Blackboard Schoolwires Client-Hosted Maintenance and Requirements

Effective: February 02, 2018

Client-Hosted Server Maintenance

In Client-Hosted environments where the Client has supplied the required hardware and software for hosting Blackboard Schoolwires applications, Blackboard requires Clients to purchase a Server Support Package. All support services are provided remotely by Blackboard. Blackboard shall provide the support services described below. Support shall be limited to matters related to the operation of the Client's Licensed Software.

Total Hours of Installation and Web Configuration Support per Annual Period

- Up to 20 hours

Included Services

- Install Blackboard Web Community Manager Licensed Software Upgrades
- Server configurations specifically limited to operation of Web Community Manager
    - Web server/IIS
    - File server
    - Database server
    - API server
    - WCM Utility server

Consulting Hours per Annual Period

- Up to 5 hours of consulting support for Licensed Software

Examples of Services Not Included

- Server backups
- Operating System updates or enhancements; network connectivity
- Antivirus setup or any other third-party software unrelated to the Web Community Manager product

Client-Hosted Server Requirements: Minimum Deployment

In Client-Hosted environments where the Client has supplied the required hardware and software for hosting Blackboard Web Community Manager Licensed Software, Client's Web Servers and Client's Database Servers must be dedicated only to the Licensed Software.

Web Server

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
	Site Data (F: Drive): Based on contract allocation
Software:	Windows Server 2012 R2 Public IP: Dedicated public IP with ports 80/443 open.
Certificates:	Certificate(s) for Blackboard Web Community Manager

Database Server

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
Software:	Windows Server 2012 R2
	Microsoft SQL Server 2014 SP2

Blackboard recommends using industry standard virtualization technology for all servers specified above. Blackboard Web Community Manager requires separate drives for the OS and data as specified above. Blackboard Web Community Manager requires a minimum of two public URLs.

Client-Hosted Server Requirements: Recommended Deployment

In Client-Hosted environments where the Client has supplied the required hardware and software for hosting Blackboard Web Community Manager Licensed Software, Client's Web Servers and Client's Database Servers must be dedicated only to the Licensed Software.

Web Server

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
Software:	Windows Server 2012 R2
Public IP:	Dedicated public IP with ports 80/443 open.
Certificates:	Certificate(s) for Blackboard Web Community Manager

Utility Server

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
	Site Data (F: Drive): Based on contract allocation
Software:	Windows Server 2012 R2
Public IP:	Dedicated public IP with ports 80/443 open
Certificates:	Certificate(s) for Blackboard Web Community Manager

Database Server

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
Software:	Windows Server 2012 R2
	Microsoft SQL Server 2014 SP2

Blackboard recommends using industry standard virtualization technology for all servers specified above. Blackboard Web Community Manager requires separate drives for the OS and data as specified above. Blackboard Web Community Manager requires a minimum of two public URLs.

Client-Hosted Server Load Balanced (Clustered) Deployment

All large-scale deployment solutions are 'right sized' based on client size and need. These deployments are designed for load balancing; all redundancy is assumed to be in the underlying infrastructure. In Client-Hosted environments where the Client has supplied the required hardware and software for hosting Blackboard Web Community Manager Licensed Software, Client's Web Servers and Client's Database Servers must be dedicated only to the Licensed Software.

Web Servers (3 Minimum)

Chassis:	Server class infrastructure
CPU:	Dual Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
Software:	Windows Server 2012 R2
Public IP:	Dedicated public IP with ports 80/443 open.
Certificates:	Certificate(s) for Blackboard Web Community Manager
Load Balance:	Client required to supply a self-managed method of load balancing

Utility Server

Chassis:	Server class infrastructure
CPU:	Quad Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
	Site Data (F: Drive): Based on contract allocation
Software:	Windows Server 2012 R2
Public IP:	Dedicated public IP with ports 80/443 open
Certificates:	Certificate(s) for Blackboard Web Community Manager

Database Server

Chassis:	Server class infrastructure
CPU:	Quad Processor
Memory:	8GB RAM
Disk:	**OS (C: Drive):** 60 GB
	Data (D: Drive): 20GB
Software:	Windows Server 2012 R2
	Microsoft SQL Server 2014 SP2

Blackboard recommends using industry standard virtualization technology for all servers specified above. Blackboard Web Community Manager requires separate drives for the OS and data as specified above. Blackboard requires a minimum of two public URLs.

Remote Access and User Account Requirements

For initial deployment, as well as for ongoing Blackboard Web Community Manager updates and support, Blackboard hosting and support engineers must be provided with external remote access to at least one server. External remote access is achieved via LogMeIn. Clients will be provided a link for installing this remote access service so that it may be configured prior to the submission of the *Getting Started Survey*. Remote access to all other servers will be achieved via “inter-network” RDP access from the outwardly accessed server.

Clients will create a local admin user account on all servers. These user accounts will be used for both LogMeIn access and internal RDP access and will need RDP privileges on all servers. The admin user account on the SQL server will additionally need to have the sysadmin role in SQL.