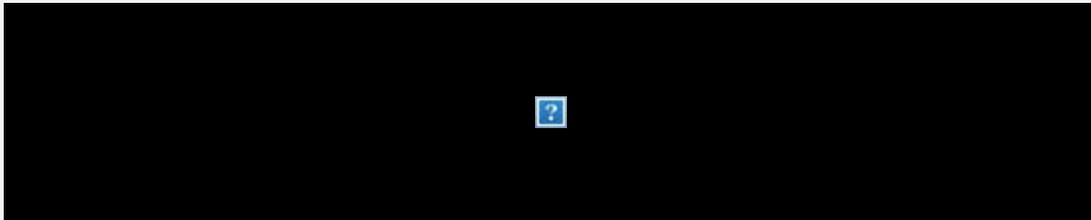


From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Campus Issue Alert - Chrome 42 and Java
Date: Thursday, April 16, 2015 5:07:55 PM
Attachments: [image002.png](#)
[image001.png](#)

Infinite Campus has provided the following information impacting teachers and schedulers.



Please alert all teachers in your district that use the Java Grade Book (NOT Campus Instruction Grade Book) or schedulers who use the Schedule Wizard tool in Infinite Campus.

ISSUE ALERT: If you are currently using the Java Grade Book under Campus Tools, and using the newly updated Chrome version 42, you may see an error message that says, "the plugin is not supported."

If you are launching the Schedule Wizard in Chrome version 42, you will see a white screen without receiving the .jnlp Java launcher download.

In Chrome version 42, the most recent update, Google has changed the Netscape Plugin API (NPAPI) setting to Disabled by default.

Java Grade Book users can also switch to using the Campus Instruction Grade Book at any time without issue. For more information, please see this article about [Moving to Campus Instruction](#).

This change did not impact users of the Point of Sale Cafeteria Serve tool, which also uses Java.

RESOLUTION:

- Launch the Chrome Browser
- Enter the URL <chrome://flags/#enable-npapi>
- Click **Enable** under **Enable NPAPI**
- Click **Relaunch Now** at the bottom of the browser to close and relaunch the browser.

Enable NPAPI Mac, Windows
Enables the use of NPAPI plugins. [#enable-npapi](#)
[Enable](#)

This information can also be found on Campus Community by clicking [here](#).

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: 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>.

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

campus/np

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