

Important Considerations before Going Live in Hosting



General Considerations

Do you have any third-party plug-ins, customizations, or applications that integrate with your Blackbaud products?

If so, please notify your Hosting Coordinator before you go live in Hosting so we can verify compability

Note: Due to the multi-tenant structure of Blackbaud Application Hosting, we must comply with SAS70, Payment Card Industry (PCI), and other regulatory auditing standards to protect all client data. With that in mind, all third-party plug-ins, customizations, and/or applications must be thoroughly tested and approved prior to being installed in the hosted environment. Blackbaud will only host third-party applications that have been approved and meet all the requirements of Blackbaud Application Hosting. In most instances, third-party applications are not built for a multi-tenant, PCI-Compliant SQL environment, and therefore cannot be installed in the hosted environment.

Do you have any Blackbaud-built customizations that integrate with your applications?

If so, please notify your Hosting Coordinator of all customizations you currently run with/in your Blackbaud systems so we can confirm compatibility with the hosted environment.

Note: While many commonly-used Blackbaud customizations have been tested and approved for use in Hosting, there are many customizations that have not been tested. Please make sure you disclose all information regarding plug-ins and/or customizations to your Hosting contact to ensure your customizations have been updated and approved prior to going live in Hosting.

Are you planning to use VBI/API/RODBA with your application(s)?

As a rule, VBA reporting and API functionality are not available in Blackbaud Application Hosting. If Blackbaud created a report for you that uses these applications, please check with your Hosting Coordinator to determine if the report is supported in Blackbaud's multi-tenant hosting environment.

Due to PCI-Compliance and other security concerns, RODBA (also known as RE:OPEN) is not made available with Hosting.

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Product-Specific Considerations

THE RAISER'S EDGE

Does your organization link Media Objects on Constituent records?

Please consider your organization's use of the Media tab in The Raiser's Edge prior to moving your database into the hosted environment. If you have any linked media items, they will need to be [embedded](#) prior to going live in Hosting. Media that is linked to your local environment will not be accessible in Hosting (essentially because your hosted database does not have a direct connection to your local environment/network where the linked objects are stored). You will have the ability to embed Media Objects in Hosting after going live.

Does your organization use RE/Outlook integration?

In Hosting, there are two options for integrating The Raiser's Edge and Microsoft Outlook: SMTP Relay and Outlook Anywhere (RPC over HTTPS). We have configured SMTP Relay by default. In order to use RE/Outlook [integration](#) functionality (using SMTP Relay), follow these [steps](#). If you would like to utilize Outlook Anywhere (RPC over HTTPS), please contact Support.

Review [The Raiser's Edge release notes](#) so you are aware of any changes and/or additions to RE functionality prior to going live.

Have you heard of Blackbaud Payment Services (BBPS), but you're not sure what it is?

In a nutshell, the Blackbaud Payment Service is a server that securely stores constituent credit card information. This functionality was introduced in version 7.91 and ensures your RE application is PCI compliant. If you'd like to know more about the BBPS, [click here](#).

If you are prompted to upgrade your RE database when logging for the first time, click yes/continue. When prompted, enter your Blackbaud Payment Service credentials (username/password) in the fields provided. If you aren't sure what your organization's BBPS credentials are, you can reset them by following these steps. To review the Terms and Conditions of the Blackbaud Payment Service, access [this link](#).

Does your organization integrate The Raiser's Edge with The Financial Edge and/or The Education Edge?

Notify your Hosting Coordinator if you need to integrate Blackbaud applications. Please note that you cannot integrate non-hosted applications with hosted applications.

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THE FINANCIAL EDGE

Review [The Financial Edge release notes](#) so you are aware of any changes and/or additions to FE functionality prior to going live.

Does your organization integrate The Financial Edge with The Raiser's Edge?

Notify your Hosting Coordinator if you need to integrate Blackbaud applications. Please note that you cannot integrate non-hosted applications with hosted applications.

Does your organization use Advanced Budget Management (ABM)? Retail Management System (RMS)

If so, notify your Hosting Coordinator and Account Representative. ABM is not supported in Blackbaud Application Hosting.

THE EDUCATION EDGE

Review [The Education Edge release notes](#) so you are aware of any changes and/or additions to EE functionality prior to going live.

Does your organization integrate The Education Edge with The Raiser's Edge?

Notify your Hosting Coordinator if you need to integrate Blackbaud applications. Please note that you cannot integrate non-hosted applications with hosted applications.

Does your organization use Microsoft Retail Management System (RMS)?

If so, notify your Hosting Coordinator and Account Representative. RMS is not supported in Blackbaud Application Hosting.

FACULTY ACCESS FOR THE WEB AND NETCLASSROOM

Review the release notes for [Faculty Access for the Web](#) and/or [NetClassroom](#) prior to going live in Hosting.

If you use FAWeb and/or NetClassroom locally, your organization will need to upload any Downloadable Documents to your hosted FAWeb/NetClassroom web applications when you go live so users are still able to access them once you make the final cutover.

We also suggest that you notify your constituents (faculty and students) the date at which they will start using the hosting URL to access their assignment drop box instead of your current FAW/NC URL (until you have disabled your local FAW/NC URLs, please make sure your staff is checking students' drop boxes for newly uploaded documents).

► For more information contact your local Blackbaud account representative.