Kite Technology Training Webinar
2022-23 School Year

Hosts:
Charles Turner – Service Desk Lead
Katherine Kocen – Service Desk
Drew Jarrett – Web Team Lead
Cloudflare Benefits

• Improved security and protection from distributed denial of service (DDOS) attacks

• Better performance, including regional caching through use of Cloudflare's Content Distribution Network (CDN)

• Lower latency for schools when accessing cached Kite content
Kite Technology Resources

https://ksassessments.org/technology-coordinators

Technology Coordinators

Kite® Student Portal
Kite Student Portal is the secure application used by students to take tests. Once launched, students are prevented from accessing any unauthorized webpages or other applications while testing is in progress.

Click the device platform logos below to access Kite Student Portal installation links and instructions, a current list of supported platform versions, and additional resources to help promote a smooth testing experience.
Whitelisting

**Whitelisting using wildcards (recommended):**
- *.kiteaai.org
- https://ssl.google-analytics.com

**Whitelisting for applications that do NOT allow wildcards:**
- https://educator.kiteaai.org
- https://student.kiteaai.org
- https://ssl.google-analytics.com
- https://kite-ohkp-student-login.kiteaai.org
- https://kite-ohkp-student-click-history.kiteaai.org
- https://kite-ohkp-student-kelpa-audio.kiteaai.org
For the 2023 school year, the following devices and operating systems are supported:

- ChromeOS 91+
- iPadOS 14.3 - 15.5
- macOS 11.1 – 12.01
- Windows 8.1, 10 & 11

*Please reference the Technology Coordinators page for OS updates throughout the year.*
2023 Software Version

Mac and Windows

- There is an updated version of Kite Student Portal for Mac and Windows that needs to be installed for this school year
  - The current version is 9.0.0
  - There is no longer a KELPA specific client for Mac
    - KELPA Speaking assessments can now be taken using the Kite Mac Client

iPad and Chromebook

- There is an updated version for the 2023 school year
  - Current version is 9.0.0 for Chromebooks and 9.0.0 for iPad
  - If enabled, Kite Student Portal will auto-update
**ChromeOS**
- Available in the Chrome Web Store
- Must be installed in kiosk mode
- Install through Google Admin

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**Instructions**
- [Kite Student Portal Installation Guide – Chromebook (pdf)](#)
Installation

iPadOS
- Available in the App Store
- Can be installed individually or through MDM software

Downloads
- Kite Student Portal Download Link – iOS

Instructions
- Kite Student Portal Installation Guide – iPad (pdf)

Supported Platforms
- iPadOS 14.3 – 15.5
Installation

**Mac**
- Available in .dmg
- Can be pushed or installed on a single computer

Downloads
- [Kite Student Portal Download Link – Mac](#)

Instructions
- [Kite Student Portal Installation Guide – Mac (pdf)](#)

Supported Platforms
- macOS 11.1 – 12.0.1
Installation

**Windows**
- Available in .exe and .msi
- Can be pushed or installed on a single computer

Downloads
- Kite Student Portal Download Link – Windows (.msi)
- Kite Student Portal Download Link – Windows (.exe)

Instructions
- Kite Student Portal Installation Guide – Windows (pdf)

Supported Platforms
- Windows 8.1, 10, and 11
Local Caching Server (LCS)

Contact the Service Desk to discuss
Load Error – No Network Connection Detected

Issue:
• “Load Error, The Internet Connection appears to be offline”
• "An error occurred while loading page""; ERR_INTERNET_DISCONNECTED"

Cause:
• Student Portal recognizes that the device is not connected to Wi-Fi

Resolution:
• Select "End Exam" if on Mac or iPad, select "Cancel" on PC to closed the app and then verify you have a strong Wi-Fi signal and then relaunch the app
Certificate Error

Issue:
• “**uses an invalid security certificate” error

Cause:
• This is caused by SSL inspection/decryption

Resolution:
• Add the URLs from the whitelisting information in to pass through this process untouched
Issue:

• “Something went wrong while displaying Kite Student Portal”

Cause:

• The Chromebook cannot connect to the Kite servers

Resolution:

• Make sure the Chromebook has an internet connection
• Make sure the whitelisting has been done
• Verify the URL has not been changed
Failed to start a new session... consult log files

Issue:
• Error message: “Kite failed to start a new session! Please consult the log files for more information” or “Failed to initialize the Kite service! Kite will now terminate since the service is configured to be mandatory.”

Cause:
• Services are not running and not set to automatic

Resolution:
• Open Task Manager and use the services tab to ensure the service is running and set to automatic
• If the issue persists, uninstall remove the app data folders and then reinstall
  (The steps can be found in the Student Portal Install Guide – Windows)
Issue:
• A student is testing and a "Loading ..." message appears

Cause:
• Bandwidth or connection issue

Resolution:
• This usually resolves itself when the connection has been reestablished or the process of downloading/uploading is complete
• If the message does not go away, exit the test by rebooting the device, verify connection and proceed with testing
Red Screen

Issue:
• Red screen that cannot be exited. Could happen on Mac, PC, and iPads

Cause:
• Student Portal was shutdown improperly

Resolution:
• Enter the quit password
• Student portal needs to be closed with the “Close Kite” button every time

NOTE: For security reasons the Quit Password is not published in the manual or on the site. The password must be requested from the Kite Service Desk. The password has changed for 2023.
Missing Power Options on Windows

Issue:
• No options on the computer to shut down or restart
• Text: "No Power Options Available"

Cause:
• Rebooting the computer while Student Portal is running does not allow all the lock down features to close properly

Resolution:
• There is an executable file in \Program Files (x86)\KiteStudentPortal\Reset\KiteStudentPortal.ResetUtility
• Needs to be run as administrator. (The steps can be found in the Student Portal Install Guide – Windows)
External Display Error Windows

Issue:
• Error "The active display configuration..."

Cause:
• More than 3 displays are being used while launching Student Portal

Resolution:
• Disconnect the 4th or any additional displays, then relaunch Student Portal with 3 or fewer displays
Questions?

Please ask any questions using the Zoom chat.

Kite Service Desk
855-277-9752
7:00 a.m. – 5:00 p.m. Central
kap-support@ku.edu