

RightNow CRM Workstation Specifications

To operate RightNow CRM 7.5.4 and 7.5.5, workstations must meet the requirements included in this document. These requirements reflect the resources required by RightNow CRM, and do not account for additional resources required by operating systems and other applications running on the workstation.

Hardware configuration

The minimum hardware requirements for the staff member workstations are listed in Table 1.

Table 1: Workstation Hardware Requirements

Workstation Type	Memory	CPU	Hard Disk
Agent	Minimum: 512 MB Recommended: 1 GB	Minimum: 700 MHz Recommended: 1.5 GHz or greater	<ul style="list-style-type: none"> • 50 MB free with 512 MB virtual memory • 500 MB free for disconnected access*
Administrator	Minimum: 512 MB Recommended: 1 GB	1.5 GHz	<ul style="list-style-type: none"> • 50 MB free with 512 MB virtual memory • 500 MB free for disconnected access*

* Required free hard disk space will vary depending on database size and file attachments.

Workstation operating systems

RightNow staff member and administrator functions are supported on workstations running Windows 2000 Professional (SP 4), XP Professional (SP 2), or Windows 2003 Server operating systems. All other workstation operating systems are not supported for this release.

Note If you are running Windows 2003 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 1.1 (SP 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 CRM requires the web browser versions listed in Table 2 (PC) and Table 3 (Macintosh OS X). Using versions of web browsers that are not listed in this table will result in improper functioning of RightNow CRM. In addition, the browser text size must be set to Normal.

Table 2: Web Browser Version Requirements for PCs

User	Internet Explorer	Netscape	Firefox
Staff Member	6.0 (SP 1 or newer)	NA	NA
End-User	5.5 to 6.0	8.1	1.5
RightNow Live Agent	6.0 (SP 1 or newer)	NA	NA
RightNow Live End-User	5.5 or 6.0	8.1	NA
Co-browsing Agent	6.0 (SP 1 or newer)	NA	NA
Co-browsing End-User	5.5 or 6.0	NA	NA
Section 508 Accessibility	6.0	NA	1.5

Table 3: Web Browser Version Requirements for Macintosh OS X

User	Netscape	Safari	Firefox
Staff member	NA	NA	NA
End-User	8.1	2.0	1.5
RightNow Live Agent	NA	NA	NA
RightNow Live End-User	8.1	2.0	NA
Co-browsing Agent	NA	NA	NA
Co-browsing End-User	NA	NA	NA
Section 508 Accessibility	NA	2.0	1.5

Networks

RightNow CRM 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:

<http://rightnow.custhelp.com>

Firewalls, proxy servers, and content filters can affect the performance of RightNow CRM. 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).
- 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).
- Personal firewalls must allow applications to access the Internet.
- Proxy servers cannot require explicit authentication of RightNow components and files.

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.

Additional requirements

If you are using RightNow Live or RightNow Sales, refer to Table 4 for software and hardware requirements. These requirements are in addition to the workstation recommendations listed in Table 1 and Table 2.

Table 4: Additional Requirements

User	Additional requirements
RightNow Live Agent	Java browser plug in Version 1.5.0_02 Note: If the Java plug in is not installed, you will be prompted to install it the first time you use Right Now Live.
Sales Quotes Staff Member	Microsoft Word 2000 or newer (merging quotes only)
Sales Disconnected Access Staff Member	<ul style="list-style-type: none"> • Apache 2.0 • Minimum of 500 MB free hard disk space. • Minimum 1.5 GHz processor • High-speed Internet connection for synchronizing Note: If a staff member has not installed Apache 2.0 for Disconnected Access, it will be installed automatically. If MS-SQL Desktop Edition 7.x or lower is already installed on the workstation, you will need to upgrade or remove the instance before installing RightNow Sales Disconnected Access.