

# FIMS

## System Requirements and Recommendations

### Blackbaud Certification Policy

FIMS supports key industry standards and is integrated with top-rated products. Blackbaud regularly expands the compatibility of FIMS with each new version, as well as with periodic maintenance releases.

FIMS is certified with the latest version of supported products at the time of the software release.

Service packs, upgrades, and versions made available after FIMS has been released are typically not certified until the next release of FIMS. At that time, only the latest version of the software is certified; interim releases made available during the intervening period are not certified.

### Compatibility Notes

#### Microsoft Windows Operating Systems

- Workstations must have Microsoft Windows 7, 8, or 10 installed. Windows 10 is recommended.
- Servers must have Microsoft Windows Server 2008 R2 or later installed. We recommend using Microsoft Windows 2012 or later. Microsoft Windows Server 2016 is also supported.
- **Windows 8/8.1 users:** Please note that FIMS is not certified for touch-screen functionality. If you notice any issues, please disable the touch-screen feature when using FIMS.
- **FIMS CRM users:** You may be required to co-install Progress 11 for compatibility with some graphical reporting features. Please contact FIMS Support for more details.
- **DonorCentral users:** Your FIMS server must have Microsoft Windows Server 2008 or later to upload data to DonorCentral.
- **IGAM users:** IGAM 3 is not compatible with Windows 7 or later. If you are currently using IGAM 3 for FIMS and want to use Windows 7, you must upgrade to IGAM 5 or later. Contact Blackbaud Support for more information.

#### Crystal Reports

If you use Crystal Reports, note that reports written in Crystal Reports earlier than version 9.0 cannot connect to Progress 10.x databases.

If you have reports written in an earlier version of Crystal, you will need to upgrade to Crystal 10 or higher and convert your reports to use them with FIMS version 14.x.

FIMS 14.60 with Progress OpenEdge version 11 requires an upgrade to Crystal version 13. See the 14.60 Release Notes on the [How-To page](#) for information.

## OS Service Pack / Maintenance Pack Support

OS updates are not automatically certified but are supported where the OS vendor guarantees backwards compatibility with the base line OS level. Certification of OS updates may be performed if the backwards guarantee compatibility of the OS Service Pack / Maintenance Pack is questionable.

## Microsoft Office

Office 365 users, please note only a desktop installation of **Office 2007/2010/2013/2016** connected to Office 365 is fully compatible with FIMS.

## Support

### Need Help or Have Questions?

If you have questions or need assistance in any way, please contact Support.

**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**.