

# Technical Support - Your Updates

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District Technical Support Contacts can request site updates using the **Manage Updates** tool, which can be accessed from the right side of the Community home page. Requests for database refreshes for sandbox, staging, or preview sites may also be submitted. Districts that are not state or regionally linked can also submit requests to update production/sandbox, staging, or preview site version updates.

State-linked or regional consortia-linked districts are updated as a group. For Campus Cloud customers, the maintenance time for updates to new releases or Rx packs will be **Thursday mornings between 12:30 AM - 3:30 AM central time** . During this time, access to all Infinite Campus services will be unavailable for these districts.

## Hosted Environments

ASP hosted customers will not necessarily have Staging and Preview environments.

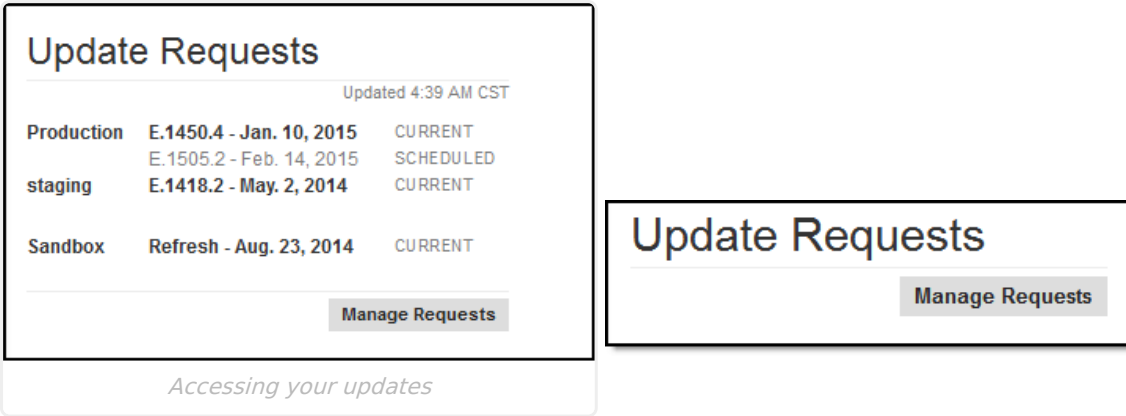
Environment	Description
<b>Production</b>	The production site (also known as the "live" site) is the web application and database where users do their day-to-day work. This includes all reports generated by Infinite Campus.
<b>Sandbox</b>	The sandbox is used to test and implement new features in Campus (such as enabling LDAP or SSO authentication types) in a production-like site. When the production site is updated to a newer version, the sandbox site is updated to the same version. Infinite Campus will refresh this site with data from the customer's production site at the request of the customer.
<b>Staging</b>	The staging site is where customers can review new Campus application releases prior to updating their production site. By using a staging site, users can get first-hand experience on how new functionality works within Campus as well how the version behaves with their configuration and set of data. Infinite Campus will refresh this site with data from the customer's production site at the request of the customer.

## Update Requests

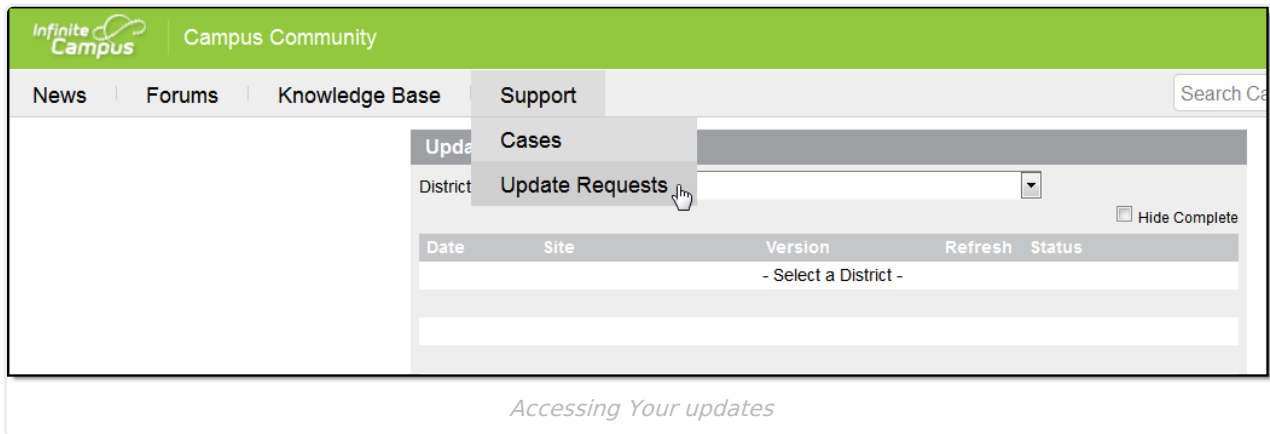
Update Requests is now located on the right side of the Infinite Campus Community Home page, just under Cases. To access the Update Request App, click **Manage Requests** to view previous requests or to submit an update or sandbox refresh request.

For districts on Campus Cloud Choice, the Update Request area on the home page will display the most recent auto-updated version information for your current sites, along with scheduled updates.

Contacts that have access to see multiple districts will need to click **Manage Requests** to go to the Update Request app to view each district's page via the dropdown menu.



Technical contacts can also access this tool via the Support menu in the Toolbar. Hover over Support, then click to select Update Requests.



Districts contacts will see their district name in the upper left corner. State contacts, regional consortia, Partners, and ESAs will see a dropdown menu of connected districts. Select the district to view current or completed requests, or to request a new update.

**Update Requests**

District: - Select a District -
 Hide Complete

Date	Site	Version	Refresh	Status
		- Select a District -		

*District Selection*

## Request an Update

Please note that the Time Zone set for your CampusID will impact the **Time** selected for this update. Default setting is Central Time. To check or change your Time Zone, click your name at the top in the Community toolbar and select Location.

When selecting a date and time, please note that any scheduled tasks that are set to run or are still running when the update occurs will not complete. Tasks will run again at the next set time, but cannot happen during an update.

1. Click the **Request an Update** button. This will cause a new view to appear in the gadget.
2. **Choose a Site.** Updating the production site will always update the sandbox site as well.
3. Select the **Preferred Date**. Updates will be scheduled on a first come/first serve basis. Campus Hosting reserves the right to change the date.
4. Select the **Time** of update. Please note that this will be based upon the Time Zone set in your CampusID profile. To view or change this field, click your name in the Community toolbar, and select Location.
5. Select the version to be updated from the dropdown menu. Districts can only choose the most recent update for a particular version, which will include all release packs to that point. If this is a database refresh of a sandbox or staging site with no updating of version, select **DB Refresh Only**.
6. If the sandbox or staging database needs to be refreshed, set **DB Refresh** to **Yes**.

**Update Requests**

District: Fayette County School District

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Choose a Site:

Production/Sandbox

Staging

Preview

Preferred Date:  Time: 5:00 PM

Version:

- DB Refresh only
- E.1450.4
- E.1501.3
- E.1505.4

< Cancel Submit >

*Requesting an Update*

## Sandbox Refresh Request

For districts that are on Campus Cloud, updates to the newest version occur every **Thursday morning between 12:30 AM - 3:30 AM central time**, so the option to request an update to Product/Sandbox is set to only allow a DB Refresh. Technical Support contacts can click Request an Update, and click the radio button for Production/Sandbox. Enter the date and time that the refresh should occur. DB Refresh will already be set to Yes.

**Update Requests**

District: Cloquet Independent School District 94

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Choose a Site:

Production/Sandbox

Staging

Preview

Preferred Date:  Time: 5:00 PM

DB Refresh: Yes

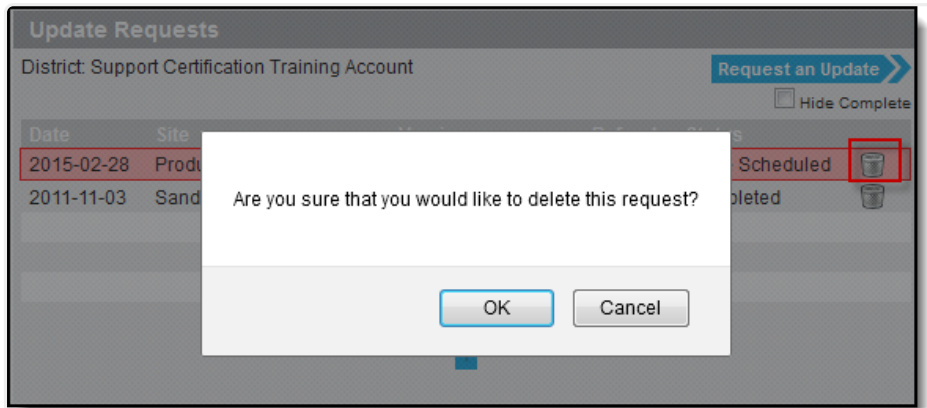
< Cancel Submit >

*Sandbox Refresh Request*

Once an update has been requested, the request will be displayed in the Your Updates gadget list view. Campus Hosting will send an email notification indicating that the request has been accepted, and noting any necessary date changes. This date change will also be noted in the Your Updates gadget date field.

## Deleting or Cancelling a Request

Requests may be cancelled when they have a status of **To Be Scheduled** or **Scheduled**. Requests that are **In Progress** may not be cancelled, as work has already begun on your site.



*Requesting and Update Cancellation or Deletion*

## Request Cancellation

1. On the request line to be deleted, select the **Trash Can** icon.
2. A pop up message will ask "**Are you sure that you would like to delete this request?**" Select **Yes**.
3. The request has now been cancelled and has been removed from the Campus Hosting queue, as well as from view in Your Updates.

## Deleting a Completed Request

1. On the request line to be deleted, select the **Trash Can** icon.
2. A pop up message will ask "**Are you sure that you would like to delete this request?**" Select **Yes**.
3. The completed update has now been deleted and has been removed from view in Your Updates.

## Hiding Completed Requests

To hide completed requests, click the **Hide Complete** checkbox. If this is checked, when a requested update has been completed, it will disappear from view. Unchecking this box will display the full list of requests that have not been deleted.

## Update Statuses

Status	Description
<b>To Be Scheduled</b>	The request has been submitted to Campus Hosting. Once the request has been scheduled, an email will be sent from Campus Hosting confirming the scheduled date.
<b>Scheduled</b>	The request has been confirmed with Campus Hosting and is scheduled to proceed on the scheduled date.

Status	Description
<b>Not Started</b>	This request has just been pulled from the Update Request Queue in anticipation of beginning the update request.
<b>In Progress</b>	This request is currently being updated to the requested version. The application is offline, and unable to be accessed by users.
<b>Completed</b>	The update process is completed.
<b>Pending Input</b>	A question has been posed to the district via email regarding this request. Please contact Campus Hosting so that work may proceed.
<b>Deferred</b>	The request is on hold until further notice.
<b>New Version Requested</b>	A newer version was requested in a different update request. Both updates will be completed under the newer request.
<b>Unable to Complete</b>	There was an issue that prevented this request from being completed. Please read the email from Campus Hosting that contains more information regarding this issue, and what will be needed to resolve it.