

New Features for 7.2

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2.

Previous references to the 7.2 release mentioned that it would be called version 7.1 Service Pack 6. However, due to the nature of the enhancements included in this release (such as adding **Blackbaud Checkout** to various parts), this update is 7.2 instead.

Janrain is now Akamai

Akamai Technologies recently acquired *Janrain* and renamed their *customer identity and access management (CIAM)* product to *Akamai Identity Cloud*.

Integration with this third-party authentication service enables your organization to manage multiple logins for your **Blackbaud NetCommunity** website and social network websites, such as *Facebook* and *Twitter*.

Existing *Janrain* integrations require no updates: the functionality and configuration for this integration has not changed. You'll simply notice the rebrand and updated website information for the company. Your original *Janrain* dashboard remains at <https://dashboard.janrain.com/> .

We're updating our help documentation to reflect the rebrand to *Akamai*. However, some documentation may continue to use the legacy name, *Janrain*.

To set up this integration, follow the directions in our documentation for *Janrain* or *Akamai*.

Blackbaud Checkout Enhancements

Forms

With Version 7.2, these now also use **Blackbaud Checkout**.

- Event Registration Form part
- Payment 2.0 part

Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

Remember that in version 7.1 Service Pack 5, the Donation Form - Mini (Beta) was renamed and is now called Donation 2.0. This form also uses **Blackbaud Checkout**.

Support for Direct Debit(ACH)

To enable donors to contribute gifts via *Automated Clearing House (ACH)*, you can now enable **Direct Debit** when you setup payments on a donation form part.

From the part editor, select **Payment Setup** and choose whether to enable direct debit payments, credit card payments, or both payment methods. When you enable direct debit payments, donors will enter the name of the account holder, their bank name, the account number, and the routing number (or sort code) to complete the payment. Based on where the donor lives, they may be required to enter additional information.

Enter Debit Information

Account holder's name *

Bank name *

Account number *

Routing number *

Due Today

\$70.00

Support for "Other" Designations

When your organization selects to **Enable Other Designation** on a donation form, the donor can select **Other** under **Designation** and then enter which fund should receive the donation. This information also appears on the confirmation page for the donation and in acknowledgment emails.

An admin then links the donation to the appropriate fund from **Raiser's Edge** when the admin processes transactions through the **Blackbaud NetCommunity** plug-in.

Your organization can customize the caption text that appears in labels for this functionality, such as "How would you like to direct your donation?"

Match Event Guests to Constituents in Raiser's Edge

When an individual registers to attend an event, and the primary registrant brings a guest to the event, you can now match the guest to constituent in **Raiser's Edge** when you process the event transaction in the **Blackbaud NetCommunity** plugin. Previously, you could only match the primary registrant.

When you process the event transaction, the plug-in now automatically attempts to match each guest to an existing constituent in **Raiser's Edge**. Administrators can also search for existing constituents and manually link a guest to an existing constituents.

If no existing constituents match the guest for the event, an event administrator can select to create a new constituent record in **Raiser's Edge** for the link. Alternatively, you can decline the option and not create a new constituent; the guest will be noted in the same way that the guest would have been handled before this update.

Email Enhancements

With this update, it's easier for email recipients to unsubscribe from email messages without harming your organization's reputation for SPAM compliance.

If an email recipient uses a supported email provider and your organization's email domain is in good standing as a sender (SPAM Compliance), then an unsubscribe link appears automatically in the header of the email in the email application (such as *Google Gmail*)

When a recipient selects this link, the recipient is handled as though the user selected to globally unsubscribe from a **Blackbaud NetCommunity** communication form. This does not harm your organization's domain reputation.

Maintenance Changes

Blackbaud NetCommunity version 7.2 also includes these changes.

Bug Fixes

- *Google Analytics* no longer generates the analytics.js "ga" code which **Blackbaud Netcommunity** needs for site tracking. Instead, *Google Analytics* only generates the gtag.js "Google Tag Manger" code by default. This default may prevent the confirmation screen from appearing on your donation forms. To resolve this issue, go to **Administration** and **Sites & settings**. Then **Edit** the site tracking code. In the first line of the code, replace the word `async` with `async="true"`. **Save** your changes. These directions are also included in the *Blackbaud Customer Support Knowledgebase* article 114068.
- We improved the performance of Donation 2.0 forms. Specifically, the form now loads faster when it includes many countries as options in the drop down menu.
- Previously, if a user submitted a payment for an Event 2.0 part and included extra whitespace after the cardholder name, the cardholder's last name sometimes appears blank in the **Raiser's Edge** plugin. The first name still appeared as expected. This is fixed; extra spaces in the name are now handled without issue.
- Previously, an error caused eReceipts to generate blank .pdf files for a small number of organizations with **Spark**. This is fixed; the files are generated with the appropriate content for eReceipts.
- Previously, if an organization used Donation forms but didn't have the Tribule module, an error could occur. This is fixed.
- Recently, users who did not have full Supervisor rights were unable to view the "honeycomb" email report. This is fixed. Users who have access to manage emails can view the email reporting data included in this report.
- Previously, if an organization linked a Membership form to a Payment 2.0 part, and selected for the email confirmation to include membership members and additional members, an error prevented the names of the additional members from appearing in the confirmation email. This is fixed; all the names appear as expected.
- Recently, an error caused gifts to intermediate appear and disappear from scrolling donor display and fundraiser dashboard results. This is fixed; the results are consistent and correct.
- To ensure we provide the latest security enhancements for **Blackbaud Netcommunity**, we upgraded *jQuery* to version 3.4.1. We recommend that all clients upgrade apply version 7.2 to ensure they take advantage of the latest security enhancements.

Patch 1

- Previously, when an Event 2.0 form with **Blackbaud Checkout** was used to register multiple attendees, an error caused guest names to be duplicated in the acknowledgment email sent to the user. This is fixed.

New Features for 7.2 Service Pack 1



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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 1. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 1. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 1.

Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

Donor Name

The Donation 2.0 part will use the donor's name based on the Donation Form

- via the user details (if the donor logged in)
- or data entered in the personal information step.

If the personal information step is not configured and the donor isn't logged in as user, then information entered in **Checkout** will be used.

Support for Pledge Installments

The Donation 2.0 part now includes an option which administrators can enable to accept Pledge Installments as a Gift.

A pledge is a promise to pay a specified amount over a set period. Pledges are paid in one or more installments.

1. To enable this, select **All Pledge Installment gifts** when you configure the part. By default, it isn't enabled.
2. Then choose the options that will be available to donors for the frequency of their pledge installments.
 - Monthly
 - Quarterly
 - Semi-annually
 - Annually
3. Reorder the frequency options or add captions to customize how they'll appear to donors.
4. Configure the remaining settings.

These are similar to the settings available for Recurring Gifts in a Donation 2.0 part.

For example, you can determine a maximum to limit the number of installments that make up donor pledges. Otherwise, donors can enter a installment number between 1 and 99.

You'll also determine what payment methods are accepted, as well as messages for acknowledgments and confirmations.

When a donor selects to make a pledge, the donor determines the

- Total pledge amount
- Frequency of installments
- Number of installment
- Start date of the first installment

and then provides the appropriate provide credit card or direct debit information for payments.

Note: The "Bill me later" option is not available for pledge installments.

Merge Fields for Direct Debit

Merge fields for **Direct Debit** are now enabled by default for use on the **Acknowledgment Email** and **Confirmation Screen**.

Previously, if you wanted those merge fields, an admin had to configure them to be available first.

Merge Fields for Credit Card

An admin can now configure merge fields for **Credit Card** for use on the **Acknowledgment Email** and **Confirmation Screen**.

eReceipts for Direct Debit for the United Kingdom

In a previous release, Donation 2.0 forms were updated to support **Direct Debit** for the United Kingdom. (Your organization's culture is set to UK.)

In the current service pack, **Direct Debit Receipts** are also supported when you use a Donation 2.0 form with direct debit for the United Kingdom.

A merge field for the **Direct Debit Receipt URL** can be included in the **Acknowledgment Email** and **Confirmation Screen**.

eReceipts

Now, eReceipts are supported when you use a Donation 2.0 form for **Credit card** and **Debit card**. An admin can enable them in **Sites and Settings**.

A merge field for the eReceipt can be included in the **Acknowledgment Email** and **Confirmation Screen**.

Tiny MCE Editor

With this release, all *Tiny MCE* editors were upgraded to version 4.9.6. You'll use these to add and edit HTML content in a "what you see is what you get" (WYSIWYG) experience.

Blackbaud Checkout: Membership Part

This release updates the **Membership** part to use the re-factored transaction processing architecture and integrate with **Blackbaud Checkout**.

1. Edit the **Membership** part.
2. Select **Credit Card** as a payment method.
3. Checkout is disabled by default.

Select **Add Checkout** to enable it.

Note: Currently on a part editor, when **Checkout** is enabled and the selected merchant account supports **Checkout**, the checkout overlay will appear. However, if the selected merchant account does not support **Checkout** (ie. it uses **IATS** instead), then the part will use a **Blackbaud Secure Payments** page for credit card payments. If **Checkout** is disabled on the part editor, the part uses **Direct to Payment**, regardless of the selected merchant account.

Training

The **Help** menu now includes a clickable hyperlink to **Training**. Select it to view the current curriculum available from *Blackbaud University*.

Maintenance Changes

Blackbaud NetCommunity version 7.2 Service Pack 1 also includes these changes.

Bug Fixes

- We improved the performance of Donation 2.0 forms. Specifically, the confirmation screen now loads faster when eReceipts are not enabled.
- Previously, when a user created a Donation Form 2.0 part and attempted to edit the text on the **Language** tab, an error caused the live form to show the default text instead of the saved customized text. This is fixed; the text entered and saved on the **Language** tab now correctly appears on the live form.
- Previously, if eReceipts were enabled, donors who submitted transactions experienced a slow loading page. Some donors submitted duplicate transactions when they believed the donation was unsuccessful. This is fixed; the page loads as expected when the donor selects **Donate Now**.
- Previously, an error caused the mini donation form part to use the **Email** or **Phone Type** based on the first **Phone Type** in the **Tables** configured in *Raiser's Edge*, instead of the type configured in the **Sites and Settings** for **Admin** in *Blackbaud NetCommunity*. There was a workaround (*KnowledgeBase* article: 114861). This is fixed; the mini donation form part now uses the correct settings from *Blackbaud NetCommunity*.
- Previously, if the *Raiser's Edge* integration was set to regularly import data, but *Raiser Edge 7* was down during the scheduled import time, events would briefly disappear from the **Event Calendar** in *Blackbaud NetCommunity* until *Raiser Edge 7* was restored and the integration imported data again. This is fixed; the events continue to display even when the integration can't import data because it's data source is down.
- Previously, if a user only had email rights, an error prevented the user from using any export functions (message reports, bounces, opt outs, not-sent). When the user attempted to view the **Select Export** page, the page appeared to load but the export wasn't downloaded. This is fixed; users with email rights can successfully download exports. Users with supervisor rights never experienced the error.
- Previously, when a user inserted the email sign up form part on a *Blackbaud NetCommunity* page, the style sheet for the part override the site style. Now, the email sign up form part displays based on the site style sheet (correct priority).
- This release updates the reCAPTCHA integration for user registration forms to strengthen

resistance to spam bots.

- This release also includes multiple security fixes.

New Features for 7.2 Service Pack 2

Matching Gifts in Donation 2.0 Forms11

This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 2. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 2. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 2.

Matching Gifts in Donation 2.0 Forms

To help you maximize donations, Donation 2.0 forms now support matching gift options. Previously, this option was not available in 2.0 forms.

With this update, you will find the following enhancements:

- When you edit a form, you can select **Allow matching gifts** under **Donor options** to have the matching gift option appear on the form.
- On the **Language** tab, you now see a **Matching Gifts** option under **Categories**. When you select this option, you can change the display text on your forms from the default.
- When you design your acknowledgements and eReceipts, you now can add matching gift merge fields to better customize your emails.
- Matching gift merge fields are also available to customize your confirmation screen.

Maintenance Changes

Blackbaud NetCommunity version 7.2 Service Pack 2 also includes these changes.

Bug Fixes

- We addressed an issue with the Date of Birth field on email signup forms when the country was set to The Netherlands. Previously, you could receive an error when entering the date of birth manually or from the calendar, even when the date was valid.
- We addressed an issue with viewing eCards. When using classic donation forms that included eCards, the eCard recipients could receive an error when viewing the card. This only happened when the cards were generated from a donation part and not from an eCard part.
- We addressed an issue with Donate links in Team Fundraiser. Previously, when a donor selected the “Donate” link on a Team Fundraiser page, they could receive an error.
- We addressed an issue with the number of transactions in different reports. Previously, the number of transactions in the Email Summary Report could differ from the Transactions field in the “honeycomb” report, the summary on the Additional Information report, and the number of records exported in the Details report.
- We addressed an issue with registrant names on Event 2.0 parts. Previously, the Registrant Names could be blank when you looked at the See Who is Coming list for the event. This happened when duplicate attendees existed on the event and the attendee list opt-in attribute was selected on the Attendees, Attribute section in **Raiser’s Edge**.
- We addressed an issue with event calendar parts. Previously, the options to add images and links were sometimes missing in these parts.
- We addressed an issue with unengaged recipients. Previously, email addresses for constituents who had clicked a link in the last 6 months were incorrectly included in the Unengaged Recipient list when you filtered the list for the last 6 months.
- We addressed an issue with click-through numbers. Previously, the numbers could be different in **Blackbaud NetCommunity** and in **Raiser’s Edge**. Specifically, click throughs that appeared on **Blackbaud NetCommunity** sometimes did not appear in **Raiser’s Edge** records.

New Features 7.2 Service Pack 3

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 3. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 3. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 3.

Single Sign-on NetClassroom and Faculty Access for the Web

If a user is locked out of **Blackbaud NetCommunity** because they exhausted their password attempts, they are no longer able to access **Blackbaud NetCommunity** from **NetClassroom** or **Faculty Access for the Web** using single sign-on. An admin must unlock their account before they can use single sign-on again.

Maintenance Changes 7.2 Service Pack 3

Blackbaud NetCommunity version 7.2 Service Pack 3 also includes these changes.

Optimizations

Blackbaud NetCommunity version 7.2 Service Pack 3 also includes these optimizations.

- The Payments Workflow has been optimized for Donation 2.0 part. Donation 2.0 will now display a message indicating that the transaction is being processed before the confirmation page appears. This message can be configured under the Language tab. We recommend that you do not exceed 250 characters in this message. We have also implemented a Business Process called "Process CMS Transaction Business Process" that repairs transactions that have been authorized but were not immediately downloaded when using **Blackbaud Checkout**. This process runs every 15 minutes to make the repair and perform all post-transaction activities, such as acknowledgements, eReceipts, honeycomb update, and notifications.

- We have strengthened field-level encryption for sensitive data, such as personally identifiable information.

Bug Fixes

Blackbaud NetCommunity version 7.2 Service Pack 3 also includes these bug fixes.

- We fixed an issue with registration status. Previously, when you processed event registrations through the **Blackbaud NetCommunity** plugin in **Raiser's Edge**, the Registration Status Date was not added to the participant record.
- We fixed an issue with duplicate registrants. Previously, if you entered a space at the end of the participant's last name for an event, the registrant was incorrectly duplicated in **Raiser's Edge**. In addition, the constituent appeared as "Do Not Register."

New Features 7.2 Service Pack 4

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 4. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 21) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 4. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 4.

Silverlight Deprecation

Microsoft will discontinue support for *Silverlight 5* on October, 2021. In preparation, we have deprecated parts that use Silverlight. The following parts are deprecated.

- User Networking Manager
- My Friends
- User Link Module

In addition, the following features are also affected.

Directory Pages

- The option to send a message via User Networking under Directory has been removed
- The User Networking has been removed on the Edit User Record screen

Notification Templates

- Email Notification templates specific to User Networking Manager have been removed. In addition, constituent type notifications that use User Networking Manager are no longer available.

Access Control Logging

We have enhanced logging of access control events to include both successful and failed login attempts using Windows Event Logs.

New Password Complexity Requirements and Expiration

We have changed the password complexity requirements.

- Minimum length has increased from 8 to 12 characters
- Passwords must include:
 - Both numbers and letters
 - At least one special character (#/\$/%/&/@, etc.)
 - Uppercase and lowercase letters
- Passwords cannot include the registrant's name(s), user ID, user name, or organization name
- Passwords cannot match any of the last six passwords

If an existing user has a password that does not meet the new criteria, they will be prompted to reset their password before they can continue.

For more information about changing password requirements, see [Knowledgebase Solution 195804](#).

Security Check for Uploading Files

We have added new security checks when you upload files or images to the system.

Maintenance Changes 7.2 Service Pack 4

Blackbaud NetCommunity version 7.2 Service Pack 4 also includes these changes.

Bug Fixes

Blackbaud NetCommunity version 7.2 Service Pack 4 also includes these bug fixes.

- We fixed an issue with email content. Previously, when you added a conditional content block to an email message and then edited the HTML source code for the email, the content that appeared after the conditional content block was incorrectly removed.

New Features 7.2 Service Pack 5

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 5. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 22) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 5. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 5.

Improved Login Security

With this update, **Blackbaud NetCommunity** will lock user accounts for 10 minutes after five consecutive unsuccessful login attempts. This now includes third-party functionality using single sign-on. For more information about password requirements, see [New Password Complexity Requirements and Expiration on page 16](#).

Remember Me for Login Information

The "Remember me" option for login information now does not remember your user name after you close your browser session. Previously, it still remembered you if you closed your browser session but it had not been 24 hours. Now, you must re-enter your user name if you log in after 24 hours or if you close your browser session.

Internet Explorer 11

Blackbaud NetCommunity no longer supports *Internet Explorer* 11.

TinyMCE Upgrade

We have upgraded TinyMCE to version 5.7.1 in Email Template, Email Messages, Layouts, Discussion Groups, and FTI.

Maintenance Changes 7.2 Service Pack 5

Blackbaud NetCommunity version 7.2 Service Pack 5 also includes these changes.

Bug Fixes

Blackbaud NetCommunity version 7.2 Service Pack 5 also includes these bug fixes.

- We have fixed an issue with the free classic Event Registration form. Previously, the form was generating a reCAPTCHA error when someone tried to register.
- We fixed an error when changing an existing image to a different image in the Image Library. Previously, the image was not added and you could not revert to the original image.

New Features 7.2 Service Pack 6

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This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 6. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

Note: You must use The Raiser's Edge 7.96 (with Patch 24) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 6. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 6.

Multi-Factor Authentication

To improve security, we have implemented multi-factor authentication (MFA) for **Blackbaud NetCommunity**. Under **Sites & Settings, Settings**, you can now see the new Multi-Factor Authentication Setup section.

The screenshot shows the 'Settings' tab in the Blackbaud NetCommunity interface. The 'MFA' sub-tab is selected. The main heading is 'MultiFactor Authentication Setup'. There are three main sections:

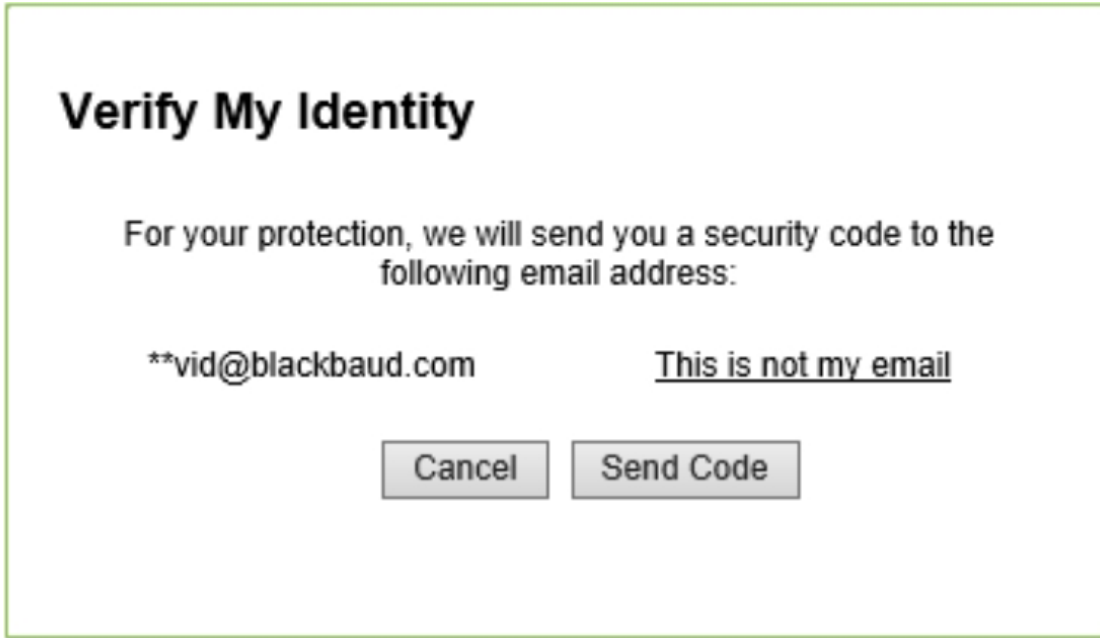
- Enable MFA:** A checkbox is checked. A callout box explains: 'Selecting this option will enable MFA for all your parts which provide login capabilities.'
- MFA Code Email Setup:** A button labeled 'Setup MFA Code Email'. A callout box says: 'Click this button to setup MFA Code Email'.
- Email Address Change Email Setup:** A button labeled 'Setup Address Change Email'. A callout box says: 'Click this button to setup Email Address Change Email'.

At the top of the settings page, there are tabs for 'Tasks' and 'Settings', and a navigation bar with categories: General, Web services, Caching, Schedules, Financial, Education, Social media, API, and MFA.

There, you can enable MFA and set up emails to send the MFA code and address changes.

Login Experience

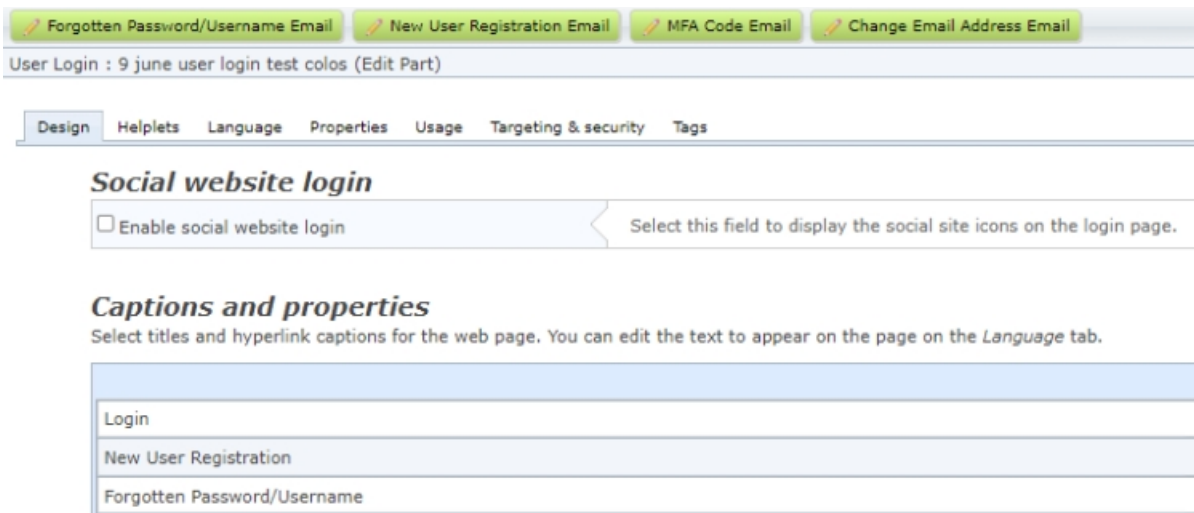
When you log in, you now see a request to verify your identity. Select **Send Code** to receive a multi-factor authentication code via email.



If you do not have an email address on file, you will be prompted to enter one.

User Login Part

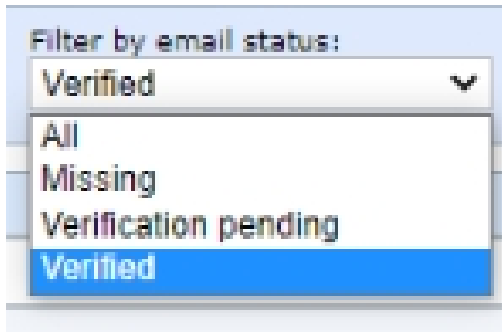
The User Login Part now includes a link to **MFA Code Email**, which allows you to access and edit the MFA code email template. You can also use the new **Change Email Address Email** option.



In addition, the Language tab on the User Login part includes a new category for "Multi-factor authentication." This allows you to customize verification popups and data entry validations.

User List

We have also updated the user list to include a filter for Email Verification Status for each user.



Email Address and Password Reset

To improve security, we have made the following enhancements to email address and password management.

- All user accounts must now have an email address on record. When you log in to **Blackbaud NetCommunity**, if you do not have an email address on record, you will be prompted to enter one.
- When you need to reset your password, you now enter the old and new passwords in the same screen rather than separate screens.
- When you change your email address, you now receive an email to your old email address notifying you of the change.
- Admins can configure how long passwords will last before they expire in the web.config file, under the setting "PasswordExpirationDays." The expiration time must be between 90 and 365 days.

Configure Account Lockout Duration

Admins can now configure the account lockout duration to better manage how login attempts are handled. In **Sites and Settings**, under **Registration and login options**, you can see the lockout options. The number of attempts must be between one and five, and admins can adjust the lockout duration to any length of at least 10 minutes.

eStore

eStore functionality has been deprecated.

TinyMCE Upgrade

In a previous version, we upgraded TinyMCE to version 5.7.1 in Email Template, Email Messages, Layouts, Discussion Groups, and FTI. With this release, we have upgraded to version 5.7.1 for the rest of the application.