
FundRaiser Software and Security

FundRaiser Software is serious about security. This document explains the steps we have taken to help you safeguard your data in FundRaiser Spark, Select, Professional, and Online (FundRaiser Basic is in a different category).

1. FundRaiser Data is Encrypted. By default, data files that can contain credit card information or banking information are encrypted by the database engine using an industry-standard 160-bit encryption algorithm.
 - The data remains encrypted while between the FundRaiser program and the database engine.
 - You can choose to encrypt other/all files as well (in Options > General > Encryption).
 - The only disadvantages to encrypting all files are a very slight speed penalty on some computers, and a significantly larger backup file (because compression of encrypted files is minimal).
 - FundRaiser uses the Advantage Database Server, which is a Sybase product, and can be found at <http://www.sap.com/product/data-mgmt/advantage-database-server.html>.
2. Access to FundRaiser Data is controlled. Passwords are or can be required by all methods of access.
 - The FundRaiser program can be set up to require a password upon entry. There are about 100 access control points that can be set for each user to fine tune exactly what they can see and do.
 - Access is also possible by other programs, like Crystal Reports, ODBC database drivers, and a database utility that ships with FundRaiser. Each of these requires a username and password to access the data.
 - When trying to view the data using a general purpose program, like a hex-editor, all that is seen is the encrypted data that appears as gibberish.
3. Sensitive data is especially protected. FundRaiser uses extra caution with any credit card and banking data that you choose to save (for example, for use with check scanners or for recurring gifts).
 - Sensitive data is pre-encrypted with a different algorithm before being further encrypted a second time by the database engine (as explained point #1 above).
 - Credit card numbers are never printed in full on any FundRaiser reports or receipts.
 - You choose which, if any, staff members can see the final 4 of the credit card number in FundRaiser (Full number is never saved). (Set this in Options > User List, Security)
 - When FundRaiser data is viewed or reported using other programs (described in point #2 above), sensitive data can only be seen in an unintelligible encrypted form.

Internet Access

4. Without use of special modules, FundRaiser does not allow access to its data from the Internet.
 - The FundRaiser program itself can connect to the internet to send and receive email in the same manner as with Outlook and can open a browser like Internet Explorer, but
 - Attempts to connect to FundRaiser data from the internet, while possible under controlled conditions (see below), are otherwise automatically rejected by the database engine.

5. Donor Portal This is a special module that provides your donors with the ability to do such things as donate and to volunteer online in a secure environment. This activity immediately appears in your FundRaiser data without your having to import or export.
 - The Donor Portal web pages are designed to fit in with your website design, and are hosted on a secure FundRaiser server with standard SSL encryption.
 - The secure FundRaiser server also safely passes data to and from your FundRaiser database located on your local network so that it appears in your FundRaiser program automatically.
 - The connection uses 258-bit encryption as mentioned in point #1 above.
 - Our network specialists will work with you or your IT specialists to open a port in your firewall through which only FundRaiser listens. We also provide you with the means to periodically check your system yourself for vulnerabilities.
 - Your data is protected from brute force hacking by the database engine which automatically disconnects itself from the internet after it receives even a few failed or "partial" connection attempts.
 - There's a button in FundRaiser to reset the connection, so it's easy for anyone on your staff to do. (That same button also lets you immediately disconnect FundRaiser should you ever feel a need to.)
 - In case of a shutdown for any reason, the FundRaiser server can send you an email or a cell phone text message alerting you to the problem. (It always alerts our technical staff, too, so that we know to check in with you.)

6. API Integration with other web services. FundRaiser also provides an API through our Donor Portal connection described above, which enables other web services to safely connect to your FundRaiser data. The first company to integrate with FundRaiser using the API is GiftTool (www.GiftTool.com). Contact our development team through FundRaiser Tech Support for more information about using our API.

We also provide an alternate email-based integration for passing limited data to FundRaiser from your custom web pages. Contact us for more details or visit our website at www.FundRaiserSoftware.com, then click on the Products > Modules menu and then on the Star Donor Integration module.

Internet Url and Ports

Port no.	IP Address/Url	Direction	Purpose / Required for..
3306 / MySQL	173.201.189.42 / FundRaiserDonorPortal.com	Outbound	Allow connection to update settings for the Donor Portal Pages
491 / Go-Global	67.224.119.130-.134 / server.frhosted.com	Bidirectional	Secure communication channel for remote connection to the FundRaiser Hosted / Online Servers
678 / ADS AIC	173.201.189.42, 66.112.94.18, 24.35.223.34	Bidirectional	Secure port connection for Donor Portal to access FundRaiser
UDP 6262 ADS LAN	Local Network	Bidirectional	Internal network communication for the Advantage Database Server
443 / HTTPS	173.201.189.42 / FundRaiserDonorPortal.com	Outbound	Reading Secure Web pages of the Donor Portal
110 / POP3	Email Server address	Bidirectional	Receiving email
25 / SMTP	Email Server address	Bidirectional	Sending email

How to Test Your Network Firewall Security

We recommend that you check the security of your network firewall on a regular basis (monthly is good). Gibson Research Corporation (grc.com) provides a free service which will perform this check for you. You must run this check from your network (you can run it at home, too, but doing so will check your computer or network there, not at the office).

To use the service, just start up your browser (Internet Explorer, FireFox, etc) and....

1. Visit <http://www.grc.com>
2. Click on the 'ShieldsUP' Logo.
3. Scroll down to the 'Hot Spots' section (about mid way down the page)
4. Click the 'ShieldsUp' link
5. Click 'Proceed' just under the 'If you are new to this site...' box
6. In the blue box in the middle of the screen, click the 'All Service Ports' button.
7. The site is now scanning your firewall. This may take a few minutes to finish. You may want to scroll to the bottom of the page to watch the progress.
8. Once it is finished scanning, at the bottom of the screen you will see either a 'Passed' or 'Failed'. There is also a 'Text Summary' button. If you receive a 'Failed' message, click on this button and copy and paste the contents of the next screen into an email and send it to support@fundraisersoftware.com.

Contact Information:

FundRaiser Software by
FundRaiser Software
PO Box 901
West Plains, MO 65775

For Sales:
800-880-3454
417-256-4280
sales@FundRaiserSoftware.com

For Tech Support:
800-543-4131
520-825-1391
support@FundRaiserSoftware.com

For the General Office:
800-880-3454
417-256-4280
417-256-6370 fax
mail@FundRaiserSoftware.com

(Note: the 800 numbers are valid in the US and Canada only)