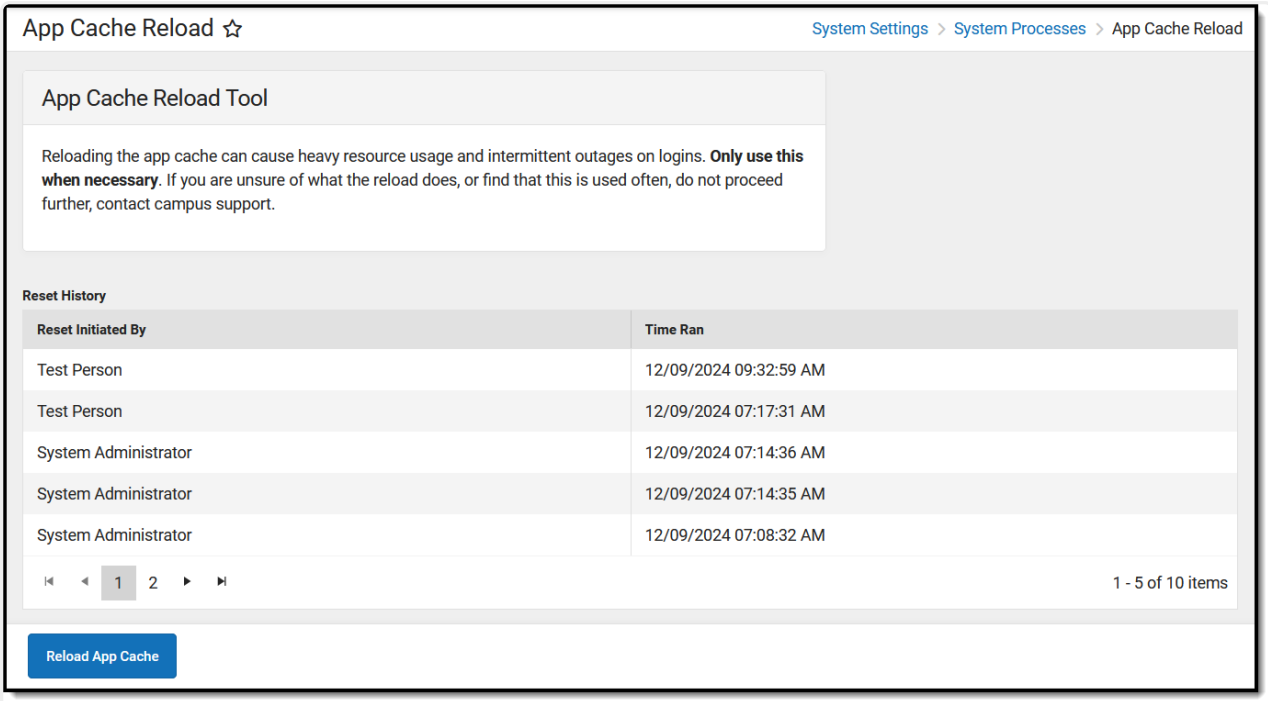
App Cache Reload

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Tool Search: App Cache Reload

The App Cache Reload tool lets system administrators manually trigger a full reload of the Infinite Campus application cache. This is done entirely within Campus - no involvement from Campus Support is required to run it.

The app cache holds in-memory data that Campus loads at startup and references frequently to avoid hitting the database on every request. This includes items such as dictionary entries and other system-level configurations. When changes are made to this data directly in the database (rather than through the UI), the running application won't see them until the cache is refreshed.



The App Cache Reload tool lets system administrators manually trigger a full reload of the Infinite Campus application cache.

Reloading the app cache can cause heavy resource usage and intermittent login outages.

When the reload runs, it forces the application to rebuild its in-memory cache from the database. During this process, users attempting to log in may experience errors or delays. Only run this during low-traffic periods when possible, and communicate to affected users beforehand if practical. If you find yourself running it frequently, that is a signal something else is wrong. Contact Campus Support.

Before you start

Only use this tool when:

- Dictionary items have been modified directly in the database and need to be reflected in the UI without restarting the application
- Campus Support instructs you to run a cache reload as part of troubleshooting a one-off issue

Do NOT use this tool routinely.

This tool can be accessed and used only by system administrators and users with a Student Information System (SIS) product security role.

Initiate an App Cache Reload

1. Click the **Reload App Cache** button.
2. A confirmation screen appears, stating, "You you are about to reload the app cache, are you should you would like to proceed?" Click **OK** to confirm or **Cancel** to abort.

Impact

The reload starts immediately after confirmation. The button disappears while the reload is running. The entire flow is logged, so if you ever need to confirm whether a reload happened and who ran it, both the Reset History grid and the application logs will have that information.

What's next?

You've completed this task. There are no additional steps.

Troubleshooting

Issue	What to Check
The Reload App Cache button is not visible	A reload may already be in progress - wait for it to complete and refresh the page. Also check tool rights: Write rights to **System Administration > Preferences > App Cache Reload** are required to see and use the button.
Users are getting login errors after a reload	This is expected behavior during an active reload. The cache is being rebuilt, and login attempts may fail intermittently. Advise users to wait a few minutes and try again.

Issue	What to Check
I need to run a cache reload but don't have access to this tool	Contact your system administrator or Campus Support to initiate the reload on your behalf.