

ENGAGEMENT CONSOLE SYSTEM SPECIFICATIONS REVISION: JULY 2013

Overview

The Marketing Cloud Engagement Console (EC) is an Adobe AIR application, that can run on computer systems that have Adobe AIR installed. Comprehensive Adobe AIR system requirements are located here: <http://www.adobe.com/ca/products/air/tech-specs.html>.

Adobe AIR Requirements (summary)

Windows

- 2.33GHz or faster x86-compatible processor, or Intel Atom™ 1.6GHz or faster processor for netbook class devices.
- Microsoft® Windows® XP, Windows Server 2008, Windows Vista® Home Premium, Business, Ultimate, or Enterprise (including 64 bit editions) with Service Pack 2, Windows 7, or Windows 8 Classic.
- 2GB of RAM (4GB recommended).

Mac OS

- Intel® Core™ Duo 1.83GHz or faster processor.
- Mac OS X v10.6, v10.7, or v10.8.
- 2GB of RAM (4GB recommended).

Linux

- *Note - Beginning June 14 2011, Adobe AIR is no longer supported for desktop Linux distributions. Users can install and run AIR 2.6 and earlier applications but can't install or update to AIR 2.7. The last version to support desktop Linux distributions is AIR 2.6. AIR 2.6 is available from the AIR Archive.*

Adobe AIR FAQ is located here: <http://www.adobe.com/ca/products/air/faq.html>.

Radian6 Engagement Console System and Recommendations

Minimum Specifications

Operating System	CPU	Memory	Number of Stacks	Number of items per stack	Refresh Rate
Win XP	2 GHz	2 GB	3	20	1 minute
Win7/Vista	2 GHz	2 GB	3	20	1 minute
Mac OS X	2 GHz	2 GB	4	20	1 minute

Recommended Specifications

Operating System	CPU	Memory	Number of Stacks	Number of items per stack	Refresh Rate
Win7/Vista	> 2.4 GHz	4 GB	5	30	30 seconds
Mac OS X	2.6 GHz	4 GB	5	30	30 seconds

Note:

- The recommended number of stacks includes all Radian6 stacks, Twitter stacks and Facebook stacks. It is possible to open more stacks or increase the number of posts per page occasionally.
- We recommend using the Windows 7 Operating System as a minimum specification due to performance limitations when using the XP Operating System on heavily used stacks.

Network

These are the required domains that the firewall and/or proxy should allow to pass through so that the EC can function as designed. Both HTTP and HTTPS protocols must be allowed to pass through.

- graph.facebook.com:443
- http://static.ak.fbcdn.net
- s-static.ak.facebook.com:443
- fbcdn-photos-a.akamaihd.net:443
- www.facebook.com
- api.facebook.com
- ecapi.radian6.com
- ecds.radian6.com
- ec-gallery.radian6.com



- summary.radian6.com
- *.twimg.com
- api.twitter.com
- search.twitter.com
- *.salesforce.com
- http://salesforce.com

Radian6 Engagement Console Requirements

- Administrative privileges for initial installation and subsequent updates.

Note - In an enterprise environment, the customer is able to download the Engagement Console AIR file, and create their own deployment package.

- Greater than 1024x768 screen resolution.
- Internet access for downloading and running the Engagement Console.
- High speed Internet access is recommended.
- Engagement Console traffic travels over the following ports (port 80 and 443 for SSL) that regular Internet traffic travels over.

Engagement Console Download

- There is a download link available in the Dashboard or it can be downloaded directly from the following link: <http://ec.radian6.com/ec.html>.
- More information about the Engagement Console User Guide located on the [Engagement Console Quick Start Page](#).

Have questions? Contact us:

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