

I - General Information

1) List all the Blackbaud product(s) your organization uses:

Blackbaud Product Name	Product Version Number	Product Patch Number

Example: The Financial Edge | version 7.82.104 | patch 24

2) If your Blackbaud products are integrated with other programs, list them below:

Blackbaud Product Name		Product Name
	is integrated with	
	is integrated with	
	is integrated with	

Examples: The Raiser's Edge is integrated with NetCommunity
 The Raiser's Edge is integrated with The Financial Edge (General Ledger)
 The Financial Edge is integrated with PaperSave

3) WHERE do the performance issues occur (check all that apply)?

- On ONE workstation only
- On SOME workstations, but not all
- On ALL workstations
- On the server only
- Other: _____

4) WHEN do the performance issues occur (check all that apply)?

- Every time I perform the specific action of _____
- Randomly and intermittently
- At certain times of the day between _____ and _____
- Other: _____

5) For WHOM do the performance issues occur (check all that apply)?

- For EVERY **Windows domain** user account
- For EVERY **Blackbaud product** user account
- For ONE specific **Windows domain** user account. Account name: _____
- For ONE specific **Blackbaud product** user account. Account name: _____
- Other: _____

II – SQL Server Information

1) Blackbaud product SQL database information (complete for all applicable products):

The Raiser's Edge Database Information		
File Name	File Size	File Location
RE7.mdf		
RE7_Bio.mdf		
RE7_Gift.mdf		
RE7_Index.mdf		
RE7_Temp.mdf		
RE7_Log.ldf		

SQL recovery model for The Raiser's Edge database: Simple Full Bulk-Logged

SQL compatibility mode for The Raiser's Edge database: 80 90 100

The Financial Edge / Education Edge / Student Information System Database Information		
File Name	File Size	File Location
FE7Database.mdf		
[dbname]_log.ldf*		

* The log file name varies depending on the name assigned to the primary database itself

SQL recovery model for The Financial Edge database: Simple Full Bulk-Logged

SQL compatibility mode for The Financial Edge database: 80 90 100

The Patron Edge Database Information		
File Name	File Size	File Location
PE.mdf		
[dbname]_log.ldf*		

* The log file name varies depending on the name assigned to the primary database itself

SQL recovery model for The Patron Edge database: Simple Full Bulk-Logged

SQL compatibility mode for The Patron Edge database: 80 90 100

2) SQL Server "Tempdb" Database Information:

File Name	File Size	File Location
TempDB.mdf		
TempLog.ldf	*	

* TempLog.ldf will shrink after each SQL Server instance restart

3) Memory "swap" page file information:

File Name	File Size	File Location
Pagefile.sys		

4) General SQL instance information (for the instance serving your Blackbaud database(s)):

SQL Server version description: _____ (example: SQL Server 2005)
SQL Server service pack: _____
SQL Server version number: _____ (example: 9.00.4035)
SQL Server edition: Express Standard Enterprise
Authentication Mode: Windows Only Windows and SQL Server (Mixed Mode)
Is SQL Server replication or clustering enabled? Yes No Unsure
How many other SQL databases are attached to this SAME instance of SQL Server? _____
How many other SQL instances, not including this one, are running on this SAME server? _____

5) Is this SQL server used for any other applications or functions?

No, this server is dedicated to SQL server and serves no other additional functions
 Yes, it has the following additional functions / services (check all that apply):
 Blackbaud Management Console (BMC) is installed on this server
 File Server Print Server Web Server Email Server
 Domain Controller Terminal Server Citrix Server Proxy Server
 Other: _____

6) General SQL server system information:

Server name: _____
Member of Windows domain? Yes Domain Name: _____
 No Workgroup Novell
Operating system version: _____ (example: Server 2008 R2)
Operating system service pack: _____
Operating system type: 32-bit 64-bit
Processor (CPU) type: _____ (example: Intel Xeon X5650)
Processor (CPU) speed: _____ MHz / GHz
Number of physical processors: _____
Number of cores per processor: _____
Total installed memory (RAM): _____ MB / GB
Memory extensions enabled*: AWE PAE None *for 32-bit systems only
System platform: It is a virtual machine It is a physical machine
 If virtual machine, list the vendor/type: _____ (example: VMWare)

7) Storage / hard disk configuration information for the SQL server:

Please complete the following for all applicable drives. If your SQL database and/or log files are not located on separate drives, only complete this for drives which you have and are using. This information will be correlated with the file locations indicated in questions 1 – 3 previously answered in this section above (II – SQL Server Information).

System Drive (i.e.: the drive where the operating system resides):

Logical drive letter: _____ (example: C, D, etc.)
Drive Interface type: IDE SATA SCSI SAS Other: _____
Drive rotational speed: _____ RPM
Average latency: _____ ms
Drive average seek time: _____ ms
If RAID technology is used:
RAID array level: _____ (example: RAID 0, RAID 1, RAID 5, etc.)
Number of spindles: _____
RAID implementation: Hardware Software
RAID controller type: _____ (example: Dell PERC Series 7)

Data Drive (i.e.: the drive where the SQL primary database files reside):

Logical drive letter: _____ (example: C, D, etc.)
Drive location: Local Disk SAN NAS Other: _____
Drive Interface type: IDE SATA SCSI SAS
 Fibre Channel (FC) Other: _____
Drive rotational speed: _____ RPM
Average latency: _____ ms
Drive average seek time: _____ ms
If Storage Area Network (SAN) technology is used:
Network type: FCP Fibre Channel over Ethernet (FCoE)
 iSCSI Fibre Channel over IP (FCIP)
 Other _____
If RAID technology is used:
RAID array level: _____ (example: RAID 0, RAID 1, RAID 5, etc.)
Number of spindles: _____
RAID implementation: Hardware Software
RAID controller type: _____ (example: Dell PERC Series 7)

Log Drive (i.e.: the drive where the SQL log files reside):

Logical drive letter: _____ (example: C, D, etc.)
Drive location: Local Disk SAN NAS Other: _____
Drive Interface type: IDE SATA SCSI SAS
 Fibre Channel (FC) Other: _____

Drive rotational speed: _____ RPM

Average latency: _____ ms

Drive average seek time: _____ ms

If Storage Area Network (SAN) technology is used:

Network type: FCP Fibre Channel over Ethernet (FCoE)

iSCSI Fibre Channel over IP (FCIP)

Other _____

If RAID technology is used:

RAID array level: _____ (example: RAID 0, RAID 1, RAID 5, etc.)

Number of spindles: _____

RAID implementation: Hardware Software

RAID controller type: _____ (example: Dell PERC Series 7)

8) Average number of users simultaneously connected to your product's database(s): _____

9) Maximum number of users simultaneously connected to your product's database(s): _____

10) Workstations connect to the SQL server via (check all that apply):

Hardwired Ethernet Connection

Cable Type: CAT5 CAT5e CAT6 Other: _____

Speed (Mbps): 10 100 1000 (a.k.a.: Gigabit)

Duplex: Half Full Auto

Wireless Connection

Mode: 802.11b 802.11g 802.11n Other: _____

Virtual Private Network (VPN)

III – Application Server Information (if applicable)

If users in your organization use Citrix, Terminal Services, or Remote Desktop Services to connect to the Blackbaud product(s) in question, please complete the following information specific to the application server(s) used.

1) General application server system information:

Server name: _____

Member of Windows domain? Yes Domain Name: _____
 No Novell Workgroup

Application deployment framework: Citrix Terminal / Remote Desktop Services

Operating system version: _____ (example: Server 2008 R2)

Operating system service pack: _____

Operating system type: 32-bit 64-bit

Processor (CPU) type: _____ (example: Intel Xeon X5650)

Processor (CPU) speed: _____ MHz / GHz

Number of physical processors: _____

Number of cores per processor: _____

Total installed memory (RAM): _____ MB / GB

Memory extensions enabled*: AWE PAE None **for 32-bit systems only*

System platform: It is a virtual machine It is a physical machine

If virtual machine, list the vendor/type: _____ (example: VMWare)

2) Workstations connect to the application server via (check all that apply):

Hardwired Ethernet Connection

 Cable Type: CAT5 CAT5e CAT6 Other: _____

 Speed (Mbps): 10 100 1000 (a.k.a.: Gigabit)

 Duplex: Half Full Auto

Wireless Connection

 Mode: 802.11b 802.11g 802.11n Other: _____

Virtual Private Network (VPN)

IV – Web Server Information (if applicable)

If performance issues are encountered when using Blackbaud web products, or if issues occur on the web server itself, please complete the following information specific to the web server. If performance issues do not affect your web server or web applications, then completion of this section is not necessary.

1) General web server system information:

Server name: _____

Member of Windows domain? Yes Domain Name: _____
 No Workgroup Novell

Server is located in a DMZ: Yes No

Operating system version: _____ (example: Server 2008 R2)

Operating system service pack: _____

Operating system type: 32-bit 64-bit

Processor (CPU) type: _____ (example: Intel Xeon X5650)

Processor (CPU) speed: _____ MHz / GHz

Number of physical processors: _____

Number of cores per processor: _____

Total installed memory (RAM): _____ MB / GB

Memory extensions enabled*: AWE PAE None *for 32-bit systems only

System platform: It is a virtual machine It is a physical machine

If virtual machine, list the vendor/type: _____ (example: VMWare)

2) List all the websites / web services which are hosted on this web server?

Site Name, Service Name, and/or Description

3) Workstations connect to the web server via (check all that apply):

- Hardwired Ethernet Connection
- Cable Type: CAT5 CAT5e CAT6 Other: _____
- Speed (Mbps): 10 100 1000 (a.k.a.: Gigabit)
- Duplex: Half Full Auto
- Wireless Connection
- Mode: 802.11b 802.11g 802.11n Other: _____
- Virtual Private Network (VPN)

V – Workstation / Client Information (if applicable)

If performance issues are encountered when accessing Blackbaud products from a workstation where the software is installed, please complete the following information specific to the workstation(s) being used. If performance issues do not affect your workstations, then completion of this section is not necessary.

1) General workstation system information:

Computer Name: _____

Member of Windows domain? Yes Domain Name: _____
 No Workgroup Novell

Operating system version: _____ (example: Windows 7)

Operating system service pack: _____

Operating system type: 32-bit 64-bit

Processor (CPU) type: _____ (example: Intel Core 2 Duo)

Processor (CPU) speed: _____ MHz / GHz

Number of physical processors: _____

Number of cores per processor: _____

Total installed memory (RAM): _____ MB / GB

Memory extensions enabled*: AWE PAE None **for 32-bit systems only*

System platform: It is a virtual machine It is a physical machine

If virtual machine, list the vendor/type: _____ (example: VMWare)

VI – Network / Environment Diagram or Schematic

If possible, please attach a clearly labeled schematic of your network, including the locations of all relevant machines and devices (servers, workstations, switches, etc.). Alternately, use the space below to draw one.