

**Infinite Campus Server Update
Questions and Answers
November 13, 2025**

Questions sent in advance

Why was this scheduled during a time when district staff are typically not working?

- **To minimize disruptions to instruction by avoiding an outage on school days.**
- **Campus' schedule was full for Summer 2025 with the first grouping of sites from other states. This allowed the process to be optimized before being used in Kentucky.**
- **To minimize risk by completing before Microsoft's end of life for support.**

Is there detailed guidance specific to my district?

- **Yes, see the case with SQL 2022 in the name.**
- **Only authorized support contacts may use the Infinite Campus Support Portal.**
- **Three contacts are allowed per district.**
- **Current contacts can submit a case to add additional support contacts.**
- **Work with Lisa DeGaris if no contacts are available.**

How do I get the attachment referenced in the email for the SQL 2022 case?

- **Authorized Campus Support contacts may use the case link in the email to download the attachment(s).**
- **Please share the attachment information with others in your districts as appropriate.**

What are top 3 action items for the URL change?

Single Sign-on (SAML – SSO)

- **Completed by the administrator(s) of your Identity Provider system(s)**

Google reCAPTCHA

- **Completed by Google administrator**

Campus Food Service terminals.

When will district staff be available to make URL update changes?

Campus staff will complete their testing then post a case note that district testing may begin.

- **This is normally on the second business day for Cloud Choice districts.**

In the event our custom report launched via a .JSP file do not work after the new URL takes effect who do we contact?

No updates are required for the JSP files associated with reports that are listed under Reporting | Edit Reports and Reporting | KDE Reports.

- **Work with the developer of district specific custom reports.**

Will the public facing address pool that currently is the source ip address for data exports be changed as a result of this move?

Yes, the SQL 2022 servers are hosted by a new data center.

NGKI firewalls already allow access to the new data center.

- **[Firewall Review Checklist](#)**
- **[Allow List IPS for 3rd Party Systems](#)**

Will the current DNS entry to reach our districts login page be redirected to reach the new server or will there be a new DNS entry?

- **There will be a new DNS entry.**

Will the old URL be automatically redirected to the new URL?

- **Yes, for a minimum of two years.**

Will this affect our nightly jobs from Data Extract Utilities?

The one thing to make sure of is that the vendor/server you're sending your file to has Infinite Campus' IP addresses allow-listed. Other than that, no.

- [Firewall Review Checklist](#)
- [Allow List IPS for 3rd Party Systems.](#)

Will this affect our Data Extract Utility SFTP Key Exchange Manager?

- **No.**

Will staff, parents, guardians, and students need to update their saved passwords in apps and browsers?

- **Since the URL is changing for Cloud Choice districts, an app or browser may no longer recognize that a matching password is available.**

Are there changes for direct SQL access?

Yes, an audit of existing SQL accounts will be completed as part of the server upgrades.

- **A separate case with Access Account Audit in the name will be created for districts requiring action on the audit.**

Will there be Infinite Campus Staff available over the holidays to help with fixing an unforeseen issues?

Add a note to your SQL 2022 case for related issues.

Managed Services has on-call staff 24x7 for server issues.

Campus Support Hours: 7:00 AM to 7:00 PM Eastern

- **Christmas Eve - Available until 1:00 PM Eastern**
- **Closed Christmas Day**
- **New Year's Eve – normal business hours**
- **Closed New Year Day**

Questions asked during the session

Does the stored password not matching URL issue definitely apply to the Parent and Student mobile apps in addition to regular web browser access?

- **No, parent and student mobile apps are unaffected by this change.**

What about districts that use Checkmate? Will Checkmate KIOSK need to be updated to the new URL?

- **If the Checkmate KIOSK setup requires providing the Campus URL, then an update will be needed to the new URL.**

Can you please send out links for updating SSO and Captcha so that we don't have to hunt it down?

- **Yes, that has already occurred. The links are in your case with SQL 2022 in the name.**

[Updating URLs After a Hosting Platform Change | Infinite Campus](#)

What is the process for the RapidIdentity ID hub connection?

- **We are planning for Identity Automation to handle the OneRoster changes needed within RapidIdentity. We are talking to them about SSO/SAML**

With us transiting prior to the new year...what are the support hours for the New Years?

- **New Year's Eve – normal business hours. New Year's Day Campus Support is closed but managed services will have on-call support for server issues.**

How many districts in Kentucky have piloted this?

- **For the SQL 2022 Upgrade, JCPS. They did not require a URL change as they have Campus Cloud Choice hosting. For the URL change and SQL 2022 upgrade, Lincoln County.**
- **Outside of Kentucky, we've completed this transition for around 1,800 LEAs to date.**

You mentioned support hours for Infinite Campus; could we also know what KDE's office hours will be on Christmas?

- **KDE is closed on Dec. 25, Dec. 26, Jan. 1 and Jan. 2.**

This has probably been answered, but I missed it. Campus Cloud Choice customers will not be getting a new URL, correct?

- **That is correct. Campus Cloud Choice customers already have a unique domain name associated with their Infinite Campus deployment. Campus Cloud Choice customers will still be receiving SQL 2022 updates, but do not need a new URL.**

When was that report on the case pulled. may be useful to folks to know? Mine was before my SSO change and it is just a little off.

- **The report for Garrard County attached to case 1889505 was generated on November 6th in the PM. If you need an updated URL change report, please request it on the case.**

Based on historical data, when should we expect to be able to start our tasks? I know you said the second day, but is it around noon, 2:00, earlier, later?

- **For posterity, what we typically see is LEAs are able to begin making their changes around noon on the final business day of the window. However, Infinite Campus may need the full final day to address any discrepancies resulting from the migrations. If**

If we are scheduled for 12/30-12/31, can we do our actions on January 2? Or is that too late?

- **Please check your case for the areas that will be impacted. If you are using SSO, no one will be able to login until that update is made.**

If we have Google reCaptcha configured, can we convert back to Campus captcha?

- **Yes, it can be changed at any time.**

We are scheduled for 12/23-12/26 which is a Friday, will it be the following Monday on the 29th when we receive confirmation from Campus?

- **"Happy path" would be by noon on Friday the 26th, but it could take as long as end of the work day on Friday the 26th.**

If no one is going to use Infinite Campus during the holiday break, should we be able to update the Infinite Campus URL for SSO in Azure before the scheduled outage?

- **Yes, with the understanding that no SSO users will be able to login to Infinite Campus until after the migration is completed.**

Any updates needed for Districts using Fees / Campus Payments?

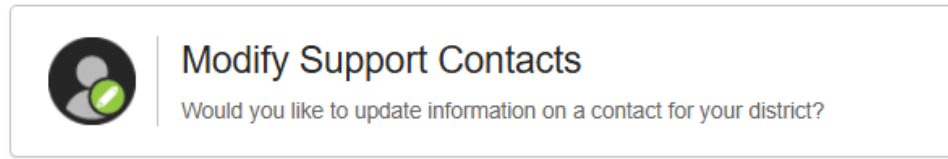
- **No.**

Are we able to update OneRoster connection URLs ahead of the switch if we don't mind that it breaks those until the switch?

- **Yes.**

Do I send in a support case through IC to add my CIO?

- **Yes, there is a specific case type called “Modify Support Contacts” that allows will provide the needed information.**



Will KDE send an email once State Edition has been successfully migrated?

- **Yes. State Edition will go down after 5 PM CT on Friday and is expected to be back up on Sunday.**