

# Scope of Support

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## General Scope of Support

The Infinite Campus Support team is customer-focused and driven to serve by providing guidance, advice, and troubleshooting assistance to [Authorized Contacts](#). We work with Authorized Contacts to enable the district to set up and configure sites by providing guidance and documentation. District support contacts are given a free [Introduction to Support](#) training course to help them in their roles.

Campus Support is available to district's Authorized Contacts to help resolve various issues, such as:

- A tool is not working correctly.
- Server/hardware problems or a service outage for a Campus-hosted service.
- Requesting a service, such as restoration of lost data.

Most tools have a straightforward scope of support. The Campus Support team fully supports tools created by Infinite Campus that do not rely on or interact with third-party services. Certain products, however, have aspects of support that fall outside the scope of Campus Support and are supported by other entities. These are detailed below.

Technical assistance is available for current and prior versions of Infinite Campus software as long as your platform complies with minimum operating requirements and recommendations for use (see [Supported Platforms](#)). For some reported issues, when Development has already provided a fix, Support may recommend updating to the latest Campus version.

## Additional Campus Teams

Other Infinite Campus teams also provide several related professional services:

- **Technical Services** can assist with data modifications and uploads. Technical Services can also design original reports and solutions to fit your needs.
- **Campus Training** can teach your staff how to use Infinite Campus Software to its fullest potential.
- **Business Consultants** are available to advise on complex setups, often involving scheduling and standards-based grading.

If one of these teams completes work for your district, that team supports it. If you have questions about these services, your district's Authorized Contact can contact your support team. Your Client Relationship Manager can also connect you with the right person to help.

# SQL Scripting

*(Data Extract Utility, Task Scheduler, Pass-Through Query Editor within Ad Hoc Reporting, SSRS Reporting, Events and Actions)*

Structured Query Language (SQL) is a scripting language for accessing and manipulating data in a database, like the one that underlies your Infinite Campus site. Some Campus tools can be powered by SQL queries. SQL scripting is an advanced skill set. The level of assistance from Infinite Campus depends on who authored the SQL script.

SQL consultation is **not** a service offered by Campus Support. Campus Support does not rewrite existing queries or advise on SQLs written by others. The Campus Training and Technical Services teams offer relevant services.

## SQL Written by Campus Technical Services

Campus Technical Services supports the services provided pursuant to the established maintenance plan when Technical Services has worked with your district to develop any of the following:

- Custom extracts
- Imports
- Reports
- SQL
- Stored Procedures

## SQL Not Written by Campus Technical Services

SQL scripts, including extracts and stored procedures, are supported by the individual who wrote them. Coordinate with that individual for support. If you received the script from another vendor, another district, a forum post, etc., follow up with the individual you acquired the script from for support.

## Options Available for SQL Scripting

<b>District</b>	<p>District can:</p> <ul style="list-style-type: none"> <li>• Coordinate with the individual who originally authored the SQL query to support and troubleshoot that SQL query.</li> <li>• Staff users skilled in SQL scripting to ensure SQL queries written are properly optimized and perform well.</li> <li>• For intensive queries, consider querying database tables directly as much as possible. Query writers unfamiliar with the Campus schema often overuse database views. Although convenient, unnecessary use of database views can introduce additional logic, add unnecessary reads, and greatly hinder performance.</li> </ul>
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<b>Campus Technical Services</b>	<p>Technical Services can:</p> <ul style="list-style-type: none"> <li>• Work with your district to design original extracts, reports, or imports. If you would like a service quote, please have your district's Authorized Contact provide requirements through a support case for Technical Services. Lead time is required.</li> </ul> <p>Services provided by the Campus Technical Services team are supported by Technical Services pursuant to the established maintenance plan.</p>
<b>Campus Training</b>	<p>Campus Training can:</p> <ul style="list-style-type: none"> <li>• Offer <a href="#">Infinite Campus Schema Bootcamp</a> training. This is available for district staff with general SQL scripting skills who would benefit from more Infinite Campus database schema knowledge. This training is free of charge for districts with a <a href="#">Campus Passport</a> subscription.</li> </ul>

## Query Optimization

Poorly optimized queries can cause performance issues. If a SQL script not created by Campus is causing a performance or tempDB issue, notify the individual who authored the SQL script so they can optimize their query.

A common cause of performance issues is when the query was written to pull from database views rather than directly from the relevant database tables; database views are useful and convenient, but pulling from database tables directly gives better performance. Also, see the [SQL Performance Tips](#) section of the Campus schema.

Query optimization is a highly technical skill set. Infinite Campus does not rewrite or advise on queries written by others. However, the Technical Services team may be able to work with your district to design original extracts or reports that are more efficient. To receive a service quote, please have your district's Authorized Contact provide requirements through a [support case](#) for Technical Services. Lead time is required. Services provided by Technical Services are supported by Technical Services pursuant to the established maintenance plan. The [Infinite Campus Schema Bootcamp](#) training is also an option.

## Third-Party SQL Resources

Consultations on the fundamentals of SQL and intricacies of query optimization strategies are not services offered by Infinite Campus. Fortunately, many resources are readily available, both free and paid. For your convenience, we have compiled a few examples.

Infinite Campus does not endorse or promote any specific resource from this list. Before proceeding, we encourage you to thoroughly review the content offered to ensure it meets your needs.

As you review resources, be aware that there are a few dialects of SQL. They are all similar in the

basics, but for content focusing on a specific dialect of SQL, be aware that Infinite Campus uses Microsoft SQL Server and **T-SQL** (not MySQL, PostgreSQL, etc.).

If you are familiar with a resource that should be listed here but is not, please let us know via the Comments button at the bottom of this page.

General Resources	Additional Information
<a href="#">LearnSQL.com's Ultimate List of Resources</a>	Books, courses, video tutorials, practice resources
<a href="#">Learning Tree SQL Courses</a>	Instructor-led, fee-based
<a href="#">Microsoft's Querying Data with Microsoft Transact-SQL Training</a>	Paid as instructor-led, free as self-directed
<a href="#">Stanford's edX Relational Databases and SQL Course</a>	Online, self-paced, audit-for-free
<a href="#">Pluralsight's Querying Data with T-SQL from SQL Server Trainings</a>	Online, fee-based
<a href="#">Mode.com's interactive SQL tutorial</a>	Free
<a href="#">SQLBolt's interactive SQL tutorial</a>	Free
<a href="#">Wise Owl's SQL video tutorials</a>	Free
Query Optimization Focused	Additional Information
<a href="#">Think Like a SQL Server Engine video</a> - From Brent Ozar, Microsoft Certified Master of SQL Server	Free
<a href="#">Fundamentals of Query Tuning training</a> - From Brent Ozar, Microsoft Certified Master of SQL Server	Fee-based
<a href="#">Use the Index, Luke</a> - Online version of <i>Performance Explained</i> by Markus Winand	Free
<a href="#">T-SQL Querying</a> - Textbook from Microsoft	
SQL-Focused Communities	
<a href="#">r/LearnSQL</a>	
<a href="#">Stack Overflow's SQL questions section</a>	
<a href="#">SQL Server Community Slack's #SQLhelp channel</a>	
<a href="#">We Learn SQL Facebook Group</a>	

## Ad Hoc Reporting

## Ad Hoc Filters

*(Query Wizard, Data Viewer)*

Campus Support does not offer Ad Hoc creation, training, or consultation. Campus Support is available to assist in the following ways:

- Ensure the Ad Hoc tools are behaving as designed.
- Confirm whether a specific field is available in Ad Hoc tools and where it is located.
- Evaluate what you are trying to achieve is within the scope of what Ad Hoc tools provide, and identify when results would be better achieved through another means (custom SQL query or custom report).

### Options Available for Ad Hoc Filters

<p><b>District</b></p>	<p>District can:</p> <ul style="list-style-type: none"> <li>• Utilize Knowledge Base articles and video resources. <ul style="list-style-type: none"> <li><a href="#">Ad Hoc Reporting</a></li> <li><a href="#">Student Filter Fields</a></li> <li><a href="#">Staff Filter Fields</a></li> <li><a href="#">Course-Section Filter Fields</a></li> </ul> </li> <li>• Make sure you are not reinventing the wheel. What you are looking for may already be available as a built-in report. <ul style="list-style-type: none"> <li><a href="#">Available Reports</a></li> </ul> </li> <li>• Take advantage of on-demand training content if your district is a <a href="#">Campus Passport</a> subscribers. <ul style="list-style-type: none"> <li><a href="#">Ad-hoc Course</a> (requires Campus Passport subscription)</li> </ul> </li> </ul>
<p><b>Campus Technical Services</b></p>	<p>Technical Services can:</p> <ul style="list-style-type: none"> <li>• Work with your district to design original extracts, reports, or imports when what you are working on goes beyond what is possible through Ad Hoc tools. If you would like a service quote, please have your district's Authorized Contact provide requirements through a support case for Technical Services. Lead time is required.</li> </ul> <p>Services provided by the Campus Technical Services team are supported by Technical Services pursuant to the established maintenance plan.</p>
<p><b>Campus Training</b></p>	<p>Campus Training can:</p> <ul style="list-style-type: none"> <li>• Offer Ad Hoc training to your district. Districts with a Campus Passport subscription can attend free of charge, and an on-demand <a href="#">Ad-hoc Course</a> is also available to Campus Passport subscribers.</li> </ul>

## Pass-Through SQL Queries

The [Pass-Through SQL Query](#) option within the Ad Hoc Filter Designer tool is a self-service filter-

building tool for users with an understanding of SQL scripting and knowledge of the Campus data schema. Campus Support does not offer SQL consultations. (See [SQL Scripting](#) for options on SQL training and custom report creation.)

[Sample Pass-Through SQL Queries](#) created by Campus are maintained by Campus (Technical Services).

## Ad Hoc Filter Performance and Timeouts

Infinite Campus recommends all reporting and scripting be designed for the smallest scope and increased in range from there. Be aware that complex ad hoc filters may return a successful result, but can also create unnecessary overhead on the SQL instance and temporarily impact site performance.

Ad Hoc filters have a timeout to safeguard against a filter that pulls too much data causing sitewide performance issues. Ad hoc filters that pull a lot of data may clock in just under the allotted timeout limit initially and then hit the timeout cutoff later as the number of records in the district grows over time or the system load fluctuates.

### Options Available for Ad Hoc Filter Performance Issues and Timeouts

<p><b>District</b></p>	<p>Short-term remediations: District can:</p> <ul style="list-style-type: none"> <li>• For Query Wizard filters, try running the query with the "Force Order" checkbox marked (Filter Designer &gt; Select filter &gt; Edit &gt; mark the Force Order checkbox).</li> <li>• Use filters to pull only the records you really need. Eliminate any extraneous fields.</li> <li>• Break the filter out into multiple filters with a smaller scope (pulling data school-by-school, for instance).</li> </ul> <p>Long-term: Although Ad Hoc Query Wizard is a handy entry-level query-building tool, long-term, ad hoc filters are not the most efficient option when pulling a lot of data. Ad hoc filters pull from database views; this has ease-of-use benefits but does not perform as well as pulling directly from database tables with full control over how the data is joined together. It requires an advanced skillset, but the best long-term solution is to rewrite the ad hoc filter as a SQL query. Pulling the same data as a custom SQL query can give better performance. Also, the same timeout restrictions do not apply to SQL queries. If your district employs a database administrator skilled in SQL scripting and knowledgeable in the Campus schema, that is the ideal skillset.</p>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• When an ad hoc generates an error token, confirm whether it is due to the ad hoc taking more time than timing out vs. some other issue.</li> <li>• When an ad hoc requires more than 10 minutes to generate and times out, test an equivalent query in a test site to rule out a code-level performance issue that is not data-dependent.</li> </ul>

<b>Campus Technical Services</b>	<p>Technical Services can:</p> <ul style="list-style-type: none"> <li>• Work with your district to design an equivalent original SQL extract or report that is more efficient as a billable service. If you would like a service quote, please have your district's Authorized Contact provide requirements through a support case for Technical Services. Lead time is required.</li> </ul> <p>Services provided by the Campus Technical Services team are supported by Technical Services pursuant to the established maintenance plan.</p>
<b>Campus Training</b>	<p>Training can:</p> <ul style="list-style-type: none"> <li>• Offer the <a href="#">Infinite Campus Schema Bootcamp</a> training. This is available for any district staff with general SQL scripting skills who would benefit from more knowledge of the Infinite Campus database schema specifically. This training is free of charge for districts with a <a href="#">Campus Passport</a> subscription.</li> </ul>

# Custom Reports

## Custom Reports Created by Campus

The Technical Services team supports custom reports created by Campus pursuant to the maintenance plan established when the report was created.

## Custom Reports Not Created by Campus - SQL Server Reporting Services (SSRS)

Custom reports not created by Campus are supported by the individual who created them. Custom reports utilize SQL Server Reporting Services (SSRS) to display within Campus. SSRS is a Microsoft product requiring its own skillset.

## Options Available for Custom Reports

<b>District</b>	<p>District can coordinate with the individual who created the custom report or staff users skilled in SSRS reporting, who should:</p> <ul style="list-style-type: none"> <li>• Support the user interface, logic, and SQL of the custom reports they created.</li> <li>• Ensure report configuration is correct.</li> <li>• Support additional SSRS-specific functionality the district has enabled that occurs outside of Campus, such as email subscriptions to SSRS reports.</li> </ul>
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<b>Campus Managed Services</b>	<p>For Campus-hosted districts that use a Campus-hosted reporting server, Managed Services can:</p> <ul style="list-style-type: none"> <li>• Investigate reporting server outages.</li> <li>• Ensure data source and reporting server credentials are valid.</li> <li>• Confirm the connection string is valid (rsErrorOpeningConnection).</li> </ul>
<b>Campus Technical Services</b>	<p>Technical Services can:</p> <ul style="list-style-type: none"> <li>• Work with your district to design original reports, extracts, or imports. If you would like a service quote, please have your district's Authorized Contact provide requirements through a support case for Technical Services. Lead time is required.</li> </ul>
<b>Microsoft</b>	<p>SSRS is a Microsoft product. Microsoft provides the following resources for SSRS:</p> <ul style="list-style-type: none"> <li>• <a href="#">General documentation</a></li> <li>• <a href="#">Troubleshooting documentation</a></li> </ul> <p>Microsoft's recommendations for additional support are outlined in the <a href="#">Microsoft Q&amp;A</a> and <a href="#">Stack Overflow</a>.</p>
<b>Campus Support</b>	<p>Campus Support does <u>not</u> offer SSRS consulting.</p>

## "Pass User Session: Encrypt URL-encoded Username, etc." Functionality

*(Custom Tool Setup's URL Link and URL Editor)*

This functionality refers to an option within the Custom Tool Setup tool when setting up an external link (a URL Link or a URL Editor). Selecting the "Encrypt URL-encoded username, etc." option from the "Pass User Session" dropdown ensures that specific additional information is appended to that URL as URL parameters when a user clicks your external link, and that those parameters are encrypted.

Implementing this functionality requires a technical skillset including SSRS report design and custom scripting, typically using Visual Basic. Infinite Campus is responsible for properly encrypting the parameters. If your district chooses to implement this functionality, your district is entirely responsible for the coding of your page or report to correctly decrypt the parameters.

This functionality's main use in the past was to send report parameters into an SSRS report via URL parameters. These days that is considered a legacy method of passing parameters into an SSRS report.

Nowadays, the [SSRS Dynamic Report Options](#) tools are the recommended method of making SSRS reports available to Infinite Campus users. In other words, set up a connection to the report server with the [SSRS Server Configuration](#) tool and map the reports into the outline with the [SSRS Report Configuration](#) tool rather than setting them up within the Custom Tool Setup



tool; this method supports automatically passing certain values from Infinite Campus into an SSRS report.

### Options Available for Encrypted URL Parameters

<p><b>District</b></p>	<p>For initial implementation, your district can:</p> <ul style="list-style-type: none"> <li>• Consider using the <a href="#">SSRS Dynamic Report Options</a> tools instead when the goal is to make an SSRS report available to Campus users. Otherwise:</li> <li>• See Microsoft's general documentation on adding custom Visual Basic code to a Report Builder (SSRS) report: <a href="https://learn.microsoft.com/en-us/sql/reporting-services/report-design/add-code-to-a-report-ssrs">https://learn.microsoft.com/en-us/sql/reporting-services/report-design/add-code-to-a-report-ssrs</a></li> <li>• For specific scripting guidance, consider performing a web search for methods of decrypting URL query string parameters in Visual Basic.</li> <li>• Microsoft's general recommendations for additional support are:             <ul style="list-style-type: none"> <li>◦ <a href="#">Microsoft Q&amp;A</a></li> <li>◦ <a href="#">Stack Overflow</a></li> </ul> </li> </ul> <p>For existing custom webpages and reports, your district can:</p> <ul style="list-style-type: none"> <li>• Coordinate with the individual in your district responsible for the custom report or webpage in question to ensure the SSRS report or webpage has been coded to decrypt the encrypted parameters properly.</li> </ul>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Verify the URL parameters are present and encrypting properly.</li> <li>• Provide an example (Java) implementation upon request.</li> </ul> <div data-bbox="384 1207 1422 1335" style="background-color: #e1f5fe; padding: 10px; border: 1px solid #ccc;"> <p>Campus Support does not offer webpage scripting or SSRS report design services.</p> </div>

## Third Parties



Third-party application integrations or plug-ins are not supported. Exceptions are specific to vendors with whom we have an established partnership ([Digital Learning Partners](#) and [Business Partners](#)).

### Third-Party Contractors

Due to FERPA regulations, Campus Support does not work directly with third-party contractors. Your district's Authorized Contact should coordinate with the third-party contractor to share relevant details through a support case. If a call is needed, a member of the district who is an Authorized Contact must be present on the call.

### Third-Party Software

Third-party software is supported by that company. For example, questions about Adobe Acrobat (PDF and FDF files), Excel, etc., are best directed to those companies' respective support teams or your local district experts.

## Browser Extensions and Plug-ins

Third-party browser extensions are supported by the company or individual who developed that extension. If a browser extension adversely affects your Campus experience, we recommend notifying the developer of the extension so they can address the issue. Refer to the page you installed the extension from or the developer's website for support contact info.

## Third-Party Hardware

*(Attendance Scanning within Campus Workflow Suite, Campus Payments, Food Service/POS/Point of Sale)*

Some Campus tools integrate with third-party hardware. Examples include point-of-sale terminals, receipt printers, barcode scanners, and RFID scanners. Campus supports hardware purchased through Infinite Campus pursuant to the purchasing agreement and product warranty. Issues and malfunctions with hardware purchased elsewhere should be brought to the attention of the company that produces it.

## Business Partners

Infinite Campus has established working relationships with [Business Partners](#) to power different aspects of Campus tools. Campus Support coordinates with business partners to escalate issues as needed.

## Digital Learning Partners

Infinite Campus has established working relationships with [Digital Learning Partners](#) to integrate systems, typically through [1EdTech](#) specifications.

Our Digital Learning Partners' development teams have direct access to Campus Development through their Digital Learning Partner Support Portal. The Digital Learning Partner's team can utilize their Digital Learning Partner Support Portal to communicate with the Campus Development team if the Digital Learning Partner's team believes an issue exists on the Campus end and misconfiguration has been ruled out.

## OneRoster-Powered Integrations

The nature of a OneRoster sync is that much of the process occurs outside of Campus, within your Digital Learning Partner system. The Digital Learning Partner system is in charge of making the sync requests, and your Campus site responds to the requests.

## Options Available for OneRoster-Powered Integrations

<p><b>District</b></p>	<p>District can:</p> <ul style="list-style-type: none"> <li>• Refer to the <a href="#">OneRoster Setup Guide</a> to ensure the correct setup processes are followed.</li> <li>• Consult the <a href="#">OneRoster Preparedness Checklist</a> to troubleshoot rostering issues.</li> <li>• Use the <a href="#">OneRoster 1.1 Data Models</a> to understand what data is available through the OneRoster API.</li> <li>• To troubleshoot a record (user, class, etc.) not present in your vendor's system that should be, use the built-in tools like the <a href="#">OneRoster API Documentation</a> (especially <a href="#">Accessing Specific Data</a>) to confirm Campus is making that record available to their system.</li> <li>• Contact your vendor's support team with any questions or issues specific to their system.</li> </ul>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Look for misconfiguration in the Campus user interface.</li> <li>• Confirm compliance with the OneRoster specification, as set forth by the consortium 1EdTech.</li> <li>• Confirm the records in question are being made available to the Digital Learning Partner system.</li> <li>• In some cases, Campus can confirm whether the Digital Learning Partner system has made sync requests.</li> </ul>
<p><b>Vendor's Support Team</b></p>	<p>Your vendor's support team can:</p> <ul style="list-style-type: none"> <li>• Support the phases of the integration that occur after Campus has successfully released data to the vendor's system.</li> <li>• Support the integration phases before their system issues a sync request to your Campus site.</li> <li>• Clarify what version of the OneRoster specification and OAuth security their system supports.</li> <li>• Confirm when and how often the Digital Learning Partner system syncs, and whether the sync is configured to trigger automatically or manually.</li> <li>• Support setup that occurs within their own system after data has been pulled in from Campus.</li> <li>• Support their system's tools, like mapping tools.</li> <li>• Address questions about their system's logic, like which assignment flag status their system supports syncing, and how their system uses the fields and records your Campus site makes available through the API data.</li> <li>• Address their system's error messages.</li> </ul>

<p><b>Non-Partner Vendors</b></p>	<p>OneRoster connections to non-partner vendors can be set up but are offered as-is. As Campus has not vetted their Integration, the Campus Support team does not support issues.</p> <div style="border: 1px solid #ADD8E6; padding: 10px; margin-top: 10px;"> <p>Are you working with a OneRoster vendor who is not a Digital Learning Partner? Please share <b>this form</b> with your vendor so they can contact Campus and learn more about our Digital Learning Partner Program.</p> </div>
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## LTI-Powered Integrations

### Options Available for LTI-Powered Integrations

<p><b>District</b></p>	<p>District can:</p> <ul style="list-style-type: none"> <li>• For LTI systems that validate based on email addresses, Ensure students' and teachers' Email fields in Campus match their email addresses in the LTI system.</li> <li>• For LTI systems that support score passback: <ul style="list-style-type: none"> <li>◦ Confirm that students are launching into the LTI system from Campus (from the linked assignment on the Campus Student Portal) and are not accessing the LTI system directly.</li> <li>◦ Confirm that teachers are launching into the LTI system from Campus (from the Assignment Editor &gt; Learning Tools area) when scoring or editing the assignment and are not accessing the LTI system directly.</li> <li>◦ In Campus, confirm the assignment's Scoring Type is set to Points and that Total Points correctly correspond to the assessment's total points in the LTI system <i>before</i> score passback occurs.</li> </ul> </li> </ul>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Confirm compliance with the LTI specification, as set forth by the consortium 1EdTech.</li> <li>• Verify an LTI launch attempt from the LTI system occurred when a specific example student/teacher/class/assignment was provided.</li> </ul>
<p><b>Vendor</b></p>	<p>Your vendor's support team can:</p> <ul style="list-style-type: none"> <li>• Ensure connection credentials to their system are valid.</li> <li>• Support integration phases that occur before their system successfully releases data to your Campus site.</li> <li>• Support their system's own configuration, logic, tools, and error messages.</li> </ul>

## Campus Services that Integrate with Third Parties

# Ed-Fi

## Options Available for Ed-Fi Integrations

<p><b>District</b></p>	<p>District can:</p> <ul style="list-style-type: none"> <li>• Review state documentation explaining their system's validations when available when encountering validation errors in a state system.</li> <li>• Ensure the ODS is configured properly to accept the data.</li> <li>• Ensure data is entered into Campus properly according to Campus and state documentation.</li> <li>• Utilize the available <a href="#">Ed-Fi Tools</a>.</li> <li>• Review Ed-Fi Event Queue Statistics to confirm recent sync activity.</li> <li>• Coordinate with the person who manages the ODS to ensure the security certificate gets uploaded to Campus.</li> </ul>
<p><b>ODS System Administrator</b></p>	<p>The person who manages the ODS system, whether this is a state entity or someone in your district, can:</p> <ul style="list-style-type: none"> <li>• Clarify their system's validation errors, especially 500-level server errors.</li> <li>• Support the phases of the process that occur after Campus has successfully released data to the ODS.</li> <li>• Maintain the ODS system's security certificate.</li> </ul>
<p><b>Campus Support</b></p>	<p>Please refer to the <a href="#">Additional Ed-Fi Information</a> section of the core Ed-Fi article. Click to expand and review <a href="#">Support for Ed-Fi</a> for detailed support expectations and helpful information to include when submitting a support case.</p> <p>In summary, Campus Support can:</p> <ul style="list-style-type: none"> <li>• Check for misconfiguration within the Campus user interface.</li> <li>• Review and investigate Campus error messages. (be sure to review the state's documentation on their systems' validations for an explanation of validation errors coming from a state system.</li> <li>• Purge the event queue as needed.</li> </ul> <div style="background-color: #e1f5fe; padding: 10px; border: 1px solid #cfe2f3;"> <p>The Campus Support team cannot access the Ed-Fi database and cannot assist with ODS configuration.</p> </div>

## Email Relay Services

*(Messenger)*

Messenger can send emails out of your Infinite Campus site by utilizing your chosen third-party email relay service. Mailgun is Infinite Campus's chosen partner for email relay services for Cloud and Cloud Choice Customers. If your district uses a third-party email relay other than Mailgun, your district is responsible for supporting and troubleshooting the aspects of email delivery that occur after Infinite Campus has passed the email along to your third-party email relay service.

### Options Available for Email Delivery Troubleshooting

<b>District uses Mailgun as its email relay service</b> (Mailgun is Infinite Campus' partner for email relay for Cloud and Cloud Choice Customers.)	
<b>District</b>	District can: <ul style="list-style-type: none"> <li>• Review the Mailgun Message Log, which displays email recipient statuses, including failure errors.</li> <li>• Conduct a web search on these errors to yield more information, since many errors come directly from the email recipient's service provider.</li> </ul>
<b>Campus Support</b>	Campus Support can: <ul style="list-style-type: none"> <li>• Coordinate with Mailgun to support email relay issues.</li> </ul>
<b>District uses a different third-party email relay service</b>	
<b>District</b>	District should: <ul style="list-style-type: none"> <li>• Coordinate with the person or group in your district who manages your email relay. That person or group supports email relay issues for your district, has access to email relay logs for additional troubleshooting and can coordinate with your email relay company's support team to investigate further.</li> </ul>
<b>Campus Support</b>	Campus Support does not support third-party email relays and does not have access to third-party email relay error logs.  If your district decides to move to Mailgun for its email relay service, Campus Support will have more investigative resources available, like the Mailgun Message Log.

## eTranscript

*(eTranscript Batch, Electronic Release Setup)*

The eTranscript tools allow schools to generate and release an electronic version of student transcripts to third-party vendors (ex., Parchment).

### Options Available for eTranscript Release

<b>District</b>	District should: <ul style="list-style-type: none"> <li>• Confirm all required setup steps have been completed correctly. <a href="#">See details</a></li> <li>• Follow troubleshooting steps to resolve common errors. <a href="#">See details</a></li> </ul>
<b>Vendor's Support Team</b>	Vendor's Support Team can: <ul style="list-style-type: none"> <li>• Support integration phases that occur after Campus has successfully released data to their system.</li> <li>• Clarify their system configuration, logic, tools, and error messages.</li> <li>• Investigate when the data in question is present in the XML Campus's system releases but still does not display in the vendor's system.</li> </ul>
<b>Campus Support</b>	Campus Support can: <ul style="list-style-type: none"> <li>• Confirm records and their contents are being released for the student in question (by viewing the XML contents).</li> <li>• Confirm compliance with the PESC specification.</li> </ul>

## File Transfer to Third-Party Server (SFTP, FTPS, SMB)

*(Data Extract Utility, FRAM Scheduled Imports)*

Some Infinite Campus tools can send or receive files from a server over SFTP, FTPS, or SMB. Most of the process is supported by the individual or group in charge of that server, whether in your district or a third-party vendor.

The server manager must provide the correct IP/hostname, port, username, password, and path. Ensure whoever manages the server has allow-listed Campus IP ranges. If your district is self-hosted or in-district hosted, confirm the person who manages your district's network has allow-listed Campus IPs.

### Options Available for File Transfer Troubleshooting

<b>District</b>	District should: <ul style="list-style-type: none"> <li>• Coordinate with the person or group that manages the server you are sending files to. If your district hosts its own file transfer server, that will be someone at your district. If the file transfer server is hosted by a vendor or third party, contact that group.</li> </ul>
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<p><b>File Server Administrator</b></p>	<p>Whoever manages the server you are sending files to should:</p> <ul style="list-style-type: none"> <li>• Ensure the Username and Password values for the file server you entered into Campus are correct and up-to-date. (Work with the person who manages the file server to obtain these values.)</li> <li>• Ensure the Server, Port, and Path values for the file server you entered into Campus are correct and up-to-date. (Work with the person who manages the file server to obtain these values.)</li> </ul> <p>Whoever manages the server you are sending files to is also responsible for supporting:</p> <ul style="list-style-type: none"> <li>• Correct configuration of that server and correct network configuration.</li> <li>• The server's firewall and security software.</li> <li>• Correct configuration of the account associated with that server (e.g., ensure correct credentials were provided and the account has been granted read/write/add/delete rights to that path of that server, etc.).</li> <li>• Details on any additional requirements of the server (public key exchange, TLS session resumption, etc.).</li> <li>• Investigation of errors indicating: <ul style="list-style-type: none"> <li>◦ Your Campus site is getting no response from that server (e.g., "Connection timed out" or "UnknownHostException").</li> <li>◦ There are permissions or space issues on that server (E.g., "Permission denied," "Access denied," "Auth fail," "Internal server error," etc.).</li> </ul> </li> </ul>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Confirm the file would be sent to a properly configured file server.</li> </ul>

## Google reCaptcha

*(Login Security Settings > Google reCaptcha)*

### Options Available for Google reCaptcha

<p><b>District</b></p>	<p>For initial implementation, your district should:</p> <ul style="list-style-type: none"> <li>• Complete the initial setup, which requires configuration within <a href="https://google.com/recaptcha">google.com/recaptcha</a>. Refer to the <a href="#">Google reCaptcha</a> article for more details.</li> </ul> <p>For existing reCaptcha configuration, your district should:</p> <ul style="list-style-type: none"> <li>• Coordinate with whoever at your district completed the initial setup within <a href="https://google.com/recaptcha">google.com/recaptcha</a>. The setup is stored under that person's Google account. If that person is no longer available, the setup may need to be recreated.</li> </ul>
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<b>Google</b>	<p>Google should:</p> <ul style="list-style-type: none"> <li>Support technical issues with Google reCaptcha itself. If you encounter technical issues within the <a href="https://google.com/recaptcha">google.com/recaptcha</a> console, visit Google's <a href="#">reCaptcha Help</a> page to learn about the support options Google makes available.</li> </ul>
<b>Campus Support</b>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>Confirm Google reCaptcha would work as expected when associated with a correctly-configured <a href="https://google.com/recaptcha">google.com/recaptcha</a> setup.</li> </ul> <p>Campus Support does not support technical issues with Google's <a href="https://google.com/recaptcha">google.com/recaptcha</a> console.</p>

## Google Drive Integration



(*Google Drive*)

This is different from the Google *Classroom* assignment/score sync integration. For the Google Classroom assignment/score sync integration, see [OneRoster-powered integrations](#).)

### Options Available for the Google Drive Integration

<b>District</b>	<p>District can coordinate with your district's Google administrator, who is responsible for:</p> <ul style="list-style-type: none"> <li>Reviewing the Google project that was initially set up (at <a href="https://console.developers.google.com">console.developers.google.com</a>) to ensure the configuration is correct (using <a href="#">Google Drive Configuration</a> &gt; the "Show Me The Steps" walkthrough as a guide).</li> <li>Providing the resulting 4 values and .p12 file to the district's Infinite Campus administrator.</li> <li>Creating two test Google accounts within admin.google.com, a test student and test teacher account, for troubleshooting purposes. Provide details to the individual in charge of Infinite Campus.</li> </ul> <p>Your district's Infinite Campus administrator must ensure that the 4 values and .p12 file from the <a href="https://console.developers.google.com">console.developers.google.com</a> Google project produced by the district's Google admin are correctly entered into Campus' Google Drive Configuration screen.</p>
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<b>Google</b>	<p>Google should:</p> <ul style="list-style-type: none"> <li>• Support technical issues within Google's <a href="https://console.developers.google.com">console.developers.google.com</a> console. Select the Support (?) button within <a href="https://console.developers.google.com">console.developers.google.com</a> to see the support options Google offers.</li> </ul>
<b>Campus Support</b>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Provide a <a href="#">setup guide</a>. (Select "Show Me the Steps")</li> <li>• Confirm that the values entered into Google Drive Configuration match the expected patterns.</li> </ul>

## LDAP Server

*(LDAP Configuration, LDAPS Certificates)*

The majority of the LDAP authentication process occurs within your district's LDAP server, so the majority of support for this functionality is up to the individual or group at your district in charge of your district's LDAP server. The person who manages the server provides the correct IP/hostname, port, Bind User DN, Bind User Password, User Search Base, and User Search Filter when initially configuring the LDAP connection.

### Options Available for LDAP Connections

<p><b>District</b></p>	<p>District can coordinate with the individual or group who manages your district's LDAP server, who is responsible for:</p> <ul style="list-style-type: none"> <li>• Configuration of your district's LDAP server.</li> <li>• Maintaining the LDAP server's security certificate and exporting the correct certificate in the correct format so it can be uploaded to Campus. This is a critical requirement when LDAPS is enabled (i.e., "Use SSL" is marked in LDAP Authentication). <a href="#">See details</a>.</li> <li>• Configuration of the accounts on your district's LDAP server (usernames, passwords, user attributes).</li> <li>• LDAP server firewall and security software.</li> <li>• LDAP server security preferences.</li> </ul> <div style="background-color: #e1f5fe; padding: 10px; margin: 10px 0;"> <p>LDAP servers can be configured to lock accounts after a number of failed logins. How long an account is locked for and the conditions that trigger the lock are LDAP server preferences are configurable by the individual or group who manages your district's LDAP server. Campus Support does not advise on these preferences. The Campus login screen may show the message, "Your account is locked!", indicating your LDAP server has these settings configured.</p> </div> <p>Your district's Infinite Campus administrator is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring Campus user accounts are configured correctly. <ul style="list-style-type: none"> <li>◦ For example, the User Account has the Authentication Type drop-down set to the correct LDAP option.</li> <li>◦ Username of the user account within Campus matches the username value supplied to Campus by the active directory (AD) of the district's LDAP server. Coordinate with your district's LDAP administrator to confirm this.</li> </ul> </li> <li>• Confirming a valid Search Base, Search Filter, and Bind User credentials have been entered into your Campus site.</li> </ul>
<p><b>Campus Support</b></p>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Verify whether your LDAP server is accessible externally.</li> <li>• For Campus-hosted districts, confirm whether the Campus site itself is experiencing an outage.</li> <li>• Confirm whether a user is present in the given LDAP server using the given search base and search filter.</li> </ul>

## SIF

(SIF)

### Options Available for SIF

<b>District</b>	<p>District can:</p> <ul style="list-style-type: none"> <li>• Ensure data is entered properly according to Infinite Campus and state documentation.</li> <li>• Review the Sent Message History report to confirm recent sync activity.</li> </ul>
<b>Vendor</b>	<p>Your vendor's own support team is responsible for:</p> <ul style="list-style-type: none"> <li>• The phases of the integration that occur after Campus has successfully released data to their system</li> <li>• The phases of the integration before their system has made a request to your Campus site</li> <li>• Setup that occurs within their own system after data has been pulled in from Campus</li> <li>• Questions about their system's logical requirements and how their system makes use of the fields and records your Campus site sent</li> <li>• Clarifying their system's own error messages</li> </ul>
<b>Campus Support</b>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Check for misconfiguration within the Campus user interface</li> <li>• Confirm compliance with the SIF specification.</li> <li>• Confirm records are being made available to the agent.</li> <li>• Confirm whether the agent is making requests.</li> </ul>

## SSO Identity Provider System

*(SSO Service Provider Configuration)*

### Options Available for SSO Configuration

<b>District</b>	<p>District can coordinate with whoever at the district who manages the district's Identity Provider (IDP) system, who should:</p> <ul style="list-style-type: none"> <li>• Set up and configure the integration of the IDP system.</li> <li>• Manage certificates in the IDP system.</li> </ul> <p>Your district's Infinite Campus Administrator should:</p> <ul style="list-style-type: none"> <li>• Ensure the Campus user account is configured correctly.</li> <li>• Ensure the User Account for an example user has the Authentication Type drop-down menu set to the correct SAML option User Account's username within Campus matches the value supplied to Campus by the IDP system.</li> <li>• This is typically the fully qualified account email within the IDP system by default.</li> </ul>
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<b>Identity Provider's Support Team</b>	<p>The identity provider's support team can:</p> <ul style="list-style-type: none"> <li>• Address any questions about configuration within the Identity Provider's own system.</li> <li>• Support the processes of renewing certificates and generating Identity Provider metadata (either through a Metadata URL or Metadata XML file) within their own system. These processes are specific to each identity provider; consult your Identity Provider's documentation or support team.</li> </ul>
<b>Campus Support</b>	<p>Campus Support can:</p> <ul style="list-style-type: none"> <li>• Ensure the Campus integration conforms to the SAML standard.</li> <li>• Provide setup documentation.</li> </ul>