Blackbaud Hosting Services™

System Requirements / Last Updated 04/05/2019

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Blackbaud Hosting Services currently hosts over 10 traditional applications and Software as a Service offerings. As such there are many possible combinations of solutions that require reference to a specific page in this document. The following is intended to help you navigate this document for some of our more common configurations.
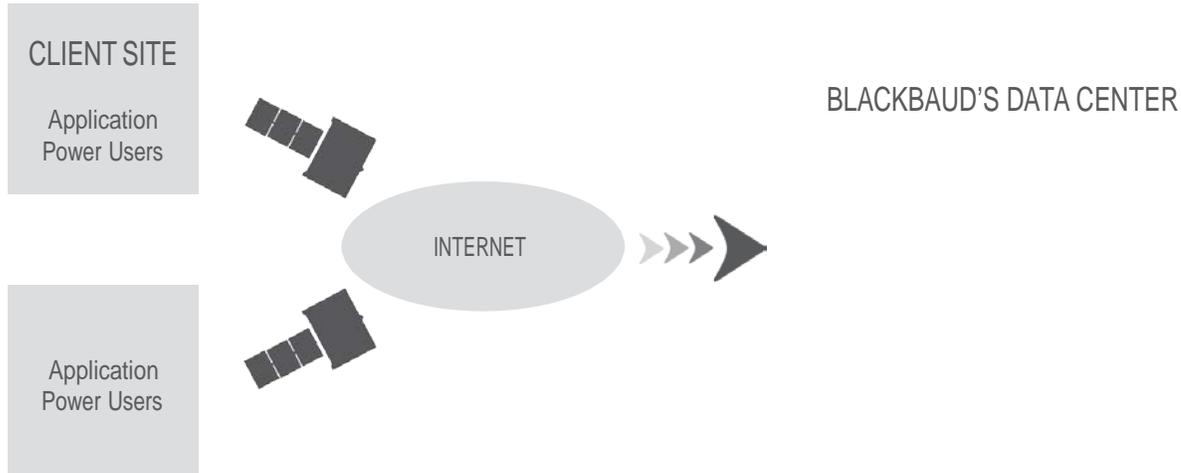
If you have:

blackbaud®

Note: System requirements are subject to change. Before making any purchase or installation decisions, ensure you have the latest system requirements and check for third-party compatibility information in Knowledgebase. If you use multiple Blackbaud products, refer to the system requirements for each product; the total requirements may be different from what is listed below.

Blackbaud Hosting Services for The Raiser's Edge® 7, The Financial Edge™ 7, The Information Edge™, The Education Edge™ (AO/RO Only), The Student Information System™ (AO/RO Only) and ResearchPoint™

CLIENT SITE

Application Power Users

INTERNET

Application Power Users

BLACKBAUD'S DATA CENTER

workstation requirements	
operating system	Windows 10, Windows 7 Enterprise SP1 (32-bit and 64-bit), Windows 7 Enterprise 32-bit and 64-bit, Windows Vista Enterprise SP2 32-bit and 64-bit, Windows XP Professional SP3 32-bit and SP2 64-bit, Windows XP Embedded, Windows 7 Thin PC; Windows Server 2008 R2Enterprise SP1, MAC OS X. Windows 64-bit Operating Systems are not supported with the WebDAV files folder without the use of a third-party utility.
processor (CPU)	**Windows OS:** A Processor required by Microsoft for your Operating System **MAC OS X:** Intel-based or Power PC based Processors
memory (RAM)	**Windows OS:** Available memory as recommended for the operating system by Microsoft **MAC OS X:** 256 MB RAM
disk space	n/a
display	Super VGA (800 × 600) or higher-resolution monitor with 256 colors.
browser	Internet Explorer 7.0 or higher (Windows OS) or Firefox 1.X-5.X (MAC OS X)
other	Permissions to download and install Citrix software.

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internet requirements	
bandwidth/speed	Minimum of 100kbps per concurrent user. (Up to 600 kbps for frequent printing).*
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent hosted application(s) users (30 kbps per), private line, or frame relay.

Outlook integration with The Raiser's Edge requirements	
mail server	Microsoft Exchange 2003, 2007 or 2010 Server
configuration	Exchange server must be configured for RPC over https communications

NOTE: Customer is responsible for configuring RPC over HTTPS on the Exchange Server. More information can be found at http://www.blackbaud.com/kb.

Blackbaud Hosting Services for The Education Edge™ and The Student Information System™ Web Applications (Faculty Access for the Web / Faculty Portal, NetClassroom / Student Portal, and Online Admissions)

Faculty Access for the Web / Faculty Portal workstation minimum requirements	
browser	Faculty Access for the Web / Faculty Portal is compatible with W3C, www.w3.org, compliant browsers.
internet connection	An internet connection is required to use Faculty Access for the Web. A broadband (DSL or cable) or faster connection is recommended.

NetClassroom / Student Portal workstation minimum requirements	
browser	NetClassroom / Student Portal is compatible with W3C, www.w3.org, compliant browsers.
internet connection	An internet connection is required to use NetClassroom. A broadband (DSL or cable) or faster connection is recommended.

Online Admissions minimum requirements

Online Admissions leverages the framework components of Blackbaud NetCommunity to function. Please refer to the Blackbaud NetCommunity and Online Campus Community system requirement sections of this document for the appropriate requirements for Online Admissions.

Blackbaud Hosting Services for The Financial Edge™ Web Application (WebPurchasing)

WebPurchasing workstation minimum requirements	
browser	**PCs:** Microsoft Windows Internet Explorer 7 or higher or the latest version of Firefox 3.6 **Macintosh:** Latest version of Firefox Minimum screen resolution 1024x768.
internet connection	An internet connection is required to use WebPurchasing. A broadband (DSL or cable) or faster connection is recommended.

Continued

Blackbaud Hosting Services for The Raiser's Edge and The Raiser's Edge(*i*) / Blackbaud NetCommunity / Blackbaud NetCommunity Grow / Blackbaud NetCommunity Spark / Online Campus Community

CLIENT SITE

The Raiser's Edge Power Users

INTERNET

The Raiser's Edge Database

The Raiser's Edge(*i*)
Blackbaud NetCommunity
Blackbaud NetCommunity Grow
Blackbaud NetCommunity Spark
Online Campus Community

Blackbaud NetCommunity Email & Credit Card Transaction Services

BLACKBAUD'S DATA CENTER

The Raiser's Edge Power Users

Website Browser Users
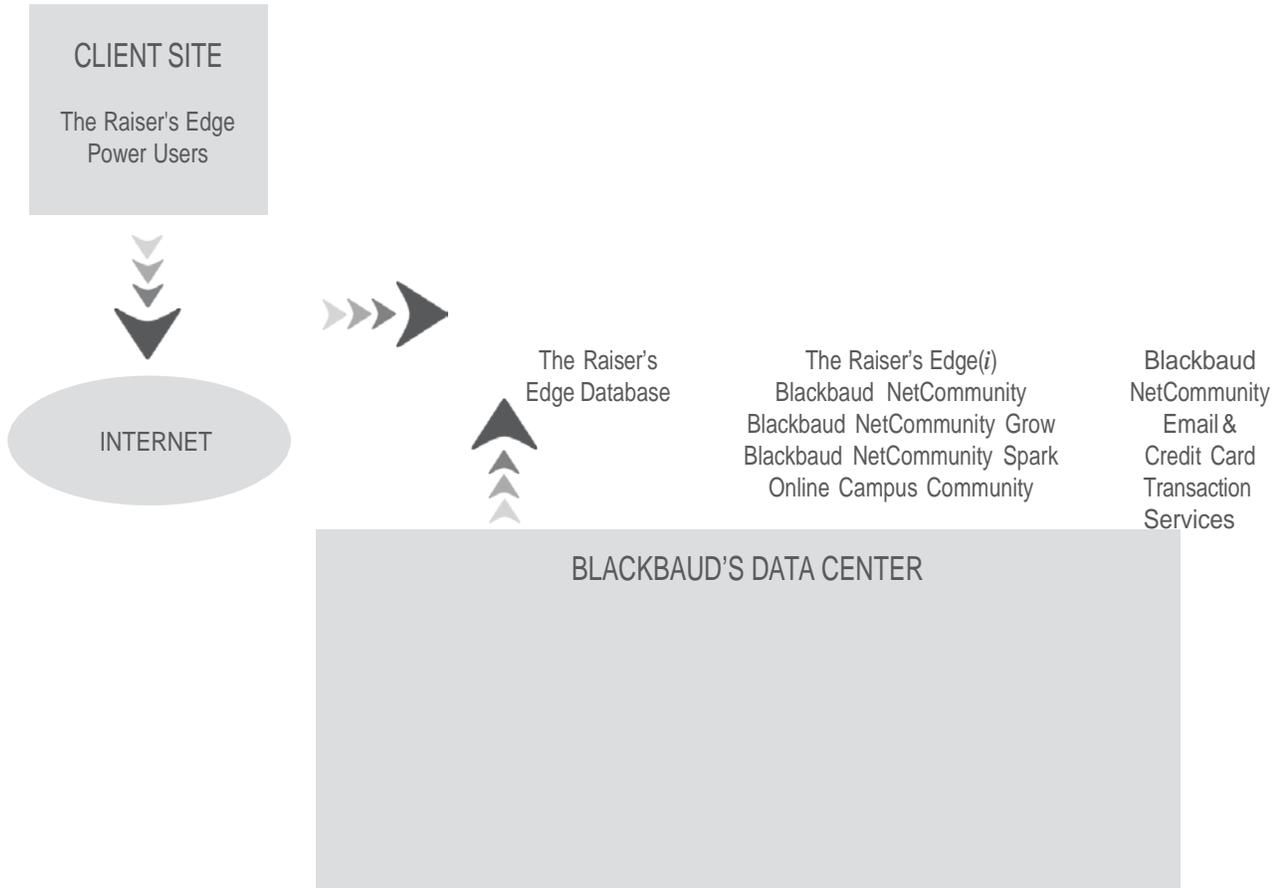
The Raiser's Edge workstation requirements	
operating system	Windows 10, Windows 7 (32-bit and 64-bit), Windows XP 32-bit and 64-bit, Windows Vista 32-bit and 64-bit. MAC OS X. Windows 64-bit Operating Systems are not supported with the WebDAV files folder without the use of a third-party utility.
processor (CPU)	**Windows OS:** A Processor required by Microsoft for your Operating System **MAC OS X:** Intel-based or Power PC based Processors

memory (RAM)	**Windows OS:** Available memory as recommended for the operating system by Microsoft **MAC OS X:** 256 MB RAM
disk space	n/a
display	Super VGA (800 × 600) or higher-resolution monitor with 256 colors.

The Raiser's Edge workstation requirements

browser	Internet Explorer 6.0-8.0 (Windows OS) or Firefox 1.0-3.0 (MAC OS X)
other	Permissions to download and install Citrix software.

The Raiser's Edge(i) / Blackbaud NetCommunity / Blackbaud NetCommunity Grow / Blackbaud NetCommunity Spark / Online Campus Community client browser

browser	Blackbaud NetCommunity is compatible with W3C, www.w3.org, compliant browsers. Blackbaud NetCommunity supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for all Blackbaud NetCommunity form validations. Any client use of the HTML editor is not supported when using the Opera browser. Note: Full page functionality testing conducted on IE 7.0, IE 8.0, Firefox "Mozilla family", and Safari.

The Raiser's Edge(i) / Blackbaud NetCommunity / Blackbaud NetCommunity Grow / Blackbaud NetCommunity Spark / Online Campus Community admin workstation requirements

|	
browser	Internet Explorer 7.0 or higher and Firefox 3.0 or higher with cookies and Javascript enabled, for the Blackbaud NetCommunity Administrative workstations.

internet requirements for client site

bandwidth/speed	Minimum of 100 kbps per concurrent user. (Up to 600 kbps for frequent printing)*
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent hosted application(s) users (100 kbps per), private line, or frame relay.
remote connectivity	Broadband (cable modem or DSL).

Outlook integration with The Raiser's Edge requirements

mail server	Microsoft Exchange 2003 or 2007 Server
configuration	Exchange server must be configured for RPC over https communications

Blackbaud Hosting Services for The Raiser's Edge(*i*) Only / Blackbaud NetCommunity Only / Blackbaud NetCommunity Grow Only / Blackbaud NetCommunity Spark Only / Online Campus Community Only (Client Hosts The Raiser's Edge)

CLIENT SITE		BLACKBAUD'S DATA CENTER

>>> ▶ (INTERNET) >>> ▶

The Raiser's Edge
  Power Users
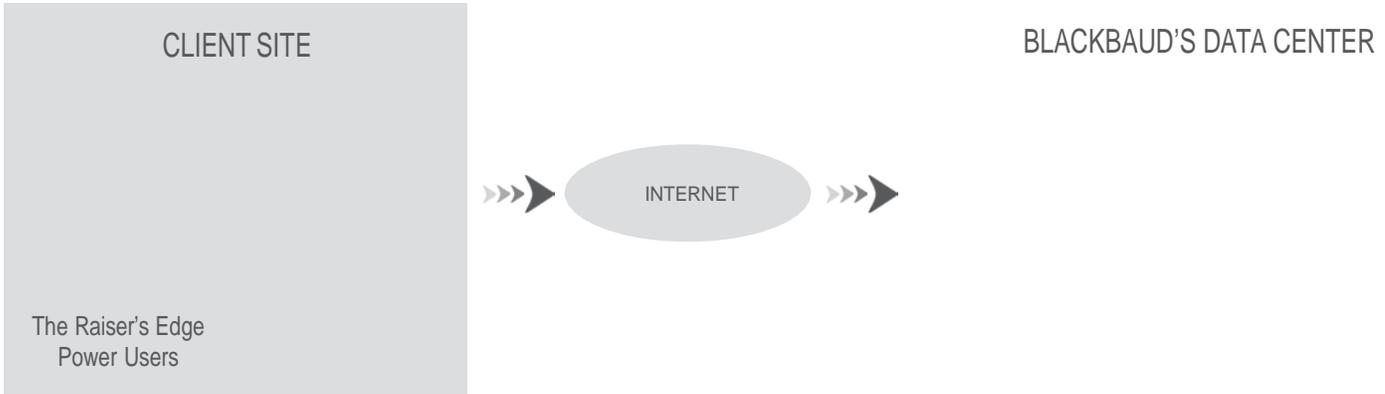
The Raiser's Edge 7 workstation and database requirements

Please refer to The Raiser's Edge 7 system requirements.

Note: The Raiser's Edge 7 database at the client site must be run on SQL 2005, or SQL 2008

Standard or Enterprise. Blackbaud recommends a SQL per processor license.

The Raiser's Edge 7 Web Service dedicated web server minimum requirements

operating system	Windows 2003 Server installed with IIS 6.0 configured as an application server or Windows Server 2008 (32-bit) SP2 installed with IIS 7.0. The Raiser's Edge 7.91 or higher, and RE7 web service (all required). Microsoft .NET Framework v3.5. **Note:** Domain controllers, Windows 2000 Server, NT 4.0 Server, Windows Server 2003 Web Edition, Windows Server 2008 Itanium, and peer-to-peer networks are not supported. Microsoft .NET Framework v3.5 is installed on 32-bit machines if it does not exist, but must be installed prior to any Blackbaud NetCommunity installation on 64-bit machines.
processor (CPU)	Pentium D-class, 3 GHz minimum or AMD equivalent recommended.
memory (RAM)	1 GB minimum
disk space	Minimum of 1 GB available space for the Raiser's Edge 7 Web Service installation.

The Raiser's Edge 7 Web Service dedicated web server minimum requirements

internet connection	A Web server available to the public Internet. Blackbaud recommends using a high-speed Internet connection. HTTPS traffic requires port 443.
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 www.microsoft.com for specific security measures and NTFS permissions needed by Windows 2003 Server or Windows 2008 and IIS.

The Raiser's Edge(*i*) / Blackbaud NetCommunity / Blackbaud NetCommunity Grow / Blackbaud NetCommunity Spark / Online Campus Community client browser

browser	**Blackbaud NetCommunity** is compatible with W3C compliant browsers. **Blackbaud NetCommunity** supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for "Remember Login" functionality and all **Blackbaud NetCommunity** form validations. Any client use of the HTML editor is not supported when using the Opera Browser. Note: Full page functionality testing conducted on IE 6.0 and 7.0, Firefox "Mozilla family", and Safari.

The Raiser's Edge(*i*) / Blackbaud NetCommunity / Blackbaud NetCommunity Grow / Blackbaud NetCommunity Spark / Online Campus Community admin workstation requirements

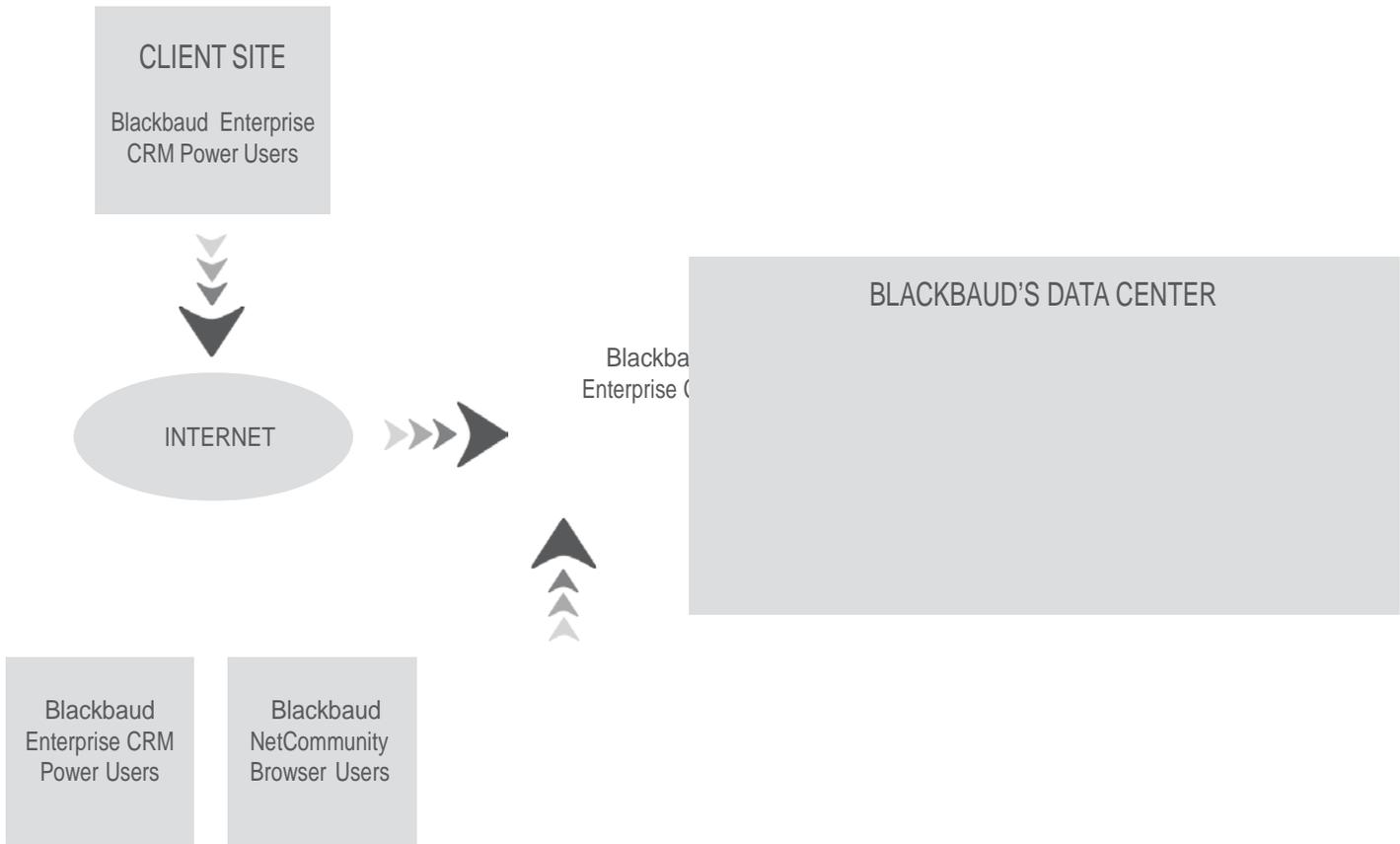|	
browser	Internet Explorer 7.0 or higher and Firefox 3.0 or higher with cookies and Javascript enabled, for the **Blackbaud NetCommunity** Administrative workstations.

internet requirements

bandwidth/speed	Necessary speed of the connection will depend on NetCommunity activity. At a minimum we recommend a dedicated Internet circuit (full T1, NxT1, fractional DS-3, or full DS-3), private line, or frame relay.

Continued

Blackbaud Hosting Services for Blackbaud® Enterprise CRM and
Blackbaud® Net Community™

CLIENT SITE

Blackbaud Enterprise
CRM Power Users

INTERNET

BLACKBAUD'S DATA CENTER

Blackbaud
Enterprise CRM
Power Users

Blackbaud
NetCommunity
Browser Users

Blackbaud Enterprise CRM workstation requirements	
operating system	Windows 10, Windows XP Professional. SP2 or higher or Microsoft Windows Vista or Windows 7 or .Net Framework 2.0 SP1 installed, or .NetFramework 3.0 SP1 installed, or .NetFramework 3.5 SP1 or .Net Framework 4.0
processor (CPU)	Intel Pentium/Celeron family, 2Ghz clock speed or faster
memory (RAM)	Minimum requirements for your operating system
disk space	150 MB minimum for processing activities and download cache
display	SVGA (1024 × 768 recommended)
browser	Internet Explorer 8.0 or higher; latest versions of Firefox, Safari and Chrome. Mobile Browsers: Safari and Android

Blackbaud NetCommunity client browser

browser	Blackbaud NetCommunity is compatible with W3C compliant browsers. Blackbaud NetCommunity supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your particular Web design your "look and feel" may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. Cookies must be enabled for "Remember Login" functionality and all Blackbaud NetCommunity form validations. Any client use of the HTML editor is not supported when using the Opera Browser. Note: Full page functionality testing conducted on IE 6.0 and 7.0, Firefox "Mozilla family", and Safari.

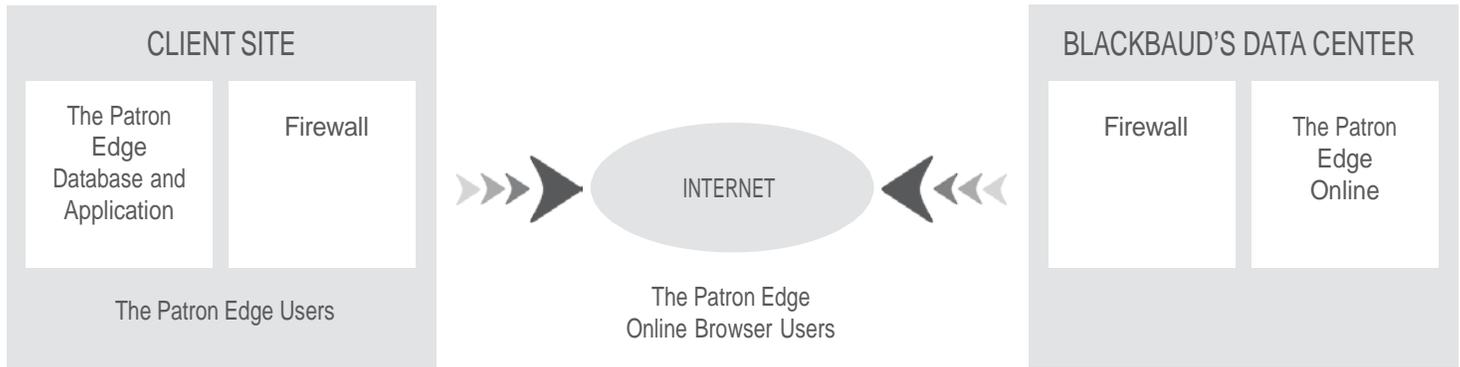## Blackbaud NetCommunity administrative workstations requirements

browser	Internet Explorer 8.0 or higher and the latest version of Firefox with cookies and Javascript enabled, for the **Blackbaud NetCommunity** Administrative workstations.

internet requirements

bandwidth/speed	100-200 kbps per concurrent Blackbaud Enterprise CRM and BBNC administrative user (up to 600 kbps for frequent printing).*
Internet connection	Connection via HTTPS to the application web server. HTTPS traffic requires that both ports 443 and 80 are open for inbound and outbound activity
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent application(s) users (100-200 kbps per), private line, or frame relay.
remote connectivity	Broadband (Cable Modem or DSL).

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Blackbaud Hosting Services for Patron Edge™ Online
(Client Hosts The Patron Edge)

CLIENT SITE					BLACKBAUD'S DATA CENTER	
The Patron Edge Database and Application	Firewall		INTERNET		Firewall	The Patron Edge Online
The Patron Edge Users			The Patron Edge Online Browser Users			

The Patron Edge workstation and database requirements

Please refer to The Patron Edge system recommendations

Client Site Firewall Confi   tion

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Outbound traffic	Firewall Configuration Outbound traffic All communications from the client site PE server to the Blackbaud hosted server are sent over ports in the 7000 range. The client side firewall should be configured to allow communication to the Blackbaud IP address for these ports.
Inbound traffic	All communications from the Blackbaud hosted server to the client site PE server are sent over ports 2028, 2030, and 2050. The client side firewall should be configured to allow communication from the Blackbaud IP address for these ports.
Ping traffic	Client's firewall must allow ping (ICMP) packets from the Blackbaud IP address for monitoring and troubleshooting..

The Patron Edge Online workstation requirements

browser	Internet Explorer 6.0 or higher

Internet requirements (client site)

bandwidth/speed	Necessary speed of the connection will depend on Patron Edge online activity. At a minimum, Blackbaud recommends a dedicated Internet circuit (fractional T1, full T1, NxT1, fractional DS-3, or full DS-3), private line, or frame relay.

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Blackbaud Hosting Services for ResearchPoint™
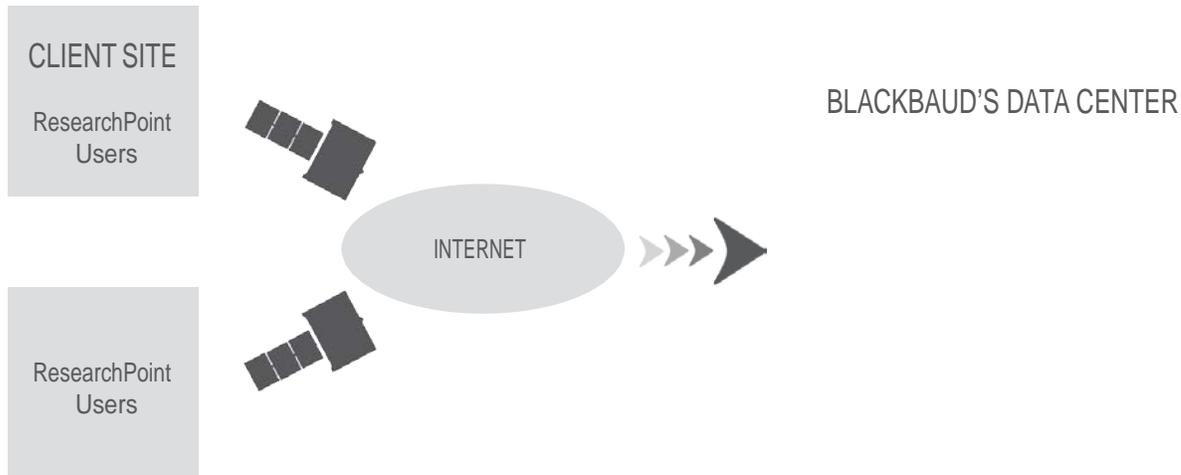
CLIENT SITE

ResearchPoint
Users

ResearchPoint
Users

INTERNET

BLACKBAUD'S DATA CENTER

workstation requirements

operating system	Windows 10
	Windows XP Professional SP2 or higher
	Microsoft .NET Framework 2.0 SP1 installed (.NET is installed with Windows Vista, The Raiser's Edge v7.84, ResearchPoint v2.2.1.8), Windows 7
	Note: Windows Vista is also supported but not required
processor (CPU)	Intel processor 2Ghz clock speed or faster
memory (RAM)	2 GB minimum
disk space	150 MB minimum for processing activities and download cache
display	SVGA (1024 x 768 recommended)
browser	Internet Explorer 8 and higher, Safari 5 or higher (MAC OS only), Chrome, latest versions of Chrome and Firefox. For RE7 integration, Internet Explorer 8 and higher is required

internet requirements

bandwidth/speed	100-200 kbps per concurrent user (up to 600 kbps for frequent printing).*
Internet connection	Connection via HTTPS to the application web server. HTTPS traffic requires that both ports 443 and 80 are open for outbound and inbound activity
site connectivity	Broadband (business grade cable modem or DSL) or dedicated circuit (fractional/full T1) scaled to aggregate of concurrent application(s) users (100-200 kbps per), private line, or frame relay.
remote connectivity	Broadband (Cable Modem or DSL).

other compatibility information	
The Raiser's Edge Integration	ResearchPoint is compatible with The Raiser's Edge 7.84, 7.85, and 7.91 SQL Server versions. Oracle is not supported. Clients wishing to use integration capabilities to transfer summarized asset, wealth and giving capacity data into The Raiser's Edge must have the RE:Search module.

Security Recommendation

Blackbaud employs security best practices for all Blackbaud Hosting Services systems, including the protection of all systems and information located at the Blackbaud Data Center, as well as communications between systems at the Blackbaud Data Center and client servers and workstations. Although Blackbaud makes every effort to ensure the security of client data, it is imperative that organizations also employ security best practices at their site(s) and on their workstations.

Requirements and Recommendation Disclaimer

System requirements are based on information available on the last updated date. They are published only as a guide and relate solely to Blackbaud software.

Performance and response time are affected by many factors related to hardware (such as RAM, processor speed, and hard disk subsystem performance), network configuration (such as NIC performance, cable type, topology, operating system, parameters, and traffic), and the database (such as size, number of concurrent users, and the type of activities each user is performing). In addition, network and workstation operating systems, third-party software products, and our own products are continuously updated with new features and options, which often place greater demands on hardware.

Blackbaud recommends the purchase of top-of-the-line equipment when possible and that organizations budget for continual upgrades to their system.

Blackbaud staff may provide limited informal guidance based on information made available. However, neither these system requirements nor our staff's guidance constitute a guarantee of compatibility, outcome, or performance. We encourage organizations to consult their own systems staff or outside technical experts to ensure appropriate results. Comprehensive technical consulting services are available through Blackbaud. Under a separate consulting arrangement, our consultants evaluate the installation of all Blackbaud applications and recommend optimal hardware and system configuration options. Email solutions@blackbaud.com for more information.

* **Note:** 100 kbps bandwidth is required for each Blackbaud applications to run. This bandwidth does not account for other programs running concurrently- increase bandwidth as necessary to account for additional programs.

> ➤ To learn more about Blackbaud's Hosting Services™, visit www.blackbaud.com or contact your Blackbaud account representative.