

**From:** [Jenkins, Becky - Division of Enterprise Data](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** KSIS Notification: Infinite Campus / Attendance Letters UPDATE  
**Date:** Monday, February 16, 2015 1:59:02 PM  
**Attachments:** [image001.png](#)  
[image003.png](#)

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KSIS Contact:

Infinite Campus has provided the following update to the attendance letter issue.



# CAMPUS SUPPORT

**Please alert all users in your district responsible for maintaining Attendance Letters in Infinite Campus.**

**ISSUE ALERT:**

Attendance letters are not generating after the 1501.2 update applied on February 11, 2015. The letters affected are located at Attendance>Attendance Letters.

**WORKAROUND:** If attendance letters need to be immediately generated, re-saving each letter, while also making no additional changes to the letter, will allow the letter to be generated correctly.

**Path:**  
**Attendance>Attendance Letters>Select a Saved Letter>Edit> Save Options**

**Please note: Users should NOT make any edits to the original options prior to saving.** Once the options are saved, users will be able to generate the newly saved letter.

**FIX:** This issue is being tracked by our Development team as SIS-84157. Infinite Campus expects to have an RX Pack available soon and will work with KDE to schedule deployment. No workaround will be required once the RX is applied.

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.

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*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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