From: Conner, Dede - KDE Division Director
Sent: Thursday, July 25, 2024 4:57 PM
To: All State KSIS Contacts
Subject: KSIS Notification: Emergency RX Release of Campus.2427.12 Planned for July 26

KSIS Contact,

Please be advised that an emergency Rx release of **Campus.2427.12** is planned for **Friday, July 26, at 7:00 p.m., (Central)/ 8:00 p.m. (Eastern)** to fix the issues listed below. Infinite Campus will be temporarily unavailable during the update process. Please contact Lisa Keeter or DeDe Conner if you have any questions or concerns about the update schedule.

Records Transfer - Evaluation Error when Releasing Records (SIS-180789)
An Evaluation Error was being generated when records transfers were being released. This has been corrected.

FRAM Total Household Income (SIS-180613) – Fixed with release on July 24
The frequency under Total Household Income did not match what was entered by the application signer. This has been corrected.

FRAM Online Application (SIS-180618) – Fixed with release on July 24
An error occurred where Signer and Income were duplicated on Online Applications. This has been corrected.

Note: Infinite Campus has postponed the depreciation of the SFTP Legacy protocol due to issues that have been reported with the new SFTP protocol. If you have issues with the new SFTP protocol, please submit a case to Infinite Campus Support.

Please share this information with individuals in your district or office as appropriate.

Thank you!
Lisa

Lisa Keeter
KSIS Service Manager
Kentucky Department of Education
(502) 564-2020 Ext. 2462

From: Conner, Dede - KDE Division Director
Sent: Monday, July 22, 2024 11:07 AM
To: All State KSIS Contacts
Subject: KSIS ALERT: Infinite Campus Records Transfer

Infinite Campus users responsible for processing records transfer request.

ISSUE ALERT:

Infinite Campus has received reports and confirmed an issue with Records Transfer. When attempting to release records district staff receive an error message and are unable to fulfill requests.

FIX:

Infinite Campus has identified the cause of this issue and is working towards a prompt resolution. An update will be required to address this issue. Infinite Campus will work with KDE to schedule the deployment of the fix once available. Records request can continue to be submitted and later released once the fix is deployed.

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.

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The Infinite Campus Support Team
~Committed to Doing the Right Thing

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