

Advantage

Scope of Support

Blackbaud Product Support for The Raiser's Edge, (unlimited)

Blackbaud Product Support is available 9 a.m. to 5:30 p.m, Monday to Thursday and 9:30 a.m. to 5:30 p.m, on Fridays, excluding holidays. Support is not available after 3 p.m. on Christmas Eve, and New Year's Eve (or equivalent observed dates). You may contact Support in any of the following ways:

- World Wide Web: support.blackbaud.com
- Case Central: casecentral.blackbaud.com
- Phone: 0845 658 8500
- Fax: 0141 575 0999
- Email : support@blackbaud.co.uk

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
- Built-in reports, including where to find them, how to print them, and if and how they can be changed

Lo-call: 0845 658 8500

Email: support@blackbaud.co.uk

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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 9 a.m. to 5:30 p.m., Monday to Thursday and 9:30 a.m. to 5:30 p.m. on Fridays, excluding holidays. TIE Support is not available after 3 p.m. on Christmas Eve, and New Year's Eve (or observed dates). You may contact TIE Support in any of the following ways:

- World Wide Web: support.blackbaud.com
- Case Central: casecentral.blackbaud.com
- Fax: 0141 575 0999
- Email: tiesupport@blackbaud.co.uk

Support for The Information Edge addresses the concepts, theories, and creation behind the RE:Express Data Mart 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
- Creation of RE:Express Data Marts and Data Warehouses
- Direction on the creation of reports, Smart Fields, Views, and Calculated Members

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 SP3a
- Microsoft Analysis Services
- Microsoft Analysis Services SP3a
- Microsoft Office XP

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.

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. Review 3rdparty.blackbaud.com for up-to-date information. 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
- 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.

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. Review 3rdparty.blackbaud.com for up-to-date information. 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 setup 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