

**From:** Conner, Dede - KDE Division Director  
**Sent:** Tuesday, July 30, 2024 3:22 PM  
**To:** All State KSIS Contacts  
**Subject:** KSIS Alert: DigiCert Incident May Cause Infinite Campus Service Interruption

KSIS Contacts: Please see information from Infinite Campus below.

Infinite Campus is performing SQL service restarts on all servers due to the DigiCert Incident explained below. We anticipate users may experience a brief service interruption of less than a few minutes while restarts occur. A long report or query may have to be restarted by end users. If you experience a longer interruption to service, please submit a support case to Infinite Campus.

### **DigiCert Incident**

This morning, Infinite Campus received notification of an incident from our vendor DigiCert, which handles our digital certificates for TLS/SSL. DigiCert has an error which requires all of our impacted certificates to be reissued and reinstalled by 2:30 PM CDT today before they are revoked. There are no concerns regarding security. Our team has been diligently working through the process of requesting new certificates, getting them validated, and installed for each of our domains and subdomains, which includes customer sites and services like Campus Digital Repository and Mobile Notifications. Our priority focus is keeping customer sites and systems from being impacted by this incident. However, the deadline we are given is incredibly short and cannot be extended. It is possible you may see disruptions as services are restarted. Should any certificates not be installed by 2:30PM, systems on that domain will be impacted. We will update Campus Community once more information is available.

### **Lisa Keeter**

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