

Scope of Support for The Patron Edge

Advantage

Unlimited live support for The Patron Edge is provided via Case Central, email, and phone from 8:30 a.m. to 8 p.m. EST, Monday through Thursday and 9 a.m. to 8 p.m. EST on Fridays, excluding holidays. 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: 1-866-468-4849
- 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 or questions about the interface between The Patron Edge and The Raiser's Edge 7.61 or higher
- 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
- Offering direction regarding setting up and troubleshooting a venue
- Offering direction regarding setting up and troubleshooting ticket formats
- Offering direction regarding setting up and troubleshooting users, profiles, and rules
- Ticketing printer support, which is limited to Datamax, Boca, and Practical Automation printers, and does not include hands-on hardware troubleshooting

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

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Billable Additional Support Services

Within this scope of support, the Patron Edge Support Team cannot create, edit, or debug client-specific SQL statements with the exception of what is covered within the SQL Server Support section of this scope. Creating venues, ticket formats or users, profiles and rules are not within this scope of support. We offer billable services to help you with these types of requests; for more information, email patronedge@blackbaud.com.

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 through the Microsoft SQL Server 2000 [Standard or Enterprise edition] Enterprise Manager:

- Manual backups: performing and restoring full\complete backups of The Patron Edge database to a file when running in Simple recovery mode only
- Scheduled backups: scheduling up to one full\complete backup of The Patron Edge database a day to a file when running in simple recovery mode only
- Starting or stopping the SQL Server if necessary for Blackbaud maintenance
- Rebuilding indexes in a Patron Edge database using the Microsoft utility default values
- Updating database statistics using the Microsoft utility default values
- Checking database integrity using the Microsoft utility default values
- Shrinking The Patron Edge database using the option to create at least 10% free space
- Attaching, detaching, and moving The Patron Edge database
- Creating one database maintenance plan to schedule the following tasks to run up to once a week: updating statistics, checking database integrity, shrinking the database, and rebuilding the database

Billable Additional Support Services

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.

If your organization does not employ the services of a SQL database administrator or if your database administrator requires support for SQL administrative operations 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.

Custom Report Writing Services

We offer Custom Crystal Report Writing Services to create complete, complex reports to your specifications. To obtain an estimate for your report template, contact your account manager at 1.800.443.9441 or solutions@blackbaud.com.

Advantage Professional

Unlimited live support for The Patron Edge is provided via Case Central, email, and phone from 8:30 a.m. to 8 p.m. EST, Monday through Thursday and 9 a.m. to 8 p.m. EST on Fridays, excluding holidays. Support is not available after 3 p.m. EST the day before Thanksgiving, Christmas Eve, and New Year's Eve.

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- Built-in reports, including where to find them, how to print them, and if and how they can be changed
- Offering direction regarding setting up and troubleshooting a venue
- Offering direction regarding setting up and troubleshooting ticket formats
- Offering direction regarding setting up and troubleshooting users, profiles, and rules
- Ticketing printer support, which is limited to Datamax, Boca, and Practical Automation printers, and does not include hands-on hardware troubleshooting
- Help with Crystal Reports within the Crystal Reports scope of support

Billable Additional Support Services

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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 through the Microsoft SQL Server 2000 [Standard or Enterprise edition] Enterprise Manager:

- Manual backups: performing and restoring full\complete backups of The Patron Edge database to a file when running in Simple recovery mode only
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 - Shrinking The Patron Edge database using the option to create at least 10% free space
 - Attaching, detaching, and moving The Patron Edge database
 - Creating one database maintenance plan to schedule the following tasks to run up to once a week: updating statistics, checking database integrity, shrinking the database, and rebuilding the database
 - Assist with SQL Query examples for processes and functions that cannot be accomplished through the front end of The Patron Edge
- Note:** This does not include creating or troubleshooting views

Billable Additional Support Services

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.

If your organization does not employ the services of a SQL database administrator, or if your database administrator requires support for SQL administrative operations, 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.

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 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
Note: 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
- Troubleshooting custom report design and formatting
- Answering how-to questions about creating a report or sub-report from scratch

To initiate a Crystal Reports support request for the Crystal Reports Support team, email crystalsupport@blackbaud.com or submit a case directly through our support website casecentral.blackbaud.com.

Billable Additional Crystal Support Services

We offer fee-based advanced Crystal services, which include writing individual queries, formulas, variables, and parameters for existing reports or sub-reports. (These services are available to Advantage Professional and Advantage Priority members only.) For more information about custom reports, email crystalsupport@blackbaud.com.

Custom Report Writing Services

We offer Custom Crystal Report Writing Services to create complete, complex reports to your specifications. To obtain an estimate for your report template, contact your account manager at 1.800.443.9441 or solutions@blackbaud.com.

Advantage Priority

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- Help with Crystal Reports within the Crystal Reports scope of support

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