



OSvC TECHNICAL SUPPORT

WEBINARS:

OSvC Environment Requirements

• our experts, your guides •

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ORACLE®

Program Agenda

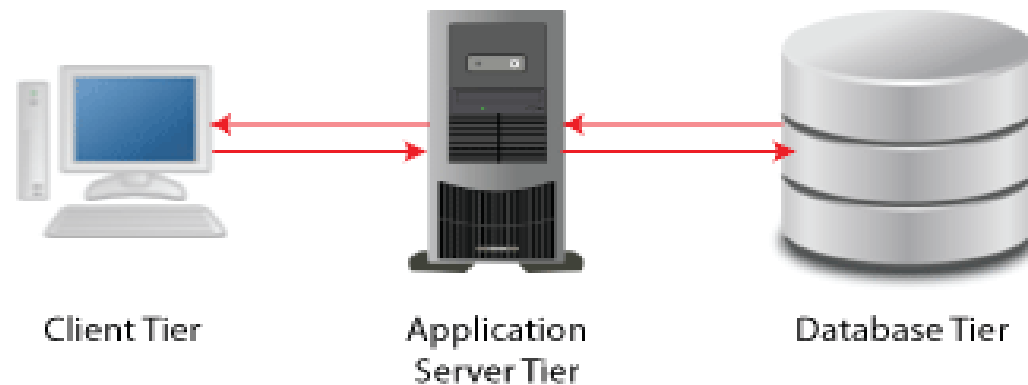
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Presentation Overview

- This presentation is intended to assist in the initial deployment and proactive maintenance of your Oracle Service Cloud implementation. Adherence to the requirements and guidelines laid out in this presentation will help to ensure optimal performance and stability of your Oracle Service Cloud deployment.

Oracle Service Cloud Architecture for .NET client

- The Oracle Service Cloud application is a rich Internet application utilizing a standard 3-Tier architecture consisting of the following:
- **Client Tier:** The client tier consists of a .NET Client application that presents content received from the application tier.
- **Application Tier:** The application tier provides the business logic for the Oracle Service Cloud product and communicates data from the database tier to the client tier.
- **Database Tier:** At the base of the application is the database tier.



Deployment Method for .NET client

- The Oracle Service Cloud application is deployed using Microsoft's ClickOnce Technology and therefore is a Web-based Deployment. To deploy, an agent navigates to the appropriate deployment URL, for example:
<https://catalin.custhelp.com/cgi-bin/catalin.cfg/php/admin/launch.php>
- The following directories and their sub-folders must have full-access permissions:
 - %userprofile%\AppData\Local\Apps\2.0
 - %userprofile%\AppData\Roaming\RightNow_Technologies

Deployment Method for .NET client

The main advantages to a ClickOnce applications are:

1. No IT Admin intervention. No Administrator rights needed.
2. ClickOnce applications are auto-updating at startup.
3. ClickOnce applications are user-specific, is that if one user's deployment fails or breaks, it will not affect other users deployments on the same workstation or system.
4. Versioning is controlled by the Oracle Servers and not the user. All users will be on the same version.

The disadvantage to a ClickOnce application, for some IT professionals, is that the ClickOnce applications cannot be packaged or preinstalled by Admin staff.

Packaging the Service Cloud application is not supported by Oracle Service Cloud.

Deployment Method for .NET client

Deployment Environments and Restrictions (Windows Profiles)

Standard Local Windows Profile. The Service Cloud application is fully supported for deployment in a Local Windows Profile.

Roaming Windows Profiles:

The Service Cloud Deploying the Service Cloud application in a roaming profile environment will necessitate redeploying the local, user specific, application files each time the user logs on.

Mandatory Profiles or read only profiles: ClickOnce deployment is not supported.

Network Requirements

- As the Oracle Service Cloud application is web services based, the corporate network plays an essential role in the efficient and consistent connectivity to the application.
- All network appliances must be configured to allow all traffic between the client workstations and the following domains to occur in an unrestricted manner:
 - * .custhelp.com
 - * .rightnowtech.com
 - * .rightnow.com
 - * .oraclecloud.com (UK government and US DISA use only)
 - * .livelook.com and *.livelook.net (for Cobrowse functionality)
 - * .cobrowse.oraclecloud.com (for Cobrowse functionality)
 - * .birst.com (for Enterprise Analytics functionality)
 - * .hivelive.com (for Oracle Social functionality)
 - * .rnengage.com
 - * .estara.com (For Engagement Engine)

Network Requirements

Customer LAN / WAN connectivity should be groomed to match generally-accepted VOIP standards of:

- Less than 250ms round trip time (RTT),
- Less than 5% latency jitter,
- Near-zero packet-loss,
- Appropriate / consistent Layer-2/3 QoS policing.

Workstation Requirements

Hardware Requirements

Workstation Type	Memory	CPU	Hard Disk
Agent	Recommended: 2 GB	1.5 GHz or greater	2 GB free
Administrator	Recommended: 2 GB	1.5 GHz or greater	2 GB free

Workstation Requirements

Workstation display settings

The following display settings are required for staff member and administrator workstations:

- Minimum screen area: 1024 by 768 pixels
- Maximum screen area: 1920 by 1080 pixels for standard console
- For screen areas above: 1920 by 1080 pixels the enhanced console must be used.
- **Font size: Small fonts or normal size (96 dpi)**

Workstation Requirements

Workstation Operating Systems

Operating System	Required Service Pack (SP)	32-Bit Version Supported	64-Bit Version Supported
Windows 7 (Professional, Enterprise and Ultimate editions)	SP1	Yes	Yes
Windows 8.1 (Professional and Enterprise editions)	NA	Yes	Yes
Windows 10 (Version 1703, 1709, 1803) (Professional and Enterprise editions)	NA	Yes	Yes
Windows Server 2008 R2	SP1	Yes	Yes
Windows Server 2012 R2	NA	NA	Yes
Windows Server 2016	NA	NA	Yes

Workstation Requirements

.NET Framework

Staff and administrator workstations require and must support .NET Framework Version 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7, 4.7.1 , or 4.7.2

Note that 4.6.2 to 4.7.2 are very strongly recommended as startup and performance issues have been seen when running versions prior to .NET 4.6.2

NOTE: All agent desktops must be compatible with TLS 1.1 and TLS 1.2

Workstation Configuration

- It is highly recommended that the following domains be added to the list of trusted sites and the security level for trusted sites be set to low. Issues may be experienced if the domains are not added to trusted sites.
 - *.custhelp.com
 - *.rightnowtech.com
 - *.rightnow.com
 - *.oraclecloud.com (UK government use only)
 - *.livelook.com and *.livelook.net (for Cobrowse functionality)
 - *.birst.com (for Enterprise Analytics functionality)
 - *.hivelive.com (for Oracle Social functionality)
 - *.rnengage.com
 - *.estara.com (For Engagement Engine)

Supported browsers for the Agent Browser User Interface

Operating System

Windows 7, 8.1, 10 (build 1703, 1709, or 1803)

Mac OS

IOS 11.x (tablets only)

Android 6.x, 7.x, 8.x (tablets only)

Supported Browsers

Google Chrome*

Mozilla Firefox

Microsoft Browsers** are supported only for browser versions that currently are supported by the OEM****.

Safari, Support for most current major production release and one prior release

Safari, Support for most current major production release only

Google Chrome; Support for most current major production release

NOTES:

* Chrome is the recommended browser for BUI.

** IE is not recommended for use with BUI

*** Edge browsers are only supported with Windows 10

****OEM in this case refers to the software manufacturer.

Troubleshooting Environmental Tools

- [Workstation and Network Data Collector](#)

The Workstation and Network Data Collector is a .bat utility that can be run on a workstation to collect pertinent system and performance information. This information is written to a text file so that our technical support agents can review and evaluate the following:

- Workstation information -- including memory and disk space
- Network connectivity -- traceroute information with loaded packets
- Component Manager Log file -- list of Service Cloud application components that have been downloaded to the machine

- Example of an Workstation and Network Data Collector from my computer while having my site installed:



OSCinfo.txt

Troubleshooting Environmental Tools

- [Fiddler - Free Web Debugging Proxy](#)

Fiddler captures HTTP and HTTPS traffic and logs it for the user to review (the latter by implementing man-in-the-middle interception using self-signed certificates).

- Example of a Fiddler Capture from my Virtual Machine while logging in and out from my site



Fiddler.saz

Useful Resources:

- [Oracle Service Cloud Infrastructure Requirements](#)
- [Oracle Service Cloud Supported Customer Platforms Guides](#)
- [Supported browsers for the Agent Browser User Interface](#)
- [Service Cloud Application Deployment and Deployment Options Overview](#)

Q&A

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The screenshot displays the Oracle Service Cloud website interface. At the top left is the Oracle logo and 'SERVICE CLOUD' text. A navigation menu includes 'Support', 'Documentation Library', 'Community', 'Blogs', 'Idea Lab', 'Events', and 'Paid Services'. A search bar on the right contains 'Support' and 'Quick Search'. A vertical sidebar on the left features icons for 'Service Request', 'Support Hotline', 'Updates', and 'Suggestion Box'. The main hero banner shows a person at a desk with a laptop, overlaid with the text: 'Getting Started With Oracle Service Cloud Technical Support' and 'Familiarize yourself with best practices related to working with our Technical Support team.' Below the banner is a search bar with 'Support' and 'Search' options. The lower section is divided into three columns: 'New Support Answers' (listing 'Browser UI Assets', 'UK Government Secure Login', and 'Unable to connect to mailbox'), 'New Discussions' (listing 'How do I create a new record...' and 'Review attachments for OSC objects'), and 'New Blog Posts' (listing 'What is so scary about customer service?' and 'What's Waiting for You in Oracle Service Cloud').

Oracle Service Cloud Support Webinars

Submit a Service Request

Upcoming Webinars

Demystifying CPMs **New**

Scheduled: Wed June 06th, 2018 9:00 am MDT

Presenter: Johnny Meehan

Description:

Walk through the development of a CPM (Custom Process Model), including the idiosyncrasies of implementing a test harness. Learn how to effectively debug during development as well as live usage.

Register

Managing and Monitoring OSvC Health **New**

Scheduled: Wed July 11th, 2018 2:09 pm MDT

Presenter: Owen Sood-Giddings

Description:

There's a lot going on in your support organization and a lot going on in your site. Let Owen talk you through some ways Oracle's own instance of OSvC is implemented to help the Technical Support team monitor potential issues, keep the site organized, implement fixes & enhancements, and keep versions and frameworks up to date.

Register

- Service Request
- Support Hotline
- Updates
- Suggestion Box
- Manager Connect

Thank You!

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