

Burton, Linda - Division of Enterprise Data

From: Jenkins, Becky - Division of Enterprise Data
Sent: Monday, March 30, 2015 9:14 AM
To: All State KSIS Contacts
Subject: KSIS Notification: Schedule Wizard Issue with Java 8

Infinite Campus has provided the following information.



CAMPUS SUPPORT

Please alert all users in your district responsible for the Schedule Wizard within Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: When trying to run a **Full Build** within the **Schedule Wizard**, regardless of builder configuration settings, the build will not complete if Java 8 is being used.

Some sections may build but the load screen will never finish. The load screen will need to be exited in order to view any sections that were successful in being built.

Users running any updates of Java 8 may experience this issue.

WORKAROUND:

Users will need to downgrade to an update of Java 7 for the wizard to complete a Full Build.

To read more about this issue from Oracle, creators of Java:

https://blogs.oracle.com/java-platfo...pdate_67_patch

To downgrade to Java 7:

http://java.com/en/download/manual_java7.jsp

Under **Which Should I Choose**, click **Windows Online** if you are using a PC.

Follow the prompts to install Java 7 update 75.

Once you are done, you will also need to uninstall Java 8.

If for some reason you cannot downgrade Java, you may want to try building by Department or Course rather than a full build.

FIX: Infinite Campus is tracking this issue as SIS-84970 and it will be addressed in a future release.

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.

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)

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