

# FIMS Host\*Net

## System Requirements and FAQ

### Citrix Workspace App System Requirements

#### Operating Systems

The following list of requirements specifies edition or service pack only where support is limited.

- Windows 10                      32-bit and 64-bit editions (Including Embedded Edition)
- Windows 8.1                    32-bit and 64-bit editions (Including Embedded Edition)
- Windows Thin PC

While Host\*Net may be accessible via a non-Windows operating system, Blackbaud only provides support for Windows operating systems.

#### Hardware

- VGA or SVGA video adapter with color monitor (HDMI connected color monitor is recommended)
- Windows-compatible sound card for sound support (optional)
- For network connections to the server farm, a network interface card (NIC) and the appropriate network transport software

#### Browser Minimum Requirements

The following list of browsers are supported on the latest edition.

- Internet Explorer
- Mozilla Firefox
- Google Chrome

**Q: Does Host\*Net provide any shared disk space for my organization?**

**A:** Yes, Host\*Net provides a shared “S:\” drive for your organization to store product-related files. If you currently have a mapped “S:\” drive in your local network, this must be renamed to make room for Host\*Net’s mapped “S:\” drive.

**Q: Can I print to my office printers while using Host\*Net?**

**A:** Many printers are completely compatible with Host\*Net; however, there may be specific functionality that is lost, and some printers may not function. Many printers can use what is called a “Universal Printer Driver,” meaning there is a common language between printers which Citrix and Host\*Net support.

Here is a Citrix article that displays compatibility with various HP printers:

<http://support.citrix.com/article/ctx110571>

Blackbaud cannot guarantee that your existing printers or hardware will be completely compatible with Host\*Net, and thus we would encourage you to request demo access to test printer functionality.

To request demo access, please contact your Sales Representative.

**Q: How do I request new Host\*Net users or password resets?**

**A:** Please contact Blackbaud Support for assistance in setting up new Host\*Net users or resetting passwords.

**Phone:** 800-468-8996, option 1

**Hours:** Support is available from 8am-8pm EST

**Q: Do I need any software to access Host\*Net?**

**A:** Yes, you will need Citrix Workspace <https://www.citrix.com/downloads/workspace-app/>

Beginning August 2018, Citrix Receiver will be replaced by Citrix Workspace app

**Q: Can I send e-mail through FIMS on Host\*Net?**

**A:** Yes, you can. However, there are some differences. Blackbaud provides an *outgoing* email profile so that you can send email through FIMS. This is set up so the email that is sent leaves from our servers but looks like it’s coming from your email address. No email can be received through Host\*Net – this will require your own email service. Please contact FIMS Support for assistance setting up your email profile.

**Q: Can I use FIMS on a Mac?**

**A:** While Host\*Net can be accessed via a non-Windows operating system, Blackbaud only provides support for Windows operating systems and will be unable to troubleshoot any connectivity issues. Please visit <http://www.citrix.com> for more information.

**Q: Do you provide any Office products?**

**A:** Because there is a lot of interaction between FIMS and Microsoft Word and Excel, we provide Word 2010 and Excel 2010 with your Host\*Net subscription.

**Q: Does FIMS Host\*Net work with Crystal Reports?**

**A:** While we do not provide Crystal Reports along with a Host\*Net subscription, if your foundation currently utilizes Crystal Reports, FIMS has a Crystal Reports Viewer that can be utilized to view your reports.

**Q: Who is responsible for upgrades, maintenance, backups, etc.?**

**A:** One of the benefits of Host\*Net is that Blackbaud takes care of all of the server maintenance, upgrades, and backups for you. Maintenance is performed regularly to make sure performance is optimal, and all upgrades to FIMS are completed as soon as new versions of software are available. Backups are performed daily and stored securely so your data is safe.

**Support Hours:** M-F, 8:30 am – 8:00 pm ET

**Phone:** (800) 468-8996, option 1

**Online:** Visit Case Central at <https://www.blackbaud.com/casecentral/casesearch.aspx>. Click the **Case** tab at the top and click **Create New Case**.