PRESENTED BY ATS

2024-25 KAP Kite Technology Training

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Kite Technology Training Overview

- Kite Infrastructure
- Technology Resources
- System Requirements
- Troubleshooting

Kite™ TECHNOLOGY

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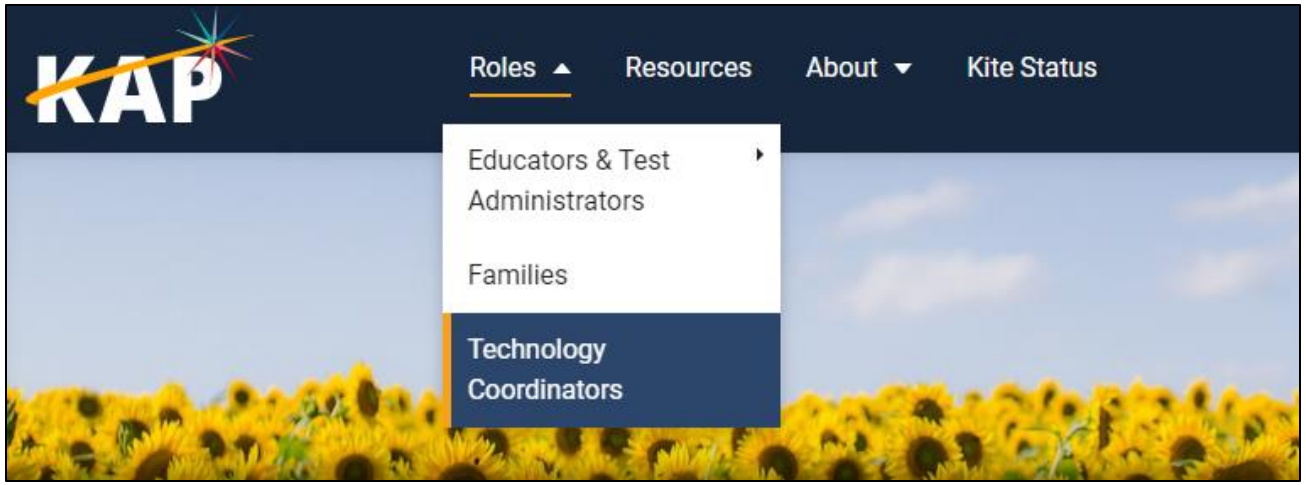
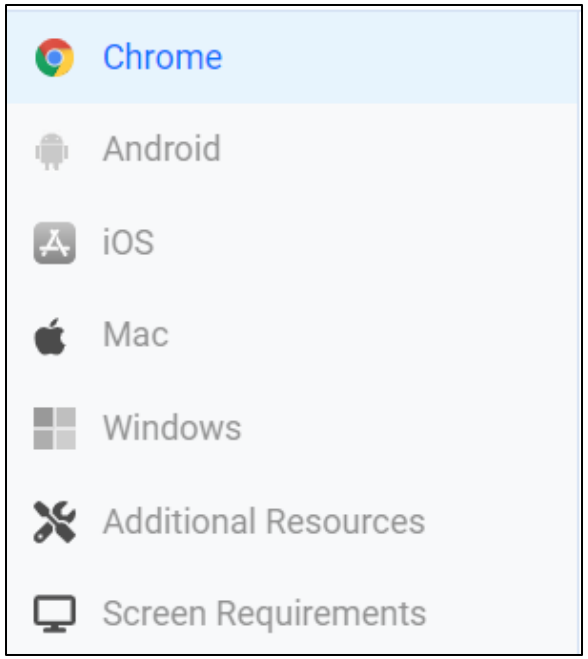
Cloudflare Benefits

- 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

Resources for Kite Technology Coordinators





https://ksassessments.org/technology-coordinators

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System Requirements

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Whitelisting

Whitelist the following URLs

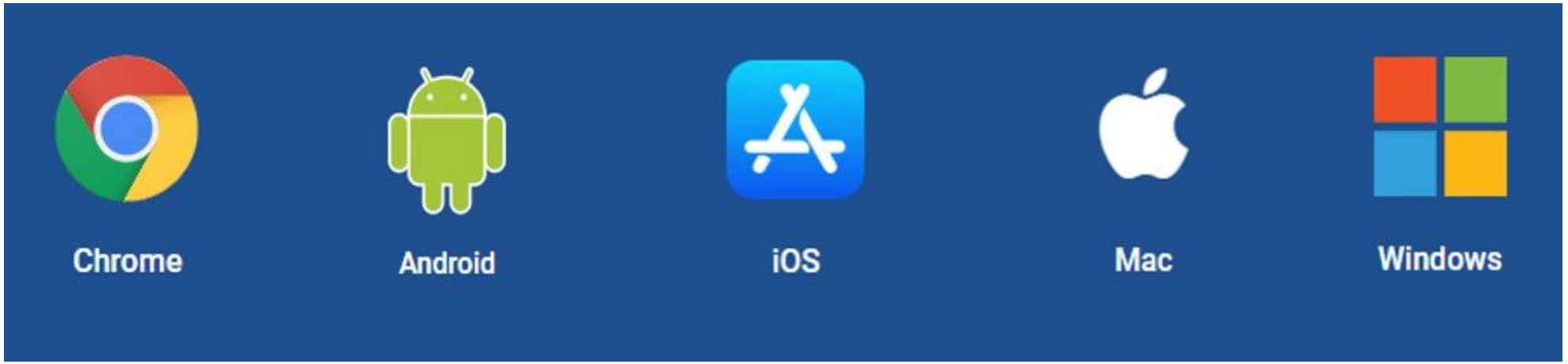
*.kiteaai.org
https://ssl.google-analytics.com

If you are unable to whitelist wildcards, whitelist the URLs below

https://educator.kiteaai.org
https://student.kiteaai.org
https://kite-ohkp-student-login.kiteaai.org/
https://kite-ohkp-secondary-student-login.kiteaai.org/
https://kite-ohkp-student-click-history.kiteaai.org/
https://kite-ohkp-secondary-student-click-history.kiteaai.org/
https://kite-ohkp-student-kelpa-audio.kiteaai.org/
https://kite-ohkp-secondary-student-kelpa-audio.kiteaai.org

Requirements for Student Portal

For the 2024-2025 school year, the following devices and OS are supported:



ChromeOS	Limited	iPadOS	MacOS	Windows
108+		15.8.2 - 17.4.1	12.7.4 – 14.4.1	10 & 11

*iOS 17.1 & 17.2 are not supported

Please reference the Technology Coordinators page for OS updates throughout the year.

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Software Versions for 2024-25

Version 11.0.0 is the **new** version of Kite Student Portal for the 24-25 School Year

Mac and Windows

- Installation Guide and download links found under the Technology Coordinator section of the KAP website.

iPad and Chromebook

- If enabled, Kite Student Portal will auto-update
- Otherwise, Installation Guides for iPad and Chromebook can be found under the Technology Coordinator section of the KAP website.

Android

- Contact the Kite Service Desk to verify the Android Tablet model is supported

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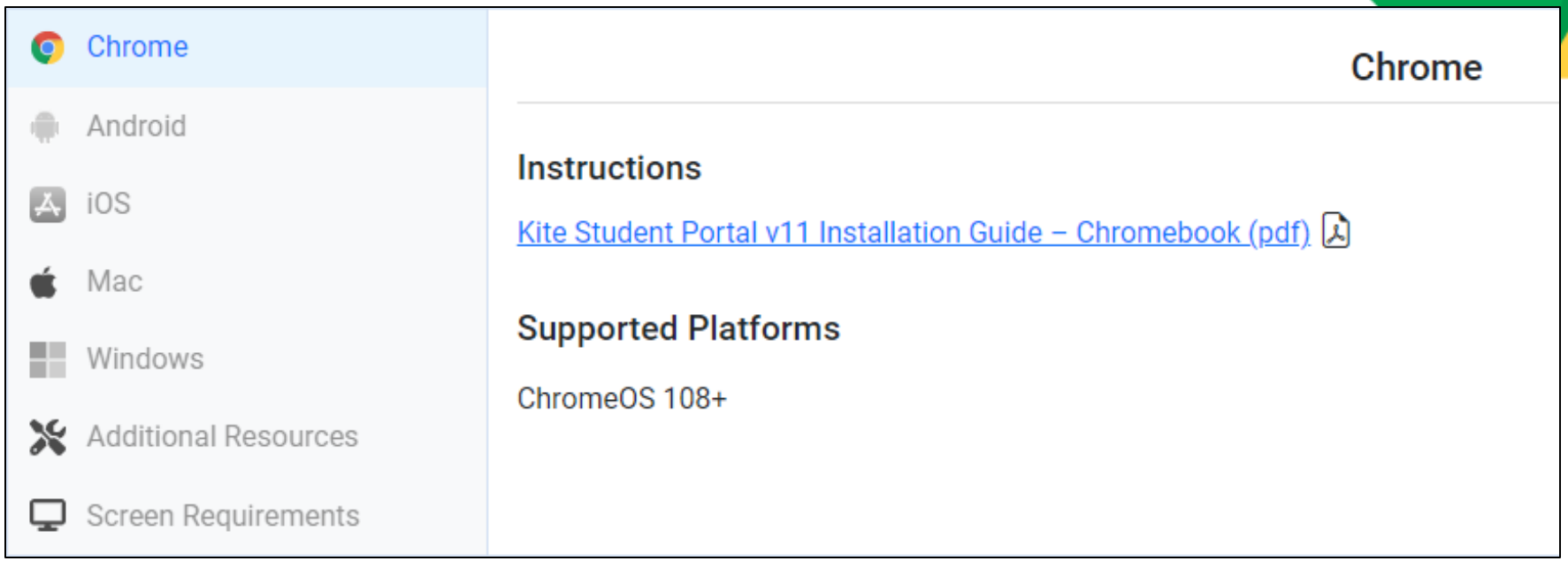
Accessible Client

- **Accessible Client**
  - Available for PC devices
  - Used for assistive technology devices, such as Eye Gaze
  - Contact the Kite Service Desk to get the download
    - Used very rarely
    - Download **not** available on the KAP website

Installation

ChromeOS

- Available in the Chrome Web Store
- Must be installed in kiosk mode through Google Admin



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Installation

Android

If you plan to use Android tablets for the 2024-25 school year, please contact the Kite Service Desk first

- Some Android tablet models may not be supported for secure testing and must be preapproved

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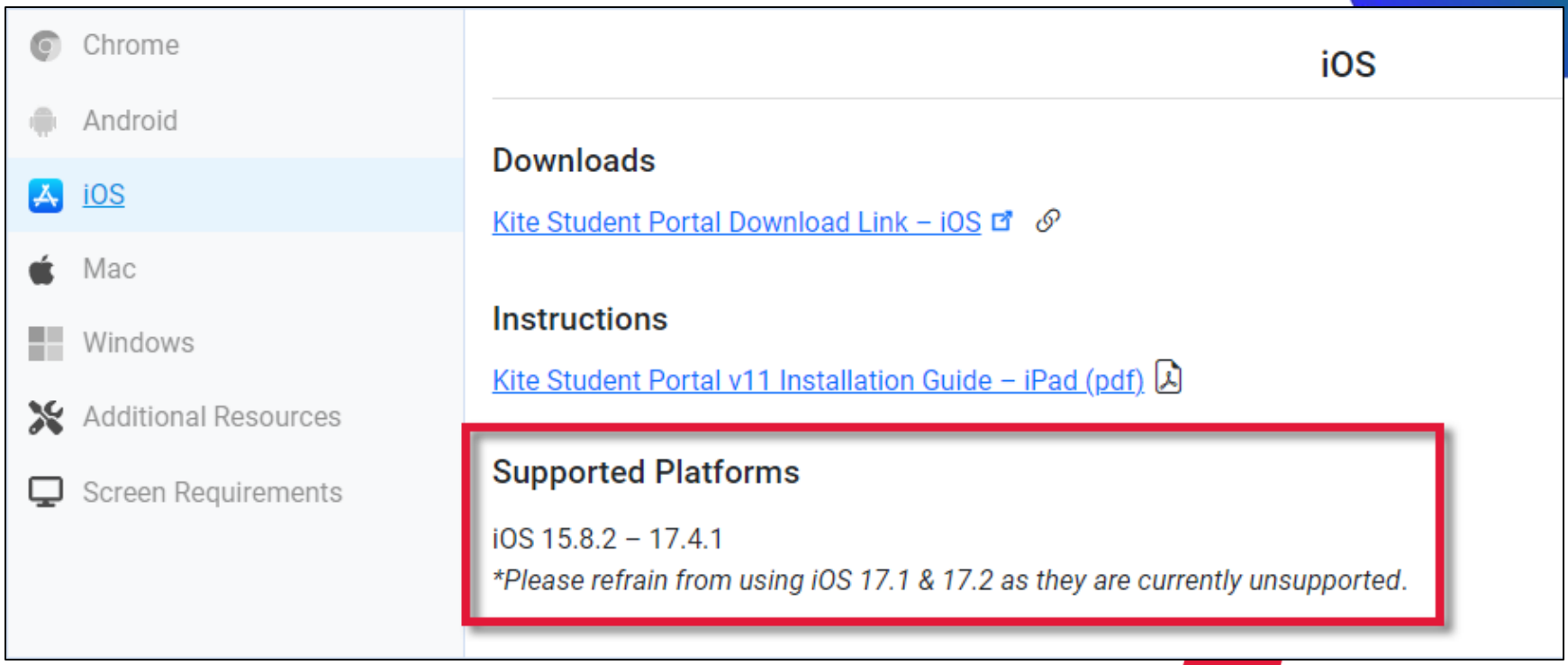
Installation

iPadOS

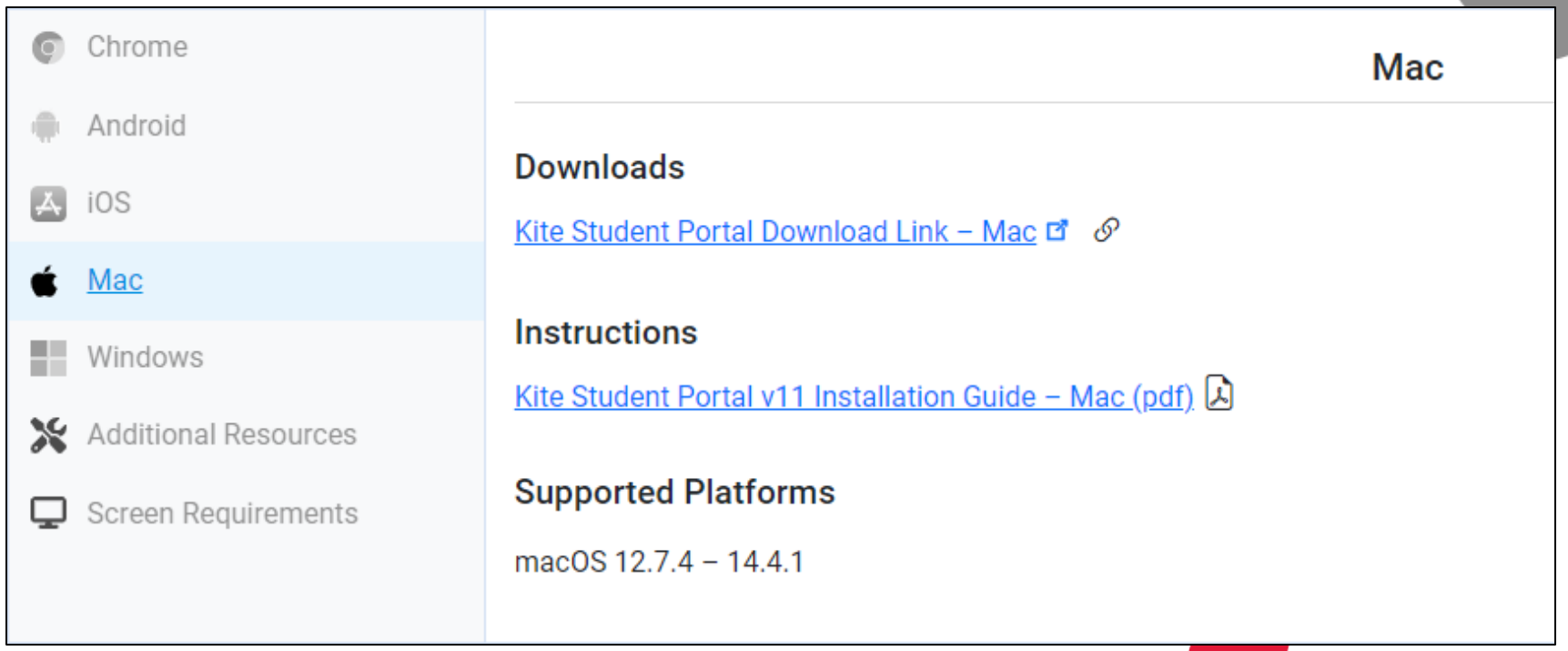
- Available in the App Store
- Can be installed individually or through MDM software



Installation

Mac

- Available in .pkg
- Can be installed on a single machine or pushed out to multiple



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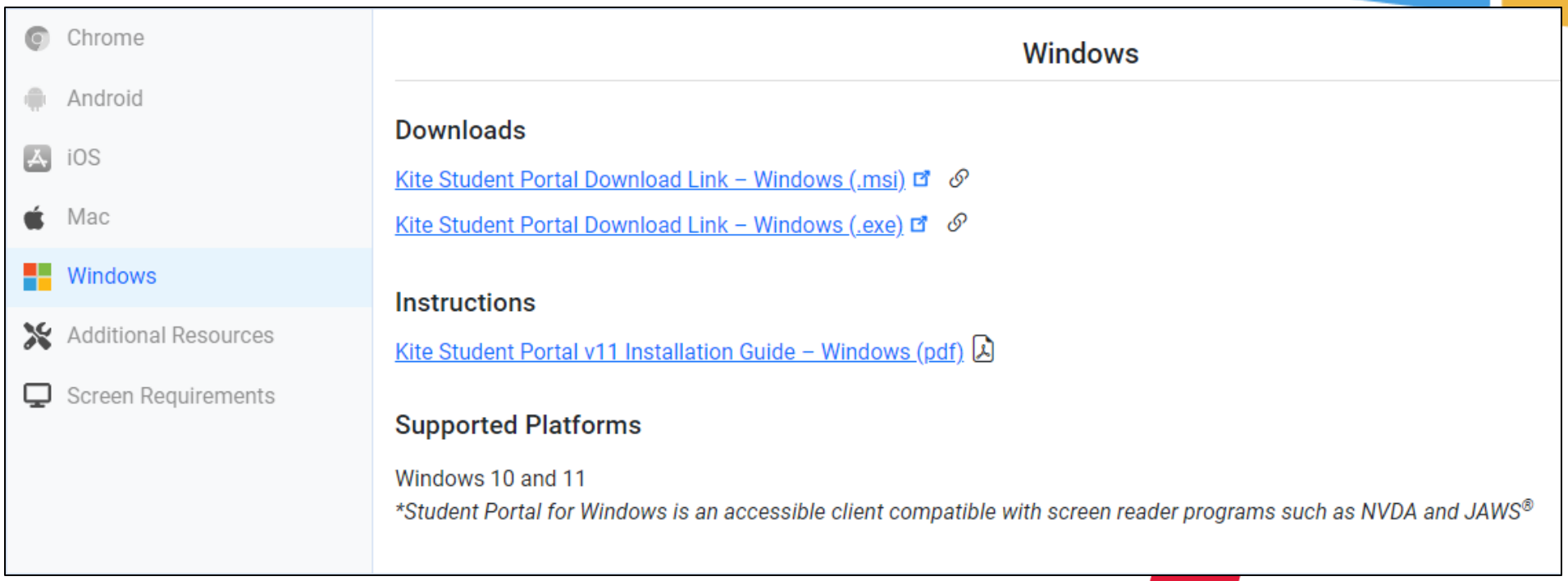
Installation

Windows

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



**Student Portal for Windows is an accessible client compatible with screen reader programs such as NVDA or JAWS®*

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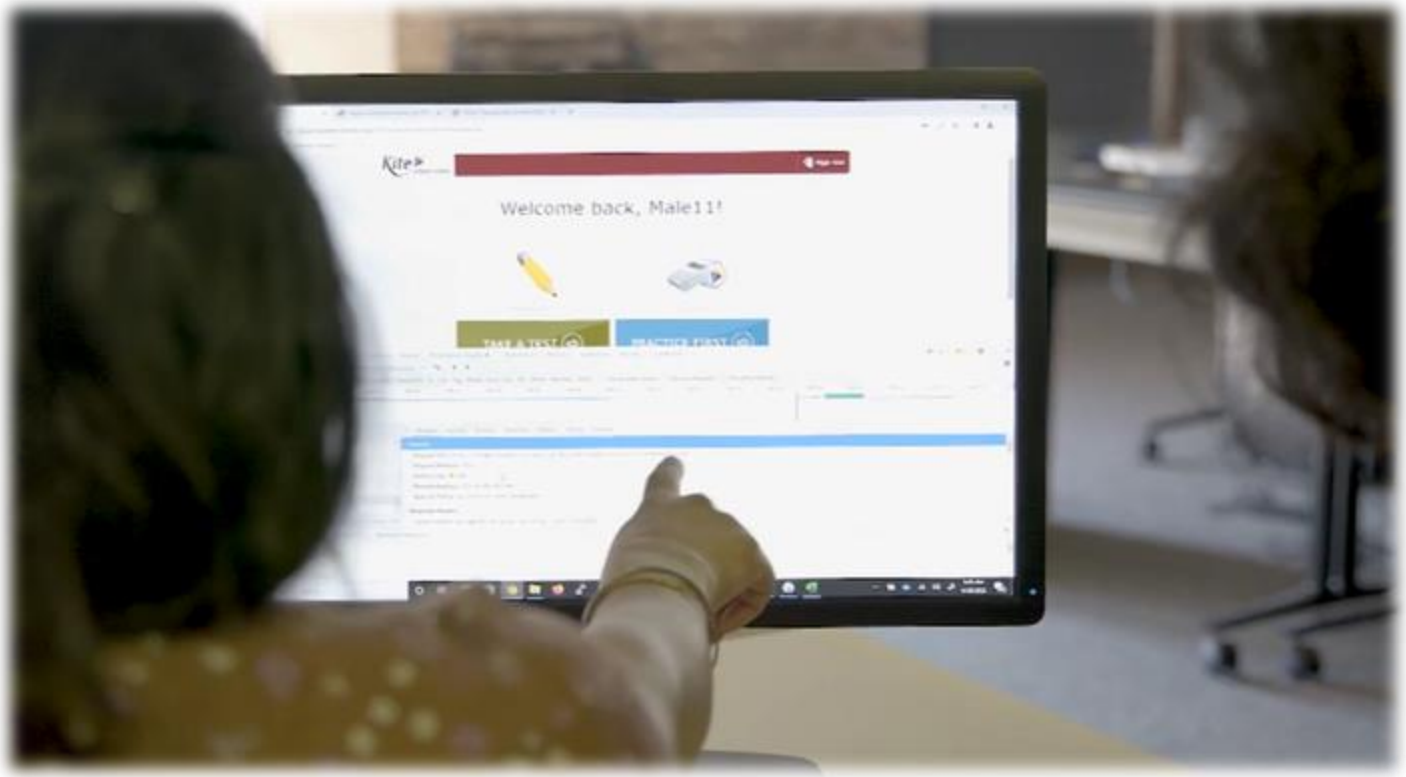
Prerequisites - Windows

Student Portal for Windows requires the following prerequisites to function properly:

- .NET Framework 4.8 Runtime
- Visual C++ 2015-2019 Redistributable

These should be automatically installed with the EXE setup bundle but will need to be installed manually when using the MSI packages.

Troubleshooting Potential Issues



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 or are 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 Installation Guide for Windows)

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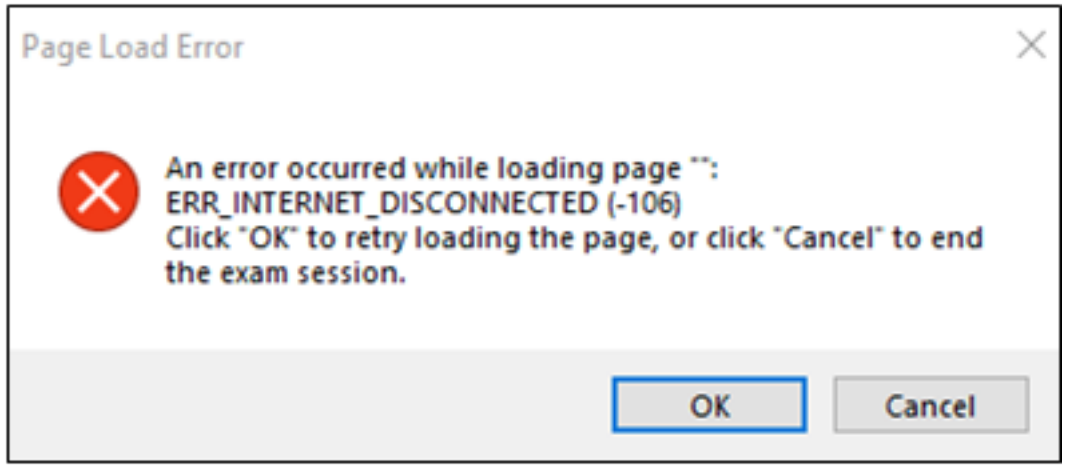
Load Error – No Network Connection Detected

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

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Oops! An Error Occurred…

Issue:

- A student is testing and a "Oops! An error occurred..." message appears

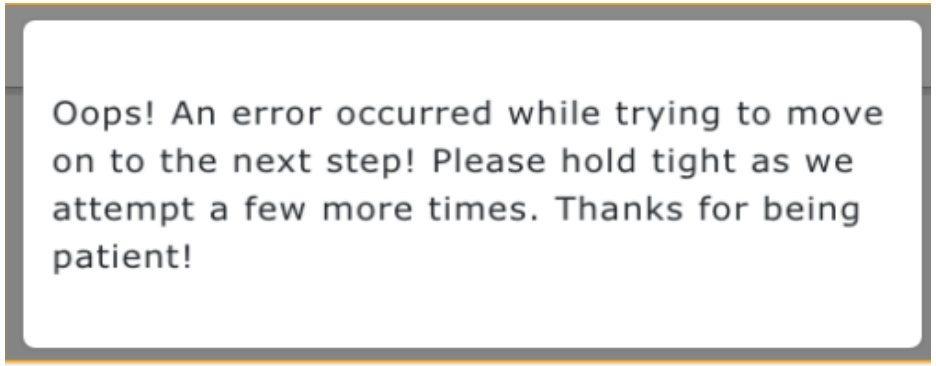
Cause:

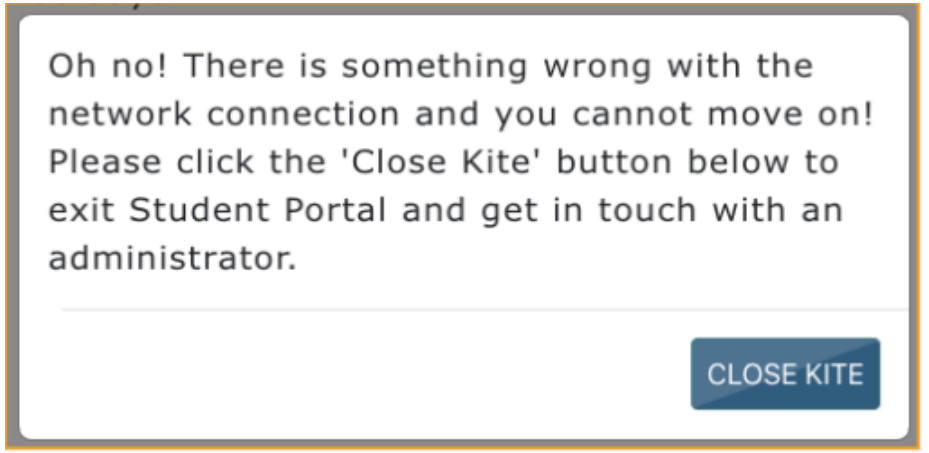
- Bandwidth or connection issue to the Kite servers

Resolution:

- The message will remain for approximately 10 seconds while the application tries to regain connection. If Student Portal cannot reestablish a connection, a new message will pop-up advising the student to contact an administrator for next steps.

- Exit the test using the Close Kite button, restart device, verify connection, and proceed with testing





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External Display Error

Issue:

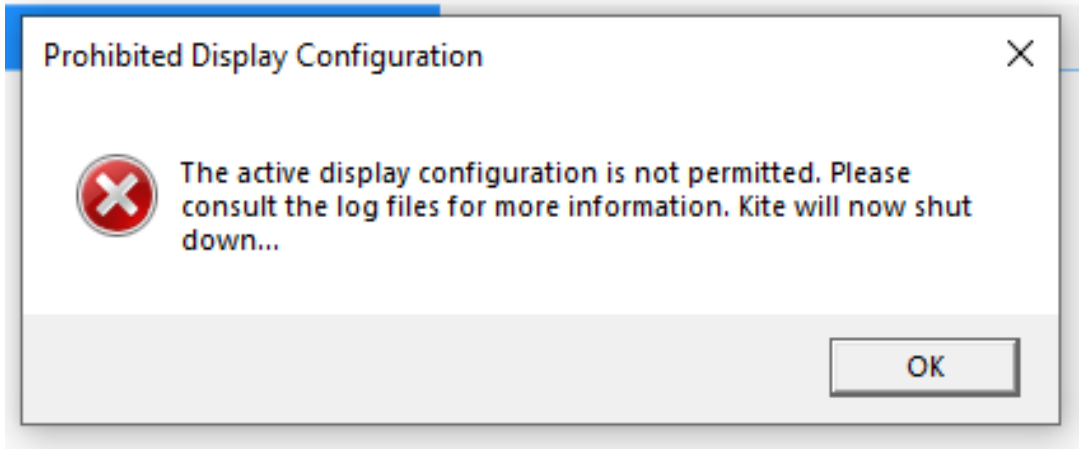
- Error "*The active display configuration...*"

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



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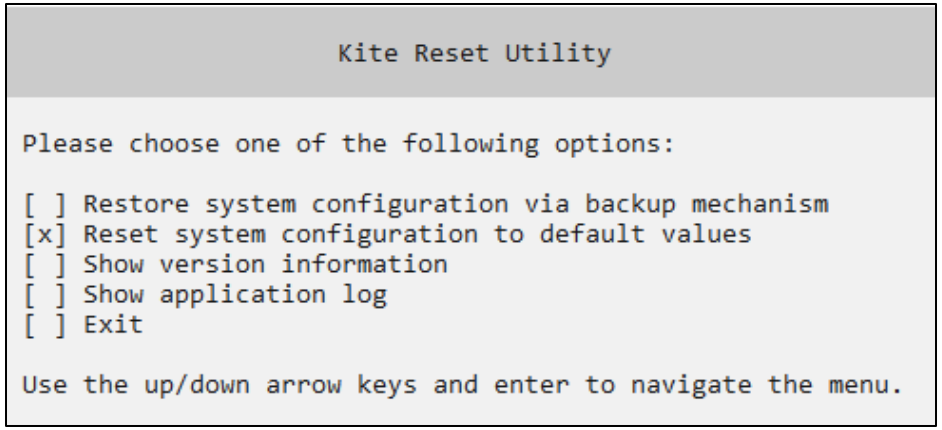
Missing Power Options on Windows



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 doesn't allow all of the lock down features to close properly

Resolution:

- There is an executable file in *C:\Program Files (x86)\Kite Student Portal\Reset**KiteStudentPortal.ResetUtility***
- Needs to be run as an administrator. (The steps can be found in the Installation Guide for Windows)

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“Something went wrong…” Chromebook

Issue:

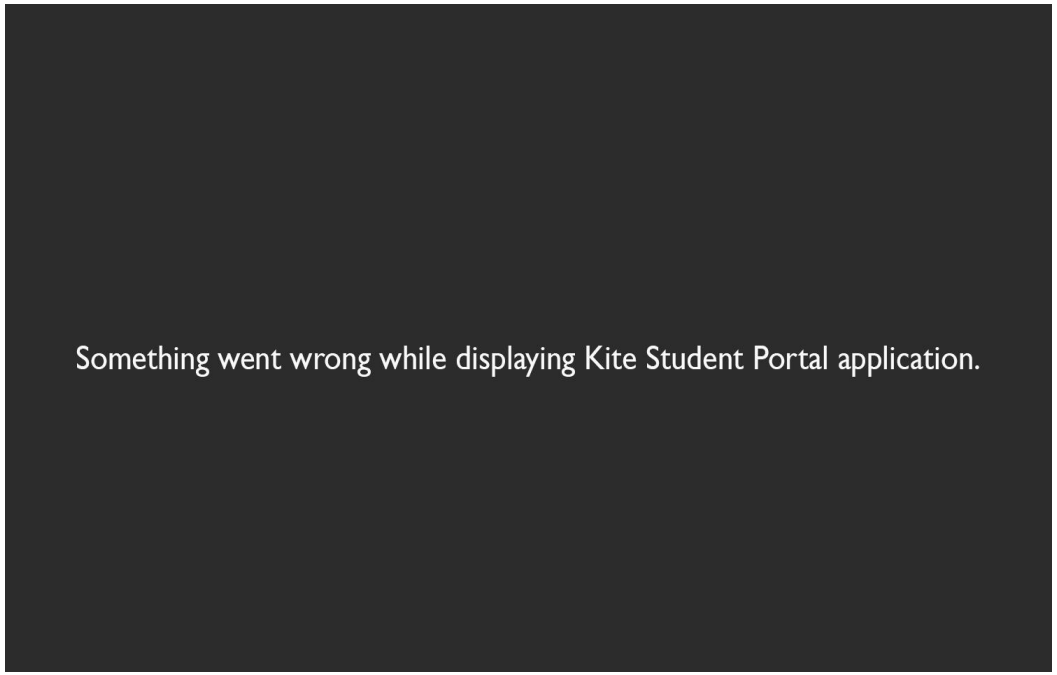
- “Something went wrong while displaying Kite Student Portal”

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



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Red Screen

Issue:

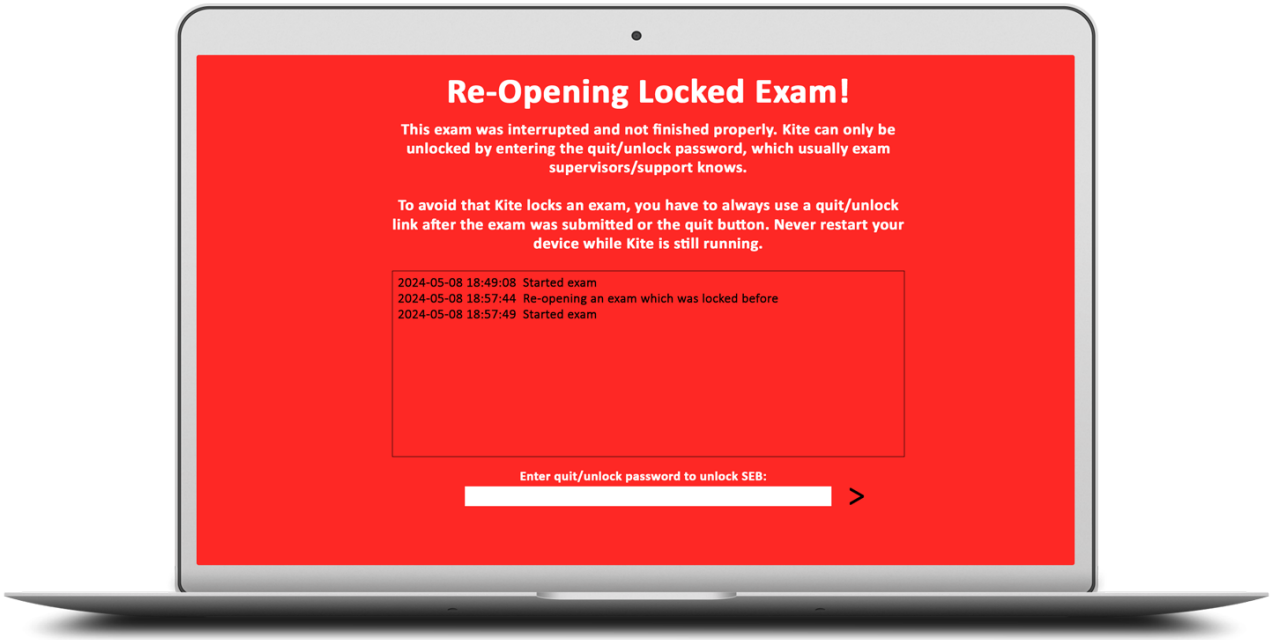
- Red screen that cannot be exited. Could happen on Mac, PC, and iPads

Cause:

- Student Portal was shut down improperly

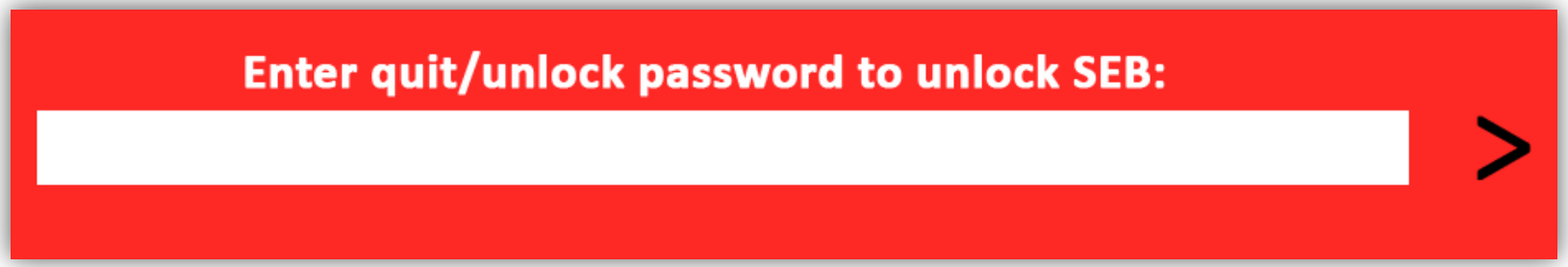
Resolution:

- Enter the quit password
- Close Student Portal using the “Close Kite” button every time



Quit Passwords

- The password for 2025 has been updated and is now device-type specific.
- For security reasons, the Quit Passwords are **not** published in the manual or on any website
- If the password is needed, a user with an account in Kite Educator Portal must contact the Kite Service Desk.



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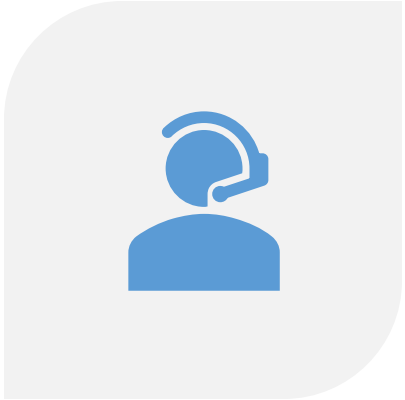
Questions?



KITE SERVICE DESK

855-277-9752

KAP-SUPPORT@KU.EDU

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