.com.</p>	
3	Install ClusterDBMigrationService-3.9.0.3 service on all clusters.	<p>See Installing the ClusterDBMigrationService-3.9.0.3 on page 10.</p>	

Table continues...

No.	Task	Notes	✓
4	Deploy Avaya Breeze® platform 3.9.0.3.	See Deploying Avaya Breeze platform 3.9.0.3 on page 11.	
5	Edit the cluster and disable load balancer.	See Disabling HTTP load balancing in an Avaya Breeze platform clusters on page 11.	
6	Remove Avaya Breeze® platform nodes from the cluster.	See Removing an Avaya Breeze platform server from the cluster on page 12.	
7	Power down the prior release Avaya Breeze® platform nodes.	-	
8	Power on the 3.9.0.3 Avaya Breeze® platform nodes individually.	Provide a gap of 5 minutes or more to power on each node.	
9	Upload Co-Browsing 3.10.0.2 snap-in services on System Manager.	See Loading snap-in services on page 13.	
10	Swap previous release services with the latest release services with the latest release.	Remove old services and add Co-Browsing 3.10.0.2 service version.	
11	Place Avaya Breeze® platform 3.9.0.3 nodes as a part of cluster.	Ensure that Avaya Oceana® services are installed.	
12	Re-enable HTTP load balancer for all the clusters.	See Enabling HTTP load balancing from all the clusters on page 13.	
13	Replace Avaya Breeze® platform identity and trusted certificates.	See Replace Avaya Breeze platform node identity certificates on page 14.	
14	Reboot the clusters.	-	

For more information about migration steps overview, see [Migrating to Avaya Co-Browsing Snap-in 3.10.0.2](#) on page 9.

Migrating to Avaya Co-Browsing Snap-in 3.10.0.2

About this task

Use this procedure to migrate to Avaya Co-Browsing Snap-in 3.10.0.2.

Before you begin

Perform the pre-migration tasks before you begin with the migration. For more information, see [Avaya Co-Browsing Snap-in 3.10.0.2 pre-migration tasks](#) on page 7.

Procedure

1. Deploy Avaya Breeze® platform 3.9.0.3.
2. Install `ClusterDBMigrationService-3.9.0.3` script on Co-Browsing Snap-in cluster.

 **Note:**

You can skip this step if cluster database is disabled for standalone Co-Browsing Snap-in cluster.

3. Edit a cluster and disable load balancer.
4. Remove Avaya Breeze® platform nodes from Avaya Co-Browsing Snap-in cluster.
5. Power down the prior release Avaya Breeze® platform nodes.
6. Power on the 3.9.0.3 Avaya Breeze® platform nodes individually.
7. Upload Co-Browsing 3.10.0.2 snap-in services on System Manager.
8. Swap Co-Browsing services with the latest release.
9. Place Avaya Breeze® platform 3.9.0.3 nodes as a part of cluster.
10. Re-enable HTTP load balancer for all the clusters.
11. Replace Avaya Breeze® platform identity and trusted certificates.
12. Reboot Co-Browsing Snap-in cluster.

Next steps

Perform this task as a part of post migration procedure:

- Install and integrate the latest Co-Browsing Snap-in SDK.

Installing the ClusterDBMigrationService-3.9.0.3

About this task

The `ClusterDBMigrationService-3.9.0.3` service is delivered and pre-loaded as a part of Element Manager release 3.9. The `ClusterDBMigrationService-3.9.0.3` service is versioned as a 3.9 service. However, the snap-in is compatible and intended for installation on 3.8.1.1 Avaya Breeze® platform clusters.

You must install the `ClusterDBMigrationService` on the Avaya Breeze® platform 3.8.x cluster before you backup the Co-Browsing, engagement designer database and migrate to Avaya Breeze® platform 3.9.0.3 with Co-Browsing 3.10.0.2. This enables you to restore the existing cluster database backed up from 3.8.x to the cluster following the upgrade of the cluster servers to Avaya Breeze® platform 3.9.

 **Important:**

The `ClusterDBMigrationService` is required for the cluster database backup of snap-ins that need to be restored to Avaya Breeze® platform 3.9.0.2 with Co-Browsing 3.10.0.1.

As a precaution, take a remote backup of your cluster databases before installing the `ClusterDBMigrationService`. If a reversion is necessary, you can still use these backups on Avaya Breeze® platform 3.8.x and earlier nodes. When you install `ClusterDBMigrationService` on Avaya Breeze® platform cluster, the postgres compatibility version is permanently changed to postgres 13 and is no longer compatible with Avaya Breeze® platform 3.8.1.1 and before releases.

Procedure

1. On the System Manager web console, click **Elements > Avaya Breeze® > Service Management > Services**.
2. Select the **ClusterDBMigrationService-3.9.0.2** service and click **Install**.
3. Select the clusters on which you want to install the ClusterDBMigrationService-3.9.0.2 service and click **Commit**.
4. To see the status of the service installation, click **Refresh**.
 - **Installed:** A green check mark indicates that the snap-in has completed installation on all the Avaya Breeze® platform servers in the cluster.
 - **Installing:** A yellow exclamation mark enclosed in a triangle indicates that the snap-in has not completed installation on all the servers.

Deploying Avaya Breeze® platform 3.9.0.3

About this task

Moving to Avaya Breeze® platform 3.9.0.3 from the releases 3.8.1, 3.8.1.1 and before requires a migration as mentioned in the chapter *Method 1: Upgrading using OVA reinstallation* of the *Upgrading Avaya Breeze® platform* documentation available on the Avaya Support website at <https://support.avaya.com>.

Procedure

Deploy the Avaya Breeze® platform 3.9.0.3 OVA in vCenter to replace each node in the targeted cluster, using same IP, FQDN of current node.

Modify the memory, disk, and vCPU requirements for each component of Avaya Oceana® in addition to 2 GB RAM and 5 GB hard disk for each node. For information about the requirements, see *Avaya Oceana® hardware requirements* topic in the *Deploying Avaya Oceana®* documentation available on Avaya Support website at <https://support.avaya.com>.

Do not power on the virtual machines after deploying the OVA, until the previous virtual machines running the older versions of Avaya Breeze® platform are removed from their clusters and powered down. This is mandatory to avoid duplicate IP addresses running in your production network.

Disabling HTTP load balancing in an Avaya Breeze® platform clusters

About this task

Use this procedure to disable HTTP load balancing in an Avaya Breeze® platform clusters.

Procedure

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

2. To disable 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. In the Cluster Attributes section, unselect the **Is Load Balancer enabled** check box to disable load balancing.
4. Click **Commit**.
5. Repeat the steps 2, 3, 4, and 5 for Engagement designer cluster based on the requirement.

Removing an Avaya Breeze® platform server from the cluster

About this task

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

Remove Avaya Breeze® platform from all the clusters by removing the node marked as Idle, Standby, and Active for the cluster DB roles.

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 cluster database roles are assigned to the nodes within the cluster. You must remove clusters in the following order of states; Idle, Standby, and Active.

The action of removing one or more servers from the cluster will restart the respective servers being removed from the cluster and the remaining servers in the cluster. Therefore, a service outage for this cluster should be expected.

- Click **Commit** to remove 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.

- Confirm the warnings presented.
- Wait until all services have been uninstalled successfully.

Loading snap-in services

About this task

Download the snap-in services and SDK. Extract the `Oceana<Release_number>.zip` file and then upload the appropriate snap-in services on the System Manager.

Procedure

- On the System Manager web console, click **Home > Elements > Avaya Breeze™ > Service Management > Services**.
- Click **Load**.
- On the Load Service window, click **Choose File**.
- Select the snap-in service files to load.
- Click **Load**.
- In the Accept End User License Agreement dialog box, click **Accept**.

Enabling HTTP load balancing from all the clusters

About this task

Use this procedure to re-enable load balancer.

Procedure

- In System Manager, click **Elements > Avaya Breeze® > Cluster Administration**.
- To enable load balancing for an existing cluster, on the Cluster Administration page, do the following:
 - Select the check box in front of the cluster.
 - In the **Cluster State** field, click **Deny New Service**.
 - Verify that the **Cluster State** column for the cluster is changed to **Denying**.
 - Click **Edit**.
- In the Cluster Attributes section, select the **Is Load Balancer enabled** check box to enable load balancing.

4. Click **Commit**.

Replace Avaya Breeze[®] platform node identity certificates

Avaya Oceana[®] runs as applications within the Avaya Breeze[®] platform. For enhanced security, Avaya provides the ability to add or replace Trust and Identity Certificates. Identity Certificates are administered individually for Avaya clusters. Five default Identity Certificates are generated as part of the Avaya OVA deployment process. You can replace a default certificate with a certificate from a well-known Certificate Authority (CA).

The Security Module HTTPS certificate is visible to applications and endpoints. If you are using HTTPS with hostname validation checks, you must replace the default HTTP certificate. There are many ways of generating Identity Certificates for Avaya Oceana[®]. This section describes one of the methods of creating an Identity Certificate for each Avaya Oceana[®] cluster. The Identity Certificate for each cluster must include the following in the Subject Alternative Name (SAN) fields:

- Cluster FQDN
- Management FQDN for each node in the cluster
- SIP FQDN for each node in the cluster

The entities that access Avaya through HTTPS must resolve the Common Name (CN) and SAN fields in the certificate with the FQDNs of the Avaya node. To resolve the certificate CN or SAN fields, enter the Management FQDN and SIP FQDN of each Avaya node in your DNS server. Also enter the Cluster FQDNs in your DNS server. In a cluster with a single node, the cluster FQDN is the SIP FQDN of the one node in the cluster.

Avaya Oceana[®] Cluster 1 – Identity Certificate Request

*** Note:**

In customer production deployments, where the security and management interfaces are in separate subnets, there can only be 4 DNS entries for cluster 1 – cluster FQDN + 3 Management FQDNs for 3 nodes. A second separate certificate has 4 DNS for cluster 1 – cluster FQDN + 3 Security FQDNs for 3 nodes.

The Avaya Oceana[®] Cluster 1 certificate includes the following:

- CN Common Name = Avaya Oceana[®] Cluster 1 FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 1 Management FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 1 SIP FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 2 Management FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 2 SIP FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 3 Management FQDN
- SAN DNS Name = Avaya Oceana[®] Cluster 1 Node 3 SIP FQDN

Avaya Oceana[®] Cluster 2 – Identity Certificate Request

*** Note:**

In customer production deployments, where the security and management interfaces are in separate subnets, there can only be 3 DNS entries for cluster 2 – cluster FQDN + 2

Management FQDNs for 2 nodes. A second separate certificate has 3 DNS also for cluster 2 – cluster FQDN + 2 Security FQDNs for 3 nodes.

The Avaya Oceana® Cluster 2 certificate includes the following:

- CN Common Name = Avaya Oceana® Cluster 2 FQDN
- SAN DNS Name = Avaya Oceana® Cluster 2 Node 1 Management FQDN
- SAN DNS Name = Avaya Oceana® Cluster 2 Node 1 SIP FQDN
- SAN DNS Name = Avaya Oceana® Cluster 2 Node 2 Management FQDN
- SAN DNS Name = Avaya Oceana® Cluster 2 Node 2 SIP FQDN

Avaya Oceana® Cluster 3 – Identity Certificate Request

Note:


In customer production deployments, where the security and management interfaces are in separate subnets, there can only be 3 DNS entries for cluster 3 – cluster FQDN + 2 Management FQDNs for 2 nodes. A second separate certificate has 3 DNS also for cluster 3 – cluster FQDN + 2 Security FQDNs for 3 nodes.

The Avaya Oceana® Cluster 3 certificate includes the following:

- CN Common Name = Avaya Oceana® Cluster 3 FQDN
- SAN DNS Name = Avaya Oceana® Cluster 3 Node 1 Management FQDN
- SAN DNS Name = Avaya Oceana® Cluster 3 Node 1 SIP FQDN
- SAN DNS Name = Avaya Oceana® Cluster 3 Node 2 Management FQDN
- SAN DNS Name = Avaya Oceana® Cluster 3 Node 2 SIP FQDN

Post migration tasks Co-Browsing

Use the following checklist for the task that you must complete post migration:

No.	Task	Notes	
1	Install and integrate the latest Co-Browsing Snap-in SDK.	See <i>Avaya Co-Browsing Snap-in</i> .	

Co-Browsing fallback plan

Reverting to a previous version of Co-Browsing Snap-in

About this task

You can revert to a previous version of Co-Browsing Snap-in if you face any issues with current version. Before proceeding with fallback procedure, perform the tasks mentioned as part of pre-

migration activity. For more information, see [Avaya Co-Browsing Snap-in 3.10.0.2 pre-migration tasks](#) on page 7.

Procedure

1. Revert the snapshot to pre-migration stage before start of any activity.
2. Restart the clusters.

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