User Documentation Example

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Excerpt from "RightNow Integration Installation and Configuration Guide"

Chapter 3: Installing the Media Bar and Utilities

Your next step is to upload the media bar add-in and set permissions for it.

Before configuring the media bar add-in, complete the steps in Chapters 1 and 2 to install the integration's configuration utilities and handlers.
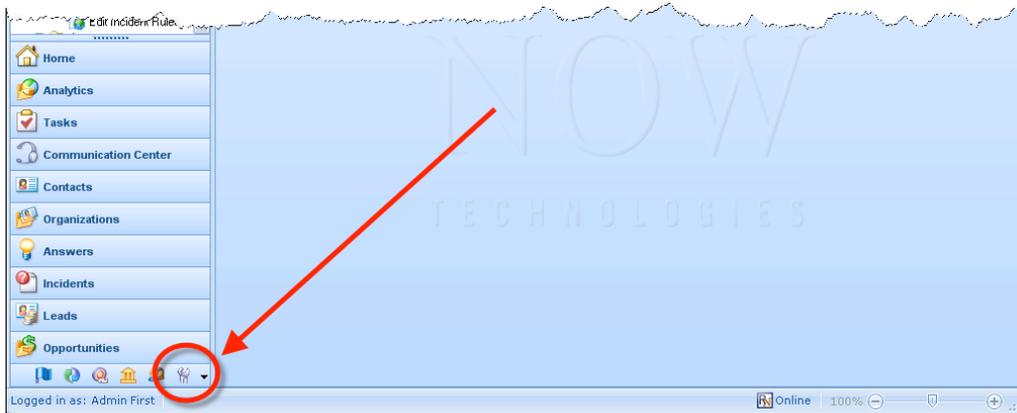
Uploading the Media Bar

This task is done by the system administrator who received the Interactive Intelligence integration files for RightNow. Interactive Intelligence provided you with a zip file that contains the RightNow Media Bar add-in.
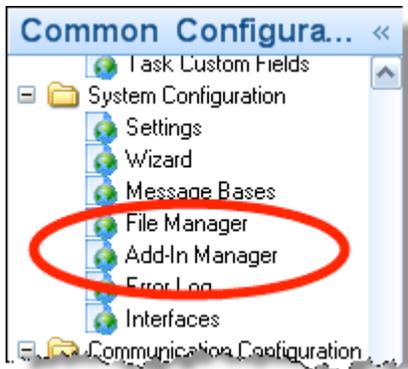
> **Note:** If you receive an updated version of the RightNow Media Bar, repeat the procedure in this section to upload the updated zip file.

To upload the Media Bar:

1. First, verify that the Media Bar zip file is on your local disk drive.

   RightNow cannot install the zip file over a network. The file must be on your local drive.

2. Start the RightNow client if it's not already open.

3. Log on with administrative rights. Then open the Common Configuration menu by clicking the Common Configuration 🐾 icon at the bottom of the menu pane (see figure).

4. Under the System Configuration branch of the menu tree, double-click **Add-In Manager** (see figure).

   Interactive Intelligence's Media Bar for RightNow is contained in an add-in that sits within the RightNow client. Before you can use the media bar, an administrator must upload the add-in to the RightNow server.
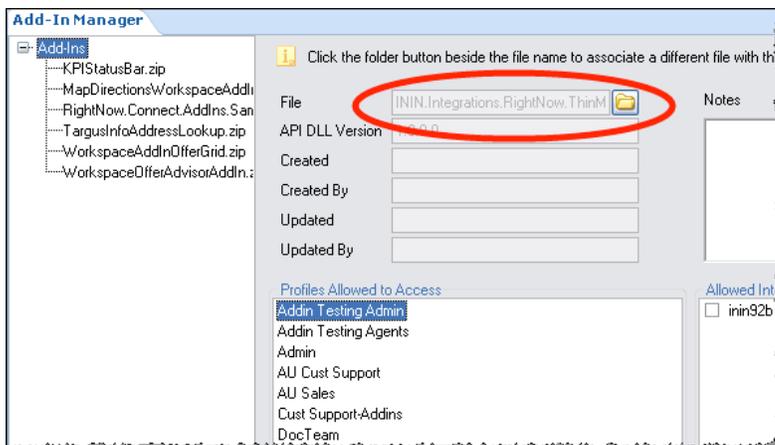
5. On the Add-In Manager tab, right-click **Add-Ins** and click **New Add-In** on the shortcut menu.

6. Then browse to file ININ.Integrations.RightNow.ThinMedia Bar.zip on your computer and open it in the RightNow client.

> **Warning:** *Do not* unzip the file. If you unzip the file, you will not be able to upload it.

The RightNow client displays the Media Bar add-in (see figure).

7. Go to the next section of this installation guide and set permissions for the media bar.