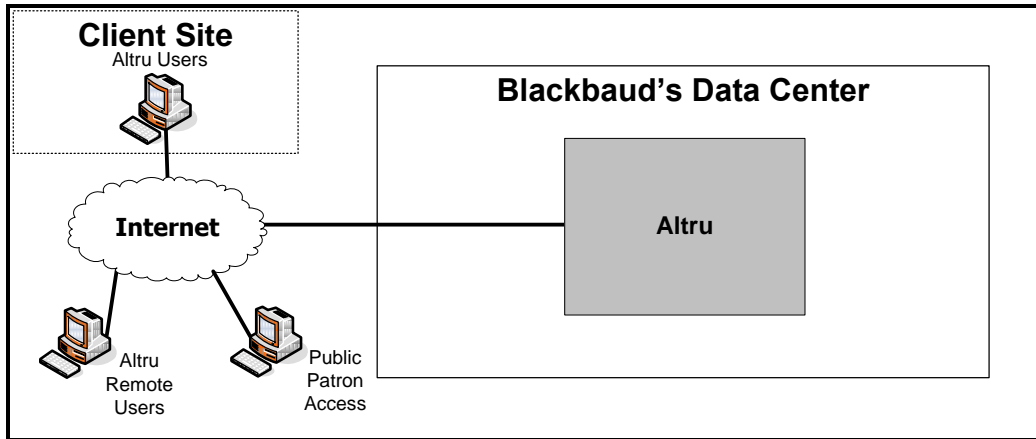


# Blackbaud Application Hosting for **Altru** System Requirements and Recommendations



workstation	
operating system and browser	<p>For Windows operating systems, <b>Altru</b> supports Internet Explorer 8 and higher, Chrome, and the latest version of Firefox. Windows operating systems require .Net Framework 2.0 SP1 or higher.</p> <p>For Mac operating systems, <b>Altru</b> supports Safari 5 or higher, Chrome, and the latest version of Firefox.</p> <p>Blackbaud recommends using the latest available version of your chosen browser.</p> <p><b>Note:</b> <b>Altru</b> requires Internet Explorer 8 or 9 for printing tickets and sales documents and for automatic cash drawer functionality.</p>
processor (CPU)	Intel Pentium/Celeron family, 2 GHz clock speed or faster.
memory (RAM)	2 GB minimum
display	SVGA (1024 x 768 minimum)

internet	
bandwidth/speed	100-200 kbps per concurrent user.
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	
credit card processing	<p><b>Altru</b> supports card present, card not present and batch transaction processing via two gateway options: CyberSource and <b>Blackbaud Merchant Services</b>. Clients choosing to acquire a CyberSource merchant account should contact Blackbaud regarding our <b>Blackbaud CyberSource Gateway &amp; Interconnect</b> offering.</p> <p><b>Note:</b> Direct Debit processing is not supported at this time.</p>
card readers	Only magnetic card swipes using keyboard emulation are supported for use at your workstations. Other HID compliant card swipes that do not use keyboard emulation are not supported.
keyboards	<b>Altru</b> works with most conventional keyboards including programmable POS keyboards such as the Cherry 7000 Series.
bar code scanners	A bar code reader capable of reading a 12-point 3 of 9 barcode font is required to support barcode scanning. The scanner must be recognized by the operating system as a keyboard input device.

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printers	<p><b>Altru</b> supports Datamax (S-Class family) and BOCA (Lemur line) ticket printers when using thermal ticket stock such as 2" x 5 1/2". Results with other printers may vary. Ticket stock designed to fit standard page sizes such as 8 1/2" X 11 will not require a thermal ticket printer.</p> <p><b>Altru</b> supports Epson (TM family) and Star Micronics (TSP family) receipt printers. Examples of printers currently being used are: Epson TM88IV, Epson TM88V and Star TSP100-24. To enable opening the cash drawer automatically, a connection to an Epson receipt printer is required.</p> <p>Note: Updated printer drivers, available directly from the printer or operating system manufacturer, may be necessary for compatibility with Blackbaud products.</p> <p><b>Note: Altru</b> requires Internet Explorer 8 or 9 for printing tickets and sales documents.</p>
cash drawers	<p><b>Altru</b> supports MMF (Heritage and Val-u-Line series) cash drawers. To enable opening the cash drawer automatically, a connection to an Epson receipt printer is required. Results with other cash drawers may vary.</p> <p><b>Note: Altru</b> requires Internet Explorer 8 or 9 for automatic cash drawer support.</p>
Microsoft Office	<p><b>Altru</b> is compatible with Microsoft Office 2007 or higher. Earlier versions of Microsoft Office will require a Microsoft Compatibility Pack.</p>
public/patron browser	<p><b>Altru Web Forms</b> are compatible with W3C-compliant browsers (<a href="http://www.w3.org">www.w3.org</a>). <b>Altru Web Forms</b> support 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.</p> <p>You must enable cookies and JavaScript for all <b>Altru Web Forms</b> form validations.</p> <p>For Windows operating systems, full-page functionality testing of <b>Altru Web Forms</b> is conducted on Internet Explorer 7 and higher, the latest version of Firefox, Chrome, and Opera.</p> <p>For Mac operating systems, full-page functionality testing of <b>Altru Web Forms</b> is conducted on the latest version of Safari, Firefox, and Chrome.</p>

## Security Recommendation

Blackbaud employs security best practices for all Blackbaud OnDemand 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.

## Recommendation Disclaimer

System recommendations 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 recommendations 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](mailto:solutions@blackbaud.com) for more information.

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