



# INSTALLATION GUIDE FOR WINDOWS

2021-22



**Agile Technology Solutions**

Kite Student Portal is used by students completing KAP assessments. When running, Kite Student Portal covers the entire screen of the device, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing Kite Student Portal on testing machines prior to students completing an assessment.

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**Note: Kite Student Portal is supported for both 32-bit and 64-bit Windows® computers.**

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## INSTALLATION GUIDE OVERVIEW

This manual assists in the installation of Kite Student Portal on Windows® devices.

### A NOTE ABOUT GRAPHICS

Every effort was made to assure the graphics in this manual match what the users will see when downloading and using Kite Student Portal. Expect some slight differences depending on the operating systems used to access Kite Student Portal.

### DISCLAIMER

Kite® and the Kite logo are trademarks of The University of Kansas. All other trademarks referenced in this guide belong to their respective owners.

### GETTING HELP

Common tasks are described in this manual, but if you require additional assistance, please contact the Kite Service Desk using any of the methods below.

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**Phone (Toll Free): 855-277-9752**

**Email:**        [kap-support@ku.edu](mailto:kap-support@ku.edu)

**Live Chat:**    <https://educator.kiteaai.org/>

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### CHANGES TO THE GUIDE

The following table lists the changes made to this guide since the last major release of the documentation.

Change Logged	Page	Description of Change
July 2021	All	Updated for 2021-22 school year
9/22/2021	8-11	Added instructions for installing Student Portal if Windows blocks the download for security reasons.

## DOWNLOAD AND INSTALL KITE STUDENT PORTAL

### PREREQUISITES

Kite Student Portal requires the prerequisites listed below to work correctly. These are automatically installed with the .exe file and only need to be manually installed if using the .msi file.

- **.NET Framework 4.7.2 Runtime**  
<https://dotnet.microsoft.com/download/dotnet-framework/net472>
- **Microsoft Edge WebView2 Runtime**  
<https://go.microsoft.com/fwlink/p/?LinkId=2124703>
- **Visual C++ 2015-2019 Redistributable**  
<https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads>

### UNINSTALLING PREVIOUS VERSIONS

If a previous version of Kite Student Portal exists, you must uninstall it before installing the newest version. To uninstall an outdated version of Kite Student Portal, perform the following steps.

1. From the Start menu, right click over Kite Student Portal and select Uninstall.
2. Follow the on-screen prompts to uninstall the previous version.
3. In the Start menu search field, type **%AppData%** and press Enter.
4. Navigate to the ATS folder in the list and delete the entire folder.
5. Locate the Kite shortcut on the desktop and right click to delete the icon.
6. Restart your machine before continuing.

## DOWNLOADING CURRENT VERSION

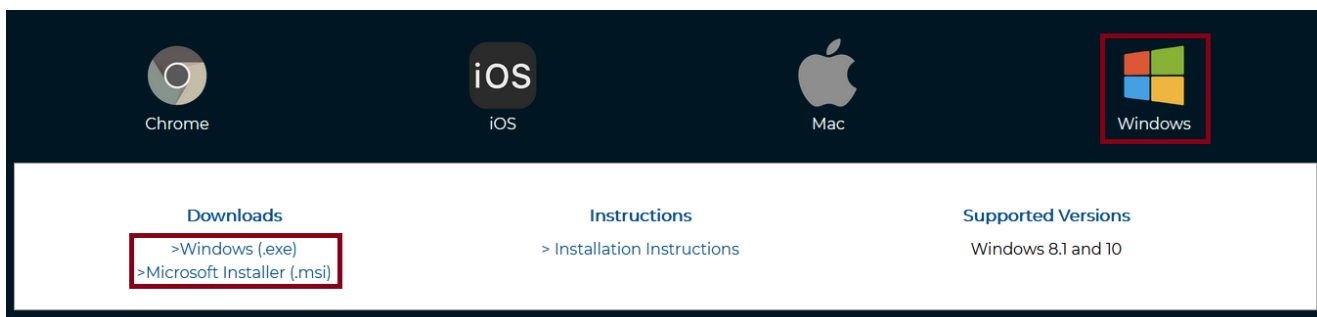
To download Kite Student Portal, perform the following steps:

1. Navigate to the [KAP Website](#) and click **For Educators and Administrators**.



2. Click on **Kite Technology** in the navigation menu.
3. In the Kite Student Portal section, click on the Windows icon and choose either Windows Executable (.exe) or Windows Microsoft Installer (.msi) under Downloads.

**Note:** Use the .exe file for all installations unless you prefer an .msi. The MSI version may prompt to install additional dependencies after the Kite Student Portal installation is complete. This is based on the computer's version of some Microsoft packages and could vary from computer to computer.

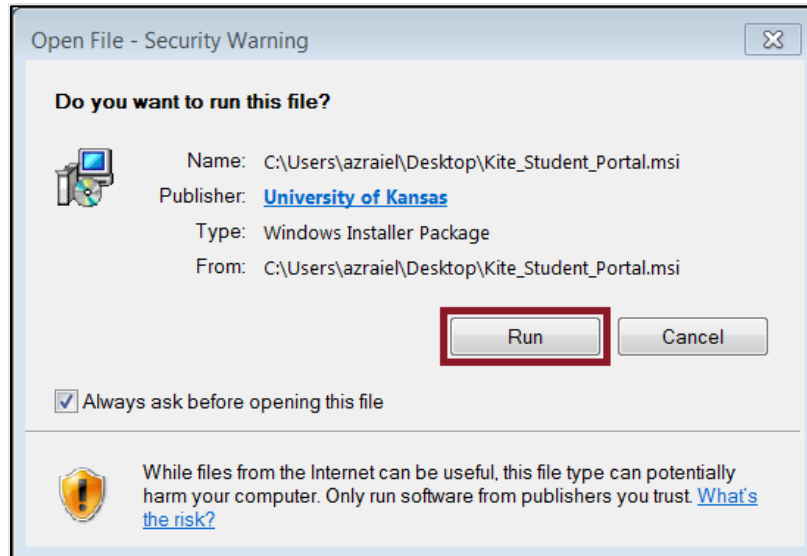


4. Click Save File.

## INSTALLING KITE STUDENT PORTAL

To install Kite Student Portal, perform the following steps.

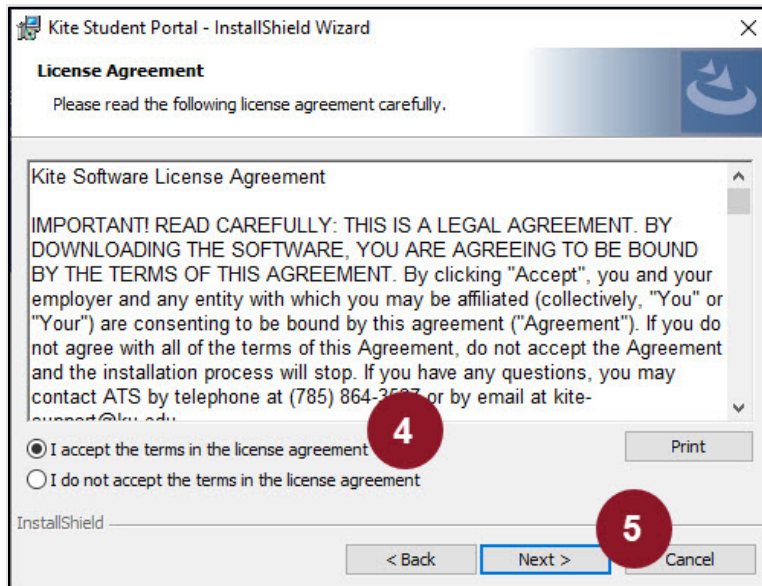
1. Locate the file you downloaded on your computer and open the file.
2. On the Security Warning dialog box, click Run or Run Anyway.



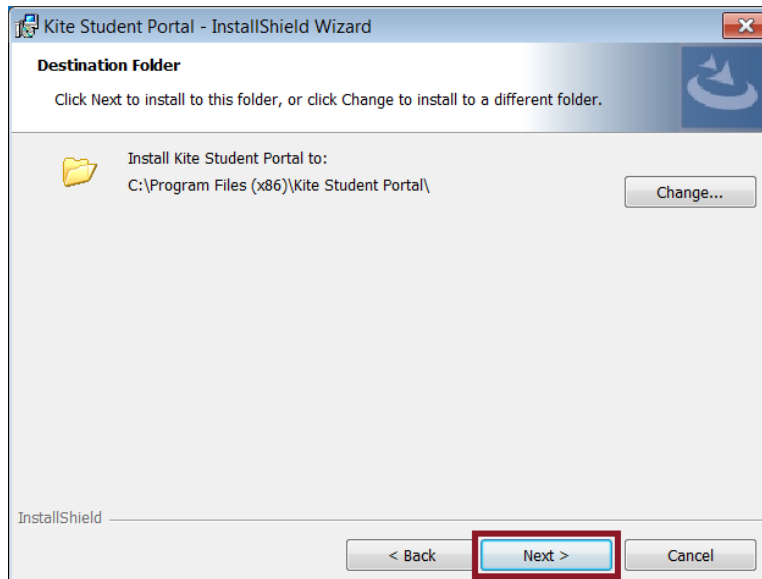
3. On the InstallShield Wizard dialog box, click Next.



4. On the License Agreement window, click I accept the terms in the license agreement.
5. Click Next.



6. Click Next on the Destination Folder window.



7. To begin the Kite Student Portal installation, click Install.
8. Your machine will ask, "Do you want to allow this app to make changes to your device?" Click Yes.
9. Once the installation is complete, click Finish.

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## ACCESSING THE APPLICATION

For more detailed information about using Kite Student Portal and its features, refer to the Kite Student Portal Manual for Test Coordinators.

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### OPENING KITE STUDENT PORTAL

Once Student Portal has been successfully installed, it can be accessed by the Kite Student Portal icon on your computer desktop or through the Start menu.

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### CLOSING KITE STUDENT PORTAL

To close Student Portal, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.





## TROUBLESHOOTING

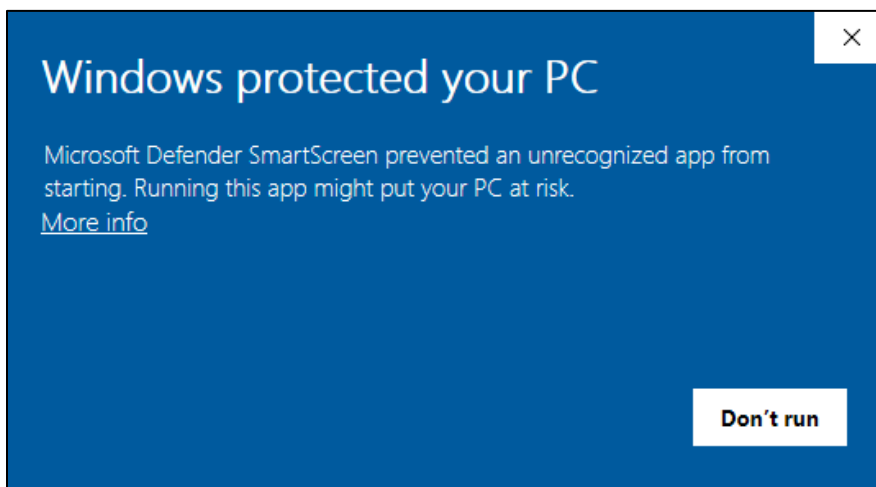
If you encounter any errors while using Kite Student Portal, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide. A few common issues and their solutions are below.

### MY BROWSER IS BLOCKING THE KITE STUDENT PORTAL DOWNLOAD.

There have been reports that Microsoft Edge is preventing the download of Kite Student Portal and displaying a message stating, “*Kite Student Portal.msi was blocked because it could harm your device.*” If you receive this message, please exit the Microsoft Edge browser and download the program using another web browser such as Google Chrome or Mozilla Firefox.

### MICROSOFT WINDOWS DEFENDER SECURITY WARNING WHEN ATTEMPTING TO INSTALL KITE STUDENT PORTAL.

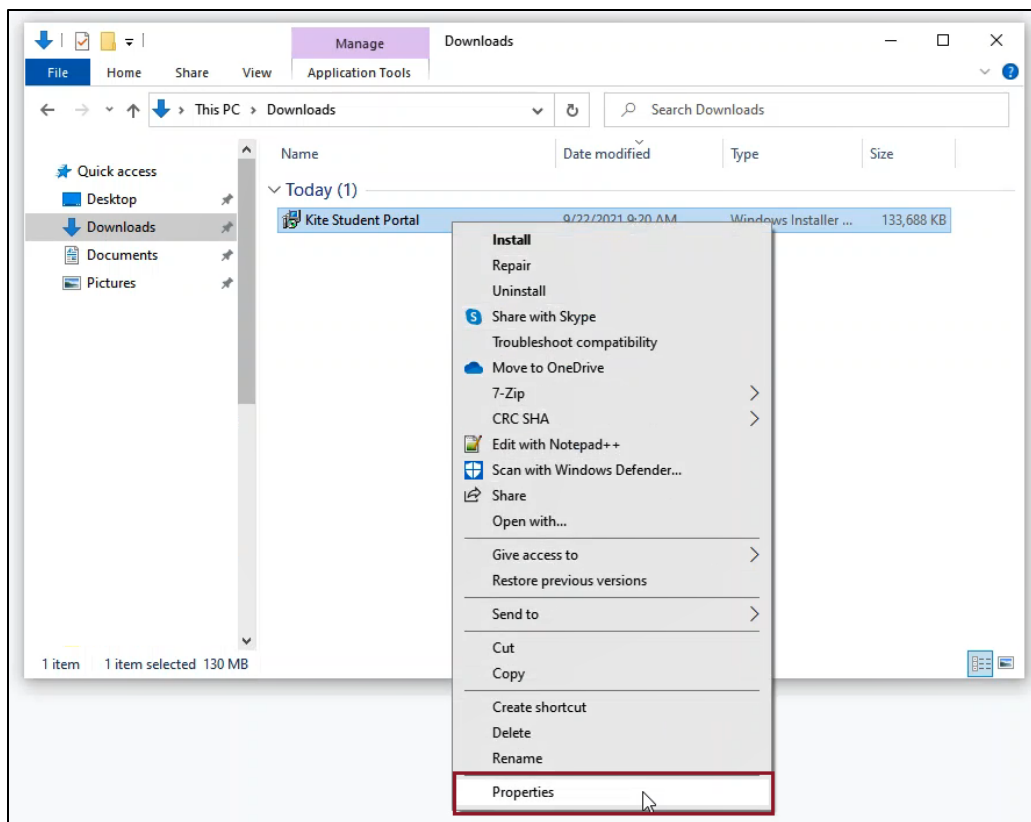
After downloading Kite Student Portal from your program’s website and attempting to begin the install process, your Windows device may display a Microsoft Defender security warning preventing the installation of Kite Student Portal.



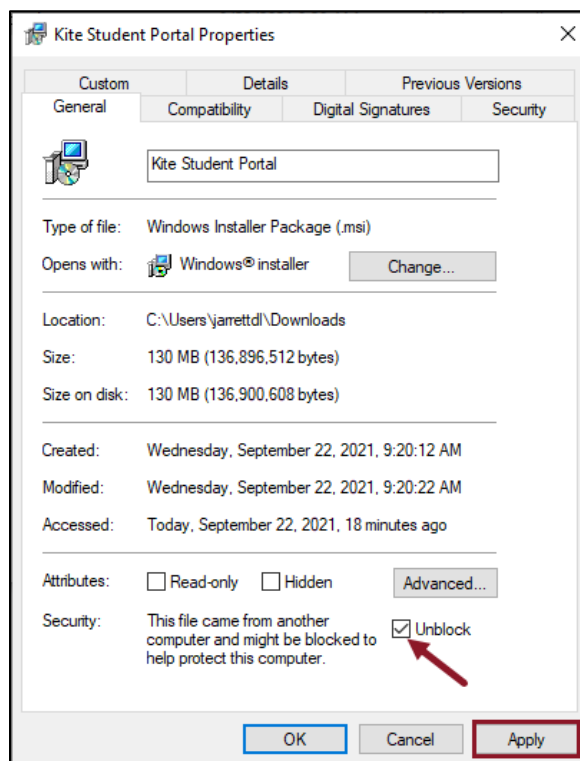
If you encounter this security warning, you can proceed with the installation by following either one of the steps outlined below.

#### PROCESS 1

1. Using a web browser other than Microsoft Edge, download Kite Student Portal.
2. Open Windows File Explorer.
3. In the Downloads folder, right click on Kite Student Portal.
4. Click Properties.



5. In the **General** tab, click Unblock at the bottom of the window.

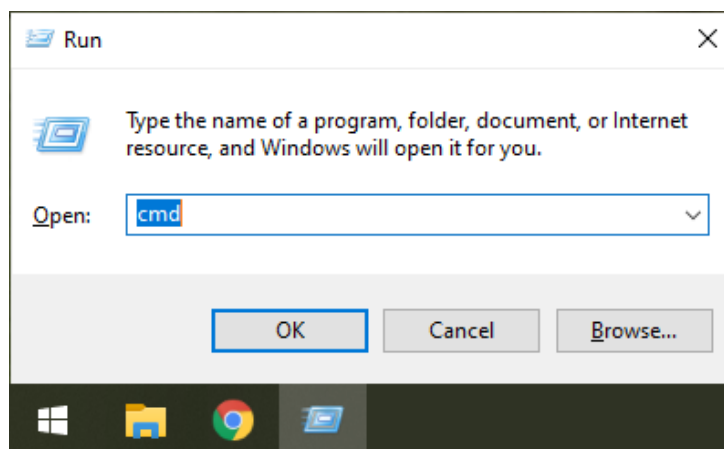


6. Click Apply, then click OK.
7. Back in the Downloads folder in the File Browser, double-click on Kite Student Portal to begin the install process.

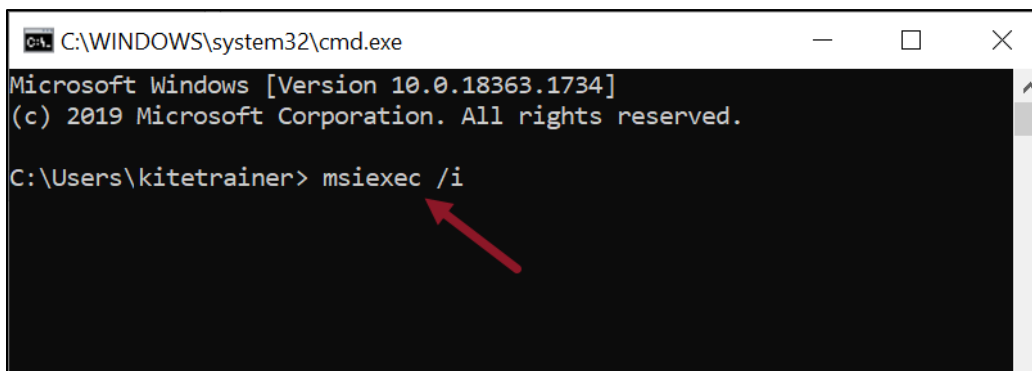
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## PROCESS 2

1. Press **Windows/Start + R** keys simultaneously to open the “Run” box.
2. Type “cmd” and then click “OK” to open a Command Prompt.



3. If installing the .msi file, type or paste the following text in the command line after `C:\Users\username> msixec /i`

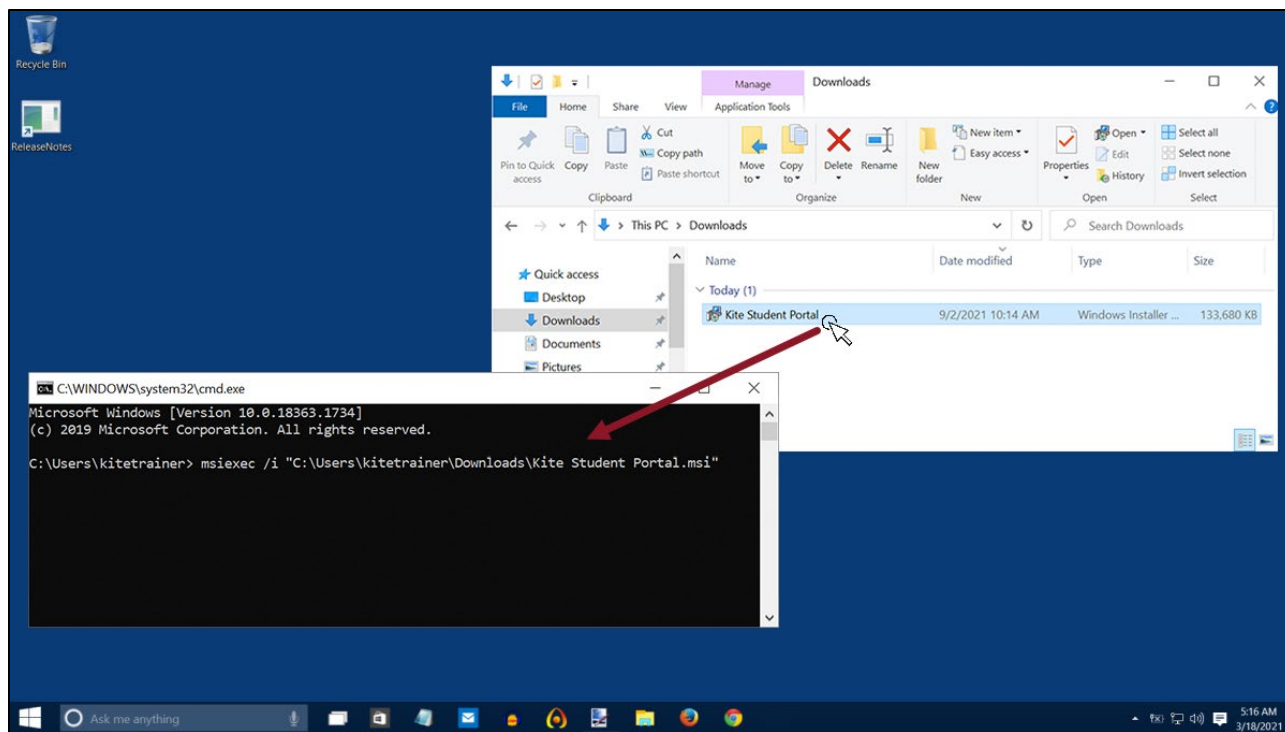


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**Note:** If you are installing the .exe file, DO NOT paste the “msiexec” text in the command line. Simply proceed to steps 4 and 5 for the .exe file.

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4. Open the File Explorer and navigate to the Downloads folder.
5. Click and drag the Kite Student Portal file into the command line.



6. Press Enter to begin the installation.

**I PRESSED THE POWER BUTTON ON MY DEVICE TO EXIT KITE STUDENT PORTAL AND POWER OFF. AFTER RESTARTING THE DEVICE, THE NORMAL REBOOT OPTIONS IN THE WINDOWS START MENU DO NOT DISPLAY. ALSO, I CANNOT ACCESS ANY REBOOT OPTIONS AFTER PRESSING CTRL+ALT+DELETE.**

In very rare cases, the Windows reboot options in the Start menu and/or the Ctrl+Alt+Delete window do not properly display after exiting the Kite Student Portal software via a hard reboot. In this instance, please restart your computer by pressing the power button again to shut off the device. Upon restarting the device, you should now see all normal reboot options in the Start menu again. If you restarted the device and still do not see the reboot options in the Start menu, please contact your IT administrator to perform the following troubleshooting steps on the device:

1. Open the Windows File Browser.
2. Navigate to your C: Drive.
3. Open the Program Files (x86) folder.
4. Open the Kite Student Portal folder.
5. Open the Reset folder.
6. Right-click on the KiteStudentPortal.ResetUtility.exe file and select "Run as administrator."
7. When asked if you want to allow this app to make changes to your device, click Yes.
8. Use the down arrow to select "Reset system configuration to default values"
9. Press the Enter key.

10. The next screen will say "Please enter the name of the user for which to reset all configuration values:"
11. Type in the username used to log in to the computer and press the Enter key.
12. When the process is finished, a line will display saying "Successfully reset all changes!"
13. You can now close the popup and should now be able to view options to reboot the device.

**ERROR MESSAGE: "KITE FAILED TO START A NEW SESSION! PLEASE CONSULT THE LOG FILES FOR MORE INFORMATION."**

Upon launching the application, I do not see the login screen. I get a popup stating "Kite failed to start a new session! Please consult the log files for more information."

The application install is corrupt and needs to be reinstalled.

1. Uninstall Kite Student Portal
2. Open the Task Manager
3. Click on the Services tab

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**Note: you may need to expand what you can see by clicking More Details.**

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4. Locate the KiteStudentPortal service
5. Right click and select Stop
6. Delete installed folder in C:\Program Files(x86)\Kite Student Portal
7. Delete app data folders:
  - %APPDATA%/ATS
  - %APPDATA%/KiteStudentPortal
  - %LOCALAPPDATA%/ATS
  - %LOCALAPPDATA%/KiteStudentPortal
8. Reinstall Kite Student Portal

You should no longer get this error upon launching the application.

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**ERROR MESSAGE: “THE ACTIVE DISPLAY CONFIGURATION IS NOT PERMITTED. PLEASE CONSULT THE LOG FILES FOR MORE INFORMATION”**

After installing Kite Student Portal and launching the application, I do not see the login screen. I get a popup stating “The active display configuration is not permitted. Please consult the log files for more information.”

This error occurs when launching Kite Student Portal and a second display is being used. Close Kite Student Portal, disconnect the second display, and launch the application again.

**RED SCREEN ASKING FOR AN ADMINISTRATOR OR QUIT PASSWORD**

When I launch Kite Student Portal, I get a prompt asking for an administrative or quit password.

This message appears when Kite Student Portal is exited incorrectly or another application has taken the focus away from the application. The secure password is not posted in this manual. Please contact the Kite Service Desk to request this password.