

Minimum System Requirements

This document lists the required system infrastructure to run your Blackbaud system. Blackbaud recommends the purchase of top-of-the-line equipment when possible and that organizations budget for continual upgrades to their system. Please note that minimum system requirements are subject to change, so make sure you have the latest information before making any purchases.

In addition to the following minimum requirements, Blackbaud strongly recommends the purchase and scheduled use of a tape or archival backup solution. The Blackbaud Management Console includes a backup utility to make or schedule backups while the database engine is running. Blackbaud recommends regular testing to ensure reliability.

The Raiser's Edge 7 SQL Server

standalone / workstation minimum requirements	
operating system	Windows 2000 Professional, Windows XP Professional, or Windows Vista 32-bit and 64-bit (Business, Ultimate, Enterprise). SP3 or higher is required for use with Windows 2000 Professional and SP2 or higher is required for Windows XP Professional. Note: Microsoft Office 2000, Office XP, Office 2003 or Office 2007 is required to use the Microsoft Integration features. If upgrading to Windows 2000 Professional, perform a clean installation with your Windows 2000 upgrade CD to avoid program incompatibilities.
processor (CPU)	Pentium IV or Pentium IV-class or higher
memory (RAM)	1GB minimum
disk space	1 GB minimum for program and system files and an additional 500 MB free disk space for processing activities Note: For standalone workstations, use the Disk Space chart under Database Server Requirements to estimate the disk space needed for database files.
display	SVGA (800 x 600 resolution; 256 colors) minimum, 8-bit color or better

database server minimum requirements	
operating system	Windows 2008 Server 32-bit and 64-bit, Windows 2003 Server, Windows 2003 Server x64, Windows 2000 Server and Windows 2000 Advanced Server are supported. SP1 is required for Windows 2003 Server and Windows 2003 Server x64, and SP2 is supported. SP4 is required for use with Windows 2000 Server and Windows 2000 Advanced Server. Note: Domain controllers, Small Business Servers, NT 4.0 Server, and peer-to-peer networks are not supported.
SQL server	SP4 is required for SQL Server 2000, and SP2 or higher is required for SQL Server 2005 for both the 32-bit and 64-bit versions. SQL Server 2005 is only supported for The Raiser's Edge 7.81 and higher. Both the 32-bit and 64-bit versions of SQL Server 2008 and SQL Server 2008 SP1 are supported for The Raiser's Edge 7.91 .
processor (CPU)	Pentium IV or Pentium IV-class or higher, 2 GHz minimum for large networks. SQL Server provides enhanced support for Windows servers with multiple processors. It is designed to improve the performance of multi-user databases under heavy use and increase the workload the database can handle. It can also handle larger databases and/or a large numbers of users (20 and more). A dedicated database server, especially with high user loads and activity, should be considered. No mission-critical databases or other client/server applications, including other Blackbaud applications, should run on the same server. If you run more than one client/server application on the same server, that server needs to exceed the minimum requirements for optimal performance. Note: Larger networks and databases require faster processors.

memory (RAM)	<p>1 GB minimum. More memory may be required for databases larger than 1 GB. The maximum memory supported by SQL Server 2000 MSDE and SQL Server 2000 Standard Edition is 2 GB. The maximum memory supported by SQL Server 2005 Express is 1 GB. The maximum memory supported by SQL Server 2008 Workgroup Edition is 3 GB. The maximum memory supported by SQL Server 2008 Workgroup Edition is 4 GB. The maximum memory for SQL Server 2005/2008 Standard and SQL Server 2000/2005/2008 Enterprise Edition is the maximum that your operating system will support.</p> <p>Note: SQL Server can dynamically allocate the optimal amount of memory (or cache) to the database to increase performance. Consider purchasing more than the required RAM to allow for a larger cache.</p>	
disk space	<p>1 GB minimum for <i>The Raiser's Edge</i> program, system, and database management console files and an additional 500 MB for the workstation deployment files, which can be installed in a different location. Additional space is required for the database.</p> <p>Note: If you are converting from <i>The Raiser's Edge</i> 6, during the conversion process you need free space equal to eight times the size of your Raiser's Edge 6 database plus 500 MB. The final size of the SQL Server database will be approximately three times the total disk space occupied by the SQL Anywhere database file (RE.DB).</p> <p>Note: Requirements vary, depending on the number of records and the additional modules used. Review the table below:</p>	
	total number of records (constituents and gifts)	minimum disk space for database
	Fewer than 100,000	300 MB
	100,000 - 250,000	750 MB
	250,000 - 500,000	2 GB
	500,000 - 1,000,000	4 GB
	1,000,000 - 2,000,000	5 GB
2,000,000 - 5,000,000	7 GB	
5,000,000+	10GB + 4GB for each additional one million records	
hard disk	<p>A high performance disk subsystem, such as SCSI-2 and RAID technology, is recommended</p>	

RE: Anywhere (formerly known as The Raiser's Edge for the Web)

workstation minimum requirements	
browser	Internet Explorer 6.0 or 7.0
operating system	<p>Windows 2000 Professional, Windows XP Professional, or Windows Vista (Business, Ultimate, Enterprise). SP3 or higher is required for use with Windows 2000 Professional and SP2 or higher is required for Windows XP Professional. SP1 is required for Windows Vista.</p> <p>Note: Microsoft Office 2000, Office XP, Office 2003 or Office 2007 is required to use the Microsoft Integration features. If upgrading to Windows 2000 Professional, perform a clean installation with your Windows 2000 upgrade CD to avoid program incompatibilities.</p>

web server minimum requirements note: separate Web and database servers are required	
operating system	<p>Windows 2003 Server installed with IIS 6.0, Windows 2000 Server installed with IIS 5.0 or Windows 2000 Advanced Server installed with IIS 5.0.</p> <p>Note: Domain controllers, Small Business Servers, NT 4.0 Server, and peer-to-peer networks are not supported.</p>
processor (CPU)	<p>Pentium IV or Pentium IV-class, 2 GHz minimum for large networks.</p> <p>Note: Larger networks and databases require faster processors.</p>
memory (RAM)	1 GB minimum
disk space	1 GB minimum for <i>The Raiser's Edge</i> workstation components and an additional 30 MB for RE: Anywhere .

internet connection	<p>You need a permanent Internet connection to your Web server and access from your Web server to The Raiser's Edge. Blackbaud recommends using a high-speed Internet connection.</p> <p>Note: To set up an Internet connection and register a domain name, contact your local Internet Service Provider (ISP).</p>
security	<p>Blackbaud recommends securing your Web server with Secure Socket Layer (SSL) or equivalent technology to prevent unauthorized access to transmitted data.</p> <p>Note: 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 http://www.microsoft.com for specific security measures and NTFS permissions needed by Windows 2000 Server or Windows 2003 and IIS.</p>

RE: NetSolutions

The optional suite of products **RE:NetSolutions**, enables you to extend your fundraising activities to the Internet. It includes **RE:NetDonors**, **RE:NetEvents**, **RE:NetMail**, **RE:NetDirectories**, **RE:NetVolunteers**, **RE:NetMembers**, and **RE:NetAdvocacy**.

No additional hardware is required. To use **RE:NetSolutions**, you need the following:

- ♦ A web site
- ♦ An internet connection
- ♦ Internet Explorer 7 to set up your Web pages and download online gifts and event registrations.
Note: Donors can access your NetSolutions pages with any HTML 3.2-compliant browser. Internet Explorer is recommended however as user experience can vary from browser to browser.
- ♦ A merchant account with IATS, a division of Ticketmaster Canada Ltd. Visit the Raiser's Edge FAQ section found under the Support section on our web site on how to setup your IATS account.

RE:NetAdvocacy requires a CapWiz subscription. **RE:NetAdvocacy** is compatible with CapWiz XC. For questions on purchasing a subscription, or enabling this integration, please contact your Blackbaud Account Executive.

RE: Sphere Connector

This embedded menu option in **The Raiser's Edge** provides integration between **Sphere** and **The Raiser's Edge** using the same underlying technology as **RE:NetSolutions** and **Blackbaud NetCommunity**. It drives a web-based bi-directional data exchange between the two systems and employs Raiser's Edge workflow tools and functionality uniquely tailored to **Sphere**.

To use the **Sphere Connector**, you need the following:

For your Network:

- ♦ Internet Access
- ♦ Access to external FTP site

For the RE database server:

- ♦ Microsoft Windows 2003
- ♦ .NET 3.5
- ♦ SQL 2005 (Standard or Enterprise) with Service Pack 2
- ♦ Note: SQL Express is not supported. The RE database has to be SQL 2005. There is no separate database required for the Connector

For the Service machine:

If on a workstation:

- ♦ Microsoft Windows XP Service Pack 2 or higher or Microsoft Windows Vista
- ♦ .NET 3.5

If on a server:

- ♦ Internet Explorer 7
- ♦ SQL 2005 (Standard or Enterprise) with Service Pack 2
- ♦ .NET 3.5
- ♦ Note: SQL Express is not supported. The Service machine can be either a workstation or a server.

For the Plugin:

- ◆ Internet Explorer 7
- ◆ .NET 3.5
- ◆ Microsoft Windows XP Service Pack 2 or higher or Microsoft Windows Vista
- ◆ Raiser's Edge 7.85+
- ◆ Note: The service and plugin can be installed on the same workstation, if desired (needs to be on all the time)

AddressAccelerator

This optional subscription service is available via download from our web site or via DVD shipment. You will need a DVD drive which is capable of reading a DVD-R formatted disc on any servers or workstations on which the update is installed.

The Patron Edge

When **The Raiser's Edge** is integrated with **The Patron Edge**, the **Raiser's Edge** server must be running SQL Server Standard or Enterprise. The integration is not supported with SQL Server Express or MSDE.

Point of Sale (U.S. Only)

Point of Sale 7 includes Retail Management System (RMS) Store Operations™. For Retail Management Systems Store Operations™ system requirements, visit <http://www.microsoft.com>.

Note: RMS 1.2 SP1 is only supported when it is running on MSDE Service Pack 2 or SQL 2000 Service Pack 2. **The Raiser's Edge** is only compatible with version 1.2 and lower.

CounterPoint

For CounterPoint system requirements, visit http://www.synchronics.com/products/cpsql_sysreq.htm.

AuctionMaestro Pro

For AuctionMaestro Pro system requirements, visit <http://www.maestrosoft.com/pro-ampro-inside.htm#sysreq>.

Other Compatibility Information

third-party software	<p>The following third-party software is included with The Raiser's Edge 7 installation:</p> <ul style="list-style-type: none">◆ Microsoft SQL Server Express 2005◆ Microsoft SQL Server Express 2005 Backward Compatibility Components◆ Microsoft Windows Installer 3.1◆ Microsoft Data Access Components (MDAC) 2.8◆ Microsoft .NET Framework 2.0◆ Visual Basic for Applications (VBA) Components◆ Crystal Report XI Runtime Components◆ Internet Explorer 6.x◆ <i>Visual Basic for Applications</i> (optional module) <p>Note: If you do not own a license for SQL Server 2000, 2005 or 2008 and have a database smaller than 3.7 GB, you can consider using the Microsoft SQL Server Express which comes bundled with The Raiser's Edge 7. If you have a database larger than 3.7 GB, you need to purchase your own license of SQL Server 2005 or SQL Server 2008. If you are close to the database size limitation for SQL Server Express, Blackbaud recommends that you budget for SQL Server 2005 or 2008. SQL Server Express only recognizes 1GB or RAM, for more information on SQL Server Express hardware limitations or for SQL Server information, please visit Microsoft's web site, http://www.microsoft.com.</p> <p>Note: Blackbaud does not support case sensitive collation sequences with SQL Server.</p> <p>Note: The Raiser's Edge with SQL Server 2005 currently is not supported with Class, Point of Sale™, or ProVenueMax integration with The Raiser's Edge.</p> <p>Note: Custom reports can be created in Crystal 8.5 or Crystal XI</p>
bar code scanner	<p>A laser printer and bar code reader capable of reading a 12-point 3 of 9 bar code font are required to support bar code printing and scanning in mailing and batch entry facilities.</p> <p>Note: Serial bar code scanners are not supported.</p>

credit card processing	<p>Credit card processing in The Raiser's Edge works with IATS, a division of Ticketmaster, or ICVERIFY to authorize and transfer credit card transactions. For more information on processing credit cards in The Raiser's Edge through IATS, refer to the Raiser's Edge FAQ section under Support on our Web site.</p> <p>The Raiser's Edge works with ICVERIFY Windows 4.0 (dial-up or IP connection). ICVERIFY version 4.0 is compatible only with The Raiser's Edge versions 7.81 – 7.85. ICVERIFY version 4.0.03 SP2 (or SP3) is required for The Raiser's Edge 7.91. You must purchase this product from ICVERIFY and install and configure it to work with an authorized clearinghouse. To purchase ICVERIFY, call 1-800-666-5777 or visit their Web site: http://www.icverify.com.</p> <p>Note: Multiple merchant accounts are not supported with The Raiser's Edge and ICVERIFY; however, they are supported with The Raiser's Edge and IATS.</p>
electronic funds transfer	<p>The optional module RE:EFT for Electronic Funds Transfer allows you to process direct debits and credit card transactions. Following are the supported bank EFT formats for Canada:</p> <ul style="list-style-type: none"> ◆ CPA 1464 Standard Format ◆ CIBC 1464 Standard Format ◆ Royal Bank 1464 Standard Format ◆ National Bank 1464 Standard Format ◆ Toronto Dominion 1464 Standard Format ◆ Scotia Bank <p>RE:EFT also works with IATS to process electronic transmission files for credit card gifts. Refer to the Credit Card Processing section for IATS product information.</p> <p>Following are the supported bank EFT formats for Standing Orders in the United Kingdom:</p> <ul style="list-style-type: none"> ◆ Barclays ◆ Natwest ◆ Bank of Scotland ◆ Lloyds ◆ Royal Bank of Scotland ◆ Bank of Ireland ◆ HSBC ◆ Co-Operative Bank <p>For direct debits in the United Kingdom The Raiser's Edge works with any bank that have a BACS eligible system.</p>
email	<p>A MAPI-compliant (a Microsoft email standard) email system is required.</p> <p>Note: Some vendors do not fully implement the MAPI standard. Blackbaud cannot guarantee these products will work with email features in The Raiser's Edge. Blackbaud has tested compatibility with Microsoft Outlook 2000, XP, 2003 and 2007 only.</p>
mail merge	<p>Microsoft Word versions 2000, XP, 2003 and 2007 Professional are supported.</p>
printers	<p>Blackbaud does not make specific printer requirements. Reports and forms in Blackbaud products are specifically designed and tested with HP LaserJet printers. We cannot design for and test reports and forms with every printer; therefore, results with other printers may vary.</p> <p>Speed, quality, and usability are generally best achieved with more recent printer models. Updated printer drivers, available directly from the printer or operating system manufacturer, may be necessary for compatibility with Blackbaud products. Consult with reputable vendors and suppliers to determine the best choice for your organization's needs.</p>
server-based computing ("thin-client" technology)	<p>Blackbaud's thin-client solution is RE:Anywhere (formerly known as The Raiser's Edge for the Web), which provides access to The Raiser's Edge via the Internet or your intranet. The Web version offers similar features and a similar appearance to The Raiser's Edge 7. A Web browser on your workstation is required. For more information, refer to the RE:Anywhere requirements.</p> <p>Blackbaud also offers Hosting Services for The Raiser's Edge 7, for which we host The Raiser's Edge 7 application and database. Access to the application is provided via your Web browser (Internet Explorer or Firefox) over a secure Citrix client connection. The hosted version provides access to complete Raiser's Edge functionality including a temporary storage directory for exporting and transferring files. For more information, contact your account manager.</p> <p>The Raiser's Edge is compatible with Windows Server 2000 Terminal Services, Windows Server 2003 Terminal Services, and Citrix hosting solutions. These thin-client technologies provide complete access to Blackbaud applications over low-bandwidth connections (dial-up, 56K, ISDN) from low-end legacy PCs or from computers running non-supported operating systems such as Macintosh or OS/2. In these environments, all</p>

application processing occurs on a single, centralized server.

For information on Microsoft Terminal Services Edition, visit <http://www.microsoft.com>. For information on Citrix, visit <http://www.citrix.com>. To determine your hardware requirements, Citrix suggests a pilot setup and the use of performance tools to measure the impact that users, applications, and location have on setup. Consult with qualified information systems professionals when implementing this technology.

Wide Area Network (WAN) and Virtual Private Network (VPN) connections are not supported. for more information, refer to Knowledgebase solution [BB50293](#).

Business Forms

Blackbaud Business Forms offers pre-printed computer forms (such as gift receipts, pledge reminders, phonathons, membership cards and renewals) and envelopes that are specifically designed for use with **The Raiser's Edge**. Blackbaud forms are guaranteed to align correctly and can be customized to your organization's specifications, using your logo, special inks, and print styles. Pre-printed forms from other suppliers are not guaranteed to align properly and are not supported by Blackbaud. For more information about *Blackbaud Business Forms*, visit the Products section of our Web site.