

**From:** Conner, Dede - KDE Division Director

**Sent:** Thursday, September 12, 2024 10:35 AM

**To:** All State KSIS Contacts

**Subject:** KSIS Alert: Infinite Campus Student Indexing Issue UPDATE

ISSUE: Kentucky Intermittent Student Indexing Errors

We have resolved the issue impacting 11 districts in Kentucky that were receiving intermittent errors with Student Search. The issue was due to a failed script during the update process. Users should not have further issues accessing Student Search, Attendance, and Grade Book.

We are looking further at the root cause of this issue and are determining if it will be necessary to reapply the update. Once more information is available, we will let you know, and coordinate that effort with KDE.

If your district experiences any further issues, please don't hesitate to update your existing case or create a new one. We appreciate your patience as we worked to resolve this issue.

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