

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: FRAM Data Import Issue
Date: Friday, July 18, 2014 10:51:41 AM

KSIS Contact:

Infinite Campus has provided the following information. Please share with personnel in your district who perform the FRAM data import into Infinite Campus.



CAMPUS SUPPORT

Please alert all users in your district responsible for maintaining FRAM Eligibility records in Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: Infinite Campus has received reports that the FRAM Data Imports (FRAM>Eligibility Import Wizard) are not working properly when more than one certification type is used. Due to this outage, users will be unable to import new certifications.

FIX: Infinite Campus is investigating the source of the issue and is working towards a resolution. Infinite Campus will be addressing this issue in a RX release 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.

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