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Avaya Solution & Interoperability Test Lab

Application Notes for CounterPath Bria Mobile 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 Mobile 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 Mobile v3.6/v3.7 with Avaya Aura® Presence Services Snap-in (Presence Services) running on Avaya Breeze™ Platform using the XMPP interface. Bria Mobile v3.6/v3.7 supports Instant Messaging and Presence on mobile devices. During the compliance testing, the following mobile devices were used:

- Apple iPhone
- Apple iPad
- Google Nexus 7

2. General Test Approach and Test Results

To verify interoperability of Bria Mobile v3.6/v3.7 with Presence Services, Instant Messaging and Presence states tested between Bria Mobile v3.6/v3.7, 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 Mobile v3.6/v3.7 with Presence Services.
- Instant Messaging between Bria Mobile v3.6/v3.7, Avaya one-X® Communicator and Avaya Communicator.
- Presence between Bria Mobile v3.6/v3.7, Avaya one-X® Communicator and Avaya Communicator.
- Proper system recovery after a restart of Bria Mobile v3.6/v3.7 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 Mobile v3.6/v3.7 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 or email sales@counterpath.com if you do not have a CounterPath Support Agreement

3. Reference Configuration

Figure 1 illustrates a sample configuration with an Avaya 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.
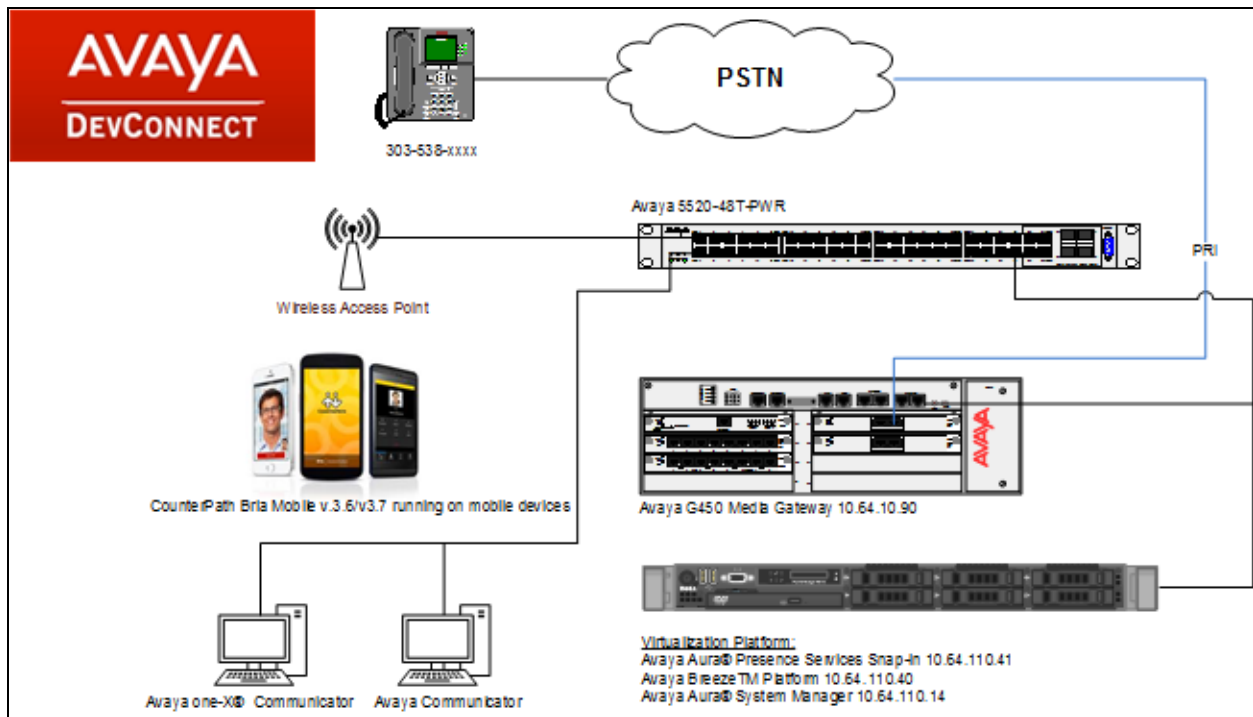
Figure 1: Avaya Network with Counterpath Bria Mobile v3.6/v3.7

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^{TM} Platform	3.1.1.1.10311103
Avaya Communicator	2.1 SP4
Avaya one-X® Communicator	6.2 SP11
CounterPath Bria Mobile	iOS 3.7.2 build 35770.35773 Android 3.6.4.89377

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 the appropriate credentials. The initial screen is displayed as shown below. The configuration in this section will be performed under **Routing** and **Session Manager** listed within the **Elements** box.
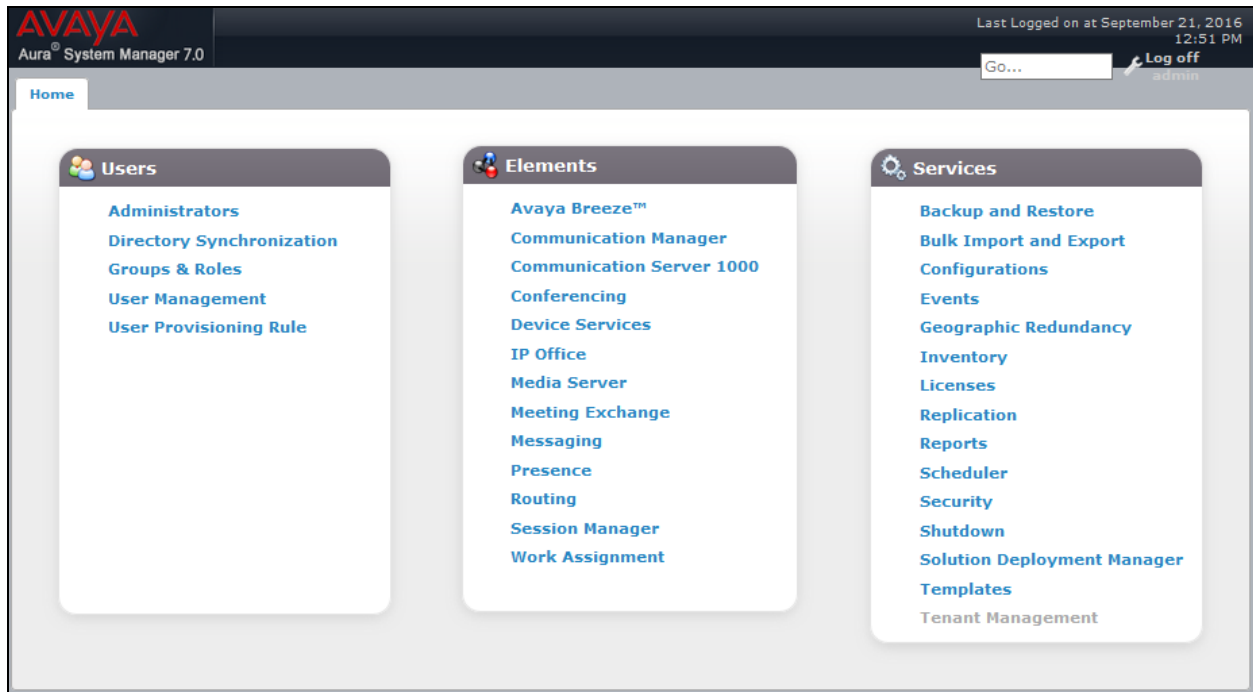
5.1 Install Avaya Aura® Presence Services Snap-in

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

Navigate to **Home → Elements → Avaya Breeze^{TM}**.

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

Select **Load** the Presence Services Snap-in, click **Browse** and select the Presence Services Snap-in. Click **Load** to continue.
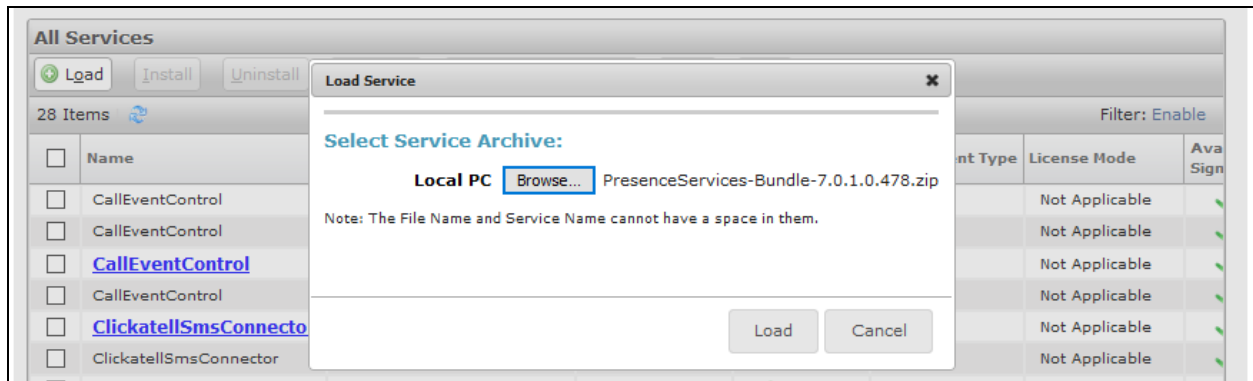
Accept the End User License Agreement to continue.
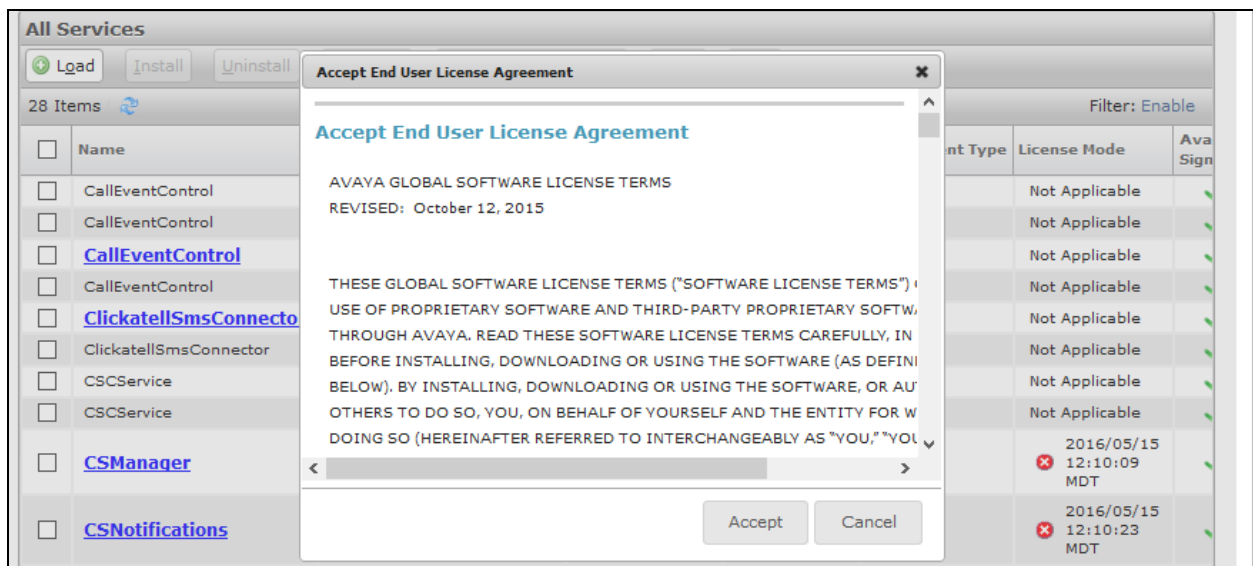
The **PresenceServices** snap-in now has a state of **Loaded**.

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

All Services

| Load | Install | Uninstall | ⊖ Delete | Set Preferred Version | Start | Stop |

28 Items 🔁   Filter: Enable

☐	Name	Version	Preferred Version	State	Deployment Type
☐	CallEventControl	3.1.0.0.310007		✔ Loaded	Java
☐	CallEventControl	3.1.0.0.310011		✔ Loaded	Java
☐	**CallEventControl**	3.1.1.0.311008		✔ Installed	Java
☐	CallEventControl	3.1.1.1.311102		✔ Loaded	Java
☐	**ClickatellSmsConnector**	3.1.1.0.311008		✔ Installed	Java
☐	ClickatellSmsConnector	3.1.1.1.311102		✔ Loaded	Java
☐	CSCService	3.1.1.0.3191		✔ Loaded	Java
☐	CSCService	3.1.1.1.3220		✔ Loaded	Java
☐	**CSManager**	3.1.0.0.2600		✔ Installed	Java
☐	**CSNotifications**	3.1.0.0.2600		✔ Installed	Java
☐	**CSRest**	3.1.0.0.2600		✔ Installed	Java
☐	**CSRules**	3.1.0.0.2600		✔ Installed	Java
☐	CSScreenPop	3.1.0.0.2600		✔ Loaded	Java
☐	CSTasks	3.1.0.0.310.150730.101436		✔ Loaded	Java
☐	EmailConnector	3.1.1.1.311102		✔ Loaded	Java
☐	**EngagementCallControl**	3.1.1.1.311102		✔ Installed	Java
☐	**EngagementDesigner**	3.1.0.2.3102002		✔ Installed	Java
☐	EventingConnector	3.1.0.0.310007		✔ Loaded	Java
☐	EventingConnector	3.1.0.0.310011		✔ Loaded	Java
☐	**EventingConnector**	3.1.1.0.311008		✔ Installed	Java
☐	EventingConnector	3.1.1.1.311102		✔ Loaded	Java
☐	HelloWorld	3.1.1.1.311102		✔ Loaded	Java
☐	**moxtracollaboration**	3.1.0.0.9002		✔ Installed	Java
☑	PresenceServices	7.0.1.0.846		✔ Loaded	Java
☐	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**.
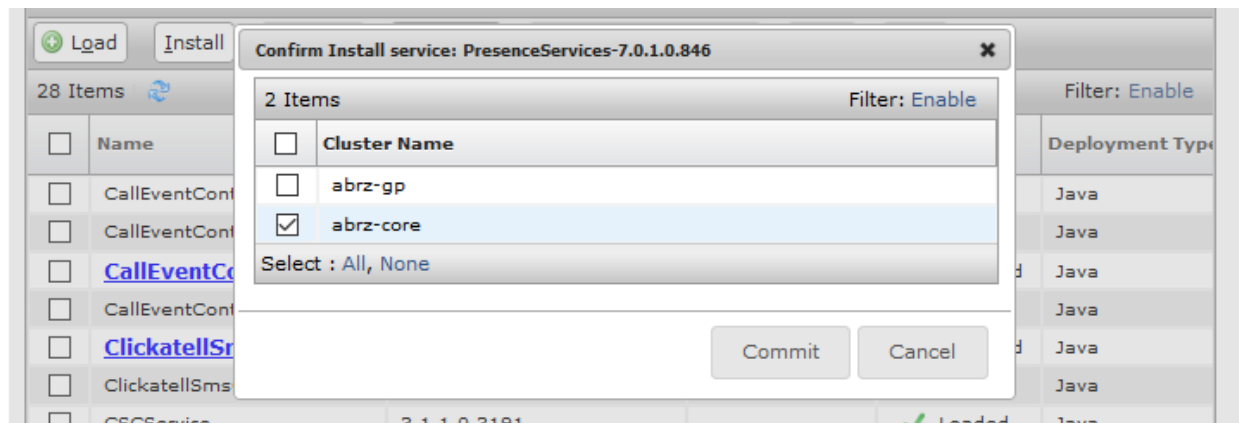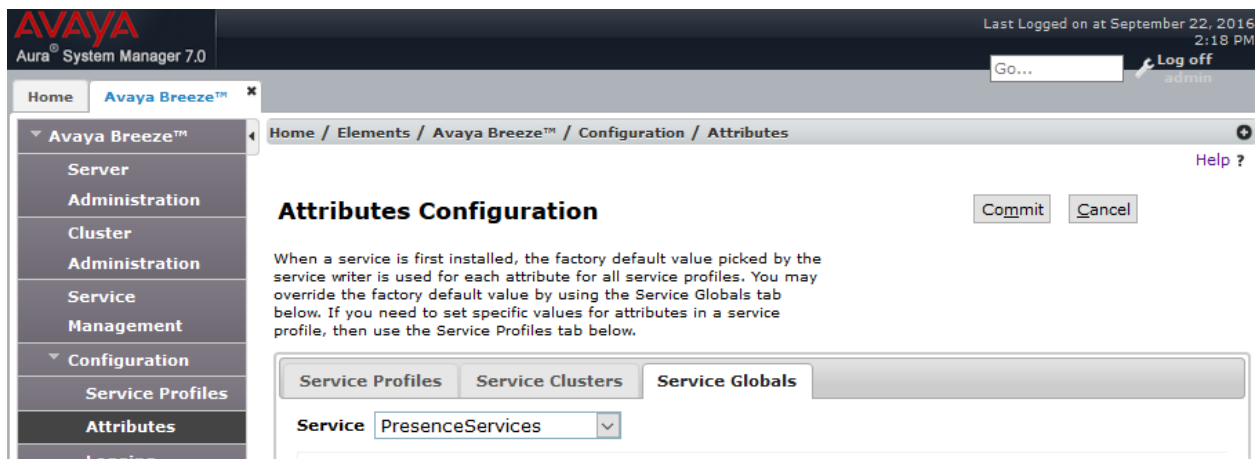

Wait until the state of **PresenceServices** is **Installed**.

5.2 Configure Avaya Aura® Presence Services Snap-in

Navigate to **Avaya Breeze**^{TM} → **Configuration** → **Attributes** → **Service Globals**. Select **PresenceServices** 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.

Name	Override Default	Effective Value	Description
Component Enabled 1	☑	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	☑	False	Enable or disable XMPP Federation secure communication (TLS). Default is secure mode.
Federation Type 1	☐	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	☑	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.

XMPP Federation 1
4 Items

5.3 Add XMPP Users

Add an XMPP user for Bria Mobile v3.6/v3.7. Navigate to **Users** → **User Management** → **Manager Users**. Select **New** to add a new user.

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).

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 Mobile.

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 Mobile users to log in, and select the domain from the drop down menu.

Once done, select **Add**.

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.

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6. Configure Bria Mobile v3.6/v3.7

Configuration for Bria Mobile v3.6/v3.7 on iOS and Android is similar. In this document, configuration for Bria Mobile v3.7 for iOS is shown. Once the Bria app is downloaded from the app store, open it and navigate to **Setting → Accounts**. Select + to add a new account.
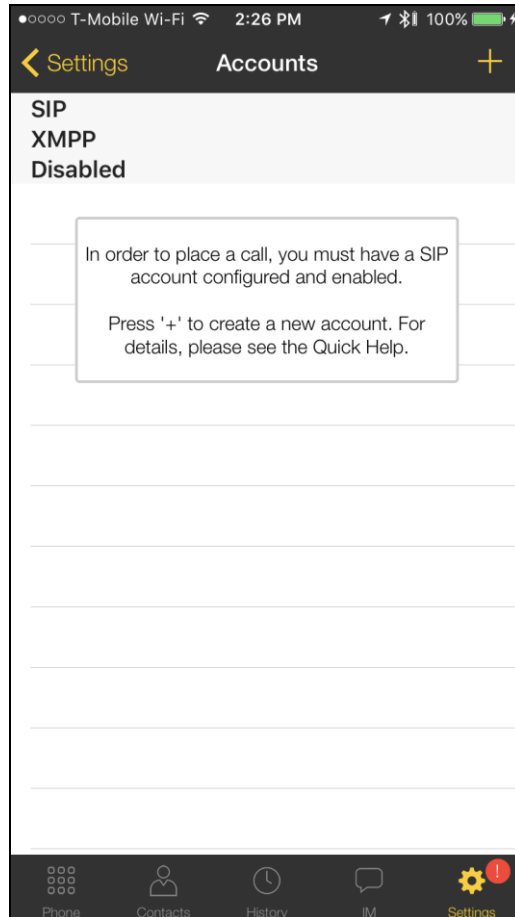
Select **XMPP - Messaging**.
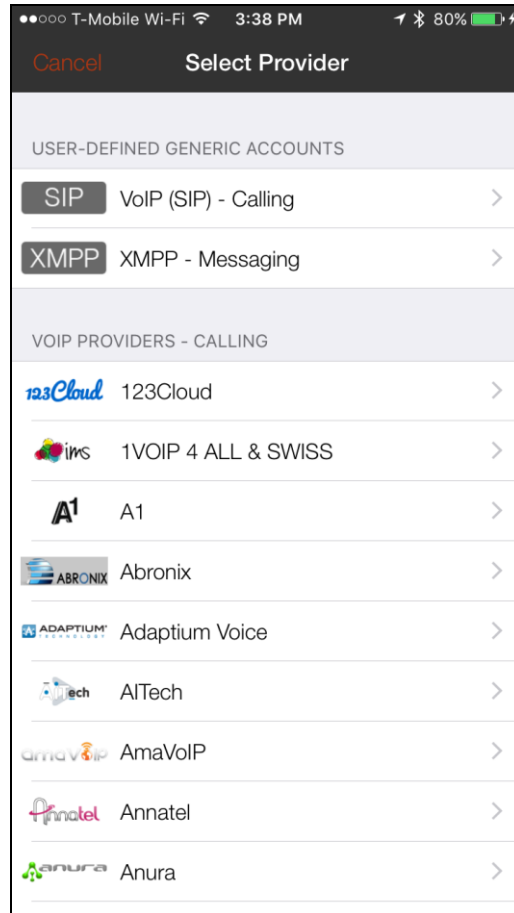
On the **New XMPP Account** screen:

- Type in an **Account Name** and **Display as** values.
- For the **Username** and **Password** fields, provide information from **Section 5.2.**
- Type in the domain from **Section 5.2.**

Continuing from above, scroll down and select **Account Advanced.**
- Under **ACCOUNT ADDITIONAL,** type in the IP Address of Presence Services Snap-in in **Out. Proxy** and select **Done.**
- Under **TLS CERT MANAGEMENT**, toggle the **Verify TLS Cert** switch to off.

Note: If a signed certificate is available and installed on the Session Manager, it is recommended to have the **Verify TLS Cert** enabled in the Bria client to increase security. During the compliance testing, **Verify TLS Cert** was disabled.

On the **New Account** screen, toggle the **Enabled** switch and select **Save**.

7. Verification Steps

This section provides the steps that may be performed to verify proper configuration of Bria Mobile v3.6/v3.7 with Avaya Aura® Presence Services Snap-in.

On Bria Mobile v3.6/v3.7, if the registration is successful, the icon on the left of Account Name will turn green.

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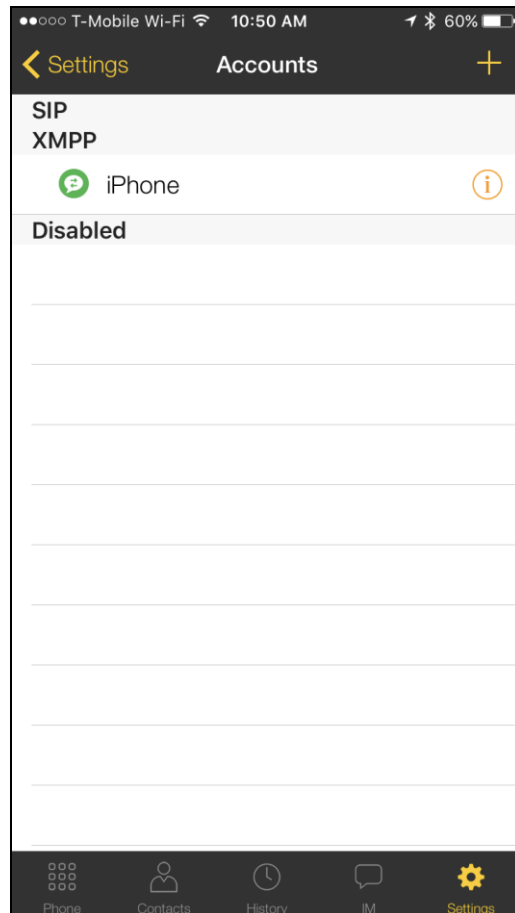
8. Conclusion

These Application Notes have described the administration steps required to integrate Bria Mobile v3.6/v3.7 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] *Administering Avaya Aura® Communication Manager, Release 7.0.1, 03-300509, Issue 2, May 2016.*

[2] *Administering Avaya Aura® Session Manager, Release 7.0.1, Issue 2, May 2016.*

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