

From: Conner, Dede - KDE Division Director
Sent: Tuesday, February 25, 2025 2:12 PM
To: All State KSIS Contacts
Subject: KSIS Notification: Infinite Campus eTranscripts Alert

Infinite Campus provided the following information. Please alert those processing transcripts of this issue.

ISSUE ALERT:

Infinite Campus is aware of an issue impacting eTranscripts. The XML for a student displays the State Code Name in place of the Course Name, even when the eTranscripts settings specify it to display the Course Name.

This issue is specific to eTranscripts and the inadvertent showing of the State Code Name in lieu of the Course Name. This issue does not impact Transcript reports that are generated in a PDF format or printed.

Our development team is working on an RX patch to address this issue, and we will work with KDE to deploy the fix as it becomes available.

We appreciate your patience and understanding as we work towards resolving this issue.

Best regards,

Campus Support

Please note: The Infinite Campus Notifications mailbox is UNATTENDED. If you have a question or response specific to a case, please log on to the [Infinite Campus Support Portal](#).

Infinite Campus, Inc.
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Campus Support 1-888-461-2004 (for Authorized Support Contacts)