Locating Your Campus Version and App Server Information

Last Modified on 09/03/2025 1:26 pm CDT

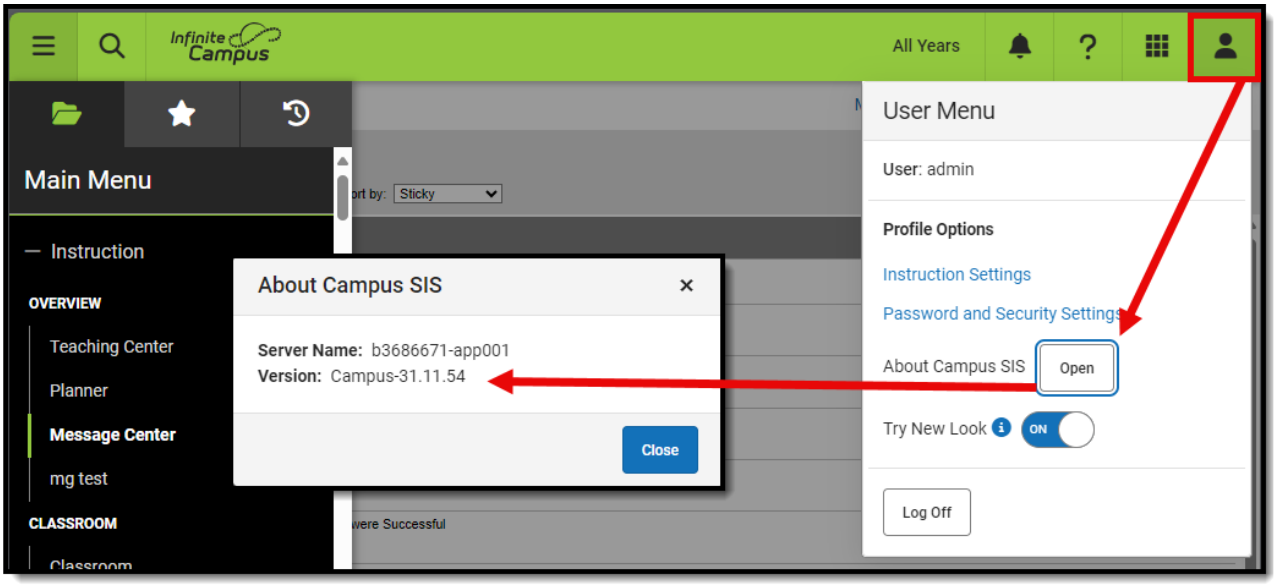
Looking Up Your Campus Version | Looking Up Your App Server Name

Looking Up Your Campus Version

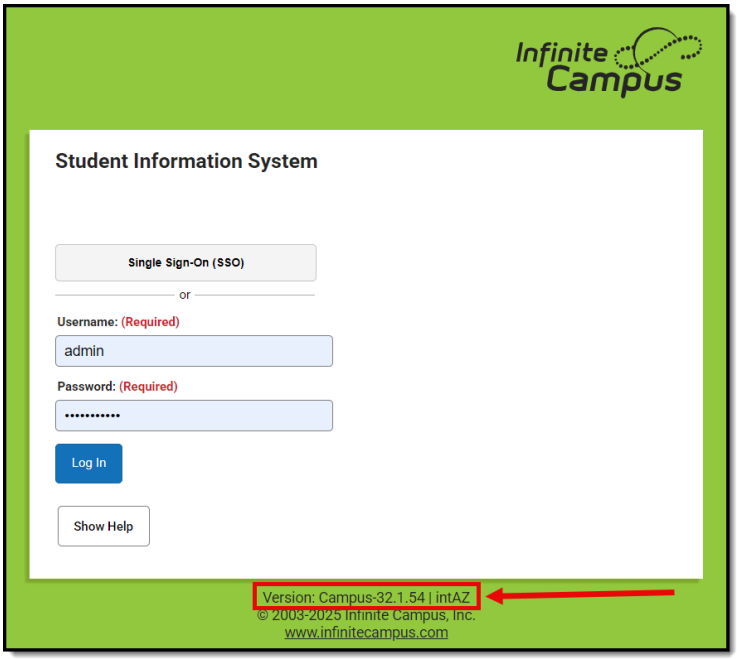
To look up your Campus Version:

1. Click the User Menu 
2. Click the **Open** button next to About Campus SIS (see image below)

A window will appear indicating your **Version** (Campus Version). This information is useful when working with Infinite Campus on a Support ticket or when understanding which features are available based on the Campus Version you are currently running.



If you're not logged into Campus you can also find this information on the Campus login page near the bottom of the screen (see image below).

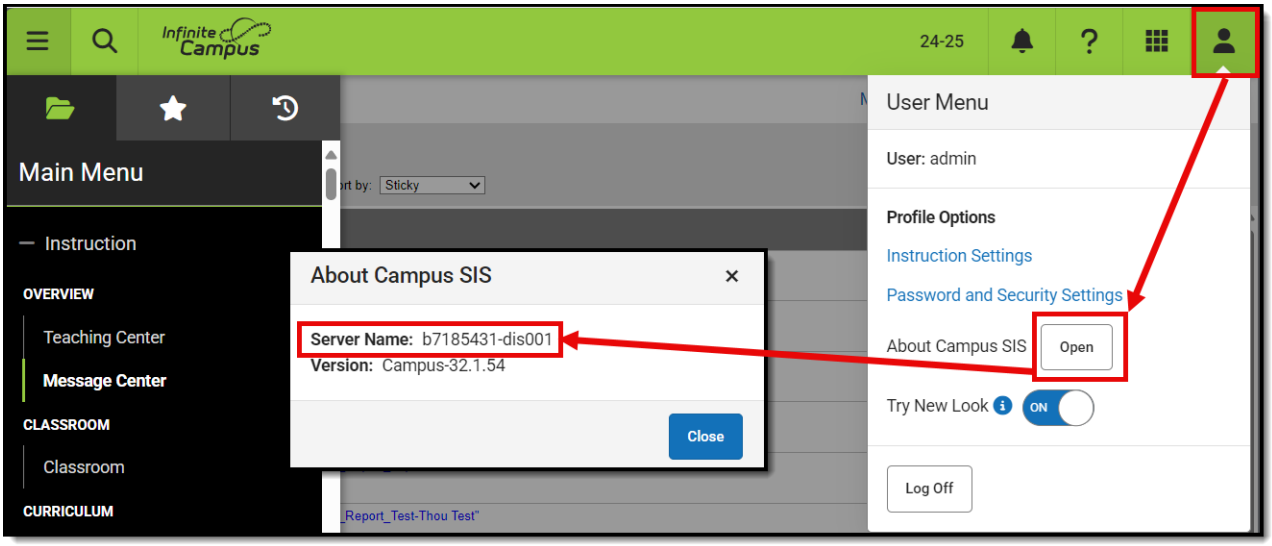


Looking Up Your App Server Name

Depending on your hosting model, your Campus site may distribute the load across multiple identical servers, known as "Campus app servers." If your district utilizes multiple app servers, your session will be directed to one specific app server at random when you reach the login screen, and you will use that particular server for the duration of your session. If you encounter an issue that seems "random" or "intermittent," it is possible that the problem is occurring only on one app server and not on the others. Therefore, it can be helpful to know which app server you are using when you experience an issue, as this information can assist in troubleshooting.

To look up your App Server information:

1. Click the User Menu 
2. Click the **Open** button next to About Campus SIS (see image below)
3. Locate the **Server Name** field. This is the app server you are currently using for your session.



You can also find your app server name on the Campus login screen by clicking the **Show Help** button and finding the App Server field (see image below).

