

# RightNow CRM System Specifications

This document contains recommendations and requirements for RightNow CRM staff member and end-user workstations. Additionally, this document contains Web server, database server, and mail server recommendations and requirements for non-hosted customers.

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**Note** RightNow CRM includes RightNow Service 7.0.1 and 7.0.2, RightNow Marketing 7.0.1 and 7.0.2 (Linux only), and RightNow Sales 7.0.1 and 7.0.2.

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## Workstation recommendations

To maximize the performance of RightNow for staff members and end-users, we recommend the following workstation hardware configurations, operating systems, and Web browsers. Also listed are additional requirements for RightNow Live, RightNow Sales, and RightNow Computer Telephony Integration (CTI).

### Hardware configuration



 **Important** The minimum hardware recommendations for the staff member workstation listed in Table 1 are for RightNow applications. These recommendations do not include the additional disk space required for operating system swap space (refer to the operating system documentation) or other applications running on the workstation.

Table 1: Minimum Workstation Hardware Recommendations

Workstation Type	Memory	CPU	Hard Disk
Agent	512 MB	Minimum: 400 MHz Recommended: 700 MHz or greater	50 MB free with 512 MB virtual memory
Administrator	512 MB	1 GHz	50 MB free with 512 MB virtual memory

 **Important** If you are using Disconnected Access, a minimum 200 MB of free hard disk space is required. Required free hard disk space will vary depending on database size and file attachments.

## Workstation operating systems

RightNow staff member and end-user functions are best performed on workstations running either Windows 2000 Professional or XP Professional operating systems. Windows 98 and NT Workstation are not supported agent and administrator workstation operating systems for this release.

## .NET Framework

- ✳️ **New** RightNow staff and administrator functions require .NET Framework Version 1.1. 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 is best viewed with the Web browser versions listed in Table 2. Using versions of Internet Explorer, Netscape, Safari, or other Web browsers that are not listed in this table may result in improper functioning of certain features of RightNow.

Table 2: Web Browser Version Recommendations

User	Internet Explorer		Netscape		Safari
	PC	Macintosh	PC	Macintosh	Macintosh
Staff member	6.0 (SP 1) (required)	NA	NA	NA	NA
End-User	5.0 to 6.0	5.1 (OS9) 5.2 (OSX)	4.78 or 7.0	7.0	1.0 (OSX)
RightNow Live Agent	6.0 (SP 1) (required)	NA	NA	NA	NA
RightNow Live End-User	5.5 or 6.0	5.1 (OS9) 5.2 (OSX)	4.78 or 7.0	7.0	1.0 (OSX)
Co-browsing Agent	6.0 (SP 1) (required)	NA	NA	NA	NA
Co-browsing End-User	5.5 or 6.0	NA	4.78	4.78	1.0 (OSX)

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**Note** Product and category drop-down menus are not supported for end-user on Macintosh computers using Internet Explorer.

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**Important** To view RightNow windows, consoles, and panels, you must configure the display properties of your workstation to display a minimum screen area of 1024 by 768 pixels with the “small fonts” or “normal size” (96 dpi) font size setting; however, for easier viewing, we recommend using the largest screen area possible. To ensure proper functionality, the text size setting in your Web browser must be set to “medium” or smaller.

RightNow also requires that the following workstation Web browser security options be set to “enable” or “prompt”:

- Download signed ActiveX controls
- Run ActiveX controls and plug-ins

These settings are enabled by default under the “medium” security settings.

**Important** In order to eliminate potential problems caused by proxy server caching, access to your RightNow site should be configured to bypass any systems which act as a proxy for internet requests and may store the results for future requests.

## Additional requirements

If you are using RightNow Live or RightNow Sales, refer to Table 3 for software and hardware requirements. These requirements are in addition to the workstation recommendations listed in Table 1 and Table 2.

Table 3: RightNow Live Additional Requirements

User	Additional requirements
RightNow Live Agent	Java browser plug in Version 1.4.1_06
Sales Quotes Staff Member	Microsoft Word 2000 or newer (merging quotes only)
Sales Disconnected Access Staff Member	Apache 2.0 Minimum of 200 MB free hard disk space.

## Server requirements

RightNow can be installed on UNIX operating systems, supporting MySQL and Oracle database managements systems (DBMS), and Windows operating systems, supporting Oracle or MS-SQL. The listed hardware specifications are meant to be a guide to help you define the hardware necessary for satisfactory performance. The listed software specifications for operating systems and DBMSs are requirements for the proper operation of RightNow. Any operating system, DBMS, Web server, or Web browser not specifically listed in this document is not supported by RightNow Technologies.

## Hardware recommendations

The minimum recommended hardware for RightNow is listed in Table 4.

Table 4: Server Hardware Recommendations

Server	Memory	CPU	Hard Disk
Web Server	1 GB	Single Processor 2 GHz	RAID 5 2 GB (add 2 GB for file attachments)
Database Server	1 GB	Dual Processor 2 GHz	RAID 5 4 GB
Mail Server	1 GB	Single Processor 2 GHz	RAID 5 2 GB

## Software requirements

The required software for RightNow is listed by DBMS.

### MySQL

The MySQL DBMS is supported on UNIX for RightNow. The software requirements are listed in Table 5

Table 5: Software Requirements for UNIX Using MySQL

Operating System	Database Management System	Web Server
Linux—glibc 2.2.5 and greater	MySQL 4.0.14	Apache 2.0
Solaris 9	MySQL 4.0.14	Apache 2.0

### Oracle

The Oracle DBMS is supported on UNIX and Windows for RightNow. The software requirements are listed in Table 6.

**Note** RightNow CRM 7.0.1 supports only single-byte character sets. For double-byte support, RightNow CRM 7.0.1 Unicode is required.

Table 6: Software Requirements for UNIX Using Oracle


Operating System	Database Management System	Web Server
Linux—glibc 2.2.5	Oracle 9.2 (32 bit)	Apache 2.0
Solaris 9	Oracle 9.2 (32 bit)	Apache 2.0
Windows 2000 (Service Pack 4)	Oracle 9.2 (32 bit)	Microsoft IIS 5
Windows 2003	Oracle 9.2 (32 bit)	Microsoft IIS 6

## MS-SQL

MS-SQL database management system is supported on Windows 2000/2003 for RightNow. The software requirements are listed in Table 7.

Table 7: Software Requirements for Windows Using MS-SQL

Operating System	Database Management System	Web Server
<b>Windows 2000 (Service Pack 4)</b>	Microsoft SQL Server 2000 (Service Pack 3) via ODBC using SQL driver 2000.80.384.00	Microsoft IIS 5
<b>Windows 2003</b>	Microsoft SQL Server 2000 (Service Pack 3) via ODBC using SQL driver 2000.85.1025.00	Microsoft IIS 6

 **Important** If you are using Windows 2003 Server, you must request a hotfix from Microsoft. This hotfix is described in Microsoft knowledge base article number 839229.

## PopChart server

RightNow uses the PopChart server to generate charts and graphs in analytics. The PopChart server requires that a Java Runtime Environment (JRE) version 1.4 or higher be installed on your Web server. If you are running RightNow on a UNIX server, you must also have X Libraries installed.

## Mail servers

To maximize the performance of RightNow, configure your outgoing mail server and Web server on different physical servers. RightNow supports RFC-compliant SMTP servers for outgoing mail. We recommend that the mailer daemon (rnmd) be run on a server separate from your mail server. The minimum recommended hardware is described in Table 8.

Table 8: Mail Server Hardware Recommendations

Server	CPU	Memory
Mailer daemon (rnmd)	Dual Xeon class	1 GB
Mail server	Dual Xeon class	1 GB

## **PBX interface server**

If you are implementing RightNow's CTI component, you will need Intel's NetMerge Call Processing Software, version 6.0.

