

Burton, Linda - Division of Enterprise Data

From: Michael Mock <Michael.Mock@infinitecampus.com>
Sent: Wednesday, August 21, 2013 2:50 PM
To: Conner, Dede - Director, Division of Enterprise Data; Jenkins, Becky - Division of Enterprise Data; Burton, Linda - Division of Enterprise Data
Cc: Christian Peterson; Gina Montague; Rhoton, Lisa - Infinite Campus
Subject: FW: ISSUE ALERT: Scheduled Tasks in Infinite Campus Disabled

Alert message for all districts.



CAMPUS SUPPORT

Please alert those in your district responsible for maintaining Scheduled Tasks in Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: It has been reported that Scheduled Tasks that are expected to be active have been disabled. Common Scheduled Tasks include Food Service, Library and Transportation extracts.

FIX: Districts will need to review their tasks and status by navigating to System Administration>Preferences>Task Scheduler. To enable/disable a task users should check/uncheck the Stop/Pause Execution and click Save.

Infinite Campus will continue to research the root cause and provide an update when available.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Support at 1-888-461-2004.

Note: please do not reply to this e-mail. If you have a question specific to a case or your account, please contact your Channel Partner Infinite Campus Support or log on to the Infinite Campus customer portal at <https://community.infinitecampus.com>.



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Support 1-888-461-2004
campus/gm

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