

From: Conner, Dede - KDE Division Director

Sent: Thursday, September 12, 2024 4:33 PM

To: All State KSIS Contacts

Subject: KSIS Alert: Infinite Campus Student Indexing Issue - Emergency Update Required

See message below about emergency server update tonight.

ISSUE: Kentucky Intermittent Student Indexing Errors

We will be updating the Kentucky Cloud database servers this evening, Thursday, September 12, 2024, at 9PM server time to complete the fix for today's issue alert. The issue impacted some Kentucky districts, which were receiving intermittent errors with Student Search.

We anticipate this work will take up to two hours. Some sites may be down or inaccessible during this work for a brief period of time. Kentucky Cloud Choice districts will not be impacted by this work.

We appreciate your patience as we worked to resolve this issue.

Infinite Campus, Inc.

4321 109th Ave NE

Blaine, MN 55449

Campus Support 1-888-461-2004 (for Authorized Support Contacts)