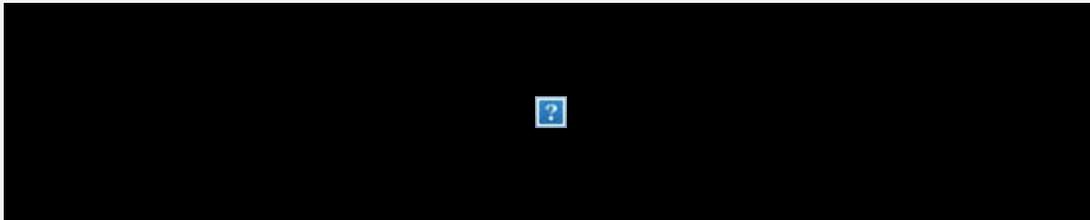


From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Campus Issue Alert - Chrome 42 and FDFs on Adobe Reader
Date: Wednesday, April 22, 2015 9:56:02 AM
Attachments: [image002.png](#)
[image001.png](#)

Infinite Campus has provided the information below. Please share within your district.



Please alert all FDF users in your district that also use Chrome.

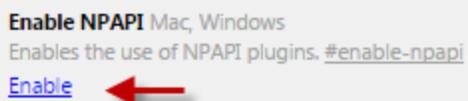
ISSUE ALERT: If you are using Chrome version 42, and opening an FDF document, such as a Simple Form on the SPED Documents tab, you will receive the error: *Unsupported PDF browser plugin detected*. Please try another browser or install Adobe Reader and disable Chrome PDF Viewer. Access plugin settings by typing `chrome:plugins` into the browser address bar.

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

Enabling the NPAPI plugin will allow the document to open properly using the Adobe Reader PDF Viewer, and the document can be filled out and saved properly, without fear of data corruption.

Workaround:

- 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.



No additional steps are necessary to re-enable Adobe Reader. Infinite Campus is working on a permanent solution to this issue.

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 Notifications 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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