

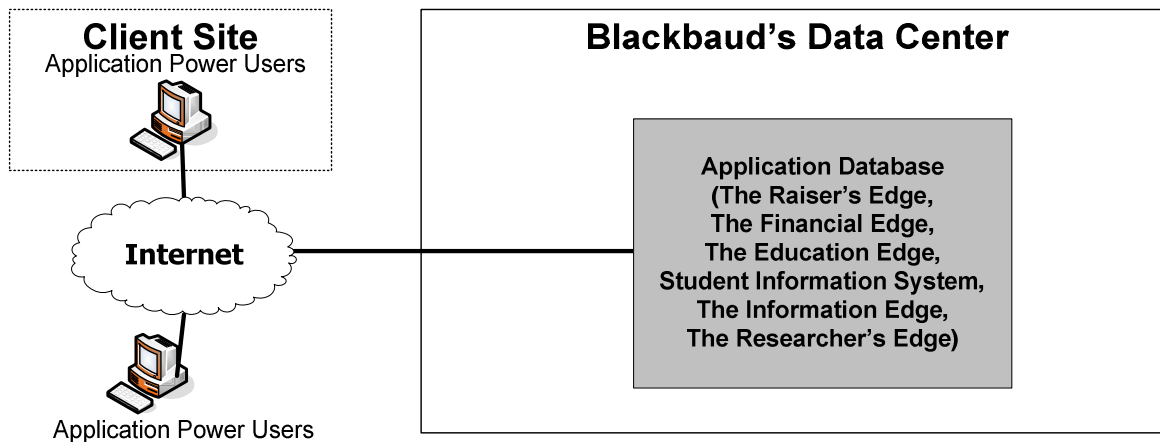
## Table of Contents

**Blackbaud OnDemand** currently hosts over 10 traditional applications and Software as a Service offerings. As such there are many possible combinations of solutions that require reference to a specific page in this document. The following is intended to help you navigate this document for some of our more common configurations.

- If you have **Raiser's Edge** only, **Financial Edge** only, **Education Edge (AO/RO)** only, **Student Information System** only, or **The Information Edge** only, or any combination of these four applications please refer to **PAGE 1**.
- If you have **Faculty Access for the Web/Faculty Portal** or **NetClassroom/Student Portal** please refer to **PAGE 2**.
- If you have **Online Admissions** only please refer to **PAGE 2**.
- If you have **the Financial Edge Web Portal** please refer to **PAGE 3**.
- If you have both **Raiser's Edge** and **Blackbaud NetCommunity / NetCommunity GROW / Online Campus Community** hosted by Blackbaud please refer to **PAGE 4**.
- If you have **Blackbaud NetCommunity / NetCommunity GROW / Online Campus Community** hosted by Blackbaud but you host **Raiser's Edge** please refer to **PAGE 5**.
- If you have **Blackbaud Enterprise CRM** and **Blackbaud NetCommunity** hosted by Blackbaud please refer to **PAGE 6**.
- If you have **Patron Edge Online** only hosted by Blackbaud and you host Patron's Edge please refer to **PAGE 7**.
- If you have **ResearchPoint** hosted by Blackbaud please refer to **PAGE 8**.

**Note:** System requirements are subject to change. Before making any purchase or installation decisions, ensure you have the latest system requirements and check for third-party compatibility information in Knowledgebase. If you use multiple Blackbaud products, refer to the system requirements for each product; the total requirements may be different from what is listed below.

## Blackbaud OnDemand for **The Raiser's Edge® 7**, **The Financial Edge™ 7**, **The Information Edge™**, **The Education Edge™ (AO/RO Only)**, **The Student Information System™ (AO/RO Only)** and **The Researcher's Edge™**



workstation requirements	
operating system	Windows XP, Windows NT 4.0 with Service Pack 6a (SP6a) and higher, or Windows 2000, MAC OS X. Note: For Import and Export on MAC OS X a third party utility is needed to interface with the WebDAV files folder. Windows XP 64-bit not supported with the WebDAV files folder.
processor (CPU)	Windows OS: Computer with a 486/66-MHz processor or higher (Pentium processor recommended) MAC OS X
memory (RAM)	Windows OS: 32 MB minimum MAC OS X
disk space	n/a
display	Super VGA (800 × 600) or higher-resolution monitor with 256 colors.
browser	Internet Explorer 6.0 (Windows OS) or Firefox (MAC OS X)
other	Permissions to download and install Citrix software.

internet requirements	
bandwidth/speed	30 kbps per concurrent user.
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent hosted application(s) users (30 kbps per), private line, or frame relay.
remote connectivity	Broadband (Cable Modem or DSL).

Outlook integration with The Raiser's Edge requirements	
mail server	Microsoft Exchange 2003 Server
configuration	Exchange server must be configured for RPC over https communications

Blackbaud OnDemand for **The Education Edge™** and **The Student Information System™** Web Applications (Faculty Access for the Web / Faculty Portal, NetClassroom / Student Portal, and Online Admissions)

Faculty Access for the Web / Faculty Portal workstation minimum requirements	
browser	<p><b>PCs:</b> Microsoft Windows Internet Explorer 6 or 7 on a Pentium II or higher workstation.                      MacIntosh: Mozilla's Firefox browser 1.5, revisions .01 and higher (i.e. 1.5.03) or Firefox 2.0 on MAC OS X 10.1 to 10.4.</p> <p>Note: Other browsers may not display or operate correctly. Safari is not supported.</p>
internet connection	An internet connection is required to use Faculty Access for the Web. A broadband (DSL or cable) or faster connection is recommended.

NetClassroom / Student Portal workstation minimum requirements	
browser	<p><b>PCs:</b> Microsoft Windows Internet Explorer 6 or 7 and Mozilla's Firefox browser on a Pentium II or higher workstation.                      MacIntosh: Mozilla's Firefox browser 1.5, revisions .01 and higher (i.e. 1.5.03) or Firefox 2.0 on MAC OS X 10.1 to 10.4.</p> <p>Note: Other browsers may not display or operate correctly. Safari is not supported.</p>
internet connection	An internet connection is required to use Faculty Access for the Web. A broadband (DSL or cable) or faster connection is recommended.

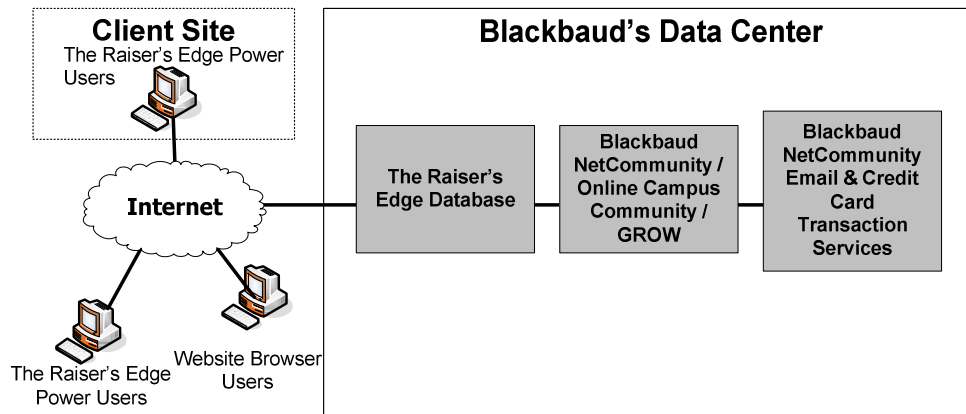
Online Admissions minimum requirements	
	Online Admissions leverages the framework components of Blackbaud NetCommunity to function. Please refer to the Blackbaud NetCommunity and Online Campus Community system requirement sections of this document for the appropriate requirements for Online Admissions.

## Blackbaud OnDemand for **The Financial Edge**<sup>™</sup> Web Application (WebPurchasing)

### WebPurchasing workstation minimum requirements

browser	Microsoft Windows Internet Explorer 7 or Firefox 2 or higher supported on Windows operating systems. Firefox 2 or higher supported on Macintosh operating systems. Minimum screen resolution 1024x768.
internet connection	An internet connection is required to use WebPurchasing. A broadband (DSL or cable) or faster connection is recommended.

## Blackbaud OnDemand for The Raiser's Edge<sup>®</sup> 7 and Blackbaud<sup>®</sup> Net Community<sup>™</sup> / Online Campus Community<sup>™</sup> / GROW



The Raiser's Edge workstation requirements	
operating system	Windows XP, Windows NT 4.0 with Service Pack 6a (SP6a) and higher, or Windows 2000, MAC OS X. Note: For Import and Export on MAC OS X a third party utility is needed to interface with the WebDAV files folder. Windows XP 64-bit not supported with the WebDAV files folder.
processor (CPU)	Windows OS: Computer with a 486/66-MHz processor or higher (Pentium processor recommended) MAC OS X
memory (RAM)	Windows OS: 32 MB minimum MAC OS X
disk space	n/a
display	Super VGA (800 × 600) or higher-resolution monitor with 256 colors.
browser	Internet Explorer 6.0 (Windows OS) or Firefox (MAC OS X)
other	Permissions to download and install Citrix software.

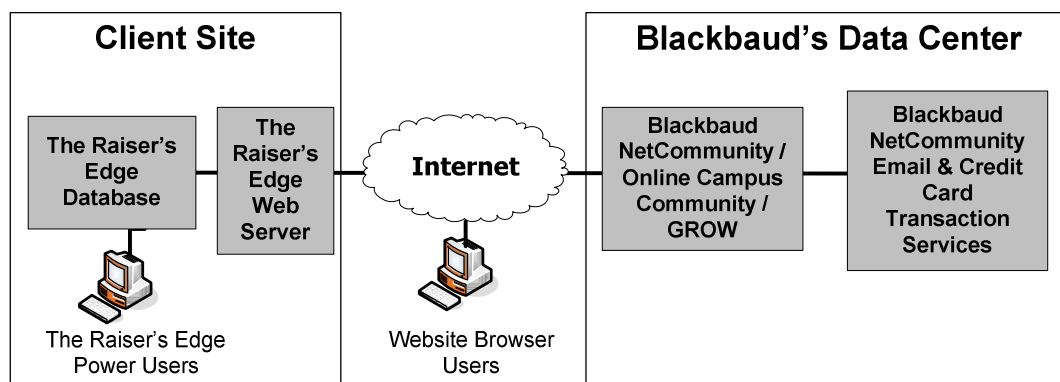
Blackbaud NetCommunity / Online Campus Community / GROW client browser	
browser	<b>Blackbaud NetCommunity</b> is compatible with <a href="#">W3C</a> compliant browsers. <b>Blackbaud NetCommunity</b> supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for "Remember Login" functionality and all <b>Blackbaud NetCommunity</b> form validations. Any client use of the HTML editor is not supported when using the Opera Browser. Note: Full page functionality testing conducted on IE 6.0, Firefox "Mozilla family", and Safari.

Blackbaud NetCommunity / Online Campus Community / GROW admin workstations requirement	
browser	Internet Explorer 7.0 or higher and Firefox 2.0 or higher with cookies and Javascript enable, for the <b>Blackbaud NetCommunity</b> Administrative workstations.

internet requirements for client site	
bandwidth/speed	30 kbps per concurrent Raiser's Edge 7 user.
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent hosted application(s) users (30 kbps per), private line, or frame relay.
remote connectivity	Broadband (cable modem or DSL).

Outlook integration with The Raiser's Edge requirements	
mail server	Microsoft Exchange 2003 Server
configuration	Exchange server must be configured for RPC over https communications

## Blackbaud OnDemand for **Blackbaud® Net Community™** Only, **Online Campus Community™** Only, or **GROW** Only (Client Hosts The Raiser's Edge 7)



### The Raiser's Edge 7 workstation and database requirements

Please refer to The Raiser's Edge 7 system requirements

Note: The Raiser's Edge 7 database at the client site must be run on SQL 2005, or SQL 2008 Standard or Enterprise. Blackbaud recommends a SQL per processor license.

### The Raiser's Edge 7 Web Service dedicated web server minimum requirements

operating system	Windows 2003 Server installed with IIS 6.0 configured as an application server, Windows 2000 Server installed with IIS 5.0 or Windows 2000 Advanced Server installed with IIS 5.0. ASP.NET, <b>The Raiser's Edge 7.83</b> or greater, and Raiser's Edge 7 Web service (all required). Microsoft .NET Framework v2.0.  <b>Note:</b> Domain controllers, NT 4.0 Server, and peer-to-peer networks are not supported. Microsoft .NET Framework v2.0 installed if it does not exist.
processor (CPU)	Pentium IV or Pentium IV-class, 2 GHz minimum recommended.
memory (RAM)	1 GB minimum
disk space	Minimum of 50 MB available space for the Raiser's Edge 7 Web Service installation.
internet connection	A Web server available to the public Internet. Blackbaud recommends using a high-speed Internet connection. HTTPS traffic requires port 443.
security	Blackbaud recommends securing your Web server with Secure Socket Layer (SSL) or equivalent technology to prevent unauthorized access to transmitted data.  <b>Note:</b> Blackbaud is not responsible for the installation, configuration, and testing of any Web security measures. Blackbaud assumes no responsibility for the security of your Web server and any adverse consequences resulting from security issues. Blackbaud software does not establish or modify security on the Web server. Refer to <a href="http://www.microsoft.com">www.microsoft.com</a> for specific security measures and NTFS permissions needed by Windows 2003 Server or Windows 2000 and IIS.

### Blackbaud NetCommunity / Online Campus Community /GROW client browser

browser	<b>Blackbaud NetCommunity</b> is compatible with <a href="http://www.w3c.org">W3C</a> compliant browsers. <b>Blackbaud NetCommunity</b> supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for "Remember Login" functionality and all <b>Blackbaud NetCommunity</b> form validations. Any client use of the HTML editor is not supported when using the Opera Browser. Note: Full page functionality testing conducted on IE 6.0 and 7.0, Firefox "Mozilla family", and Safari.
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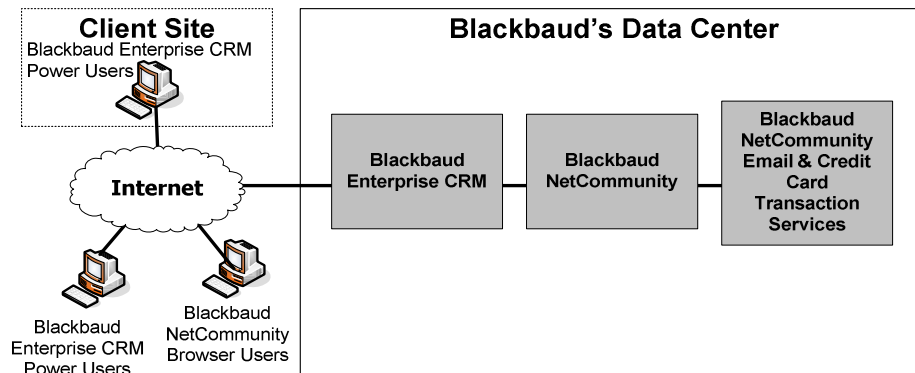
### Blackbaud NetCommunity / Online Campus Community / GROW admin workstation requirements

browser	Internet Explorer 7.0 or higher and Firefox 2.0 or higher with cookies and Javascript enable, for the <b>Blackbaud NetCommunity</b> Administrative workstations.
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### internet requirements

bandwidth/speed	Necessary speed of the connection will depend on NetCommunity activity. At a minimum we recommend a dedicated Internet circuit (full T1, NxT1, fractional DS-3, or full DS-3), private line, or frame relay.
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## Blackbaud OnDemand for Blackbaud® Enterprise CRM and Blackbaud® Net Community™



### Blackbaud Enterprise CRM workstation requirements

operating system	Windows XP Professional SP2 or higher and Microsoft .NET Framework 2.0 installed (.NET is installed with Windows Vista, The Raiser's Edge v 7.84, The Researcher's Edge v2.2.1.8) <b>Note:</b> Windows Vista is also supported but not required
processor (CPU)	Intel processor 2 Ghz clock speed or faster
memory (RAM)	1 GB minimum
disk space	150 MB minimum for processing activities and download cache
display	SVGA (1024 × 768 recommended)
browser	Internet Explorer 7

### Blackbaud NetCommunity client browser

browser	<b>Blackbaud NetCommunity</b> is compatible with <a href="#">W3C</a> compliant browsers. <b>Blackbaud NetCommunity</b> supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for "Remember Login" functionality and all <b>Blackbaud NetCommunity</b> form validations. Any client use of the HTML editor is not supported when using the Opera Browser. Note: Full page functionality testing conducted on IE 6.0, Firefox "Mozilla family", and Safari.
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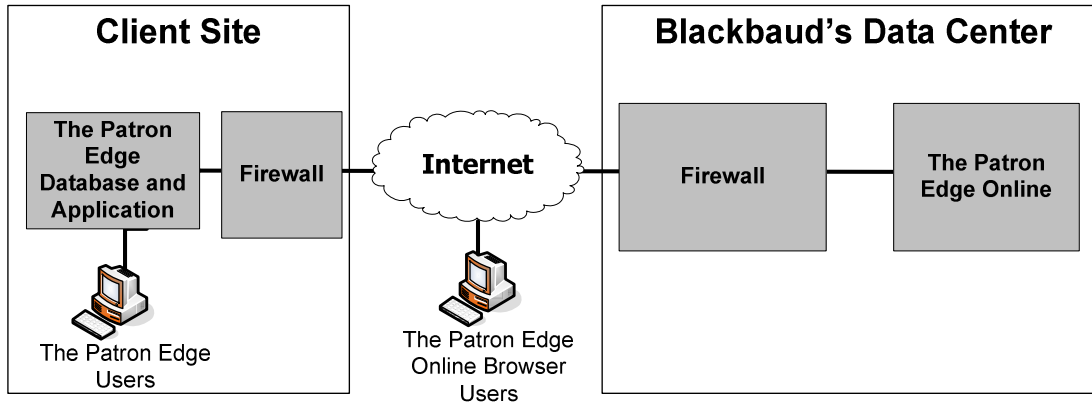
### Blackbaud NetCommunity administrative workstations requirements

browser	Internet Explorer 7.0 or higher and Firefox 2.0 or higher with cookies and Javascript enable, for the <b>Blackbaud NetCommunity</b> Administrative workstations.
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### internet requirements

bandwidth/speed	100-200 kbps per concurrent Blackbaud Enterprise CRM and BBNC administrative user.
Internet connection	Connection via HTTPS to the application web server. HTTPS traffic requires that both ports 443 and 80 are open for inbound and outbound activity
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent application(s) users (100-200 kbps per), private line, or frame relay.
remote connectivity	Broadband (Cable Modem or DSL).

Blackbaud OnDemand for **Patron Edge™ Online** (Client Hosts The Patron Edge)



**The Patron Edge workstation and database requirements**

Please refer to The Patron Edge system recommendations

**Client Site Firewall Configuration**

Outbound traffic	All communications from the client site PE server to the Blackbaud hosted server are sent over ports in the 7000 range. The client side firewall should be configured to allow communication to the Blackbaud IP address for these ports.
Inbound traffic	All communications from the Blackbaud hosted server to the client site PE server are sent over ports 2028, 2030, and 2050. The client side firewall should be configured to allow communication from the Blackbaud IP address for these ports.
Ping traffic	Client's firewall must allow ping (ICMP) packets from the Blackbaud IP address for monitoring and troubleshooting.

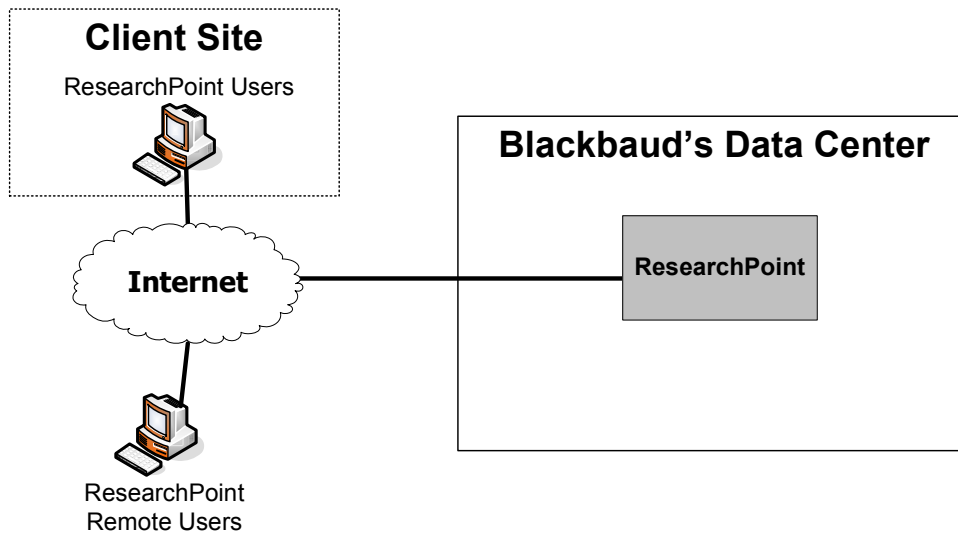
**The Patron Edge Online workstation requirements**

browser	Internet Explorer 6.0.
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**Internet requirements (client site)**

bandwidth/speed	Necessary speed of the connection will depend on Patron Edge online activity. At a minimum, Blackbaud recommends a dedicated Internet circuit (fractional T1, full T1, NxT1, fractional DS-3, or full DS-3), private line, or frame relay.
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## Blackbaud OnDemand for ResearchPoint™



workstation requirements	
operating system	Windows XP Professional. SP2 or higher Microsoft .Net Framework 2.0, Service Pack 2 (SP2) installed  <b>Note:</b> Windows Vista is also supported but not required
processor (CPU)	Intel processor 2Ghz clock speed or faster
memory (RAM)	1 GB minimum
disk space	150 MB minimum for processing activities and download cache
display	SVGA (1024 x 768 recommended)
browser	Internet Explorer 7
internet requirements	
bandwidth/speed	100-200 kbps per concurrent user.
internet connection	Connection via HTTPS to the application web server. HTTPS traffic requires that both ports 443 and 80 are open for outbound and inbound activity
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent application(s) users (100-200 kbps per), private line, or frame relay.
remote connectivity	Broadband (Cable Modem or DSL).
other compatibility information	
The Raiser's Edge Integration	<b>ResearchPoint</b> is compatible with <b>The Raiser's Edge</b> 7.84 and 7.85 SQL Server versions. Oracle is not supported. Clients wishing to use integration capabilities to transfer summarized asset, wealth and giving capacity data into <b>The Raiser's Edge</b> must have the RE:Search module.  Note: Currently Integration between Raiser's Edge OnDemand and ResearchPoint is not available.

## Security Recommendation

Blackbaud employs security best practices for all Blackbaud OnDemand systems, including the protection of all systems and information located at the Blackbaud Data Center, as well as communications between systems at the Blackbaud Data Center and client servers and workstations. Although Blackbaud makes every effort to ensure the security of client data, it is imperative that organizations also employ security best practices at their site(s) and on their workstations.

## Requirements and Recommendation Disclaimer

System requirements are based on information available on the last updated date. They are published only as a guide and relate solely to Blackbaud software.

Performance and response time are affected by many factors related to hardware (such as RAM, processor speed, and hard disk subsystem performance), network configuration (such as NIC performance, cable type, topology, operating system, parameters, and traffic), and the database (such as size, number of concurrent users, and the type of activities each user is performing). In addition, network and workstation operating systems, third-party software products, and our own products are continuously updated with new features and options, which often place greater demands on hardware.

Blackbaud recommends the purchase of top-of-the-line equipment when possible and that organizations budget for continual upgrades to their system.

Blackbaud staff may provide limited informal guidance based on information made available. However, neither these system requirements nor our staff's guidance constitute a guarantee of compatibility, outcome, or performance. We encourage organizations to consult their own systems staff or outside technical experts to ensure appropriate results. Comprehensive technical consulting services are available through Blackbaud. Under a separate consulting arrangement, our consultants evaluate the installation of all Blackbaud applications and recommend optimal hardware and system configuration options. Email [solutions@blackbaud.com](mailto:solutions@blackbaud.com) for more information.