

# Install The Raiser's Edge

## Quick Reference Guide

- Review the [system requirements](#) 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.



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## Before You Start

- [Enable .NET Framework 3.5](#) 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 [SQL Server 2005 Backward Compatibility components](#).
  - Complete the recommended preparation listed in [Knowledgebase article 96519](#).
- Grant [sysadmin](#) 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 you 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 [Knowledgebase article 41025](#).

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).
3. 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.
7. [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 [Knowledgebase article 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 [local administrator](#) rights.
3. Update workstation(s) by double-clicking on **The Raiser's Edge** icon.
4. If you are not prompted to update **The Raiser's Edge**, or this is a new workstation installation, browse to your shared [deploy folder](#) on the server and then double-click on **setup.exe** (Do not run The Raisers Edge.msi).
5. 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.
6. To use **The Raiser's Edge**, Windows users must have either local administrator rights, or have [specific NTFS 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 [Knowledgebase article 74919](#).

## 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.
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## Errors You Might Encounter

- [Unable to establish database connection](#) Native Error 17/53, 17/6, 17/67
  - [Database has been converted by another user](#) 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*.
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## Customer Support

- [Chat](#) 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 <http://kb.blackbaud.com>, 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!
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**NOTE:** After you install or update your version of *The Raiser's Edge*, be sure to review the [New Features Guide](#) to familiarize yourself with the latest and greatest enhancements we've made!