RightNow August '08 Workstation Specifications

To maximize the performance of RightNow August '08 staff members and customers, we recommend the following workstation hardware configurations, operating systems, and web browsers. Also listed are additional requirements for RightNow Chat and RightNow Sales.

Note	RightNow August '08 includes RightNow Service, RightNow Sales, RightNow Marketing, and RightNow Feedback.

Hardware configuration

The minimum hardware requirements for the staff member workstation listed in Table 1 are suitable for workstations running only RightNow applications. The minimum requirements do not include the additional memory or disk space required for operating system swap space or other applications running on the workstation. If other applications are going to be running on workstations with RightNow applications, we strongly encourage equipping workstations with the recommended hardware, especially memory.

Table 1: Workstation Hardware Requirements

Workstation Type	Memory	CPU	Hard Disk
Agent	Minimum: 512 MB Recommended: 1 GB	Minimum: 700 MHz Recommended: 1.5 GHz or greater	• 50 MB free with 512 MB virtual memory • 500 MB free for disconnected access*
Administrator	Minimum: 512 MB Recommended: 1 GB	1.5 GHz	• 50 MB free with 512 MB virtual memory

*Required free hard disk space will vary depending on database size and file attachments.

Workstation operating systems

RightNow staff member and administrator functions are supported on the following workstations. No other workstation operating systems are supported for this release.

Operating System	Required Service Pack	32-Bit Version Supported	64-Bit Version Supported
Windows XP Professional	SP 2 or SP3	Yes	No
Windows Vista	SP 1	Yes	Yes
Windows 2003 Server	SP 2	Yes	Yes
Windows 2008 Server	NA	Yes	Yes

Important! Disconnected Access is not supported on the 64-bit version of Windows Vista.

Disconnected Access and Outlook Integration are not supported on Windows XP Professional SP3.

If you are running Windows 2003 Server, Enhanced Security Mode cannot be enabled in Internet Explorer.

If you are using the accessibility interface with Windows Vista, you must have administrator privileges on your workstation.

Workstation display settings

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

- Minimum screen area: 1024 by 768 pixels
- Font size: Small fonts or normal size (96 dpi)

.NET Framework

RightNow staff and administrator workstations require and must support .NET Framework Version 3.5. If a staff or administrator workstation does not have .NET Framework installed, the component manager will prompt you to download and install it.

Web browsers

RightNow requires the web browser versions listed in Table 2 (PC) and Table 3 (Macintosh OS X). Using versions of web browsers that are not listed in this table will result in improper functioning of RightNow. In addition, the browser text size must be set to Normal.

Table 2: Web Browser Version Requirements for PCs (Continued)

User	Internet Explorer	Firefox
Staff member	6.0 (SP 1 or newer) or 7.0	NA
Customer	6.0 (SP 1 or newer) or 7.0	2.0 through 3.0 [1]
RightNow Chat agent	6.0 (SP 1 or newer) or 7.0	NA
RightNow Chat customer	6.0 (SP 1 or newer) or 7.0	2.0 through 3.0 [1]
Co-browsing agent [2]	6.0 (SP 1 or newer) or 7.0	NA
Co-browsing agent with full remote control [2]	6.0 (SP 1 or newer) or 7.0	NA
Co-browsing customer [3]	6.0 (SP 1 or newer) or 7.0	2.0 through 3.0 [1]
Co-browsing customer with full remote control [4]	6.0 (SP 1 or newer) or 7.0	2.0 through 3.0 [1]
Section 508 accessibility	NA	NA

1—Firefox 3.0 is supported for only Classic and Web Portal page sets. Firefox 3.0 is not supported
 with November '07 page sets.
2—Requires Java browser plug-in version 1.6.0 or newer
3—Requires Java browser plug-in version 1.1.0 or newer
4—Requires Java browser plug-in version 1.5.0 or newer

Table 3: Web Browser Version Requirements for Macintosh OS X

User	Safari
Staff member	NA
Customer	2.0
RightNow Chat agent	NA
RightNow Chat customer	2.0
Co-browsing agent	NA
Co-browsing customer [1]	NA
Co-browsing customer with full remote control [2]	NA
Section 508 accessibility	NA

1—Requires Java browser plug-in version 1.1.0 or newer
2—Requires Java browser plug-in version 1.5.0 or newer

Networks

RightNow requires a high-speed Internet connection that meets minimum bandwidth and latency requirements. For more information on Internet connection requirements, refer to Answer ID 2364 on the RightNow support site at:

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http://crm.rightnow.com
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Firewalls, proxy servers, and content filters can affect the performance of RightNow. If your site is hosted by RightNow Technologies, the following configuration is required.

- Firewalls must allow all traffic from your custhelp.com subdomains (*.custhelp.com).

- Proxy servers and caching firewalls must have an exclusion rule to prevent the caching of RightNow components and files.

- If you are using a proxy server, you must use a non-authenticated connection to install the RightNow Smart Client using the Click-Once installer. If you are using an authenticated connection, you will need to install the client on staff workstations using the RightNow Smart Client Setup Wizard. For more information, refer to the RightNow Smart Client Installation Guide.

- Content filters must allow traffic from your custhelp.com subdomains (*.custhelp.com).

- Personal firewalls must allow applications to access the Internet.

- Proxy servers cannot require explicit authentication of RightNow components and files.

Security

Viruses, adware, and spyware can affect the performance of your workstation and RightNow products. We recommend that workstations have a firewall, anti-virus software, and spyware- and adware-detection software.

Additional requirements

If you are using RightNow Sales, RightNow Chat with co-browse, or Customer Portal, refer to Table 4 for software and hardware requirements. These requirements are in addition to the workstation recommendations listed in Table 1 and Table 2.

Table 4: Additional Requirements

User	Additional requirements
Sales Quotes staff member	Microsoft Word XP, 2003, or 2007 (merging quotes only)
Sales Outlook Integration	Microsoft Outlook XP, 2003, or 2007 or newer
Sales Disconnected Access staff member	• Minimum of 500 MB free hard disk space. • Minimum 1.5 GHz processor • High-speed Internet connection for synchronizing
RightNow Chat with co-browse	Java Runtime Environment (JRE) 1.6.0
Customer portal	Adobe Dreamweaver CS3