

**From:** [Conner, Dede - Director, Division of School Data Services](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** RE: KSIS Alert: Infinite Campus Issue Alert - Eastern Cluster Update  
**Date:** Wednesday, October 12, 2016 1:49:07 PM  
**Attachments:** [image009.png](#)  
[image012.png](#)

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Infinite Campus provided the following update. Eastern Cluster issue has been resolved.

**From:** Michael Mock [mailto:Michael.Mock@infinitecampus.com]  
**Sent:** Wednesday, October 12, 2016 1:45 PM  
**To:** Conner, Dede - Director, Division of School Data Services <dede.conner@education.ky.gov>  
**Cc:** Jenkins, Becky - Division of School Data Services <becky.jenkins@education.ky.gov>; Christian Peterson <christian.peterson@infinitecampus.com>  
**Subject:** Update KSIS Alert: Infinite Campus Issue Alert - Eastern Cluster

Please share the following update if your district is part of the Eastern cluster.



# CAMPUS SUPPORT

**Infinite Campus has provided the following:**

**ISSUE UPDATE:** The KY Eastern server cluster is back online. Due to the earlier outage Student Locator, Records Transfer, and some state reports may need to be re-sent.

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.

**The Infinite Campus Support Team**  
~Committed to Doing the Right Thing

*Please note: DO NOT REPLY TO THIS MESSAGE. The Infinite Campus Support mailbox is unattended. If you have a question or response specific to a case, please logon to the Infinite Campus Support portal at: <https://community.infinitecampus.com>.*

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Infinite Campus, Inc. | 4321 109th Ave NE | Blaine, MN 55449  
**Campus Support 1-888-461-2004 (for Authorized Support Contacts)**

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Please share the following information if your district is part of the Eastern cluster.



# CAMPUS SUPPORT

## **Infinite Campus has provided the following:**

**ISSUE ALERT:** The KY Eastern server cluster has experienced an outage this morning, Wednesday, October 12, 2016. Due to this outage Student Locator, Records Transfer, and some state reports are unable to make a connection to State Edition and may need to be re-sent once the servers have been brought back online.

**FIX:** Infinite Campus is investigating the source of the issue.

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.

## **The Infinite Campus Support Team**

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