

Supported Platforms

July 2019

This document is intended for restricted use only.

Infinite Campus asserts that this document contains proprietary information that would give our competitors undue advantage should they come into possession of any part or all of it. As such, this document cannot be publicly disclosed unless so ordered by a court of competent jurisdiction.

©2019 Infinite Campus, Inc. All rights reserved.

INFINITE CAMPUS and Transforming K12 Education are registered trademarks of Infinite Campus, Inc. The INFINITE CAMPUS logo is a trademark of Infinite Campus, Inc. This publication, or any part thereof, may not be reproduced or transmitted in any form or any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, by anyone other than Infinite Campus, Inc. without written permission of Infinite Campus, Inc., 4321 109th Avenue NE, Blaine, MN 55449, tel. (651) 631-0000, email info@infinitecampus.com.

Supported Platforms

This page contains information on the platforms generally supported for use with Campus.

- [Upcoming Changes to Supported Platforms](#)
- [Supported Browsers](#)
- [Third-Party Software Minimums](#)
- [Campus Student and Parent App](#)
- [Accessing Campus on Mobile/Tablet Devices](#)
- [Point of Sale Terminal Minimums](#)
- [Frequently Asked Questions \(FAQ\)](#)

For recommended browser settings, see the following article:

- [Recommended Browser Settings](#)

Upcoming Changes to Supported Platforms

Notable upcoming changes to platform support are summarized in the following table.

Item	Details	Effective Date
POSReady7	Following Microsoft's end of life for POSReady7, Campus will no longer support POSReady7 as of this date.	10/12/2021
Campus Mobile Portal	The Campus Mobile Portal app will be deprecated as it has been replaced by the Campus Parent and Campus Student apps.	TBD

Supported Browsers

The following table displays supported combinations of browsers for general use of Campus.

Windows	
Browser	Supported Version
Internet Explorer	IE 11.x
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.
Edge	Campus supports the current and most recent previous version of Edge.
Mac	
Browser	Supported Version

OTHER INFORMATION - SUPPORTED PLATFORMS

Safari	Safari 9.x Safari 6, 7, and 8 are no longer supported. Please update to Safari 9. If you have you issues, please contact Campus Support.
Chrome	Campus supports the current and most recent previous version of Chrome.
Firefox	Campus supports the current and most recent previous version of Firefox.
ChromeOS (Chromebook)	
Browser	Supported Version
Chrome	Campus supports the current and most recent previous version of Chrome. To ensure the best performance and compatibility, Campus recommends running the most up-to-date version of ChromeOS. Finance/HR users will need to allow the use of the Flash plugin. Due to ChromeOS lack of Java support, Cafeteria Serve, Schedule Wizard, the Service Layout portion of the Application Manager, and Online Registration will not be accessible within Campus.
iOS	
Browser	Supported Version
	The Campus web application (with the exception of Control Center and Campus Student) is currently not supported for use on iOS devices.
Android	
	The Campus web application (with the exception of Control Center and Campus Student) is currently not supported for use on Android devices.

Third-Party Software Minimums

The following table describes the Campus-supported minimum versions of third-party software needed to properly use Campus.

Adobe Flash	Adobe Flash Player 10.X or higher is required for use of the Data Analysis tool on all Campus-supported platforms.
--------------------	--

<p>The Finance Premium Product requires Adobe Flash Player 10.1 or higher. ▾ Click here to learn more about our transition away from Flash The Finance modules, originally written in Flex/Flash technology, are being rebuilt because Flash is being retired by Adobe and major web browsers in the year 2020. If you're using Campus Finance, you're likely seeing a related pop-up warning when you access a module and this will continue until we complete the transition to a rebuilt set of tools.</p> <p>We plan to release changes module by module, with Accounts Payable being the initial release.</p> <p>Modules to follow Accounts Payable are listed below in release order; however, priorities and technical dependencies may cause reordering:</p> <ul style="list-style-type: none"> • General Ledger Processing • Cash Management/Accounts Receivable • Purchasing/Requisitions • General Ledger Setup • Budgeting <p>We will announce the release for each new module approximately 30 days in advance.</p>		
Java Version	<p>Campus .1809+</p>	<p>Standard Version 8 (Java 1.8_152+)</p> <p>Please avoid upgrading to Java 1.8_221+ due to the information described in the warning below.</p>
	<p>Campus .1805 and below</p>	<p>Standard Version 7 (Java 1.7)</p>
<div style="border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;"> <p>Oracle, who owns the version of Java we use in our products (i.e. Java Webstart is used in POS and Schedule Wizard), decided to transition to a paid licensing model from their formerly free model. For Campus users, this change began to take place in April 2019 when Java 8 version 211 became available.</p> <p>At this time, users that attempt to apply the Java 8 version 211 update will be presented with a warning message from Oracle that tells them they need to purchase a commercial version of Java to continue using it.</p> <p>Districts should NOT download and install Java updates beyond Java 8 version 202 for now. Infinite Campus is transitioning our application to utilize the OpenJDK version of Java (and Webstart). Once a fully integrated version is available, customers will be transitioned to that. In the interim, Java 8 v.202 is a fully stable and secure version and there is no immediate need or benefit to update a Java installation beyond that. We will keep customers updated should this change.</p> </div>		

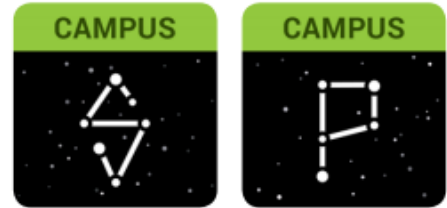
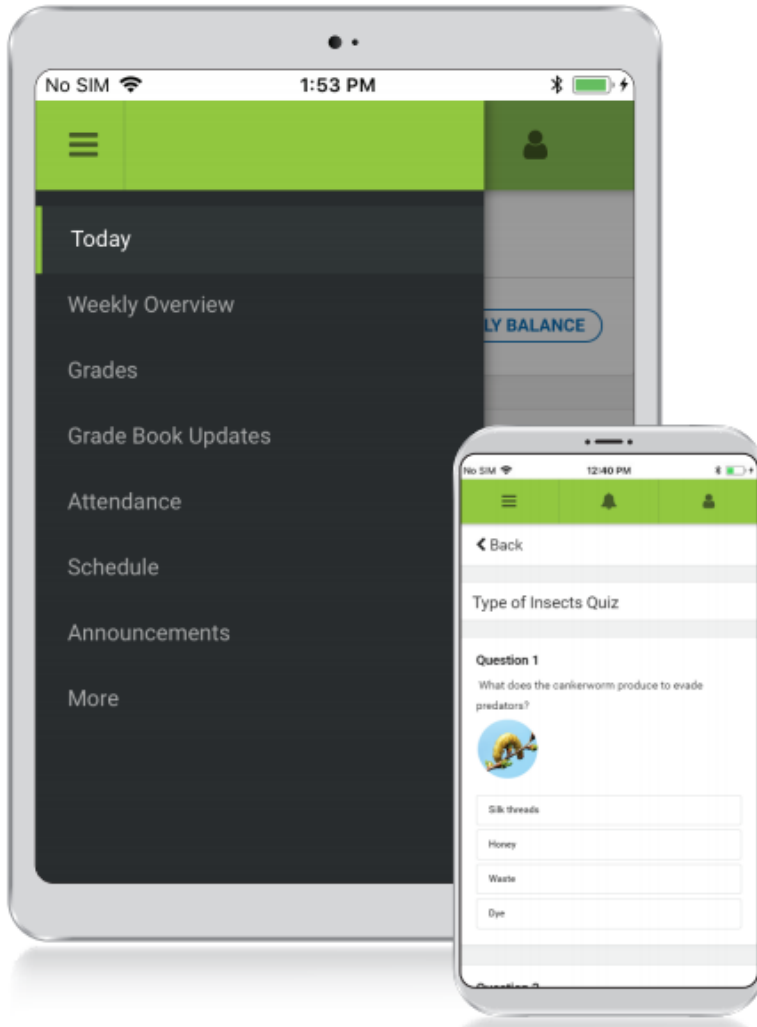
Campus Student and Parent App

Campus Student and Parent Apps apps are designed to provide real-time access to student information such as grades, assignments, attendance, schedules, and announcements.

OTHER INFORMATION - SUPPORTED PLATFORMS

These apps can be downloaded from the [Apple App Store](#) and [Google Play](#). The following devices/OS versions are supported:

Device	Minimum OS
Apple iOS Devices (iPod Touch, iPhone, iPad)	iOS 9.0+
Android Devices (Phones and Tablets)	Android 4.1+



Infinite Campus Mobile Apps can be downloaded through the Apple App Store or Google Play Store



Campus Mobile Portal App

The Campus Mobile Portal app is supported for the following devices/OS versions:

This app will be deprecated in the near future. Users are highly encouraged to use the Campus Student and Campus Parent apps.

Device	Minimum OS
Apple iOS Devices (iPod Touch, iPhone, iPad)	iOS 6.0+
Android Devices (Phones and Tablets)	Android 4.0+

First generation of iPhone and iPod Touch is not supported. BlackBerry and Windows-based mobile phones are not supported.

For Android users, Campus does not support screen sizes deemed too small for the Google Play store.

Accessing Campus on Mobile/Tablet Devices

With each release, Infinite Campus continues to work on and improve the user experience of accessing the Campus web application on mobile and tablet devices. Responsive design throughout the product allows tools to resize based on a device's screen size and resolution and navigation throughout the product allows for touchscreen interaction.

Please note there are some Campus features which use Java or Flash which aren't supported on today's mobile operating systems.

Point of Sale Terminal Minimums

The following table indicates the recommended minimum operating requirements for use of Campus Food Service on Point of Sale terminals:

Campus does not support Campus Food Service running on Macintosh-based terminals at this time. All terminals must be PC based.

	Supported Minimums
	Infinite Campus recommends users operate at or above the levels listed below.

<p>Operating System</p>	<p>Supported: POSReady 7, Windows 8.0, Windows 10 Recommended: Windows 10</p> <div data-bbox="435 306 1414 411" style="border: 1px solid #fde725; padding: 5px; margin: 10px 0;"> <p>As of Release Pack .1833, POS functionality and drivers have been updated to support POS-X cash drawers.</p> </div> <div data-bbox="435 491 1414 596" style="border: 1px solid #fde725; padding: 5px; margin: 10px 0;"> <p><u>Districts are responsible for the management of Windows updates on Point of Sale (POS) terminals.</u></p> </div>
<p>Processor</p>	<p>Intel Celeron E1500 64-bit @ 2.2 GHz (Dual-Core)</p>
<p>Memory</p>	<p>1GB DDR2</p>
<p>Hard Drive</p>	<p>160GB 7200RPM SATA-300</p>
<p>Network Connection</p>	<p>10/100 full duplex wired</p>

Java	<p>Java 1.8.x</p> <p>Campus recommends using the 64-bit version of Java. Please avoid upgrading to Java 1.8_221+ due to the information described in the warning below.</p> <p>Oracle, who owns the version of Java we use in our products (i.e. Java Webstart is used in POS and Schedule Wizard), decided to transition to a paid licensing model from their formerly free model. For Campus users, this change began to take place in April 2019 when Java 8 version 211 became available.</p> <p>At this time, users that attempt to apply the Java 8 version 211 update will be presented with a warning message from Oracle that tells them they need to purchase a commercial version of Java to continue using it.</p> <p>Districts should NOT download and install Java updates beyond Java 8 version 202 for now. Infinite Campus is transitioning our application to utilize the OpenJDK version of Java (and Webstart). Once a fully integrated version is available, customers will be transitioned to that. In the interim, Java 8 v.202 is a fully stable and secure version and there is no immediate need or benefit to update a Java installation beyond that. We will keep customers updated should this change.</p> <p>Campus .1809 introduces a dependency between Tomcat and Java 8. Users must update to Java 8 in order to update to Campus .1809 and beyond.</p> <p>Please see this article for more information.</p>
Internet Browsers	<p>Please refer to the Supported Browser Combinations section.</p>

Frequently Asked Questions (FAQ)

Expand the link below to view a list of frequently asked questions about Campus supported platforms:

✓ [List of Frequently Asked Questions](#)

What is a supported platform?

A supported platform is one that:

- Infinite Campus is regularly testing during the development cycle.
- Is available within Infinite Campus for support and developers to reproduce problems.
- Both Authorized support contacts at the district and the Campus Support team can work with.
- Bugs raised against it will be given priority.

Can I get assistance with running Campus on a platform that is not supported?

If you are running Campus on an unsupported platform, then we cannot guarantee providing any support for it.

How can I get Infinite Campus to be supported on a new or unsupported platform?

Supporting a new platform involves a significant investment of time by Infinite Campus. This investment includes up-front costs of setting up new testing environments, resources applied to fixing new issues, and on-going maintenance costs in the future. Therefore, we only support new platforms when there is significant demand to do so.

My organization has a standardized operation environment that Infinite Campus does not support. What can I do?

In this situation, you have the following two options:

1. Run Campus in the unsupported environment, with the caveats mentioned above.
2. Make an exception to your standardized operating environment and set up Campus based on its supported platforms.