

Minimum System Requirements

This document lists the required system infrastructure to run your Blackbaud system. Blackbaud recommends the purchase of top-of-the-line equipment when possible and that organizations budget for continual upgrades to their system. Please note that system requirements are subject to change, so make sure you have the latest information before making any purchases.

In addition to the following requirements, Blackbaud strongly recommends the purchase and scheduled use of a tape or archival backup solution. The Blackbaud Management Console includes a backup utility to make or schedule backups while the database engine is running. Blackbaud recommends regular testing to ensure reliability.

Blackbaud is pleased to provide our Patron Edge clients with ticket stock. We offer a wide variety of ticketing and admission control products, which are compatible with all ticket printers. Some of our features include thermographic ink, microprint, black light ink, hidden image, holograms and foils. We can provide you with quality products at very competitive prices. For more information visit the Products section of our Web site.

The Patron Edge 3.402

client workstation minimum requirements

operating system	<ul style="list-style-type: none"> Windows XP Professional SP2 or higher Service Pack Windows Vista Business, Enterprise or Ultimate Windows 7 Professional or Ultimate
other software	When using the Patron Edge integration features with The Raiser's Edge or The Financial Edge , ensure that compatible versions of each product are installed.
processor (CPU)	Intel Pentium IV or compatible 1 gigahertz (GHz) or higher processor
memory (RAM)	1Gb minimum
disk space	550 MB minimum for program and system files plus 500 MB free space for processing activities
monitor	XVGA
display	1024 x 768 or higher resolution monitor; 256 colors

database server minimum requirements

operating system	<ul style="list-style-type: none"> Windows 2003 Server SP1 or higher Service Pack Windows Server 2008 Windows server 2008 R2 <p>32 bit and 64-bit operating systems are supported</p> <p>Note: Domain controllers, Small Business Servers, NT 4.0 Server, and peer-to-peer networks are not supported.</p>
SQL Server	<ul style="list-style-type: none"> Microsoft SQL Server 2005 Standard or Enterprise with SP 2 or higher Service Pack Microsoft SQL Server 2008 Microsoft SQL Server 2008 R2

processor (CPU)	<ul style="list-style-type: none"> • Pentium IV-class 2 GHz or higher. Larger networks and databases require faster processors. • SQL Server provides enhanced support for Windows servers with multiple processors. It is designed to improve the performance of multi-user databases under heavy use and increase the workload the database can handle. It can also handle larger databases and/or a large numbers of users (20 and more). • A dedicated database server is recommended. No mission-critical databases or other client/server applications, including other Blackbaud applications, should run on the same server. 																
memory (RAM)	<p>2GB minimum. For integrated clients or clients running multiple databases on the same SQL instance, additional RAM may be needed. The maximum memory for SQL Server 2005 Standard or Enterprise Edition is the maximum that your operating system will support.</p> <p>Note: SQL Server can dynamically allocate the optimal amount of memory (or cache) to the database to increase performance. Consider purchasing more than the recommended RAM to allow for a larger cache.</p>																
disk space	<p>650 MB minimum for The Patron Edge program, the operating system, and SQL Server. Additional space required for the database.</p> <p>Requirements may vary depending on the number of records and the additional modules used. Review the table below:</p> <table border="1"> <thead> <tr> <th>Total number of records</th> <th>Minimum disk space for database</th> </tr> </thead> <tbody> <tr> <td>Fewer than 100,000</td> <td>500 MB</td> </tr> <tr> <td>100,000-250,000</td> <td>750 MB</td> </tr> <tr> <td>250,000-500,000</td> <td>2 GB</td> </tr> <tr> <td>500,000-1,000,000</td> <td>4 GB</td> </tr> <tr> <td>1,000,000-2,000,000</td> <td>5 GB</td> </tr> <tr> <td>2,000,000-5,000,000</td> <td>7 GB</td> </tr> <tr> <td>5,000,000+</td> <td>10 GB + 4GB for each additional one million records</td> </tr> </tbody> </table>	Total number of records	Minimum disk space for database	Fewer than 100,000	500 MB	100,000-250,000	750 MB	250,000-500,000	2 GB	500,000-1,000,000	4 GB	1,000,000-2,000,000	5 GB	2,000,000-5,000,000	7 GB	5,000,000+	10 GB + 4GB for each additional one million records
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hard disk	4GB SCSIII Raid 1 or 5 disk space for The Patron Edge database and SQL Server																

The Patron Edge Online 3.4.1.3

workstation minimum requirements

browser	Internet Explorer 7.0, 8.0 and 9.0 and FireFox
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web server minimum requirements note: separate Web and database servers are recommended

operating system	<ul style="list-style-type: none"> • Windows 2003 Server with IIS 6.0 or IIS 7.0 • Windows 2008 Server (32 bit and 64 bit) with IIS 7.0 (with IIS 6.0 compatibility components installed) • Windows 2008 Server R2 (64 bit) • It is recommended that you host the Patron Edge Online configuration database either on the Web server, or on a separate server on the same side of the firewall as the Web server. <p>Note: Domain controllers, NT 4.0 Server, and peer-to-peer networks are not supported.</p>
processor (CPU)	<ul style="list-style-type: none"> • Pentium IV-class 2 GHz or higher. Higher traffic requires faster processors. Dual CPU servers recommended. • Very high traffic sites should consider load balancing across multiple Patron Edge Online Web servers.
memory (RAM)	<ul style="list-style-type: none"> • 1GB minimum. Higher traffic sites may require additional RAM. • If the Patron Edge Online configuration database is also on the Web server, a minimum of 2GB of RAM is required. If it is on a separate server, a minimum of 1GB is required on each.
disk space	550 MB minimum for The Patron Edge Online Server/Listener components plus 30 MB for The Patron Edge Online database
internet connection	A permanent Internet connection is required. Blackbaud recommends using a high-speed Internet connection with a minimum of 500k up to 100 concurrent users. For additional users above 100, Blackbaud recommends an additional 4k per concurrent user.

security	<p>Blackbaud recommends securing the Web server with Secure Socket Layer (SSL) or equivalent technology to prevent unauthorized access to transmitted data.</p> <p>Note: Blackbaud is not responsible for the installation, configuration, and testing of any Web security measures. Blackbaud assumes no responsibility for the security of your Web server and 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 2003 Server and IIS.</p>
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The Patron Edge Kiosk 3.4.1.3

kiosk hardware minimum requirements

Indoor and Outdoor kiosks	<p>When purchasing kiosk hardware, make sure you purchase machines with lockable cabinets and/or secure enclosures that protect CD-ROM drives, serial ports, parallel ports, USB ports, FireWire ports, ethernet ports, and any other input or output device and connector on your kiosk machine from unauthorized access.</p> <p>Kiosks must also have:</p> <ul style="list-style-type: none"> Card swipe Barcode scanner
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kiosk software minimum requirements

operating system	<ul style="list-style-type: none"> • Windows XP Professional • Windows XP Embedded • Internet Explorer 7.0, 8.0 and 9.0
memory (RAM)	1 GB minimum
hard drive	40 GB minimum Note: Windows XP Embedded does not require a hard drive.

web server minimum requirements

operating system	<ul style="list-style-type: none"> • Windows 2003 Server with IIS 6.0 • Windows Server 2008 (32 bit and 64 bit) with IIS 7.0 (with IIS 6.0 compatibility components installed) • Windows Server 2008 R2 (64 bit) • It is recommended that you host the Patron Edge Kiosk configuration database either on the Web server, or on a separate server on the same side of the firewall as the Web server. <p>Note: Domain controllers, NT 4.0 Server, and peer-to-peer networks are not supported.</p>
processor (CPU)	<ul style="list-style-type: none"> • Pentium IV-class 2 GHz or higher. Higher traffic requires faster processors. Dual CPU servers recommended.
memory (RAM)	<ul style="list-style-type: none"> • 1GB minimum. Higher traffic sites may require additional RAM. • If the Patron Edge Kiosk configuration database is also on the Web server, a minimum of 2GB of RAM is required. If it is on a separate server, a minimum of 1GB is required on each.
disk space	550 MB minimum for The Patron Edge Kiosk Server/Listener components plus 30 MB for The Patron Edge Kiosk database

Other Compatibility Information

<p>Blackbaud software</p>	<ul style="list-style-type: none"> • Patron Edge 3.401 is only compatible with Patron Edge Online 3.4.1 and Patron Edge Kiosk 3.4.1 or higher. • Patron Edge can be integrated with The Raiser's Edge. The Raiser's Edge database must be running on an instance of SQL 2000 Standard or Enterprise, or SQL 2005 Standard or Enterprise. SQL 2000 MSDE, SQL 2005 Express Edition and 64-bit editions are not compatible. • Patron Edge can be integrated with The Financial Edge. <p>For a full list of compatible versions of Patron Edge, Patron Edge Online, The Raiser's Edge and The Financial Edge, please refer to Knowledgebase solution BB346664.</p>
<p>third-party software</p>	<p>The following third-party software is compatible with The Patron Edge:</p> <ul style="list-style-type: none"> ◆ Crystal Decisions Crystal Reports Professional version 8.5 ◆ Internet Explorer 6.x <p>Adobe Acrobat Reader 6.x or higher</p>
<p>barcode scanner</p>	<p>A thermal ticket printer or laser printer and bar code reader capable of reading a 12-point 3 of 9 barcode font are required to support barcode printing and scanning. The scanner must have a configurable header and terminator and be recognized by the operating system as a HID device.</p> <p>Wireless Scanners: Windows mobile 2003 or newer is supported. Note: Palm OS will not work with The Patron Edge.</p>
<p>credit card processing</p>	<p>Credit card processing in The Patron Edge interfaces with PCCharge to authorize credit card transactions. PCCharge version 5.8 or higher is required.</p> <p>Note: PCCharge is only supported with The Patron Edge. For credit card processing information regarding The Raiser's Edge, please visit The Raiser's Edge system recommendations.</p> <p>Note: Canadian clients have the option to process credit cards in The Patron Edge with the Canadian Moneris interface. This requires additional steps to install. Please refer to the <i>Moneris Credit and Debit Card Processing</i> guide.</p> <p>UK Clients use SmartTPS to process cards on client workstations. However, SmartTPS is not compliant with 64-bit Operating Systems</p>

<p>debit card processing</p>	<p>Debit card processing in <i>The Patron Edge US</i> interfaces with PCCharge to authorize debit card transactions. PCCharge version 5.8 or higher is required.</p> <p>US debit card processing supports two Pinpad models:</p> <ul style="list-style-type: none"> • Verifone 1000 SE (PIN entry only) • Verifone SC5000 (Card swipe and PIN entry) <p>The Patron Edge supports Canadian debit card processing ONLY through the Moneris interface. This requires additional steps to install. Please refer to the <i>Moneris Credit and Debit Card Processing</i> guide.</p> <p>Canadian debit card processing only supports the Moneris Ingenico i3070 Pinpad model.</p> <p>The Patron Edge does not support debit card Pinpads in a Terminal Services environment.</p> <p>Note: The Patron Edge only supports serial port connections for Pinpads.</p>
<p>gift card processing</p>	<p>Gift card processing in <i>The Patron Edge</i> supports only Valuetec gift cards.</p> <p>Gift card processing supports 2 models of Pinpads for ValueTec gift cards.</p> <ul style="list-style-type: none"> • Verifone 1000 SE (PIN entry only) • Verifone SC5000 (Card swipe and PIN entry) <p>The Patron Edge does not support Pinpads for gift cards in a Terminal Services environment.</p>
<p>email</p>	<p>A MAPI-compliant (a Microsoft email standard) email system is required</p>
<p>operating system</p>	<p>Refer to www.microsoft.com for Microsoft's operating system software discontinuation schedule.</p>
<p>printers</p>	<p>Reports in <i>The Patron Edge</i> are specifically designed and tested with HP LaserJet printers.</p> <p><i>The Patron Edge</i> will support Datamax, Boca and Practical Automation ticket printers. Results with other printers may vary. Note: All ticket printers that are compatible with Windows can be used by <i>The Patron Edge</i> via generic Windows printing. Natively, <i>The Patron Edge</i> is compatible with any ticket printer that uses FGL print language.</p> <p>The Patron Edge supports any receipt printers that can use <i>The Patron Edge's</i> built-in drivers. Examples of printers currently being used are: EpsonTM88III Epson TM88IV Epson TM88V</p> <p><i>The Patron Edge</i> supports only printers connected directly to the computer or to a jet-direct device. Printing from <i>The Patron Edge</i> to a printer connected directly to a network is not supported.</p> <p>Updated printer drivers, available directly from the printer or operating system manufacturer, may be necessary for compatibility with Blackbaud products.</p>