

Minimum System Requirements

This document lists the 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.

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 Enterprise CRM

workstation requirements		
operating system	Windows XP Professional SP2 or higher. Microsoft Windows Vista. Windows 7. .Net Framework 2.0 SP1, .NetFramework 3.0 SP1, or .NetFramework 3.5 Note: For instances hosted by Blackbaud, you must install Internet Explorer 7.0 on the workstation.	
processor (CPU)	Intel Pentium/Celeron family, 2 Ghz clock speed or faster.	
memory (RAM)	256 MB minimum.	
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 2008 Server, Windows 2003 Server SP1 or higher, or Windows Server R2.	
database	For BBEC version 1.6 and earlier: SQL Server 2005 SP2 or higher. SQL Server 2005 SP2 64-bit supported on x64 hardware. For BBEC 1.7 and later: SQL Server 2008 Standard SP1 or higher. SQL Server 2008 Enterprise SP1 or higher.	
processor (CPU)	<ul style="list-style-type: none"> Intel Pentium/Celeron family, 3 Ghz clock speed or faster. Minimum 4 logical CPUs available for SQL Server. Ex. 4 Physical CPUs, 2 Dual-Core CPUs, 2 Physical CPUs with Hyper-threading.	
memory (RAM)	32 GB minimum. The amount of RAM available is a significant factor in the performance of SQL Server. SQL Server 64-bit edition allows the use of a large amount of physical RAM.	
hard disk	A high-performance disk subsystem with RAID technology is recommended. RAID 1+0 (striping + mirroring) for the data and log files.	
	total number of records (constituents and gifts)	minimum disk space for database
	Fewer than 100,000	2 GB
	100,001 - 250,000	3 GB
	250,001 - 500,000	5 GB
	500,001 - 1,000,000	10 GB
	1,000,001 - 2,000,000	15 GB
	2,000,001 - 5,000,000	20 GB
More than 5,000,000	20 GB, plus 4GB for each additional million records	
web server requirements		
operating system	Windows 2008 Server, Windows 2003 Server SP1 or higher, or Windows Server R2.	

application server	IIS 6.0 and ASP.Net 3.5 SP1. 64-bit supported on x64 hardware.
network security	Blackbaud recommends Secure Socket Layer (SSL) if you connect over a public nonsecure network.
processor (CPU)	<ul style="list-style-type: none"> Intel Pentium/Celeron family, 3 Ghz clock speed or faster. Minimum 2 logical CPUs. Ex. 2 Physical CPUs, 1 Dual-Core CPUs, 1 Physical CPU with Hyper-threading.
scale out	<ul style="list-style-type: none"> 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.
memory (RAM)	2 GB minimum.
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.

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 7.0 or higher and Firefox 3.0 or higher with cookies and JavaScript enabled for the Blackbaud Internet Solutions administrative workstations.
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Blackbaud Internet Solutions web server

operating system	Windows Server 2003 installed with IIS 6.0 configured as an application server or Windows Server 2008 with IIS 7.0. Microsoft .NET Framework v3.5. 64-bit supported on x64 hardware. Note: Blackbaud Internet Solutions does not support domain controllers, NT 4.0 Server, or peer-to-peer networks. Microsoft .NET Framework v3.5 is installed on 32-bit machines if it is not already installed, but you must install it on 64-bit machines prior to any Blackbaud Internet Solutions installation.
processor (CPU)	Pentium D-class 3 GHz minimum or AMD equivalent recommended. Note: Larger networks and databases require faster processors.
memory (RAM)	2 GB minimum and 4 GB or more recommended.
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. Additional space is required for the database.
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. Nondefault 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 2003 or Windows Server 2008 and IIS.

Other Compatibility Information

3 rd party software requirements	
credit card processing	<p>Credit card processing in Blackbaud Internet Solutions works with IATS (a division of Ticketmaster), Beanstream, Authorize.net, Moneris (US & Canada), Sage/Verus, and Verisign/Paypal (Gateway) to authorize and transfer credit card transactions.</p> <p>Note: Direct debit processing is not managed by these vendors. For Verisign/Paypal a Paypal PayFlow Pro account is required and Payments Pro is not supported.</p>
client browser	<p>Blackbaud Internet Solutions is compatible with W3C-compliant browsers (www.w3.org). 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.</p> <p>You must enable cookies for all Blackbaud Internet Solutions form validations. The HTML editor is not supported for the Opera browser or Internet Explorer 6.0.</p> <p>Note: Full-page functionality testing is conducted on IE 7.0, IE 8.0, Firefox "Mozilla family," and Safari.</p>