

RightNow CX August 2011 Workstation Specifications

This document includes the workstation specifications required for using RightNow CX August 2011. 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, RightNow Intent Guide and RightNow Support and Innovation Communities.

Hardware configuration

The minimum hardware requirements for the staff member workstation listed in the following table 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: 1 GHz Recommended: 1.5 GHz or greater	x86—850 MB free x64—2 GB free 512 MB virtual memory ²
Administrator	Minimum: 1 GB Recommended: 2 GB	1.5 GHz or greater	x86—850 MB free x64—2 GB free 512 MB virtual memory ²

1— Minimum memory 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.

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 3	Yes	No
Windows Vista (Business, Enterprise, and Ultimate editions)	SP 1 or 2	Yes	Yes
Windows 2008 Server (standard and R2 editions)	SP2	Yes	Yes
Windows 7 (Professional and Ultimate Editions)	SP1	Yes	Yes

Important!

- If you are using the accessibility interface with Windows Vista, you must have administrator privileges on your workstation.
 - On Windows 2008 Server, Enhanced Security Mode cannot be enabled in Internet Explorer.
-

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 4.0 (Client Profile and Extended components). If a staff or administrator workstation does not have .NET Framework Version 4.0 installed, the installer will prompt you to download and install it. (This requirement does not apply to the Accessibility Interface.)

Additionally, Windows Vista and XP require .NET Framework 3.5 Service Pack 1 (including the previous versions installed with it). Windows 7 has .NET 3.5 built in and does not require it to be installed.

If an XP or Vista workstation does not have this framework installed, you must download and install it.

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=22>

Note Unlike .NET Framework Version 4.0, you will not receive a prompt for Version 3.5 SP1 so you must verify that it is installed on XP and Vista workstations prior to installing RightNow CX August 2011.

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	7.0, 8.0, or 9.0 ¹	NA	NA	NA
Customer	7.0, 8.0, or 9.0	3.6, 4, or 5	11	5
Support and Innovation Community	7.0, 8.0, or 9.0	3.6, 4, or 5	11	5
RightNow Chat agent	7.0, 8.0, or 9.0 ¹	NA	NA	NA
RightNow Chat customer	7.0, 8.0, or 9.0	3.6, 4, or 5	11	5
Co-browsing agent ²	7.0, 8.0, or 9.0 ¹	NA	NA	NA
Co-browsing customer ³	7.0, 8.0, or 9.0	3.6, 4, or 5	11	5

1—Internet Explorer 8.0 is recommended for staff members.

2—Requires Sun Java browser plug-in version 1.6.0_24 or newer

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

Table 4: Web Browser Version Requirements for Macintosh OS X

User	Safari	Firefox
Staff member	NA	NA
Customer	5	3.6, 4, or 5
Support and Innovation Community	5	3.6, 4, or 5
RightNow Chat agent	NA	NA
RightNow Chat customer	5	3.6, 4, or 5
Co-browsing agent	NA	NA
Co-browsing customer ¹	5	3.6, 4, or 5

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 the following table for operating system (OS) and browser requirements.

Table 5: Mobile Customer Portal Requirements

Device OS	Browser
Apple iPhone OS (v3.0 or newer)	Safari
Palm WebOS 2	WebOS Browser
Android (v1.5 or newer)	Android Web Browser

RightNow Wireless

Wireless application protocol version 2.0 (WAP 2.0) is required for RightNow Wireless.

WebDAV clients

The native WebDAV clients and WebDrive are supported for the following operating systems and applications. WebDAV clients are used with RightNow Customer Portal.

- Windows XP (SP 3)
- Windows 7 (SP 1)
- Windows Vista (SP 1 or 2)
- Mac OS X
- Dreamweaver (CS 4 or 5)

Microsoft Office

The following versions of Microsoft Office are supported for use with RightNow CX.

- Microsoft Office 2007 (32-bit)
- Microsoft Office 2010 (32-bit)

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 2007, and 2010
- Yahoo

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

Microsoft Terminal Server

Use of Terminal Server is supported on 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.

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 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. Contact RightNow at installer@rightnow.com for assistance if you need to use the MSI installer.
 - To prevent RightNow CX from installing the client files for each user on each Citrix server, you must specify a custom installation location in RightNow CX staff member profiles. We recommend creating a new directory within the Program Files directory to use for this purpose (for example, C:\Program Files\RightNowCitrix\). For information on setting custom deployment options, refer to the *RightNow CX Installation Guide*.
 - Outlook integration is supported only if Microsoft Outlook and RightNow are installed on the same Citrix XenApp server.
-



About Citrix Ready

Citrix Ready is a product verification program that allows partners to validate their product, solution, or service as compatible with Citrix. All products featured in the Citrix Ready have completed verification testing, thereby providing confidence in joint solution compatibility. Learn more at: www.citrixready.com/ready.

VM Ware vSphere

Use of VM Ware vSphere Version 4.0.0 is supported on Windows Server 2008 (32 bit) and Windows Server 2008 R2 (64 bit). For information about required service packs, refer to the Workstation Operating Systems section.