Minimum System Requirements / Last updated August 13, 2015

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 Enterprise

workstation minimum requirements	
operating system	 Windows XP Professional. SP2 or higher is required. Windows Vista (32-bit and 64-bit). Windows 7, SP1 or Windows 8 (32-bit and 64-bit). Windows 8.1 (64-bit). Note: Blackbaud does not support the use of Home operating systems. Note: Microsoft Office XP, Office 2003, Office 2007, 2010 or Office 2013 SP1 (32-bit) is required to use the Microsoft Integration features.
processor (CPU)	Pentium IV-class or higher
memory (RAM)	1 GB minimum
disk space	1 GB minimum for program and system files and an additional 500 MB free disk space for processing activities.
display	SVGA (800 x 600 resolution; 256 colors) minimum, 8-bit color or better
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database server n	ninimum requirements
operating system	 Windows Server 2003 (32-bit and 64-bit). SP1 is required and SP2 is supported. Windows Server 2008 (32-bit and 64-bit). SP2 is supported. Windows Server 2008 R2 (64-bit). SP1 is supported. Windows Server 2012 (64-bit). SP1 is supported. Windows Server 2012 R2 (64-bit).
	Note: Domain controllers, Small Business Servers, NT 4.0 Server, and peer-to-peer networks are not supported.
SQL server	 SQL Server 2014 SP1 (32-bit and 64-bit) are supported for <i>The Raiser's Edge</i> 7.94. SQL Server 2012 SP1 is supported for <i>The Raiser's Edge</i> 7.93 or higher. SQL Server 2008 R2 SP2 (32-bit and 64-bit) are supported for <i>The Raiser's Edge</i> 7.93 or higher. SQL Server 2008 R2 and SP1 (32-bit and 64-bit) are supported for <i>The Raiser's Edge</i> 7.92 or higher. SQL Server 2008 SP1, SP2 (32-bit and 64-bit) are supported for <i>The Raiser's Edge</i> 7.91 or higher. SQL Server 2008 SP4 (32-bit and 64-bit) is supported for <i>The Raiser's Edge</i> 7.93 or higher. SQL Server 2008 SP4 (32-bit and 64-bit) is supported for <i>The Raiser's Edge</i> 7.93 or higher. SQL Server 2005 SP2 and SP3 (32-bit and 64-bit) are supported for The Raiser's Edge 7.93. SQL Server 2005 is only supported for <i>The Raiser's Edge</i> 7.81 and higher.

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Subject to change, visit https://www.blackbaud.com/nonprofit-resources/system-requirments.aspx for current information

processor (CPU)	Pentium IV-class or higher, 2.00 GHz minimum for large netw Server provides enhanced support for Windows servers with performance of multi-user databases under heavy use and im also handle larger databases and/or a large numbers of users with high user loads and activity, should be considered. No n applications, including other Blackbaud applications, should r client/server application on the same server, that server need performance.	multiple processors. It is designed to improve the crease the workload the database can handle. It can (20 and more). A dedicated database server, especially hission-critical databases or other client/server un on the same server. If you run more than one
	Note: Larger networks and databases require faster processo	
memory (RAM)	1 GB minimum. More memory may be required for databases	÷
	 The maximum memory supported by SQL Server 20 The maximum memory supported by SQL Server 20 	•
	 The maximum memory supported by SQL Server 20 The maximum memory supported by SQL Server 20 	•
		tandard and SQL Server 2005/2008/2008R2 Enterprise
	Edition is the maximum that your operating system	
	Note: SQL Server can dynamically allocate the optimal amour	
	performance. Consider purchasing more than the required RA	
disk space	1 GB minimum for The Raiser's Edge Enterprise program, sys additional 500 MB for the workstation deployment files, whic space is required for the database.	
	Note: If you are converting from The Raiser's Edge 6, during the eight times the size of your Raiser's Edge 6 database and an a database will be approximately three times the total disk space.	dditional 500 MB. The final size of the SQL Server
	Note: Requirements vary, depending on the number of record	
	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
1 1 1 1	5,000,000+	10GB + 4GB for each additional one million records
hard disk	A high performance disk subsystem, such as SCSI-2 and RAID	technology, is recommended

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

workstation mini	mum requirements
browser	Internet Explorer 7, 8 or 9
operating	Windows XP Professional. SP2 or higher is required.
system	Windows Vista SP1 or higher is required.
,	 Windows 7 (32-bit and 64-bit).
	Note: Blackbaud does not support the use of Home operating systems.
	Note: Microsoft Office XP, Office 2003, Office 2007 or Office 2010 (32-bit) is required to use the Microsoft Integration
	features
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	num requirements note: separate Web and database servers are required
operating	 Windows 2003 Server installed with IIS 6.0 Windows 2009 Server (22 hit) SP2 installed with US 7.0
system	 Windows 2008 Server (32-bit) SP2 installed with IIS 7.0
	Note: Domain controllers, Small Business Servers, NT 4.0 Server, and peer-to-peer networks are not supported.
processor (CPU)	Pentium IV-class or higher, 2 GHz minimum recommended for large networks (more than 10 users).
	Note: Larger networks and databases require faster processors.
memory (RAM)	1 GB minimum
disk space	1 GB minimum for <i>The Raiser's Edge Enterprise</i> workstation components and an additional 30 MB for RE: Anywhere .
•	You need a permanent internet connection to your web server and access from your web server to The Raiser's Edge
internet	<i>Enterprise</i> . Blackbaud recommends using a high-speed internet connection.
connection	
	Note: To set up an internet connection and register a domain name, contact your local Internet Service Provider
•.	(ISP).
security	Blackbaud recommends securing your web server with Secure Socket Layer (SSL) or equivalent technology to prevent unauthorized access to transmitted data.
	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.

RE: Sphere Connector 4.1

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*.

The Raiser's Edge™ workstation minimum requirements	
browser	Internet Explorer 7.0 or higher.
operating system	Windows XP Professional, Windows Vista (Business, Ultimate, Enterprise or Windows 7 Professional) are supported. SP3 or higher is required for Windows XP Professional. SP1 is required for Windows Vista.
	Note: Microsoft .NET Framework v3.5 is installed on 32-bit machines if it does not exist, but must be installed prior to any <i>Sphere Connector</i> installation on 64-bit machines. Only one instance of the <i>Sphere Connector</i> Windows service should be installed and running on the workstation or server.
disk space	Sphere Connector 4.1 requires an additional 25 MB free disk space.
	Note: Synchronization data logs are stored on each workstation. <i>Sphere Connector</i> Windows Service, when installed, stores logs in the [install folder]\Service\data folder, and the <i>Sphere Connector</i> stores logs in the [install folder]. These logs will grow over time. It is suggested that these folders be purged periodically (e.g. every 90 days) depending on how much disk space your workstation has.
internet connection	Sphere Connector 4.1 requires internet connectivity to your Sphere site. Blackbaud recommends using a high-speed Internet connection.
ftp connection	Sphere Connector 4.1 requires ftp connectivity to your Sphere ftp site.
	Note: Please contact Blackbaud support if you are unable to connect to the designated ftp site due to internal access controls in place.
The Raiser's Edge™	Sphere Connector 4.1 requires The Raiser's Edge 7.92 or higher.

The Raiser's Edge™ database se	erver minimum requirements when used with Sphere Connector
operating system	Windows 2003 Server and Windows 2003 Server x64 are supported. SP1 is required for Windows 2003
	Server and Windows 2003 Server x64, and SP2 is supported. Windows 2008 Server and Windows 2008
	Server x64 are supported only with <i>The Raiser's Edge 7.92</i> or higher.
	Note: Domain controllers, Small Business Servers, NT 4.0 Server, Windows 2000 and peer-to-peer networks
	are not supported.
SQL server	SQL Server Express 2005, SQL Server 2008, SQL Server 2005 & 2008 (Standard and Enterprise) and SQL Server 2005 & 2008 64-bit (Standard and Enterprise) editions are supported. SP1 or higher is required for SQL Server 2005 for both the 32-bit and 64-bit versions.
	Note: SQL Server 2000 is not supported. SQL Server Express 2005 and 2008 are not supported for The Raiser's Edge database server when used with <i>Blackbaud NetCommunity</i> . Please review the section "Other Compatibility Information" for additional information about when SQL Server Express should not be used.

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, 8 or 9 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.

Luminate Online Integration

Supported Versions: The Raiser's Edge 7.92, patch 11 or higher is required.

Operating Systems:

- Windows Server 2012 (64-bit). SP1 is supported.
- Windows Server 2012 R2 (64-bit).
- Windows 2008 (32-bit and 64-bit), SP2.
- Windows Server 2008 R2 (64-bit).
 Note: Windows 2003 is not supported.
- Microsoft .NET Framework Full 4.0 is required.

Internet Connection: The machine on which your web service is installed must have a permanent internet connection, and access to **The Raiser's Edge**. Blackbaud recommends using a high-speed internet connection.

Everyday Hero Integration

Supported Versions: The Raiser's Edge 7.93 or higher is required.

When The Raiser's Edge is integrated with Everyday Hero, the Raiser's Edge server must be running SQL Server 2005 or higher.

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 <u>http://www.microsoft.com</u>.

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 <u>http://www.synchronics.com/products/cpsql_sysreq.htm</u>.

AuctionMaestro Pro

For AuctionMaestro Pro system requirements, visit http://www.maestrosoft.com/MSpro-ampro-inside.html#sysreq.

The Raiser's Edge Mobile Web Service

In order for mobile users to connect to your database in *The Raiser's Edge*, you must have the *Mobile Service for The Raiser's Edge* installed and running on your server or a single workstation that stays on, and is always connected to the Internet. **Note:** *The Raiser's Edge* does not need to be open and running at all times for users to use the mobile application. Rather, the server or workstation just needs to remain on.

Supported Devices:

Android Android OS v2.2 to 4.2

BlackBerry

BlackBerry OS 5.x, 6.x, and 7.x HTTP connectivity via BES, BIS, or WAP 2.0 SD Card or eMMC

iOS

iPhone or iPod Touch OS 4.4+ and iPad OS 4.4+

Mobile Event Management

In order for Mobile Event Management users to connect to your database in *The Raiser's Edge*, you must have the *Blackbaud Web Services for The Raiser's Edge* installed and running on your server or a single workstation that stays on, and is always connected to the Internet. **Note:** *The Raiser's Edge* does not need to be open and running at all times for users to use the mobile event management application. Rather, the server or workstation just needs to remain on.

Supported Device: iOS iPad OS 4.4+

Other Compatibility Information

third-party software	 The following third-party software is included with <i>The Raiser's Edge Enterprise</i> installation: Microsoft SQL Server Express 2008 R2 SP2 Microsoft Windows Installer 3.1 Microsoft Windows Installer 4.5 Microsoft Windows Installer 4.5 Microsoft NET Framework 2.0.50727 Microsoft .NET Framework 4 Visual Basic for Applications (VBA) Components Crystal Report XI Runtime Components Microsoft System CLR Types 2012 Microsoft System CLR Types 2012 Microsoft System CLR Types 2012 Microsoft SQL Server 2012 Shared Management Objects Note: Blackbaud does not support case sensitive collation sequences with SQL Server. <i>The Raiser's Edge Enterprise</i> with SQL Server 2005 currently is not supported with Class, Point of Sale [™] , or ProVenueMax integration with <i>The Raiser's Edge Enterprise</i> min 3.7 GB, you need to purchase your own license of SQL Server 2005 or 2008 and have a database smaller than 3.7 GB, you can consider using the Microsoft SQL Server Express Blackbaud recommends that you budget for SQL Server 2005 or 2008. SqL Server 2005 or 2008. If you are close to the database size limitation for SQL Server Sub Rickbaud recommends that you budget for SQL Server 2005. SqL Server 2005 or 2008. SqL Server 2005. If you are close to the database size limitation for SQL Server Express, Blackbaud recommends that you budget for SQL Server 2005. SqL Server Express Alackbaud recommends that you budget for SQL Server 2005. SqL Server Express for SQL Server Express hardware limitations or for SQL Server Express for SQL Server Express.
bar code scanner	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. Note: Serial bar code scanners are not supported.
credit card processing	Credit card processing in <i>The Raiser's Edge Enterprise</i> works with Blackbaud Merchant Services (BBMS), IATS, CyberSource and Beanstream to authorize and transfer credit card transactions. For more information on processing credit cards in <i>The Raiser's Edge Enterprise</i> , refer to <u>BB118918</u> in our Knowledgebase.
	Note: Multiple merchant accounts are supported with <i>The Raiser's Edge Enterprise</i> and BBMS or IATS.

electronic funds	Electronic Funds Transfer allows you to process direct debits and credit card transactions. Following are the supported bank EFT formats for Canada:
transfer	 CPA 1464 Standard Format CIBC 1464 Standard Format Royal Bank 1464 Standard Format National Bank 1464 Standard Format Scotia Bank
	Electronic Funds Transfer also works with IATS to process electronic transmission files for credit card gifts. Refer to the Credit Card Processing section for IATS product information.
	Following are the supported bank EFT formats for Standing Orders in the United Kingdom:
	 Barclays Natwest Bank of Scotland Bank of Scotland HSBC Lloyds Co-Operative Bank
	For direct debits in the United Kingdom The Raiser's Edge works with any bank that have a BACS eligible system.
email	A MAPI-compliant (a Microsoft email standard) email system is required.
	Note: Some vendors do not fully implement the MAPI standard. Blackbaud cannot guarantee these products will work with email features in <i>The Raiser's Edge Enterprise</i> . Blackbaud has tested compatibility with Microsoft Outlook XP, 2003, 2007, 2010 and 2013 SP1 (32-bit) only.
mail merge	Microsoft Word versions XP, 2003, 2007, 2010 and 2013 SP1 (32-bit) Professional are supported.
printers	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.
	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.
server- based computing ("thin- client" technology)	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.
	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.
	<i>The Raiser's Edge</i> is compatible with Windows Server 2003 Terminal Services, Windows 2008 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 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 <u>http://www.citrix.com</u> . 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.

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Wide Area Network (WAN) and Virtual Private Network (VPN) connections are not supported. for more information, refer to Knowledgebase solution <u>BB50293</u>.

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 Enterprise**. 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 our Web site for more information.