

Peregrine

ServiceCenter

Choosing Clients Worksheet

Release 6

© Copyright 2004 Peregrine Systems, Inc.

PLEASE READ THE FOLLOWING MESSAGE CAREFULLY BEFORE INSTALLING AND USING THIS PRODUCT. THIS PRODUCT IS COPYRIGHTED PROPRIETARY MATERIAL OF PEREGRINE SYSTEMS, INC. ("PEREGRINE"). YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THIS PRODUCT IS SUBJECT TO THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE. BY INSTALLING OR USING THIS PRODUCT, YOU INDICATE ACCEPTANCE OF AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE. ANY INSTALLATION, USE, REPRODUCTION OR MODIFICATION OF THIS PRODUCT IN VIOLATION OF THE TERMS OF THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE IS EXPRESSLY PROHIBITED.

Information contained in this document is proprietary to Peregrine Systems, Incorporated, and may be used or disclosed only with written permission from Peregrine Systems, Inc. This book, or any part thereof, may not be reproduced without the prior written permission of Peregrine Systems, Inc. This document refers to numerous products by their trade names. In most, if not all, cases these designations are claimed as Trademarks or Registered Trademarks by their respective companies.

Peregrine Systems, AssetCenter, AssetCenter Web, BI Portal, Dashboard, Get-It, Get-Services, Get-Resources, Peregrine Mobile, and ServiceCenter are registered trademarks of Peregrine Systems, Inc. or its subsidiaries.

Microsoft, Windows, Windows NT, Windows 2000, SQL Server, and names of other Microsoft products referenced herein are trademarks or registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle Corporation. zlib software copyright © 1995-2004 Jean-loup Gailly and Mark Adler ServiceCenter includes cryptographic software written by Eric A. Young (eay@cryptsoft.com). ServiceCenter includes software written by Tim J. Hudson (tjh@cryptsoft.com). Spell Checker copyright © 1995-2004 Wintertree Software Inc. Smack software copyright © Jive Software, 1998-2004. SVG Viewer, Mozilla JavaScript-C (SpiderMonkey), and Rhino software Copyright © 1998-2004 The Mozilla Organization. OpenSSL software copyright (c) 1998-2004 The OpenSSL Project. All rights reserved. MX4J software copyright © 2001-2004 MX4J Team. All rights reserved. JFreeChart software © 2000-2004, Object Refinery Limited. All rights reserved. JDOM software copyright © 2000 Brett McLaughlin, Jason Hunter. All rights reserved. LDAP, OpenLDAP, Java, and the Netscape Directory SDK Copyright © 1995-2004 Sun Microsystems, Inc. Japanese Morphological Analyzer ©2004 Basis Technology Corp. The Sentry Spelling-Checker Engine Copyright © 2000 Wintertree Software Inc. CoolMenu software copyright © 2001 Thomas Brattli. All rights reserved. Coroutine Software for Java owned by Neva Object Technology, Inc. and is protected by US and international copyright law. Crystal Reports Pro and Crystal RTE software © 2001 Crystal Decisions, Inc., All rights reserved. Eclipse software (c) Copyright (c) 2000, 2004 IBM Corporation and others. All rights reserved. Copyright (C) 2001-2004 Kiran Kaja and Robert A. van Engelen, Genivia inc. All rights reserved. Xtree copyright 2004 Emil A. Eklund. This product includes software developed by the Indiana University Extreme! Lab (<<http://www.extreme.indiana.edu/>>).

The information in this document is subject to change without notice and does not represent a commitment on the part of Peregrine Systems, Inc. Contact Peregrine Systems, Inc., Customer Support to verify the date of the latest version of this document. The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental. If you need technical support for this product, or would like to request documentation for a product for which you are licensed, contact Peregrine Systems, Inc. Customer Support by email at support@peregrine.com. If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com. This edition of the document applies to version 6 of the licensed program.

040511

Peregrine Systems, Inc.
3611 Valley Centre Drive San Diego, CA 92130
Tel 800.638.5231 or 858.481.5000
Fax 858.481.1751
www.peregrine.com



Choosing Clients Worksheet

Purpose

Use this worksheet to do the following:

- Choose the type of ServiceCenter clients you need to support specific features
- Determine the hardware and software required to support your choice of ServiceCenter clients

Notes

- 1 The hardware recommendations in this worksheet are meant to meet the following criteria:
 - Acceptable client response times
 - Acceptable ServiceCenter server CPU usage (system load of 80% or less)
- 2 See the compatibility matrix for more information about hardware and software requirements for ServiceCenter clients.
- 3 See the Release Notes Client Comparison Matrix for additional information about ServiceCenter clients.

1. Are the potential client machines running a non-Windows operating system?

Yes. Install a compatible Web browser and use the Web client. Go to 7. Web client requirements.

No. Go to 2. Do clients need to have accessibility features?

2. Do clients need to have accessibility features?

Yes. Install a compatible Web browser and use the accessible Web Client. Go to 7. Web client requirements.

No. Go to 3. Do clients need computer telephony integration features such as screen pops?

3. Do clients need computer telephony integration features such as screen pops?

Yes. Install the Windows client for Computer Telephony Integrations (CTI) support. Go to 8. Windows client requirements.

No. Go to 4. Do clients need to export to Excel or integrate with a Get-Answers 4.1 installation?

4. Do clients need to export to Excel or integrate with a Get-Answers 4.1 installation?

Yes. Install the Windows client to use Dynamic Data Exchange (DDE) features. Go to 8. Windows client requirements.

No. You can install either the Web or Windows client. Go to 5. Hardware and Software considerations.

Choosing Clients Worksheet

5. Hardware and software considerations

A. Do the potential ServiceCenter client machines have less than 256 MB RAM?

Yes. Install a compatible Web browser and use the Web client. Go to 7. Web client requirements.

No. You have a choice of clients. Go to 7B. Is there a compatible Web browser already installed?

B. Is there a compatible Web browser already installed?

Yes. You can use the Web client without installing any additional software. Go to 6. User role considerations.

No. You will have to install supporting software for either client. Go to 7C. Is there 150 MB of free HD space?

C. Is there 150 MB of free HD space?

Yes. You can install the Windows client for users that need it. Go to 6. User role considerations.

No. Install a compatible Web browser and use the Web client. Go to 7. Web client requirements.

6. User role considerations

A. Do users need the debugger, forms designer, system definitions, and client-side unloads?

Yes. Install the Windows client for users who need to access these features. Go to 8. Windows client requirements.

No. Go to 6B. Do users need a spell-checker and keyboard shortcuts?

B. Do users need a spell-checker and keyboard shortcuts?

Yes. Install the Windows client for users who need to access these features. Go to 8. Windows client requirements.

No. You can install the Web client for all other user roles. Go to 7. Web client requirements.

7. Web client requirements

A. Minimum Requirements

OS Any OS that runs a compatible Web browser (per the compatibility matrix)

CPU Pentium II 300Mhz or equivalent

RAM 128 MB

HD Space required to install compatible browser. See Web browser documentation for details.

B. Recommended Requirements

OS Any OS that runs a compatible Web browser (per the compatibility matrix)

CPU Pentium 4 or Celeron 2.4Ghz

RAM 256 MB

HD Space required to install compatible browser. See Web browser documentation for details.

Choosing Clients Worksheet

8. Windows client requirements

A. Minimum Requirements

- OS** Windows 2000
- CPU** Pentium III 650MHz
- RAM** 256 MB
- HD** 100 MB with Basic documentation installed or Help Server
150 MB with Advanced documentation installed

B. Recommended Requirements

- OS** Windows 2000 or Windows XP
- CPU** Pentium 4 or Celeron 2.4GHz
- RAM** 384 MB
- HD** 100 MB with Basic documentation installed or Help Server
150 MB with Advanced documentation installed

