

## Advantage Professional

### 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](http://support.blackbaud.com)
- Case Central: [casecentral.blackbaud.com](http://casecentral.blackbaud.com)
- Phone: 0845 658 8500
- Fax: 0141 575 0999
- Email : [support@blackbaud.co.uk](mailto: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](mailto:support@blackbaud.co.uk)

**Blackbaud Europe Ltd.**

38 Queen Street

Glasgow, G1 3DX

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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](http://support.blackbaud.com)
- Case Central: [casecentral.blackbaud.com](http://casecentral.blackbaud.com)
- Fax: 0141 575 0999
- Email: [tiesupport@blackbaud.co.uk](mailto: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
- Help with Crystal Reports within the Crystal Reports Scope of Support

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

- 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 organisation 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](mailto: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](http://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 organisation 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](mailto: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](http://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 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 (9 a.m. to 5:30 p.m.). 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).
- 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

Contact the Crystal Reports Support Team by:

- Creating a case using Case Central on our Support Web site ([casecentral.blackbaud.com](http://casecentral.blackbaud.com))
- Emailing your question or issue to [support@blackbaud.co.uk](mailto:support@blackbaud.co.uk)

If you prefer, our Crystal Reports specialists can create or customise 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. For more information about custom reports, email [solutions@blackbaud.co.uk](mailto:solutions@blackbaud.co.uk).

### **Extended Database Assistance\* (limit 12 cases per maintenance period)**

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 (9 a.m. to 5 p.m.) for the following:

- Professional setup assistance: A Developer Solutions Support Specialist will
  - Walk you through the SQL plug-in tool (The Raiser's Edge 7.6x and higher), SQL Query viewer, help files, and online resources
  - Verify the connection of your database using Crystal Reports and Microsoft Access
  - Set up a linked 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
- Understanding the concepts and theories behind your Blackbaud software table structures
- Answering your specific questions on how the tables and their fields relate to each other

- Assisting with advanced concepts and approaches

**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, a support specialist can send you the necessary software upon request.

### **Custom Viewing Tools**

Blackbaud developed custom viewing tools to be used with the workstation components of The Raiser's Edge 7. These tools are available to Advantage Professional clients upon request ([support@blackbaud.co.uk](mailto:support@blackbaud.co.uk)) and include:

- A SQL editor that allows you to write SQL queries directly to the database
- A Planning tab to tweak the speed and efficiency of your SQL queries
- A Process Selector to easily switch between an ODBC and Native connection to determine the difference in processing efficiency
- A Tables tab to quickly find the tables and primary and foreign keys you need
- Menu Options that allow you to view the SQL code behind your front-end queries

### **Customisation Support (VBA/API) (limit 24 combined cases per maintenance period)**

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

- Explanation of the concepts and theories behind 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 VBA or API procedure
- Troubleshooting to ensure that calls to the Objects are working as designed
- For illustration purposes, code examples 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](mailto:dssupport@blackbaud.com).

### **Billable Additional Support Services**

Within this scope of support, the Developer Solutions Support Team cannot create code at your request or edit or debug code you created. We offer billable services to help you with these types of requests; for more information, email [dssupport@blackbaud.com](mailto:dssupport@blackbaud.com).