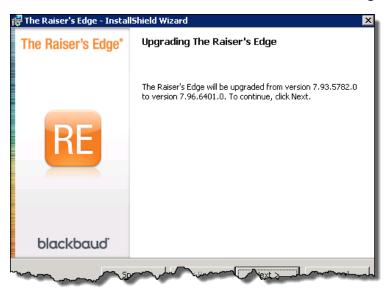


# Install The Raiser's Edge

### Quick Reference Guide

- Review the <u>system requirements</u> to ensure you are ready to install or update.
- Prepare for the installation of Microsoft .NET
  Framework 4.6 required for The Raiser's Edge 7.96
- All users must be logged out when you run an update to *The Raiser's Edge*.
- Before you install or update *The Raiser's Edge*, we strongly recommend you backup your database.



#### **Before You Start**

- <u>Enable .NET Framework 3.5</u> on your server and workstations.
- If you plan to use your own compatible SQL Server instance:
  - Configure SQL Server for use with The Raiser's Edge.
  - If you're using Windows Only authentication, grant the required rights to the Windows account(s).
  - If SQL authentication is preferred, change to Mixed Mode authentication.
  - If your SQL database resides on a different server than the Blackbaud Management Console, install <u>SQL Server</u> 2005 Backward Compatibility components.
  - Complete the recommended preparation listed in Knowledgebase article 96519.
- Grant <u>sysadmin</u> rights to Windows account(s) that will use the Blackbaud Management Console.
- If The Raiser's Edge is integrated with The Education Edge:
  - *The Education Edge* must be on version 7.87.164 Patch 12 or higher.
  - Complete the required database preparation listed in the "Before updating to RE 7.95 or higher" section in Knowledgebase article 96538.
- If you are upgrading from *The Raiser's Edge 7.93* or lower, and use pivot reports, create screenshots of your existing reports to use as a guide to recreate them after your run the update *The Raiser's Edge*.



#### **Install or Update a Server**

To view detailed instructions on how to install or update *The Raiser's Edge* on a server, or to watch a video of the installation process, refer to <u>Knowledgebase article 41025</u>.

- 1. Log onto the server with local administrator rights.
- 2. Double-click on the downloaded 7.96 file to extract the installation package and start the installation by running **setup.exe** (Do not run The Raisers Edge.msi).
- The first phase will list and install any needed prerequisites. Blackbaud SQL Server Verification 2 will install the included RE\_EXPRESS (2008 R2 Express SP2) instance if needed.
- 4. The second phase will install/update *The Raiser's Edge*. If this is a new server installation, choose **Network**.
- 5. Always use the Blackbaud Management Console to attach/restore Raiser's Edge database(s).
- 6. Log into *The Raiser's Edge* on the server to upgrade the database.
- Make exceptions for the SQL Server ports in your server firewall, or if preferred, disable it to allow connections from workstations to the SQL Server.

#### **Install or Update a Workstation**

To view detailed instructions on how to install or update *The Raiser's Edge* on a workstation, or to watch a video of the installation process, refer to <u>Knowledgebase article</u> 52472.

- 1. Workstations should be updated/installed via the deploy folder and not the downloaded 7.96 installation package.
- 2. Log onto the workstation with a Windows account that has <u>local administrator</u> rights.
- 3. Update workstation(s) by double-clicking on *The Raiser's Edge* icon.
- If you are not prompted to update *The Raiser's Edge*, or this is a new workstation installation, browse to your shared <u>deploy folder</u> on the server and then double-click on **setup.exe** (Do not run The Raisers Edge.msi).
- The first phase of the workstation installation package will add or update any needed prerequisites, and the second phase will install or update *The Raiser's Edge* application.
- To use *The Raiser's Edge*, Windows users must have either local administrator rights, or have <u>specific NTFS</u> permissions.
- 7. *The Raiser's Edge* is designed for Windows and cannot be installed on a Mac.
- 8. To silently install or deploy as an MSI package to workstations, see <a href="Minimal">Knowledgebase article 74919</a>.



# After Server Installation or Update of The Raiser's Edge

- If you integrate *The Raiser's Edge* and *The Education Edge*:
  - Complete the required database preparation listed in the "After updating to RE 7.95 or higher" section in Knowledgebase article 96538.
- Schedule backup and maintenance tasks using the Blackbaud Management Console.

#### **Errors You Might Encounter**

- Unable to establish database connection Native Error 17/53, 17/6, 17/67
- <u>Database has been converted by another user</u> when logging into *The Raiser's Edge*.
- Unable to connect to server when opening or selecting features in the Blackbaud Management Console refer to Knowledgebase article 38569.
- Access to The Raiser's Edge install directory and subdirectories has been denied. User rights should be checked. when logging into *The Raiser's Edge*.

## **Customer Support**

- <u>Chat</u> with Support if you encounter any errors you cannot resolve, or have further questions about installing or updating *The Raiser's Edge*.
- Search the Knowledgebase, at <a href="http://kb.blackbaud.com">http://kb.blackbaud.com</a>, for any questions you may have or errors you may receive.
- Reach out to The Raiser's Edge Community for assistance from Blackbaud Support, and users like yourself!



**NOTE:** After you install or update your version of *The Raiser's Edge*, be sure to review the <u>New Features Guide</u> to familiarize yourself with the latest and greatest enhancements we've made!