

RightNow Version 8.x

Client File Listing

Upon clicking the **Install RightNow 8** button from the launch page, the InitEngine installer is downloaded into:

%USERPROFILE%\Local Settings\Application Data\RightNow_Technologies\

It then installs itself into:

%USERPROFILE%\Application Data\RightNow_Technologies\InitEngine\

and is run from there. The user enters their credentials at the login screen and the following files are downloaded and installed into the following directory (unless otherwise noted):

%USERPROFILE%\Application Data\RightNow_Technologies\Site Files\<databasename>\

RightNow.Core.zip:

RightNow.AppDomainFactory.dll
RightNow.ApplicationController.dll
RightNow.Applications.Analytics.dll
RightNow.Applications.Components.dll
RightNow.Applications.EM.dll
RightNow.Data.dll
RightNow.Data.XmlSerializers.dll
RightNow.Diagnostics.dll
RightNow.Interface.AppControllerToConsole.dll
RightNow.Interface.InitEngineToAppController.dll
RightNow.Services.Chat.dll
RightNow.Services.dll
RightNow.UI.Components.dll
RightNow.UI.Drawing.dll
RightNow.UI.Forms.dll
RightNow.UI.Forms.HtmlEditor.dll
RightNow.UI.Resources.dll
Rnt2PDF.dll
* RightNow Technologies "RightNow 8" 8.1.0.X

BiAutoPrint.dll
BiAutoPrint.lic
BiAutoPrint.ocx
Interop.BIAUTOPRINTLib.dll
Interop.BLACKICEDEVMODELlib.dll
* Black Ice Software "AutoPrint" 2.0.0.0

RightNow.OtherExt.zip:

AccountPasswordMD5.dll

* RightNow Technologies client build of MD5 algorithm used on the server

FunctionValidator.dll

* RightNow Technologies non-C# lexical grammar parser

zoneinfo.zip

* Timezone data

DevelopDotNet.Compression.dll

* used for extracting ZIP files

PDFlib_dotnet.dll

* PDFlib GmbH "PDFlib" 6.0.3.0 PDF rendering library

Microsoft.Practices.EnterpriseLibrary.Common.dll

Microsoft.Practices.EnterpriseLibrary.Logging.dll

Microsoft.Practices.ObjectBuilder.dll

* Microsoft "Enterprise Library" 2.0.0.0 client logging

LogicaCMG.EnterpriseLibraryExtensions.Logging.dll

* LogicaCMG "Enterprise Library Extensions" 0.5.2.0

ssce5532.dll

Ssce.hlp

* Wintertree "Sentry Spellchecking Engine" 5.16.3.0

DevComponents.DotNetBar.dll

* DevComponents "DotNetBar" 1.0.0.15957

* provides Office2007 UI appearance and functionality

RightNow.Dundas.zip (optional):

DundasWinChart.dll

DundasWinGauge.dll

* Dundas "WinChart" 5.5.0.1697, renders charts

RightNow.HtmlEdit.zip (optional):

tidy.dll

* tidy.sourceforge.net "HTMLtidy Library Project" 2006.04.05

* validates and cleans HTML content

Comzept.NetRix.PlugIns.HtmlFormatter.dll

Comzept.NetRix.PlugIns.TableDesigner.dll

Comzept.NetRix.Professional.Core.dll

Comzept.NetRix.Professional.Editor.dll

Comzept.NetRix.Professional.Licensing.dll

Comzept.NetRix.Professional.UI.dll

* Comzept Systemhaus "NetRix" 1.5.2005.1007

* WYSIWYG HTML editor

RightNow.Interop.zip (optional):

Interop.Office.dll
Interop.Word.dll
Office.dll
MsHtmlHstInterop.dll
Microsoft.Office.Interop.Outlook.dll
Microsoft.Office.Interop.Excel.dll
Interop.BTAUTOPRINTLib.dll
cti_controlLib.dll
Interop.SHDocVw.dll
Interop.BLACKICEDEVMODELlib.dll

* interop libraries provide an interface between managed and unmanaged code

RightNow.Sharp.zip (optional):

SharpVectorCss.dll
SharpVectorObjectModel.dll
SharpVectorRenderingEngine.dll
SharpVectorscripting.dll
SharpVectorXml.dll

* SharpVectorGraphics "rendering engine" 0.3.1.20782

RightNow.Mshtml.zip (optional):

Microsoft.mshtml.dll

* Browser functionality

RightNow.MgmtConfig.zip (optional) [Installed to RN_COM subdirectory]:

MFC71.dll
MFC71u.dll
msvcp71.dll
msvcr71.dll
Menu.RNTmodule
Treeview.RNTmodule

* UI control extensions for browser-based M&C pages

bteuclidA181.dll
btutilsA201.dll
ContactUploader.RNTmodule

* UI for bulk uploading marketing contacts

msjava.dll

* [COM support for Java apps]

RightNow.CTI.zip (optional) [Installed to RN_COM subdirectory]:

ctcapi32.dll
CTI.RNTmodule

* standard CTI integration modules

RightNow.AvayaCTI.zip (optional) [Installed to RN_COM subdirectory]:

ctcAccess.exe

CTI.RNTconnector

* Avaya CTI integration modules

RightNow.OkiCTI.zip (optional) [Installed to RN_COM subdirectory]:

OkiAccess.exe

CTI.OKIconnector

* OKI CTI integration modules

RightNow.PDF.zip (optional):

Rnt2Pdf.zip (optional):

RightNow.PermissionInstaller.exe (optional):

* Creates an entry in the .NET Framework 2.0 Configuration allowing access to .NET controls embedded in web pages hosted on the RightNow site.

MDAC_TYPE.EXE (optional):

* Microsoft "Data Access Components" 2.8 SP1

* This is a Microsoft installer and will write to the user's Windows directory.

SQLEXPR.EXE (optional):

* Microsoft "SQL Server Express" 2005

* This is a Microsoft installer and will write to the user's Program Files and Windows directories.

* Used for Disconnected Access DB

dca-8.0.0.2-install.zip (optional) [Installed to cgi-bin subdirectory]:

* server files necessary to run RightNow in offline mode