

# Installed Files & System Requirements (Browser-Launched Version) LivePerson Agent Console

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*Data Sheet*



LIVEPERSON

## Introduction

You can start the LivePerson Agent Console (from now on referred to as Agent Console) directly from a web browser link running on a computer that meets the system requirements. By using the Agent Console you will not only have convenient access to LivePerson from almost any computer, but you can also always automatically launch the most current version of the Agent Console each time you login.

## System Requirements

The table below details the minimum requirements for an agent in order to use the Agent Console.

Operating System	Windows XP, Windows Server 2003, Windows Vista, Windows 7 (32 bit) and (64 bit). Mac 10.6.
Memory	According to the system requirements of the operating system.
Processor	PIII 1200 MHz or equivalent
Internet Connection	Broadband
Disk Space	150 MB
Java Client	1.6.x (32 bit)
Screen Resolutions (recommended)	1024 × 768 1280 × 1024 1600 × 1200
Internet Browser (Required for launching the application)	Internet Explorer 6, 7, 8, 9 Firefox 3.5, 3.6, 4 Safari 4, 5 (Mac only) Chrome 5

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**Note:** *LiveCall subscriptions will require a Windows compatible headset (USB headset strongly recommended) and 24 kbs bandwidth per call.*

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## How Does it Work?

LivePerson utilizes Sun's Java Web Start (JWS) platform to cache and launch the Java-based version of the Agent Console rather than requiring you to manually download and install the Windows-specific Agent Console. JWS downloads application files, however the application itself is not "installed". Each time the agent starts the Agent Console, JWS checks the LivePerson servers to ensure that the locally cached version is the most up-to-date. If a newer version is available, it is downloaded and launched automatically.

## Windows Specific Installation

### Installed Files - List

After an installation has taken place, files and folders are distributed to two specific location. These locations vary according to the operating system used, see the section "[Installed Files - Location](#)" on page 4. However the files and folders fall into two specific categories (application configuration files and miscellaneous application files), as listed below:

#### Application Configuration Files

- ◆ This location contains the following folders and files:
  - ❖ categories
  - ❖ htmlEditor
  - ❖ log4j
  - ❖ properties files

#### Miscellaneous Application Files

- ◆ This location contains the following folders:
  - ❖ Ephox
  - ❖ images
  - ❖ logs
  - ❖ revData
  - ❖ sounds
  - ❖ spellchecker
  - ❖ Webrenderer
  - ❖ EditLiveForJava.ini file



## Installed Files - Location

Below are locations of application configuration files and miscellaneous application files according to various operating systems.

### Windows XP

◆ Application Configuration Files - Location:

```
<local drive>\Documents and Settings\<>username>\Application Data  
\LivePerson
```

◆ Miscellaneous Application Files - Location:

```
<local drive>\Documents and Settings\<>username>\Local Settings  
\Application Data\LivePerson
```

### Windows Vista

◆ Application Configuration Files - Location:

```
<local drive>\Users\<>username>\AppData\Roaming\LivePerson
```

◆ Miscellaneous Application Files - Location:

```
<local drive>\Users\<>username>\AppData\Local\LivePerson
```

### Windows 7

◆ Application Configuration Files - Location:

```
<local drive>\Users\<>username>\AppData\Roaming\LivePerson
```

◆ Miscellaneous Application Files - Location:

```
<local drive>\Users\<>username>\AppData\Local\LivePerson
```



## Mac Specific Installation

### Installed Files - Location and List

After an installation has taken place, for Mac 10.x, the following files and folders can be found in the location: <username>\LivePerson

#### Application Files

- ◆ categories
- ◆ htmlEditor
- ◆ log4j
- ◆ profile.9.x.properties
- ◆ images
- ◆ logs
- ◆ revData
- ◆ spellchecker
- ◆ sounds
- ◆ Webrenderrer



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