

Keeping Custom Services Up-to-Date

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Custom/third party services your district has established that connect to the Infinite Campus database in some way are outside the Campus Support team's [Scope of Support](#). Custom/third party services are supported by the individual or group who coded them.

If your district has at some point set up custom/third party services that connect directly to the Infinite Campus database (via ODBC, OLE DB, or other third party applications/scripts), ensure those services are able to connect after your Infinite Campus site is migrated to a new server or new hosting model. If a service is not able to connect, those custom/third party services may be using an out-of-date driver (or out-of-date application framework/operating system configuration).

Ensure custom/third party services are using the latest versions of database clients and drivers.

Example error messages that could indicate this sort of issue (not exhaustive):

- *"ERROR [08001] [Microsoft][ODBC SQL Server Driver][TCP/IP Sockets]SSL Security error"*
- *"[DBNETLIB]ConnectionOpen(SECDoClientHandshake()).JSSL Security error."*
- *"The underlying connection was closed: An unexpected error occurred on a send."*
- *"System.IO.IOException: Authentication failed because the remote party has closed the transport stream."*

Microsoft ODBC Connections

Ensure applications or scripts are using the latest driver. From Microsoft: "The SQL Server Native Client (SQLNCLI or SQLNCLI11) is not recommended for new application development. Switch to the latest **Microsoft ODBC Driver for SQL Server** going forward."

Microsoft OLE DB Connections

Ensure applications or scripts are using the latest driver. From Microsoft: "The new OLE DB driver is **Microsoft OLE DB Driver for SQL Server** (MSOLEDBSQL)." (The old OLE DB driver, Microsoft OLE DB Provider for SQL Server (SQLOLEDB), was deprecated by Microsoft in 2005.) See [Microsoft documentation](#), including connection string examples.

Microsoft SQL Server Integration Services (SSIS)

If your district hosts an SSIS instance that integrates with Infinite Campus via an ODBC connection, ensure you're using the latest driver. (See Microsoft OLE DB connections above.) It should show as "**Native OLE DB\Microsoft OLE DB Driver for SQL Server**" (the newer driver) not as "Native OLE DB\Microsoft OLE DB Provider for SQL Server" (the old driver).

Microsoft Visual Studio

For custom services that use Visual Studio, ensure you're using an up-to-date version of Visual Studio.

Microsoft's .NET framework

For applications and scripts that connect to the Infinite Campus database and utilize the .NET framework: legacy and out-of-date applications may not follow best practices as defined by Microsoft, and will require attention from the team or individual at your district responsible for that application or script so they can be coded and configured appropriately.
