

**From:** Conner, Dede - Director, Division of Enterprise Data  
**Sent:** Tuesday, November 24, 2015 2:08 PM  
**To:** All State KSIS Contacts <ksiscontacts@education.ky.gov>  
**Subject:** KSIS Notification: E.1545 to be released 12/2 - Includes Records Transfer Fix

Please see message below from Infinite Campus. The E.1545 will be released one week early (12/2) to address this issue. Release notes are attached; additional details of the 1545 release will be sent separately. Please advise if this creates any conflicts for your district.

**Attention: Please alert all users in your district responsible for processing records transfer request in Infinite Campus.**

**Infinite Campus has provided the following:**

**ISSUE ALERT:** Infinite Campus has received reports and confirmed an issue with Records Transfer. District staff are unable to initiate a new records request when there is an existing request that is pending or has errored.

**FIX:** Infinite Campus has identified the cause of this issue and is working towards a prompt resolution. An update will be required to address this issue. Infinite Campus is planning an Rx release with Campus.1545 and will be working with KDE to schedule the deployment of the fix.

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 Campus Support.

**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>.*

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**Campus Support 1-888-461-2004 (for Authorized Support Contacts)**