

Advantage Priority

Scope of Support

ADVANTAGE PRIORITY SUPPORT TEAM FOR THE RAISER'S EDGE, THE FINANCIAL EDGE/ACCOUNTING FOR NONPROFITS, THE RESEARCHER'S EDGE, AND EDUCATION ADMINISTRATION (UNLIMITED)

Advantage Priority clients receive priority call routing and direct access to a special team of select, senior Support Analysts*. In addition, Advantage Priority offers 24/7 telephone coverage for Blackbaud Product Support – we do request that calls after 8:00 pm EST and before 8:30 am EST during the week and at all times on weekends and holidays be reserved for production critical cases. You may contact Support in any of the following ways:

- World Wide Web: support.blackbaud.com
- Case Central: casecentral.blackbaud.com
- Phone: 1-800-468-8996 (enter site id at the prompt)
- Fax: 1-843-216-6100
- Email (by product)
 - The Raiser's Edge: resupport@blackbaud.com
 - The Financial Edge/Accounting for Nonprofits: afnsupport@blackbaud.com
 - Education Administration: easupport@blackbaud.com
 - The Researcher's Edge: researchersupport@blackbaud.com.

*Between the hours of 5:00pm-8:00pm calls may route to all of Support to ensure timely assistance

Blackbaud Product Support will assist you with the following types of issues:

- Detailed system recommendations for Blackbaud software
- Problems with or questions about the installation of Blackbaud software
- Problems with or questions about the operation of Blackbaud software
- Error messages that occur when Blackbaud software is running
- Problems with interfaces between Blackbaud applications
- Printing from Blackbaud software
- Questions about built-in reports, including where to find them, how to print them, and if and how they can be changed
- Using pre-printed checks and forms purchased through Blackbaud Business Forms

Technical Account Manager

Advantage Priority clients have a dedicated Technical Account Manager who is your primary contact with Blackbaud*. The Technical Account Manager conducts Account Review Sessions; monitors your organization's support activity, particularly when critical issues are involved; and serves as a point of issue escalation when appropriate. The Technical Account Manager also facilitates and monitors the effectiveness of the Executive Sponsorship program. The Technical Account Manager will also disseminate any relevant information and situations to the entire Priority Support Team.

*While the Technical Account Manager is your primary contact with Blackbaud, your organization will work with the entire Advantage Priority Support solution team to ensure timely assistance as needed.

Account Management Notification of Critical Cases

Whenever a case with a "down" or "critical" severity level is created for an Advantage Priority client, the client's Technical Account Manager is automatically notified. This keeps the Technical Account Manager apprised of serious issues and enables more proactive management of time-sensitive cases.

Regular Account Review Sessions

Based on a regular schedule, the Technical Account Managers conducts sessions to review recent and open Support cases and addresses any other open issues. The Technical Account Manager supplies a Support Report Card as a written takeaway from these sessions. Among other details, the Support Report Card lists cases closed within the agreed-upon time frame, open cases and their action plans, pending product releases, as well as notes and any next steps determined during the Account Review Session.

SQL SERVER SERVICES COVERED BY BLACKBAUD PRODUCT SUPPORT

Blackbaud Product Support will address installation issues of our SQL-based products on all operating systems we currently support. In addition, support analysts will assist with the following administrative tasks solely through the use of the Blackbaud Management Console (BMC):

- Creating/migrating a database
- Attaching/detaching a database
- Monitoring attached users
- Taking a database offline
- Validating a database
- Validating a database
- Backing up a database (including scheduling and restoring backups)
- Rebuilding indexes in a database
- Updating statistics
- Shrinking a database
- Monitoring the maintenance history of a database

If your organization does not employ the services of a SQL database administrator, or if your database administrator requires support for SQL administrative operations and other procedures done outside of the BMC, Advanced SQL Server Support is available on an hourly basis. For more information, or to initiate an Advanced SQL Server Support request, email dssupport@blackbaud.com

BLACKBAUD PRODUCT SUPPORT FOR THE INFORMATION EDGE (UNLIMITED)

Unlimited live support for The Information Edge (TIE) is provided via Case Central, email, and fax from 8:30 a.m. to 5 p.m. EST, Monday through Thursday and 9 a.m. to 5 p.m. EST on Fridays, excluding holidays. TIE Support is not available after 3 p.m. EST the day before Thanksgiving, Christmas Eve, and New Year's Eve. You may access your TIE support resources in any of the following ways:

- World Wide Web: support.blackbaud.com
- Case Central: casecentral.blackbaud.com
- Phone: 1-866-735-2283
- Fax: 1-843-216-6100
- Email: tiesupport@blackbaud.com

Support for The Information Edge addresses the concepts, theories, and creation behind Data Marts and provides guidance on reporting off of the Data Marts residing within The Information Edge. Specifically, TIE Support can assist with:

- Installation of The Information Edge
- Connectivity issues between The Information Edge and The Raiser's Edge 7.50 and higher
- Direction on the creation of USC Data Marts
- Direction on the creation of Pivot Reports, Smart Fields, Views, and Calculated Members
- Help with Crystal Reports for The Information Edge within the Crystal Reports Scope of Support

In addition, unlimited, around-the-clock access is provided to the following online resources:

- The [Knowledgebase](#) (for product information and how-to tips)
- The Information Edge [FAQs](#) (Frequently Asked Questions) page
- The Information Edge Support [Forum](#)

Successful installation and use of The Information Edge require certain third-party products to be installed and running correctly first. TIE Support is unable to assist in the installation or troubleshooting of these products, including but not limited to:

- Microsoft SQL Server 2000

- Microsoft SQL Server 2000 SP4
- Microsoft Analysis Services
- Microsoft Analysis Services SP4
- Microsoft Office XP or 2003

In addition, Blackbaud assumes your familiarity with Microsoft SQL Server 2000, Microsoft Analysis Services, Structured Query Language and the tools used to create and modify SQL statements, Crystal Reports, Charts, Microsoft Data Analyzer, and Pivot Tables. When using Views or the Condition and Expression Smart Fields, TIE Support can explain the functionality of a particular procedure through the use of examples, but will not modify, or assist you with modifying, these examples to provide additional functionality.

If your organization does not employ the services of a SQL database administrator, or if your database administrator requires support for SQL administrative operations and other procedures done outside of The Information Edge, Advanced SQL Server Support is available on an hourly basis. For more information, or to initiate an Advanced SQL Server Support request, email dssupport@blackbaud.com

BLACKBAUD PRODUCT SUPPORT FOR BLACKBAUD NETCOMMUNITY (UNLIMITED)

Advantage Priority offers 24 X 7 telephone coverage for Blackbaud Product Support with the understanding that calls after 8:00 pm EST and before 8:30 am EST during the week and at all times on weekends and holidays should be reserved for production critical cases. You may access your BBNC support resources in any of the following ways:

- World Wide Web: support.blackbaud.com
- Phone: 1-866-468-8996
- Case Central: casecentral.blackbaud.com
- Fax: 1-843-216-6100
- Email: bbncsupport@blackbaud.com

Support for Blackbaud NetCommunity addresses the concepts and theories behind the creation and use of a Web site designed with Blackbaud NetCommunity. Specifically, BBNC Support can help with:

- Integration issues between BBNC and The Raiser's Edge version 7.61 and higher
- Troubleshooting content within BBNC
- Administrative functions within BBNC

In addition, unlimited, around-the-clock access is provided to the following online resources:

- The Knowledgebase (for product information and how-to tips)
- BBNC FAQs (Frequently Asked Questions) page
- BBNC Forum

Blackbaud NetCommunity Extensibility Toolkit

The Blackbaud NetCommunity Extensibility toolkit is a specialized tool that is used to create custom parts currently not offered in Blackbaud NetCommunity. This toolkit is used exclusively by Blackbaud's Professional Services department and is not supported by Blackbaud Customer Support. Customer Support is unable to provide examples or assist in the creation, editing or debugging of Custom Parts created by The Blackbaud NetCommunity Extensibility toolkit. For information on how Blackbaud Professional Services could help you with The Blackbaud NetCommunity Extensibility toolkit, contact our Sales department at solutions@blackbaud.com.

Billable Additional Support Services

Within this scope of support, the BBNC Team cannot install or update the product but will do so as a billable service at a rate of 225.00 an hour.

We also cannot create, edit, or modify Web page content at your request but we also offer billable services to help you with these types of requests; for more information on any service, email dssupport@blackbaud.com.

BLACKBAUD PRODUCT SUPPORT FOR THE PATRON EDGE

Unlimited live support for The Patron Edge is provided via Case Central, email, and phone during Advantage Priority extended hours: 8:30 a.m. to 11 p.m. EST Monday through Saturdays and 8:30 a.m. to 5 p.m. EST on Sundays, excluding holidays (regular Support hours end at 8 p.m. EST Monday-Friday). Support is not available after 3 p.m. EST the day before Thanksgiving, Christmas Eve, and New Year's Eve. You may access your Patron Edge support resources in any of the following ways:

- World Wide Web: support.blackbaud.com
- Case Central: casecentral.blackbaud.com
- Phone: 1-800-468-8996 (enter site id at the prompt)
- Fax: 1-843-216-6100
- Email: patronedge@blackbaud.com

Patron Edge Support will assist you with the following types of issues:

- Detailed system recommendations for The Patron Edge
 - Problems with or questions about the installation of The Patron Edge
 - Problems with or questions about the operation of The Patron Edge
 - Problems with the interface between The Patron Edge and The Raiser's Edge
 - Problems with the interface between The Patron Edge and The Financial Edge
 - Error messages that occur when The Patron Edge is running
 - Printing issues within The Patron Edge
- Note:** The Patron Edge Support Team cannot configure report printing hardware.
- Built-in reports, including where to find them, how to print them, and if and how they can be changed

Billable Additional Support Services for The Patron Edge

Within this scope of support, the Support Team cannot create SQL Queries at your request or edit or debug SQL Queries you created. We offer billable services to help you with these types of requests. For more information, email dssupport@blackbaud.com.

CRYSTAL REPORTS SUPPORT FOR THE PATRON EDGE (UNLIMITED)

Crystal Reports Support provides 24/7 access to online Crystal Reports documentation and unlimited live support during standard business hours (8:30 a.m. to 5 p.m. EST). Support is provided on Crystal Reports version 8.5 Professional. A dedicated team of experienced Crystal Reports support specialists will assist with:

- Troubleshooting formulas, variables, and parameters you have written for reports or sub-reports.
Note: Support for formulas is limited to those created using Crystal syntax. We do not support formulas creating using Basic Syntax.
- Linking tables and views through the Visual Linking Expert
- Adding a report to The Patron Edge with The Patron Edge Crystal Report Viewer, which integrates Crystal Reports into The Patron Edge with an ODBC connection to the Microsoft SQL Server database
- Answering specific questions about how the tables and their fields relate to each other
Note: We strongly recommend using the ReportStatic and SubsStaticReport tables as these two data warehouse tables should contain all the fields needed for report writing
- Troubleshooting a customized report that is not running properly
- Troubleshooting custom report design and formatting
- Answering how-to questions about creating a report or sub-report from scratch

You may access your Crystal Reports support resources directly by:

- Creating a case using Case Central on our Support Web site (casecentral.blackbaud.com)
- Emailing your question or issue to crystalsupport@blackbaud.com

If you prefer, our Crystal Reports specialists can create or customize reports for you. Fee-based advanced Crystal services include everything from writing individual queries, formulas, variables, or parameters for existing reports or sub-reports to creating complete, complex reports to your specifications. (These services are available to Advantage Professional and Advantage Priority members only.) For more information about custom reports, email crystalsupport@blackbaud.com

ORACLE SERVICES COVERED BY BLACKBAUD PRODUCT SUPPORT

Blackbaud Product Support will address installation issues of our Oracle-based products on all operating systems we currently support. In addition, support analysts will assist with each of the following administrative tasks:

- Providing scripts to create The Raiser's Edge database
- Providing (in some instances) scripts to correct issues in The Raiser's Edge database
- Adding additional data files
- Providing instructions to create a "cold" backup of The Raiser's Edge database (A "cold" backup is created with the database shut down and all the files—data, log and control—copied to another location.)
Note: Oracle 9i Database software does have backup tools you can use, but we do not support their configuration and use
- Providing instructions to schedule a "cold" backup
- Restoring a "cold" backup
- Rebuilding indexes in a database when necessary
- Updating statistics by the use of dbms_stats and autogathering

MAIL MERGE SUPPORT (UNLIMITED)

In addition to supporting your Blackbaud products, we also offer unlimited live support via Case Central, phone, or email for the following mail merge issues:

- Creating and saving conditional mail merges
- Editing existing simple and conditional mail merges
- Using the various conditional mail merge operators
- Page set-up and other formatting issues related to form letters and labels
- How to avoid common errors when creating mail merge documents
- Troubleshooting merges for common issues including, but not limited to:
 - Duplicate records in the data file
 - Blank records
 - Blank lines (empty data fields) not being suppressed
 - Duplicate letters for the same record
 - Problems with spell check in merged documents
 - Incorrect records being merged

CRYSTAL REPORTS SUPPORT (UNLIMITED)

Crystal Reports Support provides 24/7 access to online Crystal Reports documentation and unlimited live support during standard business hours (8:30 a.m. to 6 p.m. EST). Support is provided on the version of Crystal Reports that shipped with your Blackbaud software and is limited to reports created using the Blackbaud Report Writer Database (.mdb) format or by connecting directly to the back end of the database via a DSN created with Blackbaud extended database assistance tools (if you need these tools, a support specialist can send them to you at your request). A dedicated team of experienced Crystal Reports support specialists will:

- Help with formulas, variables and parameters you have written for reports or sub-reports. Please note that support for formulas is limited to those created using Crystal syntax only. (We do not support Basic Syntax for formula creation.)
- Help with Table Linking through the Visual Linking Expert on reports created through a back-end connection to the database (we do not support making any modifications to the SQL query within the report nor do we support using a Stored Procedure as a data source).
- Troubleshoot a customized report that is not running properly
- Troubleshoot custom report design and formatting
- Answer how-to questions about creating a report or sub-report from scratch

You may access your Crystal Reports support resources directly by:

- Creating a case using Case Central on our Support Web site (casecentral.blackbaud.com)
- Emailing your question or issue to crystalsupport@blackbaud.com

If you prefer, our Crystal Reports specialists can create or customize reports for you. Fee-based advanced Crystal services include everything from writing individual queries, formulas, variables, or parameters for existing reports or sub-reports to creating complete,

complex reports to your specifications. (These services are available to Advantage Professional and Advantage Priority members only.) For more information about custom reports, email crystalsupport@blackbaud.com.

BLACKBAUD MICROSOFT SQL REPORTING SERVICES SCOPE OF SUPPORT

This Scope of Support describes the support that is available from Blackbaud to clients utilizing Microsoft SQL Reporting Services (MSRS). Support for Reporting services is limited to clients whose maintenance level is Advantage Professional or higher and provides 24/7 access to available online MSRS Support documentation and unlimited live support during standard business hours (8:30 a.m. to 6 p.m. EST).

Microsoft SQL Server Reporting Services

Microsoft SQL Server Report Services (MSRS) is a reporting tool built into SQL Server 2005 and higher and is not a Blackbaud created product. Support is available for SQL Server 2005/2008 and is limited to reports that pull information exclusively from the Blackbaud Database by connecting directly to the back end of the database via a DSN created with Blackbaud extended database assistance tools (if you need these tools, a support specialist can send them to you at your request). A dedicated team of experienced Reporting Services support specialists will:

- Explanation and clarification on the concepts and terminology of formulas, expressions, variables and parameters you have written for reports or sub-reports.
- Explanation and clarification on the definition and formatting of columns, as well as the linking of tables, through the Generic Query Designer on reports created through a back-end connection to the database (we do not support making any modifications to the Database by adding Stored Procedures, Functions or Views directly to the Blackbaud database).
- Assists in troubleshooting expression, variables, and parameters you have written for reports
 - **Note:** Support for expressions is limited to those created using Visual Basic 2005\2008 syntax
- Answers questions about how the Blackbaud created tables and how their fields relate to each other
 - **Note:** Support cannot write SQL statements to client specifications, but will provide generic examples of table linking
- Troubleshoot custom report design and formatting
- Answer generic how-to questions about creating a report or sub-report in the MSRS Report Design environment.

Note: Blackbaud MSRS Support does not assist with creating, writing or deploying reports that are tailored to a specific business need. This service is available at an additional charge.

MSRS Support does not include:

- Questions regarding installation and set up of MSRS or Internet Information Services
- Assistance with non Blackbaud database specific SQL syntax questions
- Questions or issues regarding:
 - MSRS Report Manager tool and Report Server Web Service
 - Using custom assemblies in a report
 - Report deployment (*including but not limited to: loading and adding reports through Report Manager*)
 - MSRS Report Builder tool
 - Report security (*including but not limited to: setup and maintenance of Active Directory, and login parameters data sources*)
 - Reporting Services API

Contact the Support Team by:

- Creating a case using [Case Central](#) on our Support Web site
- Emailing your question or issue to reportingsolutionssupport@blackbaud.com

If you prefer, our MSRS specialists can create or customize reports for you. Fee-based advanced MSRS services include everything from writing individual queries, formulas, variables, or parameters for existing reports or sub-reports to creating complete, complex reports to your specifications. For more information about custom reports, email reportingsolutionssupport@blackbaud.com or visit our [page](#).

EXTENDED DATABASE ASSISTANCE (UNLIMITED)

Also known as Read Only Data Base Assistance (RODBA), Extended Database Assistance provides 24/7 access to online documentation, including the RODBA User Guide to assist with table definitions and data extraction, and an extensive Frequently Asked Questions (FAQs) area that addresses common issues and provides actual examples of commonly used SQL statements. In addition, live support from our Developer Solutions Support Team is available during standard business hours (8:30 a.m. to 5 p.m. EST) for the following:

- Professional setup assistance: A Developer Solutions support specialist will
- Explain all resources available to RODBA users including how to search knowledgebase for RODBA help, help files, SQL Query viewer
- Verify the connection of your database using ODBC administration tool
- Set up a linked Microsoft Access database
- Show you how to link a Crystal report to your database.
- Troubleshooting the Data Source Name entry for clients using MSDE versions of our software
- Assist in locating tables/field names for specified front end fields, as well as show how database tables are related by providing SQL statements in T-SQL.

Contact the Developer Solutions Support Team directly by emailing dssupport@blackbaud.com.

Billable Additional Support Services

Within this scope of support, the Developer Solutions Support Team cannot:

- Create or write SQL queries to a specified client request.
- Assist with installing any SQL tools
- Generic SQL features, concepts, keywords & structures. Usage assumes that the client has a familiarity with practical SQL concepts & theories.
- Format, alter or change the data in your Blackbaud database in any way
- Assist with the creation and usage of any Blackbaud database Stored Procedures, Triggers, Constraints, Indexes, Functions or Views
-

Note: Extended Database Assistance is available for ASA, SQL Server, and Oracle versions of the software. Older versions of the software may not allow access or may require additional software (Open) to provide table access. If you are running The Raiser's Edge 6.4x and higher or Education Administration 6.8x and higher, a support specialist can send you the necessary software upon request.

VBA/API SUPPORT (UNLIMITED)

Customization Support provides direct access to our Developer Solutions Support Team during standard business hours (8:30 a.m. to 5p.m. EST) for the following services:

- Explanation of the concepts and theories behind exposed Data Objects and table structures; these Objects are made visible through the unlocking of VBA (Visual Basic for Applications) or through API (Application Programming Interface) at the time of purchase
- Explanation of the functionality of a particular method or procedure in the exposed Blackbaud Object Model
- Providing code samples to ensure that calls to the Objects are working as designed
- For illustration purposes, code examples (VBA or Visual Basic 6 only) can be provided for most processes and functions that can be done on the front end of the Blackbaud software

Contact the Developer Solutions Support Team directly by emailing dssupport@blackbaud.com.

Billable Additional Support Services

Within this scope of support, the Developer Solutions Support Team cannot:

- Create code to specific client requirements.
- Debug client created code
- Assist with the installation or usage of a particular development environment

- Explain or provide theories, questions or concepts tied to programming not directly related to Blackbaud Object Model. Usage assumes the Organization has the appropriate familiarity with object oriented programming concepts as well a practical knowledge of the accepted development environment.
- General project or technical discussions related to specific client projects

We do offer billable services to help you with these types of requests; for more information, email dssupport@blackbaud.com

Toll-free: 1.800.468.8996

Email: maintenance@blackbaud.com

For complete maintenance benefit information visit:

maintenance.blackbaud.com

Blackbaud, Inc.

2000 Daniel Island Drive
Charleston, SC 29492

© September 2008