

From: Jenkins, Becky - Division of School Data Services
Sent: Friday, October 9, 2020 1:43 PM
To: All State KSIS Contacts
Subject: KSIS Notification: Revised Schedule for December Campus Server Maintenance/SQL 2016 Upgrade

KSIS Contacts:

Due to district calendar changes, Infinite Campus has created a revised schedule for the server maintenance planned for December 2020. Please review the updated schedule, add the applicable date to your calendar as a reminder and share with appropriate staff to plan for the outage for your district.



CAMPUS MANAGED SERVICES

To KDE Support and Technical Contacts

Infinite Campus and KDE have begun preparation for the upcoming Infinite Campus Server Refresh in December of 2020. In Infinite Campus terms, Refresh means your Infinite Campus sites and databases will be moved to new servers running Windows Server 2016 and SQL Server 2016 in order to improve security, reliability, and performance. Refreshes will start on December 21st and we expect to complete by December 31st. Please review the bullet points below for more details about the refresh, and pay particular attention to the schedule below to ensure your district is prepared for the outage that day.

2020 Kentucky Refresh Q/A:

Are there districts that will NOT be Refreshed in December?

The following districts are already refreshed and will not be scheduled for refresh in December: Ballard, Covington, Fayette, Hopkins, Jefferson. For these districts, be aware of the refresh schedule for Kentucky State as KYSE-reliant features (e.g. State Sync and Student Locator) will be unavailable during the KYSE refresh on December 31st.

When will the refresh occur?

The refresh will begin on December 21st and end on December 31st. Each day we will complete up to 3 pools of districts. The refresh schedule for each pool and respective district sites is pictured below.

How long will the refresh take?

We expect the refreshes to run for no more than 8 hours per day. Your site will be down during that time.

What time will refreshes start?

We will take sites down starting at 8am CST/9am EST and expect the refreshes to be complete by 4pm CST/5pm EST.

Will we get a new URL?

No! There will be no URL changes.

What will we need to change?

Nothing. Aside from the outage, we do not expect to introduce any visible changes to connectivity or functionality.

Will LDAPS and SAML still work?

Yes, after the cutover, LDAPS and SAML will function as before. There should be no need to reconfigure these.

Will there be changes to SSRS?

No. SSRS will remain on Server 2012 for the time-being.

Will there be a case assigned to my district for this refresh?

No. This refresh will not require any changes to user accounts or URLs, and thus will not require a case. Simply be aware of your district's date and plan accordingly for the outage.

Will automated exports and imports continue to work?

Yes, all existing exports and imports will continue to work.

I have additional questions. Where do I ask them?

If you have any other questions, feel free to submit a Campus Support ticket with your question.

What will happen with Kentucky State refreshes?

Kentucky State (KYSE) is scheduled for refresh on December 31st. For sites that have already refreshed, features reliant on KYSE (e.g. State Sync and Student Locator) will be unavailable until the KYSE refresh is complete.

Refresh Schedule:

**December 21st – kycde1.infinitecampus.org, kycde2.infinitecampus.org,
kyede6.infinitecampus.org**

Adair, Breckinridge, Barren, Allen, Bowling Green, Christian, Butler, Caldwell, Carlisle, Caverna, Clinton, Cloverport, Cumberland, Dawson Springs, Edmonson, Glasgow, Calloway, Daviess, Knott, Larue, Lawrence, Lee, Leslie, Lewis, Middlesboro, Jessamine, Johnson, Grant

December 22nd – kycde6.infinitecampus.org

Crittenden, Fulton County, Fulton Independent, Hancock, Residential YAR, Webster, Warren

**December 23rd – kycde3.infinitecampus.org, kycde4.infinitecampus.org,
kycde5.infinitecampus.org**

Lyon, Mayfield, McLean, Metcalfe, Monroe, McCracken, Marshall, Logan, Muhlenberg, Murray, Paducah, Russell County, Russellville, Todd, Trigg, Owensboro, Ohio, Simpson, Union, Green, Hart, Hickman, Livingston, Grayson, Graves, Henderson

**December 24th – kyede1.infinitecampus.org, kyede2.infinitecampus.org,
kyede3.infinitecampus.org**

Anchorage, Augusta, Barbourville, Bardstown, Bath, Beechwood, Bellevue, Berea, Bourbon, Boyle, Burgin, Bracken, Ashland, Anderson, Boyd, Bell, Breathitt, Campbellsville, Carroll, Fairview, Gallatin, Campbell, Bullitt, Carter, Casey, Corbin, Craft Academy, Danville, Dayton, East Bernstadt, Elizabethtown, Eminence, Erlanger Elsmere, Elliott, Harlan Independent, Clark, Clay

December 28th – kyede4.infinitecampus.org, kyede5.infinitecampus.org

Estill, Fleming, Frankfort, Ft Thomas, Garrard, Harlan County, Franklin, Floyd, Greenup, Hazard, Henry, Jackson County, Jackson Independent, Jenkins, KSD, Harrison, Knox, Hardin

**December 29th – kyede7.infinitecampus.org, kyede8.infinitecampus.org,
kyede9.infinitecampus.org**

Ludlow, Martin, Mason, Menifee, Monticello, Morgan, Laurel, Letcher, Mercer, Montgomery, Lincoln, Magoffin, Newport, Nicholas, Owen, Paintsville, Madison, Marion, McCreary, Model Laboratory, Owsley, Paris, Pendleton, Pikeville, Pineville, Robertson, Science Hill, Meade, Nelson, Kenton

**December 30th – kyede10.infinitecampus.org, kyede11.infinitecampus.org,
kyede12.infinitecampus.org**

Powell, Whitley, Oldham, Shelby, Perry, Raceland, Rockcastle, Russell Independent, Silver Grove, Somerset, Pulaski, Scott, Rowan, Southgate, Spencer, Taylor, Trimble, Walton Verona, Washington, Wayne, West Point, Williamsburg, Williamstown, Wolfe, Pike, Woodford

December 31st – kyede13.infinitecampus.org, kyse.infinitecampus.org

ATC, KSB, Boone, KYSE, KYSE Development, KYSE Staging

Please note: The Infinite Campus Notifications mailbox is UNATTENDED. If you have a question or response specific to a case, please logon to the Infinite Campus Community at <https://community.infinitecampus.com>.

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

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