

# RightNow CRM 7.5 Workstation Specifications

To maximize the performance of RightNow CRM 7.5 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).

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**Note** RightNow CRM includes RightNow Service 7.5, RightNow Marketing 7.5, and RightNow Sales 7.5.

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## 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: 700 MHz Recommended: 1.0 GHz or greater	50 MB free with 512 MB virtual memory
Administrator	512 MB	1.5 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 supported on workstations running either Windows 2000 Professional (service pack(SP) 4) or XP Professional (SP 2) operating systems. All other workstation operating systems are not supported for this release.

## .NET Framework

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 and Table 3. Using versions of web browsers that are not listed in this table may result in improper functioning of certain features of RightNow. Table 2 contains the recommended web browser versions for PCs. Table 3 contains recommended web browser version for Macintosh computers.

Table 2: Web Browser Version Recommendations for PCs

User	Internet Explorer	Netscape	Firefox
Staff member	6.0 (SP 1 or newer) (required)	NA	NA
End-User	5.0 to 6.0	7.2	1.0
RightNow Live Agent	6.0 (SP 1 or newer) (required)	NA	NA
RightNow Live End-User	5.5 or 6.0	7.2	NA
Co-browsing Agent	6.0 (SP 1 or newer) (required)	NA	NA
Co-browsing End-User	5.5 or 6.0	NA	NA

Table 3: Web Browser Version Recommendations for Macintosh

User	Internet Explorer	Netscape	Safari	Firefox
Staff member	NA	NA	NA	NA
End-User	5.2.3	7.2	1.24	1.0
RightNow Live Agent	NA	NA	NA	NA
RightNow Live End-User	5.2.3	7.2	1.24	NA
Co-browsing Agent	NA	NA	NA	NA
Co-browsing End-User	NA	NA	NA	NA

**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
- Run components signed with Authenticode

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

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**Note** Some pop-up blockers may prevent the use of RightNow CRM.

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## Networks

Firewalls, proxy servers, and content filters can affect the performance RightNow CRM. If your site is hosted by RightNow Technologies, RightNow requires the following configuration.

- 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).

## 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: RightNow Live Additional Requirements

User	Additional requirements
<b>RightNow Live Agent</b>	Java browser plug in Version 1.5.0_02
<b>Sales Quotes Staff Member</b>	Microsoft Word 2000 or newer (merging quotes only)
<b>Sales Disconnected Access Staff Member</b>	Apache 2.0 Minimum of 200 MB free hard disk space.
<b>Note</b> If a staff member has not installed the Java plug in for RightNow Live or Apache 2.0 for Disconnected Access, they will be prompted to install it.	