

RightNow CRM 7.5 Server Specifications

This document contains hardware recommendations and software requirements for web servers, database servers for non-hosted customers installing RightNow CRM.

RightNow CRM 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 CRM. Any operating system, DBMS, web server, or web browser not specifically listed in this document is not supported by RightNow Technologies.

Note RightNow CRM 7.5 includes RightNow Service 7.5.1 through 7.5.6, RightNow Marketing 7.5.1 through 7.5.6, and RightNow Sales 7.5.1 through 7.5.6.

Hardware recommendations

The minimum recommended hardware for RightNow is listed in Table 1.

Table 1: Server Hardware Recommendations

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

Software requirements

The required software for RightNow CRM is listed by DBMS.

MySQL

The MySQL DBMS is supported on UNIX for RightNow CRM. The software requirements are listed in Table 2

Table 2: Software Requirements for UNIX Using MySQL

Operating System	Database Management System	Web Server
Linux—glibc 2.3	MySQL 4.1 with InnoDB tables	Apache 2.0
Solaris 9	MySQL 4.1 with InnoDB tables	Apache 2.0

Oracle

The Oracle DBMS is supported on UNIX and Windows for RightNow CRM. The software requirements are listed in Table 3.

Table 3: Software Requirements for UNIX and Windows Using Oracle



Operating System	Database Management System	Web Server
Linux—glibc 2.3	Oracle 9.2.0.6 (32 bit)	Apache 2.0
Solaris 9	Oracle 9.2.0.6 (32 bit)	Apache 2.0
Windows 2000 (Service Pack 4)	Oracle 9.2.0.6 (32 bit)	Microsoft IIS 5
Windows 2003	Oracle 9.2.0.6 (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 4.

Table 4: Software Requirements for Windows Using MS-SQL

Operating System	Database Management System	Web Server
Windows 2000 (Service Pack 4)	Microsoft SQL Server 2000 (Service Pack 3) via ODBC using SQL driver 2000.80.384.00	Microsoft IIS 5
Windows 2003	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.
-  **Important** If you are using IIS 5, end-user browser cookies will not work due to a bug in IIS 5. This bug is described in Microsoft knowledge base article number 176113.

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 5.

Table 5: 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.