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Minimum System Requirements

This document lists the recommended minimum system infrastructure required to run your Blackbaud system. Blackbaud recommends that you purchase top-of-the-line equipment when possible and budget for continual upgrades to your system. In addition to the system requirements, Blackbaud strongly recommends the purchase and scheduled use of a tape or archival backup solution. Blackbaud recommends that you regularly test your backups to ensure their reliability.

In addition, each implementation of **Blackbaud CRM** is unique. Specific system requirements and suggestions are different for each organization. Contact Blackbaud to discuss your environment and business processes to develop the recommendations specific to your situation.

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

Blackbaud CRM

workstation requirements	
operating system	Windows XP Professional SP2 or higher. Microsoft Windows Vista. Windows 7. .Net Framework 2.0 SP1, .Net Framework 3.0 SP1, .Net Framework 3.5 SP1, or .Net Framework 4.0
browser	Internet Explorer 8.0 or higher; latest versions of Firefox, Safari and Chrome. Mobile browsers: Safari and Android. **Note:** For instances hosted by Blackbaud, you must install Internet Explorer 8.0 or higher on the workstation.
processor (CPU)	Intel Pentium/Celeron family, 2 Ghz 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 x 768 recommended).
network	Connection via HTTP to the application web server.

database server requirements	
operating system	Windows Server 2008 SP2 or Windows Server 2008 R2. **Note:** Blackbaud's Application Hosting Services use Windows Server 2008 R2 only.
database	SQL Server 2008 Enterprise SP2, SQL Server 2008 R2 Enterprise or SQL Server 2012 Enterprise.
processor (CPU)	Please contact Blackbaud to determine the requirements for your specific configuration.
memory (RAM)	Please contact Blackbaud to determine the requirements for your specific configuration.
hard disk	Please contact Blackbaud to determine the requirements for your specific configuration.

web server requirements	
operating system	Windows Server 2008 SP2 with IIS 7.0 or Windows Server 2008 R2 with IIS 7.5. .NET Framework 4.0 64-bit supported on x64 hardware. **Note:** Blackbaud's Application Hosting Services use Windows Server 2008 R2 only.
network security	Blackbaud recommends Secure Socket Layer (SSL) if you connect over a public nonsecure network.
scale out	• Load balancing is supported with single-client affinity. • No limit is placed on the number of web servers that you can employ for load balancing.
hard disk	The web server makes minimal use of the disk. Therefore, a high-performance disk subsystem is not required on the individual web servers.

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Blackbaud Internet Solutions

The following section describes the requirements for the *Blackbaud Internet Solutions* web server when set up on a separate server. Blackbaud recommends this configuration for enterprise deployments.

administrative workstation requirement	
browser	Internet Explorer 8.0 or higher and the latest version of Firefox with cookies and JavaScript enabled for the *Blackbaud Internet Solutions* administrative workstations.

Blackbaud Internet Solutions web server	
operating system	Windows Server 2008 with IIS 7.0. or Windows Server 2008 R2 with IIS 7.5 Microsoft .NET Framework v4. 64-bit supported on x64 hardware. **Note:** *Blackbaud Internet Solutions* does not support domain controllers or peer-to-peer networks.
disk space	1.2 GB minimum for *Blackbaud Internet Solutions* program, system, and database management console files; plus 50 MB for the workstation deployment files, which can be installed in a different location.
Internet connection	Dedicated circuit (such as full T1 to a tier 1 ISP) scaled to aggregate the concurrent applications users (100-200 kbps per typical web user). Necessary speed of the connection depends on your website's usage by visiting users and should be reviewed with your consultant during implementation. HTTPS traffic requires port 443, and HTTP traffic requires port 80. Non-default ports are not supported.
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, or testing of any web-security measures. Blackbaud assumes no responsibility for the security of your web server or 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 Server 2008 or Windows Server 2008 R2 and IIS.

Other Compatibility Information

software requirements	
Microsoft Exchange	The Microsoft Exchange integration supports Exchange 2010.
Microsoft Office	The Microsoft Office integration supports Office 2007 and Office 2010.
credit card processing	Credit card processing in *Blackbaud Internet Solutions* works with *Blackbaud Merchant Services* as well as the following gateways: IATS, Beanstream, Authorize.net, Moneris (US & Canada), Sage/Verus, CyberSource, IP Payments and Paypal Payflow Pro. **Note:** Direct debit processing is not managed by these vendors. For Paypal Payflow Pro, a Paypal PayFlow Pro account is required and Payments Pro is not supported.
client browser	*Blackbaud Internet Solutions* supports a Document Type Declaration of XHTML 1.0 Transitional. Depending on your web design, the look and feel of your website may vary across different client browsers. Consider modifying layouts, templates, page designs, and styles to accommodate these differences. You must enable cookies for all *Blackbaud Internet Solutions* form validations. Supported browsers: • Internet Explorer 8.0, Internet Explorer 9.0 • Firefox • Safari • Chrome Supported mobile browsers: • Safari • Android