Using Citrix® Metaframe for Remote Access

Citrix Metaframe allows one server to act as multiple workstations, much like mainframe computers of the past. Users can connect to a Citrix server via a thin client connection and use applications hosted on the Citrix server, as if the applications were running directly on their workstations.

This thin client configuration allows you to use many different workstation operating systems and machines that may be outdated. All of the application processing occurs on the Citrix server, so the hardware specs of the workstations are irrelevant. In fact, the Citrix client can even run on Windows 3.1.

You can imagine a thin client connection as a piece of thread and a regular “fat client” connection as a rope. A network connection via a VPN or modem provides limited bandwidth — envision a drinking straw: the thin client thread can fit through the straw, but the rope has problems getting through. A rope is sufficient on a LAN (envision a big pipe, instead of a straw), but not very practical when bandwidth is limited.

All of Blackbaud’s 32-bit software packages (The Raiser’s Edge® 7, The Financial Edge™ and The Education Edge™, for example) are supported on Terminal Services and Citrix Metaframe. Blackbaud’s 16-bit products (The Raiser’s Edge® 6 and Registrar’s Office 6, for example) are not supported on these platforms.

Citrix can be installed on top of the Windows® 2000 or 2003 Server, as long as Terminal Services is configured to run in Application Server mode.
What are some of major the differences between these two thin client platforms?

<table>
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<tr>
<th>Terminal Services</th>
<th>Citrix® Metaframe</th>
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<tr>
<td>Uses RDP protocol, tuned for high bandwidth enterprise networks</td>
<td>Operates on ICA network protocol, which is highly adaptable to operate optimally over high and low bandwidth networks</td>
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<td>Terminal Server uses a “remote desktop” model, where you “see” a projection of a desktop on the remote server.</td>
<td>Supports the remote desktop model, as well as “Seamless Windowed Applications.” A seamless windowed application allows access to applications on the remote server without loading the remote desktop environment. The application interacts with the desktop just like any other locally installed application.</td>
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Blackbaud supports Windows® 2000 and 2003 Terminal Services and Citrix Metaframe 1.8 and XP. For up-to-date information regarding supported platforms, please reference Blackbaud’s System Recommendations (systemrecommendations.blackbaud.com).

Blackbaud’s products use between 60 and 100mb of RAM per session. RAM utilization can be lower or higher depending on the environment and software usage. Because of this variance, it is a good idea to run benchmarks in your environment to determine the hardware you will need to adequately fulfill your users’ needs.

RE:Anywhere™ is a Web application, a thin client solution for The Raiser’s Edge® 7, and a practical software choice if you do not need thin client access to other applications.

about Blackbaud

Blackbaud is the leading global provider of software and related services designed specifically for nonprofit organizations. More than 12,500 organizations use Blackbaud products and consulting services for fundraising, financial management, business intelligence and school administration. Blackbaud solutions include The Raiser’s Edge®, The Financial Edge™, The Education Edge™, The Patron Edge®, Blackbaud NetCommunity™, The Information Edge™, WealthPoint™ and ProspectPoint™, as well as a wide range of consulting and educational services. Founded in 1981, Blackbaud is headquartered in Charleston, South Carolina, and has operations in Toronto, Ontario; Glasgow, Scotland; and Sydney, Australia.

For more information about Blackbaud solutions, contact a Blackbaud account representative. In the United States and Canada call toll-free 800.443.9441. In Europe, call +44 (0) 141 575 0000. Visit us on the Web at www.blackbaud.com.

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