



## Avaya Solution & Interoperability Test Lab

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# Application Notes for CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform- Issue 1.0

### Abstract

These Application Notes describe the steps required to integrate CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform using the XMPP interface.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

# 1. Introduction

These Application Notes describe the steps required to integrate CounterPath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using the XMPP interface. Bria Desktop v4.5 supports Instant Messaging and Presence on mobile devices.

## 2. General Test Approach and Test Results

To verify interoperability of the Bria Desktop v4.5 with Presence Services, Instant Messaging and Presence states tested between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator

### 2.1 Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Successful registration of Bria Desktop v4.5 with Presence Services.
- Instant Messaging between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator.
- Presence between Bria Desktop v4.5, Avaya one-X® Communicator and Avaya Communicator.
- Proper system recovery after a restart of Bria Desktop v4.5 and loss of IP connectivity.

## 2.2 Test Results

All test cases passed with the following observations:

- Presence Services does not support multi user chat. Support may be added in a future release.

## 2.3 Support

For technical support on Bria Desktop v4.5 can be obtained via following means:

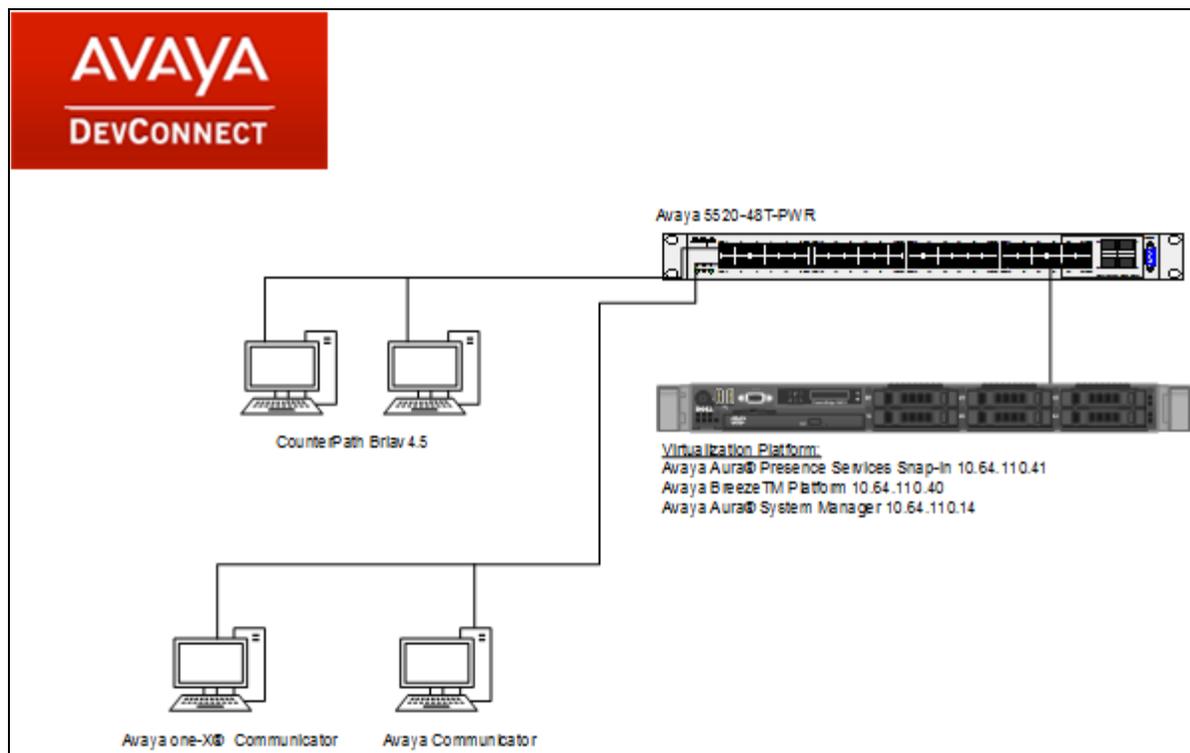
- **Phone:** 1.877.818.3777
- **Web:** <https://support.counterpath.com/>
- **Email:** support@counterpath.com

**Note:** Please contact your CounterPath Sales Representative if you do not have a CounterPath Support Agreement

### 3. Reference Configuration

**Figure 1** illustrates a sample configuration with an Avaya SIP-based network that includes the following Avaya products:

- Avaya Aura® Presence Services Snap-in running on Avaya Breeze™ Platform.
- Avaya Aura® System Manager used to configure Avaya Breeze™ Platform.



**Figure 1: Avaya Presence Services with CounterPath Bria Desktop v4.5**

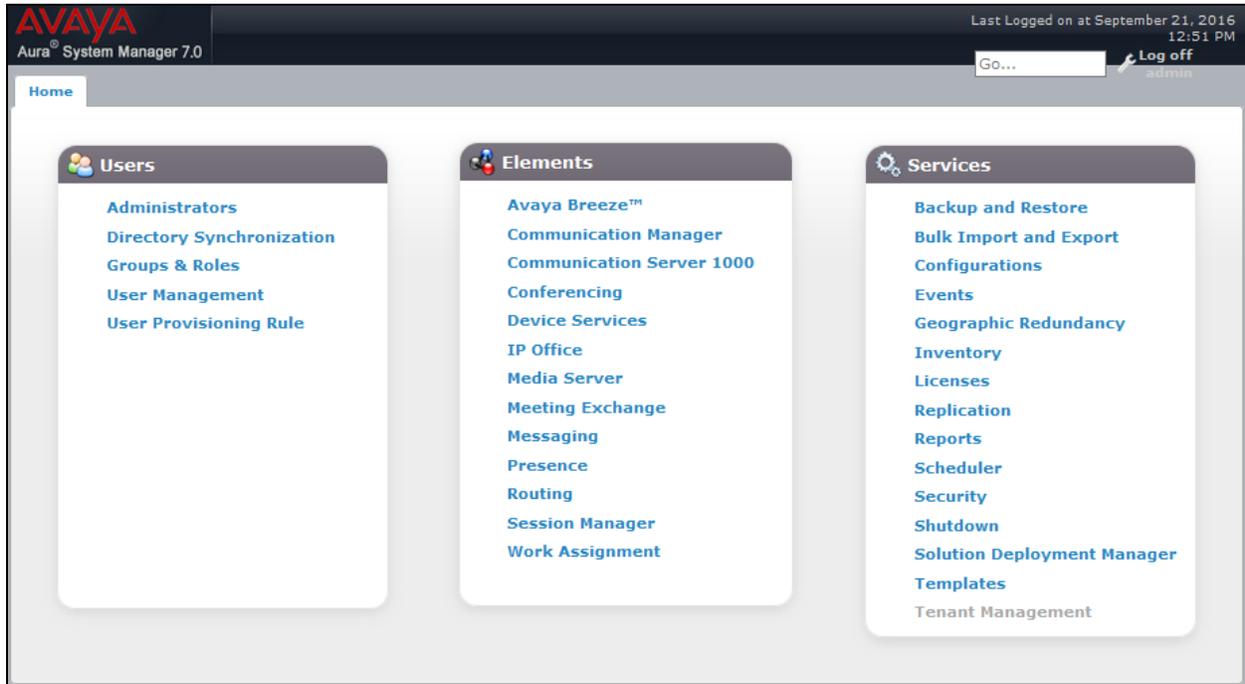
## 4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Hardware Component	Version
Avaya Aura® System Manager	7.0.1.1.065378
Avaya Aura® Presence Services Snap-in	7.7.0.334 A15
Avaya Breeze™ Platform	3.1.1.1.10311103
Avaya Communicator	2.1 SP4
Avaya one-X® Communicator	6.2 SP11
CounterPath Bria Desktop	4.5.0 Build 81133

## 5. Configure Avaya Aura® Presence Services Snap-in

Configuration for Presence Services is accomplished by accessing the browser-based GUI of System Manager using the URL “https://<ip-address>/SMGR”, where <ip-address> is the IP address of System Manager. Log in with appropriate credentials. The initial screen is displayed as shown below.



## 5.1 Install Avaya Aura® Presence Services Snap-in

It is assumed that Avaya Breeze™ Platform has already been installed and configured. For additional information see the documentation in **References** section.

Navigate to **Home → Elements → Avaya Breeze™**.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 7.0', and a 'Log off admin' button. The breadcrumb trail is 'Home / Elements / Avaya Breeze™'. The main content area is titled 'Cluster Administration' and contains a table of Avaya Breeze Clusters.

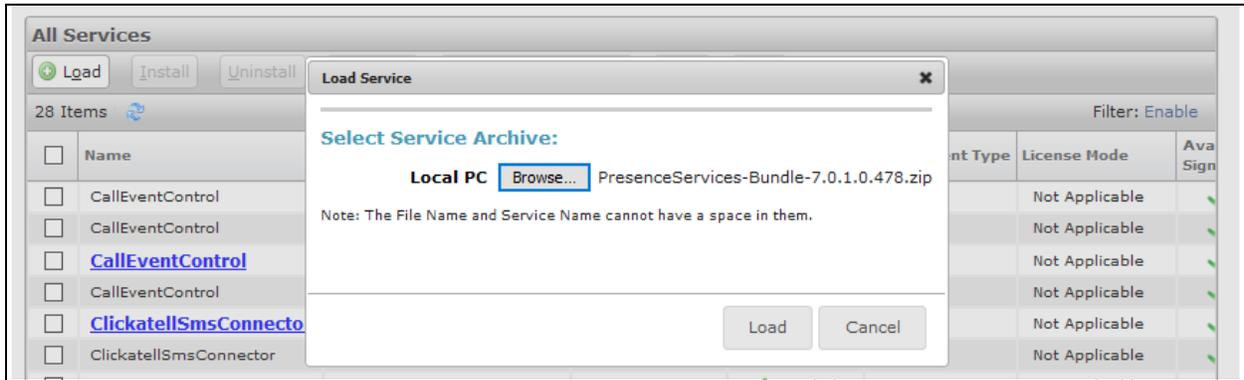
	Details	Cluster Name	Cluster IP	Cluster Profile	Cluster State	Alarms	Activity	Cluster Database	Data Replication
<input type="checkbox"/>	<a href="#">Show</a>	abrz-core	10.64.110.43	Core Platform	Accepting [1/1]	0/0/0	1	[5/65M]	✓
<input type="checkbox"/>	<a href="#">Show</a>	abrz-gp	10.64.110.23	General Purpose	Accepting [1/1]	0/0/0	0	[4/1.3G]	✓

To install the Presence Services Snap-in navigate to **Avaya Breeze™ → Service Management**.

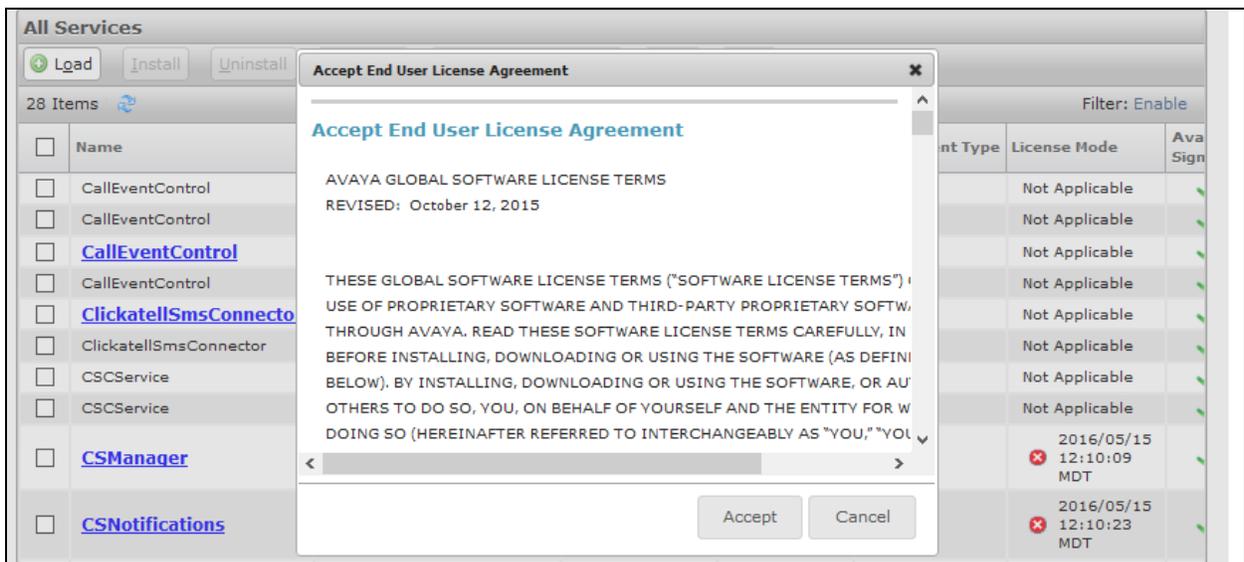
The screenshot shows the Avaya Aura System Manager 7.0 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 7.0', and a 'Log off admin' button. The breadcrumb trail is 'Home / Elements / Avaya Breeze™ / Service Management'. The main content area is titled 'Service Management' and contains a table of All Services.

	Name	Version	Preferred Version	State	Deployment Type	License Mode	Ava Sign
<input type="checkbox"/>	CallEventControl	3.1.0.0.310007		✓ Loaded	Java	Not Applicable	✓

Select **Load** the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.



Accept the End User License Agreement to continue.



The **PresenceServices** snap-in now has a state of **Loaded**.

<input type="checkbox"/>	PresenceServices	7.0.1.0.846		✓ Loaded	Java
<input type="checkbox"/>	ScopiaConnector	3.1.1.1.311102		✓ Loaded	Java

To install the snap-in, check the box for **PresenceServices** and select **Install**

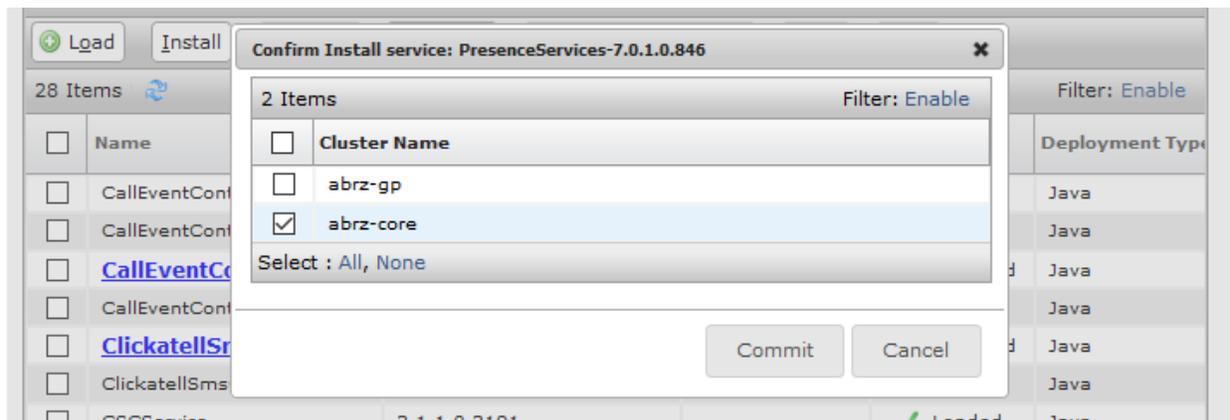
**All Services**

28 Items Filter: Enable

<input type="checkbox"/>	Name	Version	Preferred Version	State	Deployment Type
<input type="checkbox"/>	CallEventControl	3.1.0.0.310007		✓ Loaded	Java
<input type="checkbox"/>	CallEventControl	3.1.0.0.310011		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">CallEventControl</a>	3.1.1.0.311008		✓ Installed	Java
<input type="checkbox"/>	CallEventControl	3.1.1.1.311102		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">ClickatellSmsConnector</a>	3.1.1.0.311008		✓ Installed	Java
<input type="checkbox"/>	ClickatellSmsConnector	3.1.1.1.311102		✓ Loaded	Java
<input type="checkbox"/>	CSCService	3.1.1.0.3191		✓ Loaded	Java
<input type="checkbox"/>	CSCService	3.1.1.1.3220		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">CSManager</a>	3.1.0.0.2600		✓ Installed	Java
<input type="checkbox"/>	<a href="#">CSNotifications</a>	3.1.0.0.2600		✓ Installed	Java
<input type="checkbox"/>	<a href="#">CSRest</a>	3.1.0.0.2600		✓ Installed	Java
<input type="checkbox"/>	<a href="#">CSRules</a>	3.1.0.0.2600		✓ Installed	Java
<input type="checkbox"/>	CSScreenPop	3.1.0.0.2600		✓ Loaded	Java
<input type="checkbox"/>	CSTasks	3.1.0.0.310.150730.101436		✓ Loaded	Java
<input type="checkbox"/>	EmailConnector	3.1.1.1.311102		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">EngagementCallControl</a>	3.1.1.1.311102		✓ Installed	Java
<input type="checkbox"/>	<a href="#">EngagementDesigner</a>	3.1.0.2.3102002		✓ Installed	Java
<input type="checkbox"/>	EventingConnector	3.1.0.0.310007		✓ Loaded	Java
<input type="checkbox"/>	EventingConnector	3.1.0.0.310011		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">EventingConnector</a>	3.1.1.0.311008		✓ Installed	Java
<input type="checkbox"/>	EventingConnector	3.1.1.1.311102		✓ Loaded	Java
<input type="checkbox"/>	HelloWorld	3.1.1.1.311102		✓ Loaded	Java
<input type="checkbox"/>	<a href="#">moxtracollaboration</a>	3.1.0.0.9002		✓ Installed	Java
<input checked="" type="checkbox"/>	<b>PresenceServices</b>	7.0.1.0.846		✓ Loaded	Java
<input type="checkbox"/>	ScopiaConnector	3.1.1.1.311102		✓ Loaded	Java

Select : All, None Page 1 of 2

On the **Confirm Install services PresenceServices-7.0.1.0.846**, check box for the installed cluster of **Core Platform** type. Select **Commit**.

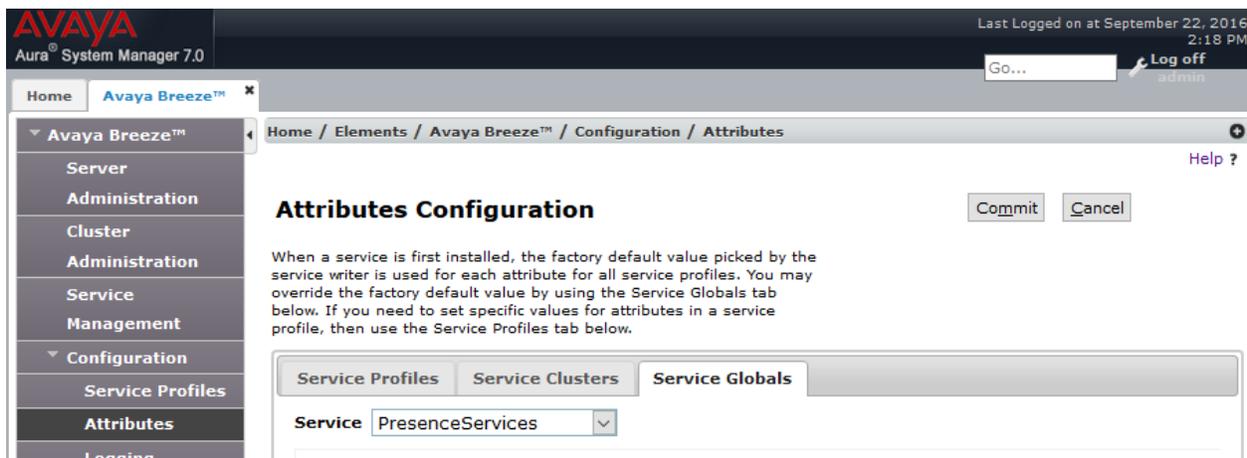


Wait until the state of **PresenceServices** is **Installed**.

<input checked="" type="checkbox"/>	<a href="#">PresenceServices</a>	7.0.1.0.846	✓ Installed	Java
<input type="checkbox"/>	ScopiaConnector	3.1.1.1.311102	✓ Loaded	Java

## 5.2 Configure Avaya Aura® Presence Services Snap-in

Navigate to Avaya Breeze™ → Configuration → Attributes → Service Globals. Select **PresenceService** from the **Services** drop down menu.



Scroll down to the **XMPP Federation 1** section.

- Check **Override Default** box for **Component Enabled 1** and set **Effective Value** to **True**.
- Check **Override Default** box for **Enable Secure Communication (TLS) 1** and set **Effective Value** to **false**.
- Check **Override Default** box for XMPP Federation Domain List 1 and set **Effective Value** to a domain (**e.g. avaya.com**).

Once done, select **Commit** to save changes.

XMPP Federation 1

4 Items

Name	Override Default	Effective Value	Description
Component Enabled 1	<input checked="" type="checkbox"/>	True	Set True/False to enable/disable XMPP federation. When enabled, both server to server port and federation domain list must be configured.
Enable Secure Communication (TLS) 1	<input checked="" type="checkbox"/>	False	Enable or disable XMPP Federation secure communication (TLS). Default is secure mode.
Federation Type 1	<input type="checkbox"/>	Openfire	Federation server type. Supported servers are Openfire, Avaya PS, Cisco and Jabber. Valid inputs are openfire, avaya or cisco (case insensitive).
XMPP Federation Domain List 1	<input checked="" type="checkbox"/>	avaya.com	Federated XMPP domain name list separated by comma (example: pres.feddomain.com,pres.feddomain.ca.avaya.com). Leave it empty if XMPP federation is disabled.

### 5.3 Add XMPP Users

Add an XMPP user for Bria Desktop v4.5. Navigate to **Users** → **User Management** → **Manager Users**. Select **New** to add a new user.

The screenshot shows the Avaya Aura System Manager 7.0 interface. The top navigation bar includes the Avaya logo, 'Aura System Manager 7.0', and a 'Log off' button. The breadcrumb trail is 'Home / Users / User Management / Manage Users'. A search bar is present at the top. The main content area is titled 'User Management' and contains a 'Users' section with a table of 9 items. The table has columns for checkboxes, Last Name, First Name, Display Name, Login Name, SIP Handle, and Last Login. The 'admin' user is highlighted with a last login of 'September 22, 2016 2:18:19 PM -06:00'. Below the table, there is a 'Select' dropdown menu set to 'All, None'.

<input type="checkbox"/>	Last Name	First Name	Display Name	Login Name	SIP Handle	Last Login
<input type="checkbox"/>	CounterPath	iPad User	CounterPath, iPad User	11112@avaya.com	+11112	
<input type="checkbox"/>	CounterPath	iPhone User	CounterPath, iPhone User	11111@avaya.com	+11111	
<input type="checkbox"/>	CounterPath	Nexus User	CounterPath, Nexus User	11113@avaya.com	+11113	
<input type="checkbox"/>	admin	admin	Default Administrator	admin		September 22, 2016 2:18:19 PM -06:00
<input type="checkbox"/>	SIP	User 1	SIP, User 1	11101@avaya.com	+11101	
<input type="checkbox"/>	SIP	User 2	SIP, User 2	11102@avaya.com	11102	
<input type="checkbox"/>	SIP	User 3	SIP, User 3	11103@avaya.com	11103	
<input type="checkbox"/>	SIP	User 4	SIP, User 4	11104@avaya.com	11104	
<input type="checkbox"/>	SIP	User 5	SIP, User 5	11105@avaya.com	11105	

Under the **Identity Tab**:

- Type in a **Last Name**.
- Type in a **First Name**.
- For the **Login Name** field, type in a login name (e.g., [18001@avaya.com](mailto:18001@avaya.com)).

The screenshot shows the 'New User Profile' form in the 'Identity' tab. The form includes the following fields and values:

- User Provisioning Rule:** A dropdown menu.
- Identity:**
  - Last Name:** XMPP
  - Last Name (Latin Translation):** XMPP
  - First Name:** User 1
  - First Name (Latin Translation):** User 1
  - Middle Name:** (empty)
  - Description:** (empty text area)
  - Login Name:** 18001@avaya.com
  - User Type:** Basic
  - Password:** (empty)
  - Confirm Password:** (empty)

Under the **Communication Profile** tab:

- Type in password in **Communication Profile Password** and **Confirm Password**.

This password will be used by users to log in on Bria Desktop.

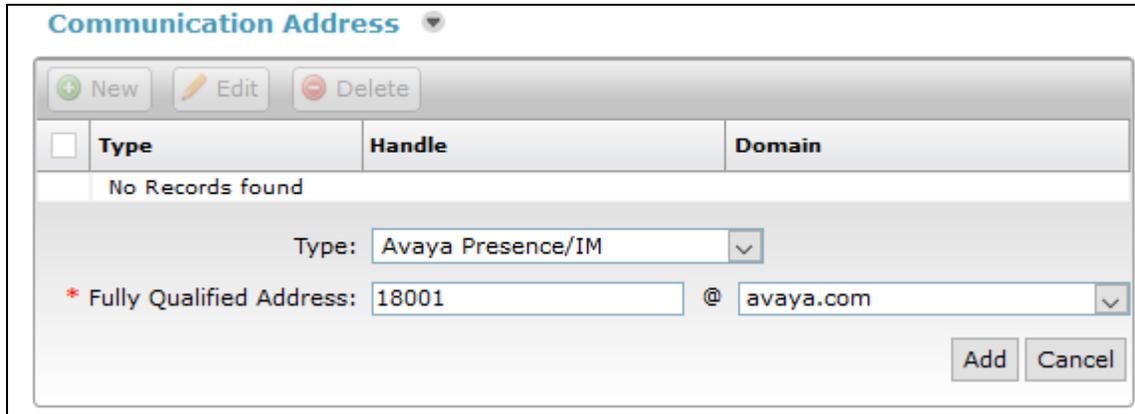
The screenshot shows the 'New User Profile' form in the 'Communication Profile' tab. The form includes the following fields and values:

- Communication Profile:**
  - Communication Profile Password:** (masked with dots)
  - Confirm Password:** (masked with dots)

Continuing from above, select **New** in the **Communication Address** section:

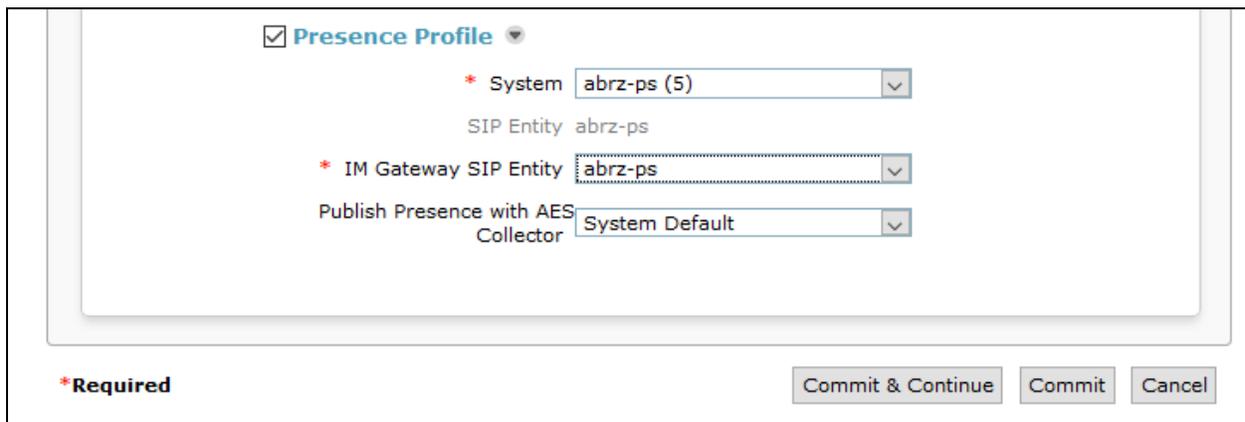
- Select **Avaya Presence/IM** from the **Type** drop down menu.
- For the **Fully Qualified Address**, type in the extension number that will be used by Bria Desktop users to log in, and select the domain from the drop down menu.

Once done, select **Add**.



The screenshot shows a window titled "Communication Address" with a dropdown arrow. At the top, there are three buttons: "New" (with a plus icon), "Edit" (with a pencil icon), and "Delete" (with a minus icon). Below these is a table with columns "Type", "Handle", and "Domain". The table is currently empty, displaying "No Records found". Below the table, there are two dropdown menus: "Type" set to "Avaya Presence/IM" and "Fully Qualified Address" set to "18001" followed by an "@" symbol and a domain dropdown set to "avaya.com". At the bottom right, there are "Add" and "Cancel" buttons.

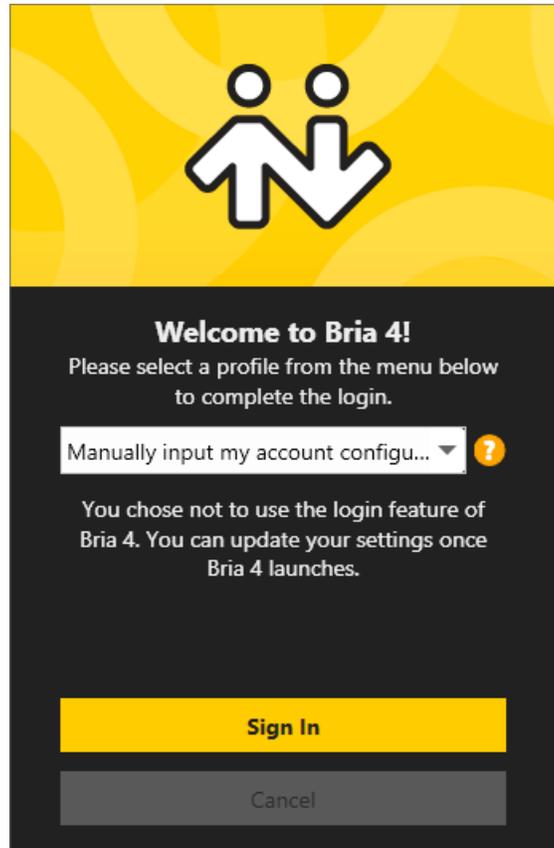
Continuing from above, scroll down and check box for **Presence Profile**. For the **System** drop down menu, select the Presence Services server. Select **Commit** to add the user.



The screenshot shows a window titled "Presence Profile" with a checked checkbox and a dropdown arrow. Below the checkbox, there are four fields with dropdown menus: "\* System" set to "abrz-ps (5)", "SIP Entity" set to "abrz-ps", "\* IM Gateway SIP Entity" set to "abrz-ps", and "Publish Presence with AES Collector" set to "System Default". At the bottom left, there is a "\*Required" label. At the bottom right, there are three buttons: "Commit & Continue", "Commit", and "Cancel".

## 6. Configure Bria Desktop v4.5

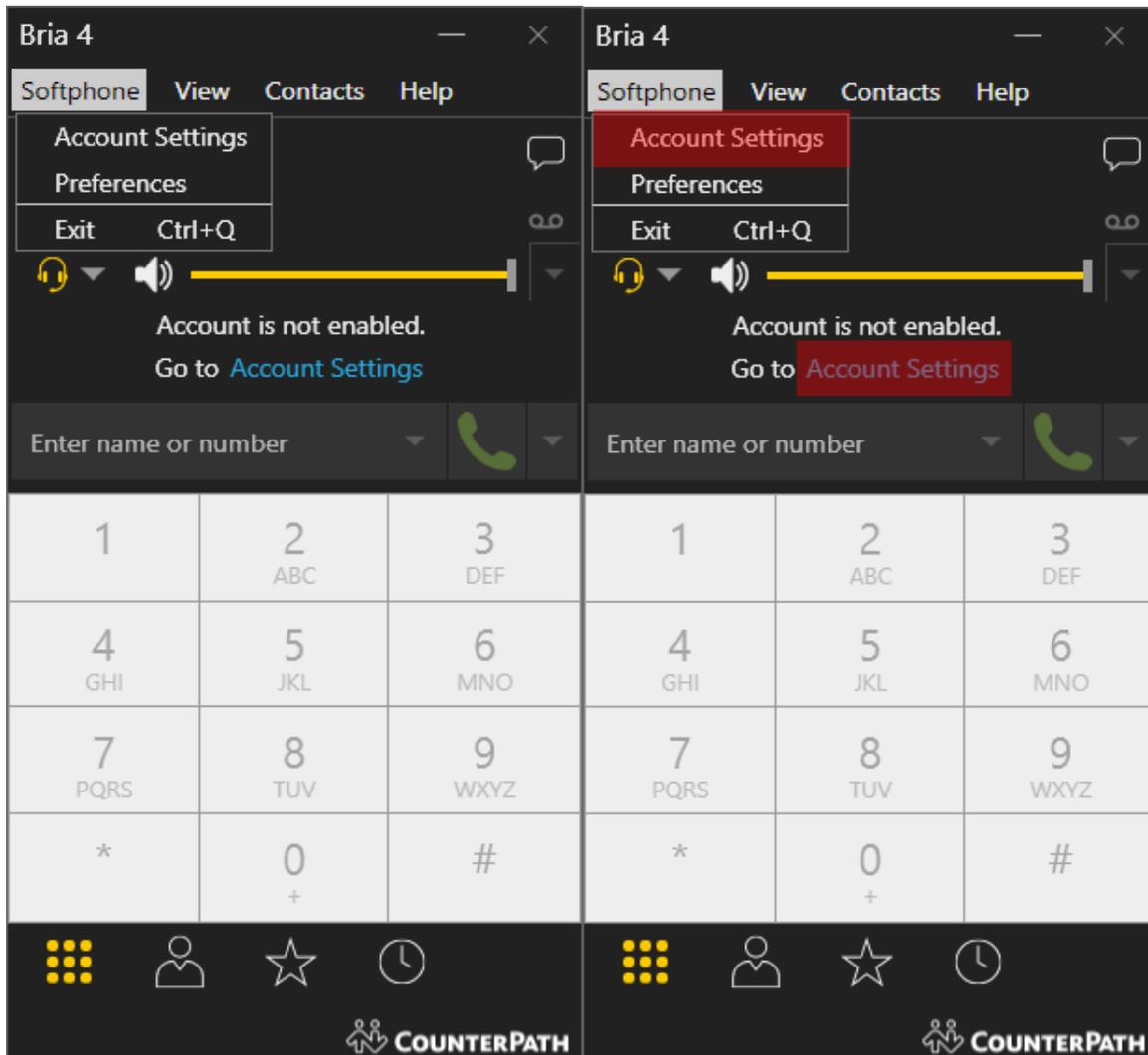
On the Windows PC running Bria Desktop v4.5, open the Bria 4 application. On **Bria 4 Login** window select “Manually input account configuration” from the **profile** drop-down menu and select **Login**.



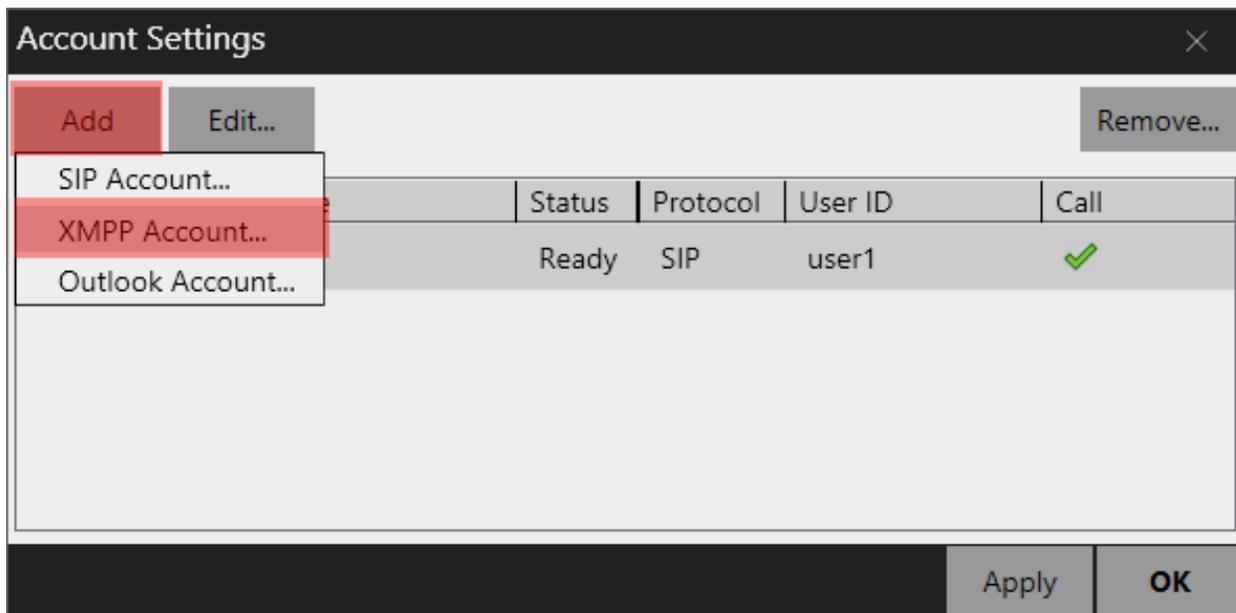
**Note:** Branded Bria Clients may not have the Bria 4 login window exposed. Please contact your CounterPath Sales Representative on how to obtain a custom branded Bria version as well as the Bria Stretto versions.

On the Bria 4 application, if no accounts (SIP or XMPP) have ever been configured in Bria, select **Account Settings** (in blue), or select the **Softphone** menu, then select **Account Settings**. The window to create a SIP account will appear. At least one SIP account must be created before an XMPP account can be created. See SIP interop document for instructions on configuring SIP accounts. If you do not have a SIP account, you can use dummy/invalid values for the mandatory SIP account fields (User ID/Domain), then disable the account after creation to progress to XMPP account configuration.

Once/if a SIP account has already been configured, add an XMPP account, select **Softphone**, then select Account Settings from the menu which appears. The account settings window will appear.



From the account settings menu select **Add**, select **XMPP Account...** The XMPP account settings window will appear.



Add an XMPP Account as follows:

- **Name:** A descriptive name.
- **User ID/Password:** As configured in **Section 6.2.**
- **Domain:** As configured in **Section 6.2.**
- **Proxy Address:** Presence Services IP Address

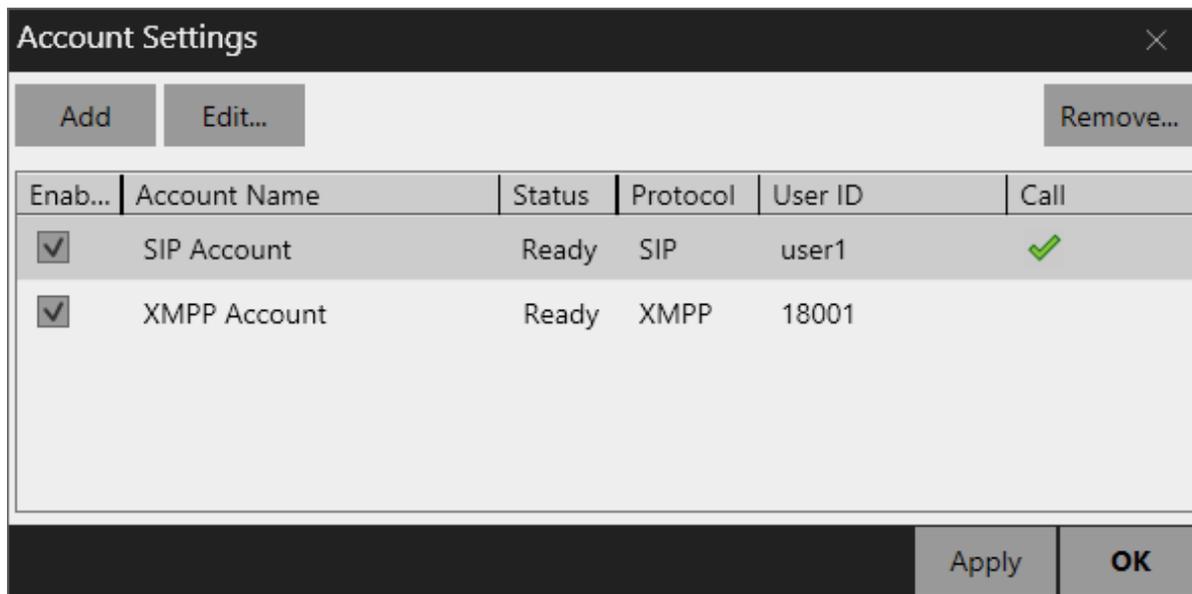
The image shows a dialog box titled "XMPP Account" with a close button (X) in the top right corner. The dialog is divided into several sections:

- Account:** A text field containing "Account 1".
- Protocol:** A text field containing "XMPP".
- User Details:** A section containing:
  - \* User ID: 18001
  - \* Domain: avaya.com
  - \* Password: [masked with 7 dots]
  - Display name: [empty text field]
- Advanced:** A section containing:
  - Port selection: Auto detected (dropdown menu)
  - Connect port: 0
  - Outbound proxy: 10.64.110.41
  - Resource: [empty text field]
  - Priority: 0
  - Verify TLS Certificate

At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

**Note:** During the compliance testing, **Verify TLS Certificate** box was unchecked because the lab environment only contained self-signed certificates.

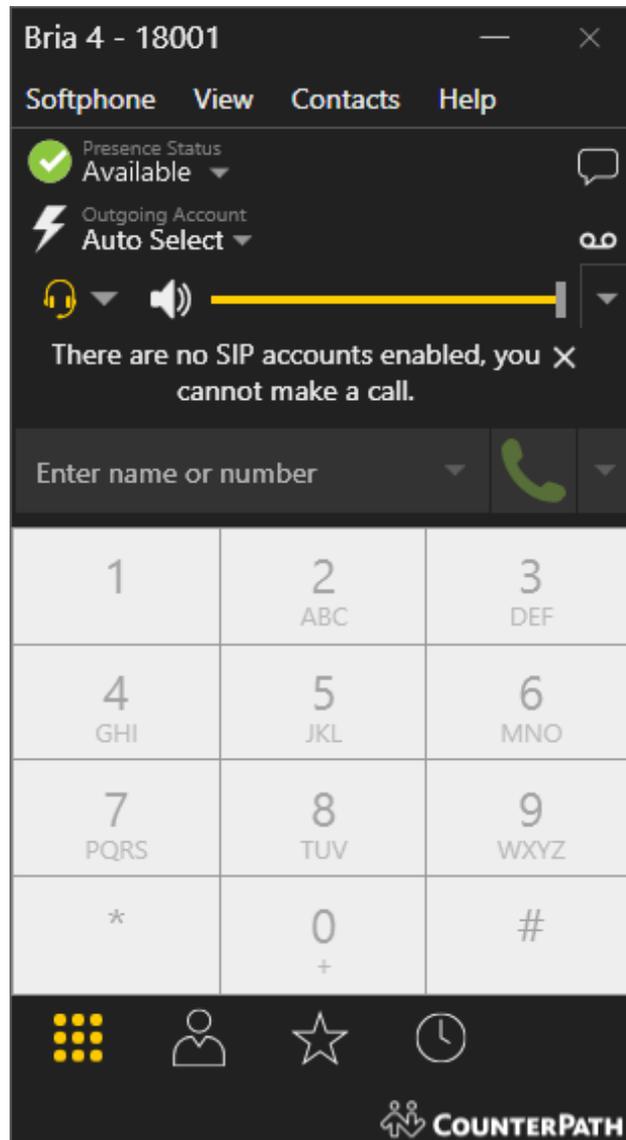
If the registration is successful, the **Status** will be displayed as **Ready**.



## 7. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Counterpath Bria Desktop v4.5 video system with Avaya Aura® Presence Services Snap-in.

On Bria Desktop v4.5, if the registration is successful, the icon on the left of **Presence Status** will turn green even when no SIP accounts are enabled, and the XMPP account will show as **Ready** in the **Account Settings** window.



## 8. Conclusion

These Application Notes have described the administration steps required to integrate Counterpath Bria Desktop v4.5 with Avaya Aura® Presence Services Snap-in and successfully registered with Presence Services. Presence State and Instant Messages sessions were established with Avaya one-X® Communicator and Avaya Communicator. All test cases passed with observations noted in **Section 2.2**.

## 9. References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <http://support.avaya.com>.

[1] Avaya Aura® Presence Services Snap-in Reference, Release 7.0.1, Issue 2, May 2016.

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