RightNow CX August 2010 Workstation Specifications

This document includes the workstation specifications required for using RightNow CX August 2010. Additional requirements for Outlook Integration, RightNow Chat, and RightNow Sales are also listed.

Note RightNow CX includes RightNow Service, RightNow Marketing, RightNow Feedback, RightNow Sales, and RightNow Support and Innovation Communities.

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[1] Recommended: 1 GB	Minimum: 700 MHz Recommended: 1.5 GHz or greater	50 MB free with 512 MB virtual memory[2]
Administrator	Minimum: 1 GB Recommended: 2 GB	1.5 GHz or greater	50 MB free with 512 MB virtual memory[2]

1– Minimum for Windows Vista and Windows 7 is 1 GB.

2 – For Terminal Server users, the hard disk space must be available on the server for use by the client.

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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.

Table 2: Supported Workstation Operating Systems

Operating System	Required Service Pack (SP)	32-Bit Version Supported	64-Bit Version Supported
Windows XP Professional	SP 2 or 3	Yes	No
Windows Vista (Business, Enterprise, and Ultimate editions)	SP 1 or 2	Yes	Yes
Windows 2003 Server (including Terminal Server)	SP 2	Yes	Yes
Windows 2008 Server (standard and R2 editions)	NA	Yes	Yes
Windows 7 (Professional and Ultimate Editions)	NA	Yes	Yes

Important!

- On Windows 2003 Server, Enhanced Security Mode cannot be enabled in Internet Explorer.
- On Windows 2003 Server, users must have administrative privileges on a workstation to use the Click-Once installer.
- 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)

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.NET Framework

RightNow staff and administrator workstations require and must support .NET Framework Version 3.5 Service Pack 1. 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 3 (PC) and Table 4 (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 3: Web Browser Version Requirements for PCs

User	Internet Explorer	Firefox	Chrome	Safari
Staff member	6.0 (SP 1 or newer) 7.0 or 8.0 [1]	NA	NA	NA
Customer	7.0 or 8.0 [1]	3.5 or 3.6	4	4
Support and Innovation Community	7.0 or 8.0 [1]	3.5 or 3.6	4	NA
RightNow Chat agent	6.0 (SP 1 or newer) 7.0 or 8.0 [1]	NA	NA	NA
RightNow Chat customer	7.0 or 8.0 [1]	3.5 or 3.6	4	4
Co-browsing agent [2]	6.0 (SP 1 or newer) 7.0 or 8.0 [1]	NA	NA	NA
Co-browsing customer [3]	7.0 or 8.0 [1]	3.5 or 3.6	4	NA

1—Internet Explorer 8.0 is recommended for staff members.
2—Requires Sun Java browser plug-in version 1.6.0 or newer
3—Requires Sun Java browser plug-in version 1.5.0 or newer

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Table 4: Web Browser Version Requirements for Macintosh OS X

User	Safari	Firefox
Staff member	NA	NA
Customer	4	3.6
Support and Innovation Community	4	3.6
RightNow Chat agent	NA	NA
RightNow Chat customer	4	3.6
Co-browsing agent	NA	NA
Co-browsing customer [1]	NA	NA

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

Mobile operating systems and browsers

If you are using RightNow Mobile Customer Portal, refer to Table 5 for operating system (OS) and broswer requirements.

Table 5: Mobile Customer Portal Requirements

Device OS	Browser
Apple iPhone OS (v3.0 or newer)	Safari
Palm WebOS	WebOS Browser
Android (v1.5 or newer)	Android Web Browser

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WebDAV clients

If you are using RightNow Customer Portal, refer to Table 6 for WebDAV client support for supported operating systems and Adobe Dreamweaver.

Table 6: Customer Portal WebDAV Clients

Operating System	Native WebDAV	WebDrive
Windows XP (SP3)	Yes	Yes
Windows 7	No	Yes
Windows Vista (SP2)	No	Yes
Mac OS X	Yes	Yes
Dreamweaver	Yes	Yes

Additional requirements

If you are using RightNow Sales, RightNow Chat with co-browse, or Customer Portal, refer to Table 6 for software and hardware requirements. These requirements are in addition to the workstation recommendations listed in Table 1 and Table 2.

Table 7: Additional Requirements

User	Additional requirements
Sales Quotes staff member	Microsoft Word 2003, 2007, or 2010 (merging quotes only)
Sales Outlook Integration	Microsoft Outlook 2003, 2007, or 2010
RightNow Chat with co-browse	Sun Java Runtime Environment (JRE) 1.6.0
Customer portal	Adobe Dreamweaver CS4 or CS5

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Email clients

By default, RightNow email messages are sent using the ISO-8859-1 character set; however, the character set is configurable for each interface. Email messages are sent using quoted-printable encoding, and encoding is not configurable. Email clients used to read email messages sent by RightNow must support the same character set and encoding or unexpected results may occur.

RightNow tests the following email clients.

- Apple Mail 3 and 4
- Gmail
- Hotmail
- Outlook 2003, 2007, and 2010
- Yahoo

Note RightNow does **not** support Lotus Notes for email.

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) and all rightnow.com subdomains (*.rightnow.com).
- Proxy servers and caching firewalls must have an exclusion rule to prevent the caching of RightNow components and files.
- Content filters must allow traffic from your custhelp.com subdomains (*.custhelp.com) and all rightnow.com subdomains (*.rightnow.com).

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- Personal firewalls must allow applications to access the Internet.
- Proxy servers cannot require explicit authentication of RightNow components and files.

Proxy servers

RightNow is tested using the following proxy servers with Microsoft NTLM authentication and no authentication.

- ISA 2004 SP3
- Squid 2.6, release 3.el5

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.

Microsoft Terminal Server

Use of Terminal Server is supported on Windows Server 2003 32-bit and Windows Server 2008 R2 operating systems (refer to the Workstation Operating Systems section for required service packs).

- The Windows network should be configured to use Active Directory.
- Refer to Table 1, "Workstation Hardware Requirements" for client hardware requirements.
- Windows server hardware and software requirements are dependent on installation and usage. For information about Terminal Server capacity planning, refer to: http://technet.microsoft.com/en-us/library/cc786809.aspx.
- The Terminal Server client connection settings should be set to always prompt for password when logging in.
- All users must have full-access permissions to all RightNow directories on the server. We recommend creation of a new group on the server, and all users of RightNow should be assigned to that group. This will allow permissions to be assigned to only those users who need them.

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The following directories in /%*USERPROFILE*%/Local Settings/must have full-access permissions.

...\apps\2.0
...\Application Data\assembly
...\Application Data\RightNow_Technologies
...\Application Data\ApplicationHistory\

The following directories in /%*USERPROFILE*%/Application Data/ must have full-access permissions.

...\IsolatedStorage
...\RightNow CRM PIM Sync
...\RightNow_Technologies

Citrix XenApp

Use of Citrix XenApp is supported on the following operating systems (refer to the Workstation Operating Systems section for required service packs).

- Windows Server 2003 (32 bit)
- Windows Server 2008 (32 bit)
- Windows Server 2008 R2 (64 bit)

The following client and server versions are supported.

- Citrix XenApp Plugin version 11.000 (formerly Citrix Client)
- Citrix XenApp 6.0 Platinum Edition
- Citrix XenApp 5.0 Platinum Edition (formerly Citrix Presentation Server 5.0 Platinum Edition)
- Citrix Presentation Server 4.5 Platinum Edition

Important!

- You must use the MSI installer if you are using Citrix XenApp. Refer to the *Smart Client Installation Guide* for information about the MSI installer.
- RightNow CTI is **not** supported with Citrix XenApp.
- Outlook integration is supported only if Microsoft Outlook and RightNow are installed on the same Citrix XenApp server.

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