

From: [Burton, Linda - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Infinite Campus Issue Alert
Date: Thursday, January 09, 2014 4:26:30 PM
Attachments: [image003.png](#)

KSIS Contact,

Please see information below provided by Infinite Campus.



CAMPUS SUPPORT

Please alert all users of the Caseload Summary Report within Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: Infinite Campus is receiving reports of the Caseload Summary report failing to generate.

Workaround:

Path: Student Information > Reports > Caseload Summary

This issue has been found to be directly linked to the Caseload Manager role option.

To run the report successfully, we recommend you select the ALL Team Roles option and then either run the report for all staff, or select one or more staff names to return on the report.

FIX:

This issue has been reported to our development team as SIS-73927. To track resolution, we encourage each district to report this issue through their proper support channels.

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.

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

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