

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Cc: [Garrick Ratliff \(grratloff@moreheadstate.edu\)](mailto:grratloff@moreheadstate.edu)
Subject: KSIS Notification: Infinite Campus Issue Alert
Date: Thursday, May 12, 2016 9:44:45 AM
Attachments: [image001.png](#)
[image002.png](#)
Importance: High

Infinite Campus has provided the information below:



CAMPUS SUPPORT

Infinite Campus has provided the following:

ISSUE ALERT: The KY Eastern, Central, and State server clusters experienced an outage this morning, Thursday, May 12, 2016. Due to this outage Student Locator, Records Transfer, and some state reports were unable to make a connection to State Edition and may need to be re-sent once the servers have been brought back online.

FIX: Infinite Campus is investigating the source to resolve this issue.

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: 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>.

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

campus/bj