

PRESENTED BY ATS

2024-25 KAP Kite Technology Training

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Kite Technology Training Overview



Kite Infrastructure



Technology Resources



System Requirements



Troubleshooting





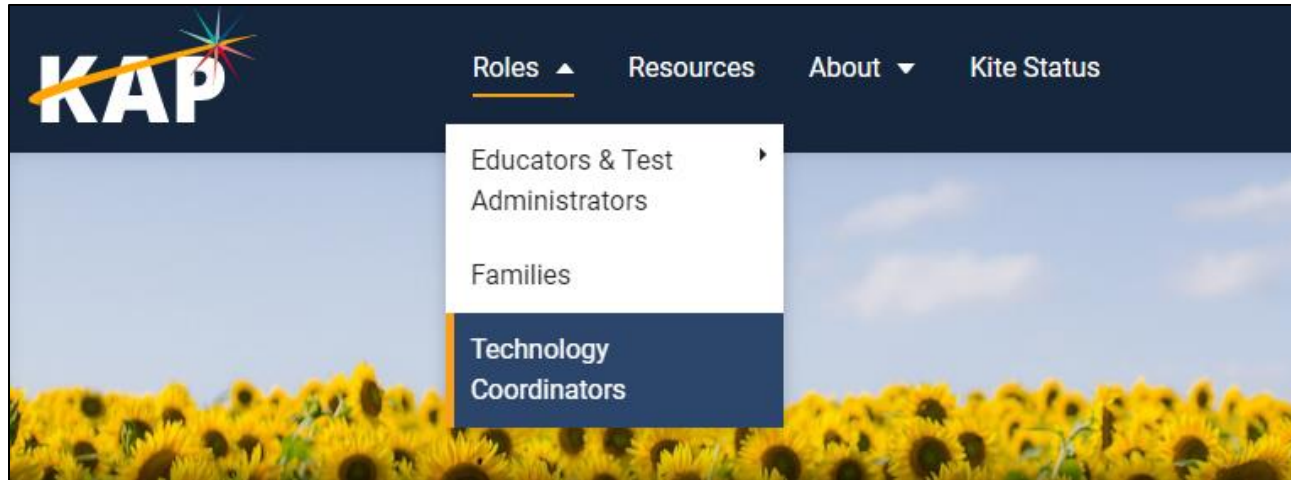
The AWS logo consists of the lowercase letters "aws" in a bold, black, sans-serif font. Below the text is the Amazon smile logo, a curved orange arrow pointing from the letter 'a' to the letter 's'.



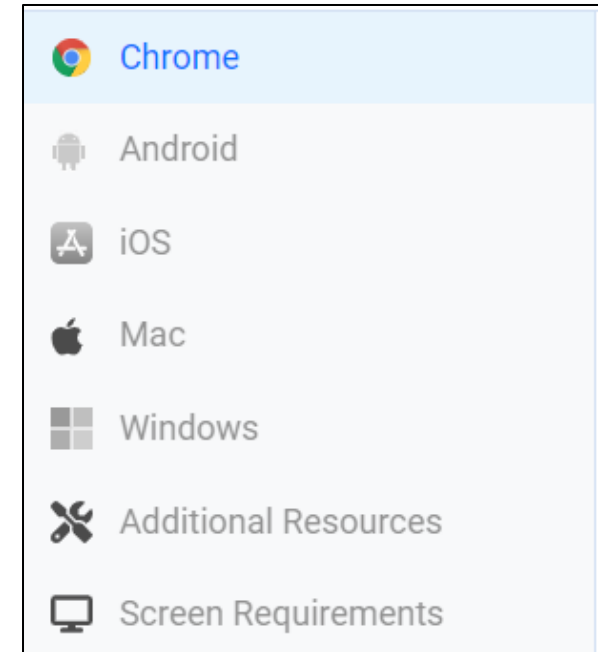
Cloudflare Benefits

- 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>



System Requirements



Kite  **Suite**

The logo for Kite Suite features the word "Kite" in a bold, black, sans-serif font, followed by a colorful kite icon with yellow, blue, and red sections, and the word "Suite" in the same font. A thin black line curves under the "Kite" text.

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/>

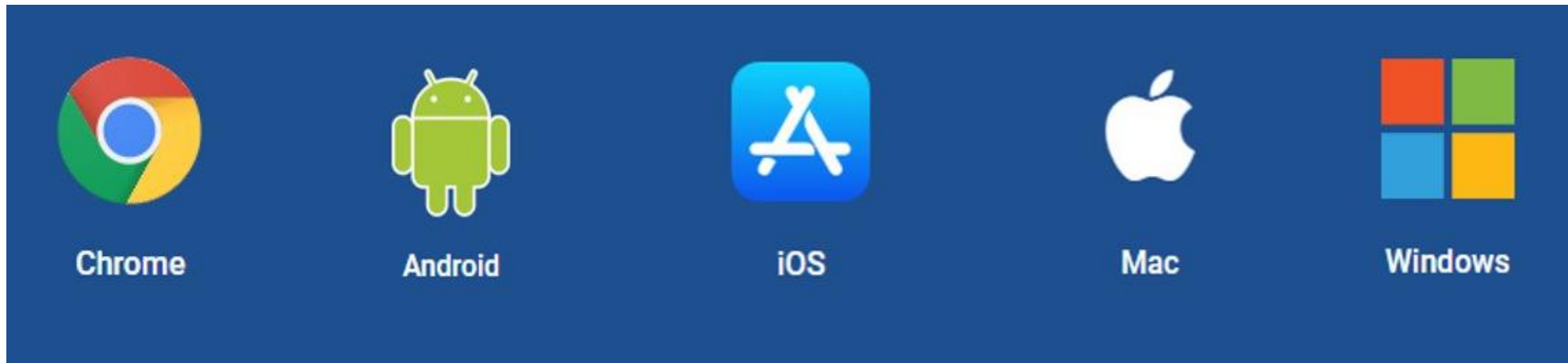
<https://kite-ohkp-secondary-student-click-history.kiteaai.org/>

<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
108+

Limited

iPadOS
15.8.2 - 17.4.1

*iOS 17.1 & 17.2 are
not supported

MacOS
12.7.4 – 14.4.1

Windows
10 & 11

Please reference the [Technology Coordinators page](#) for OS updates throughout the year.

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

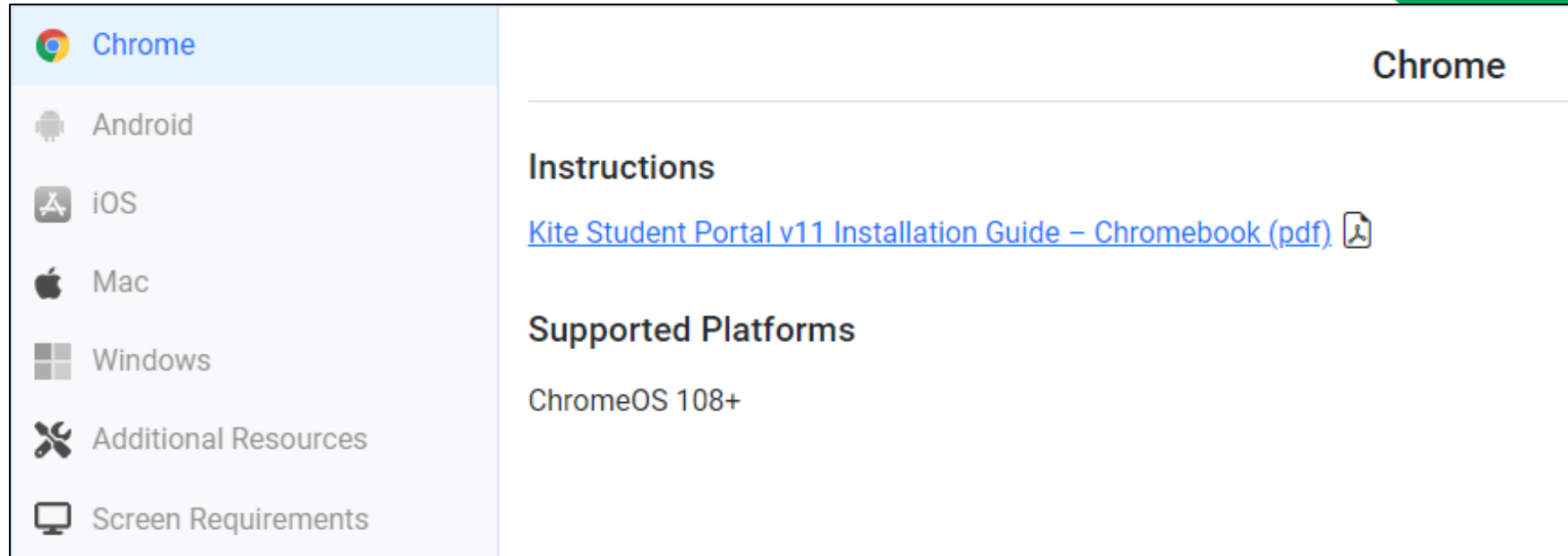
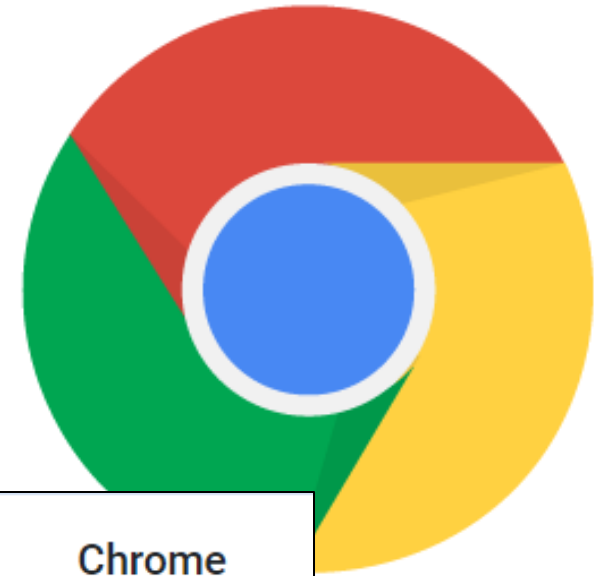
Accessible Client

- **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



The screenshot shows the Chrome Web Store page for the Chrome application. On the left is a navigation menu with options: Chrome (selected), Android, iOS, Mac, Windows, Additional Resources, and Screen Requirements. The main content area is titled "Chrome" and includes sections for "Instructions" with a link to a PDF guide, and "Supported Platforms" which lists "ChromeOS 108+".

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



Installation

iPadOS

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

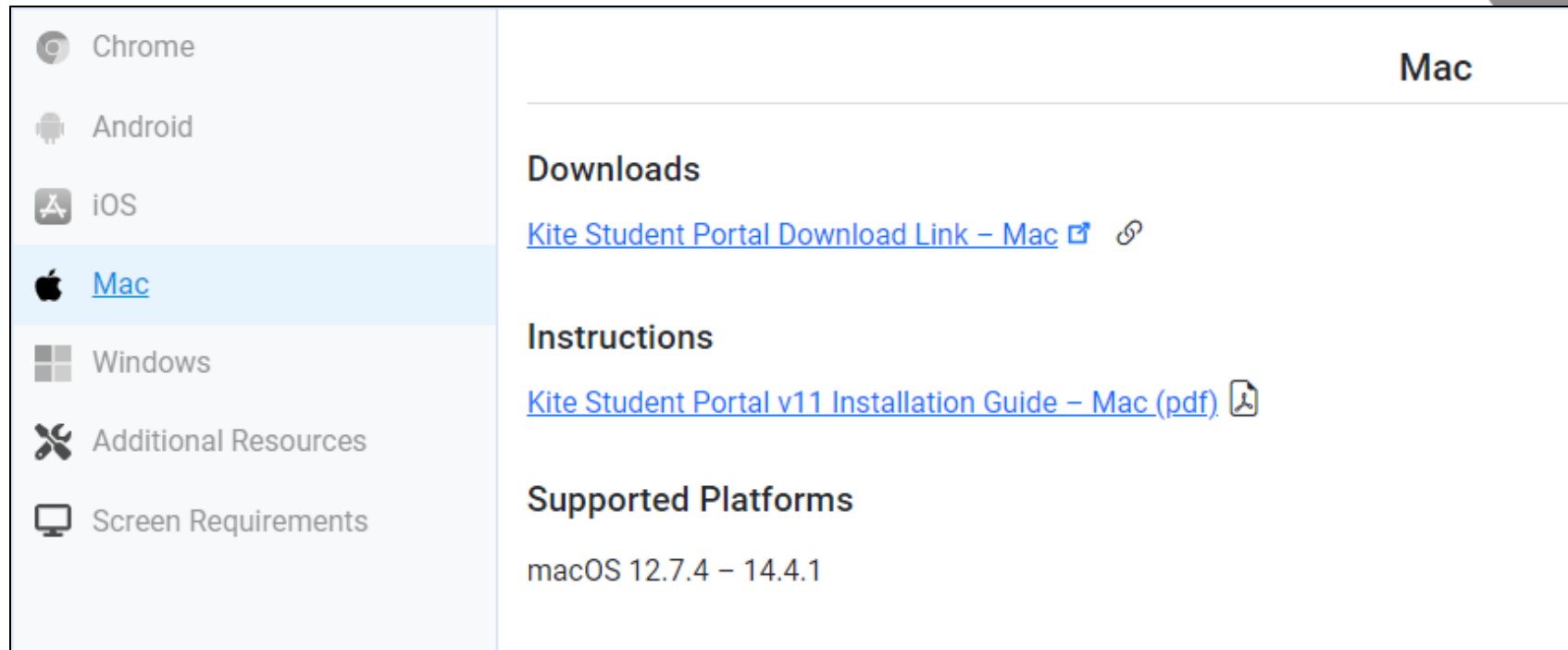


A screenshot of a web page titled 'iOS'. The page has a left sidebar with navigation links: Chrome, Android, iOS (highlighted), Mac, Windows, Additional Resources, and Screen Requirements. The main content area includes sections for 'Downloads' (with a link to 'Kite Student Portal Download Link - iOS'), 'Instructions' (with a link to 'Kite Student Portal v11 Installation Guide - iPad (pdf)'), and 'Supported Platforms'. The 'Supported Platforms' section is highlighted with a red border and contains the text: 'iOS 15.8.2 - 17.4.1' and '*Please refrain from using iOS 17.1 & 17.2 as they are currently unsupported.'

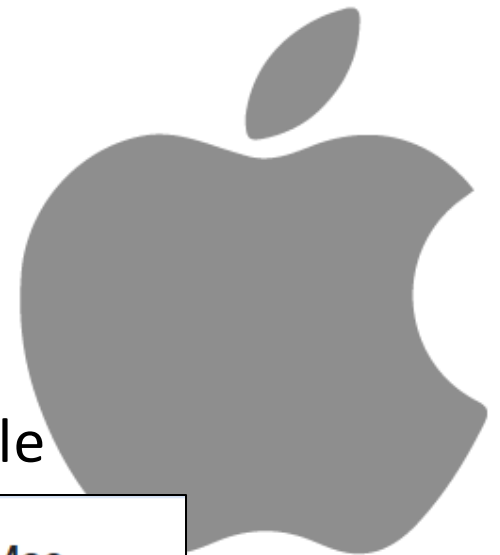
Installation

Mac

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



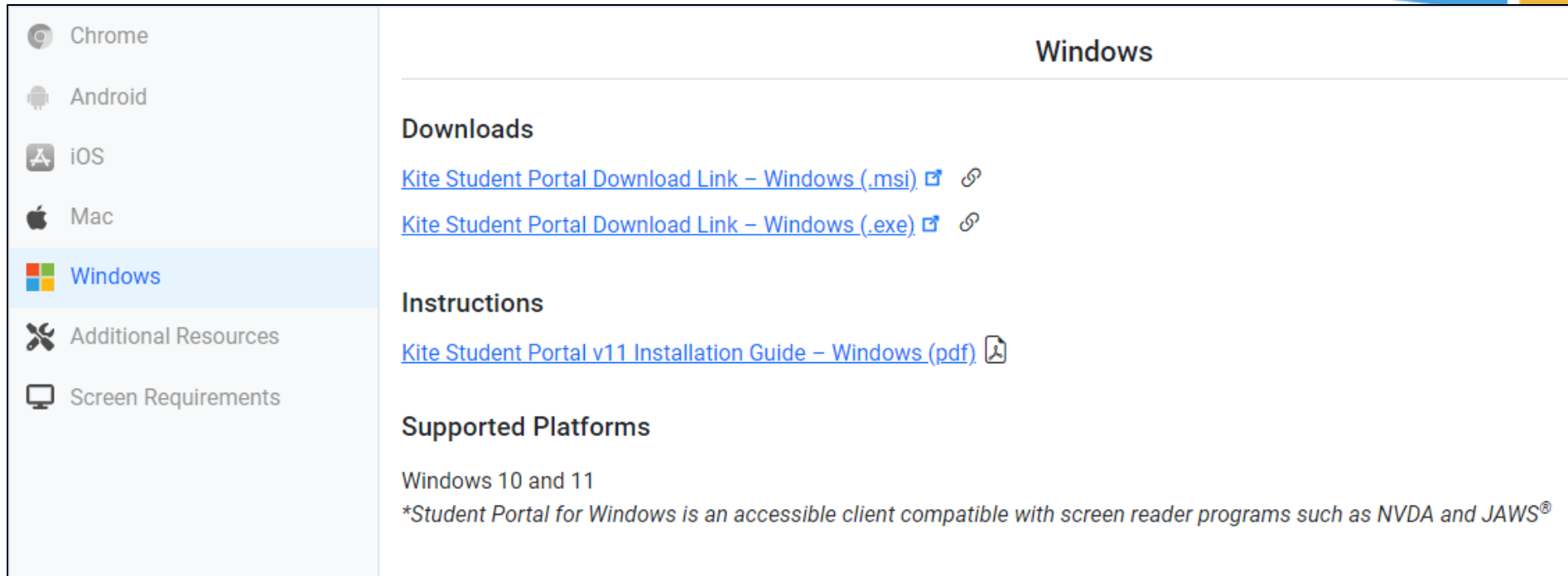
The screenshot shows a web interface with a sidebar on the left and a main content area on the right. The sidebar contains the following items: Chrome, Android, iOS, Mac (highlighted), Windows, Additional Resources, and Screen Requirements. The main content area is titled "Mac" and contains three sections: "Downloads" with a link "Kite Student Portal Download Link - Mac" (external link icon), "Instructions" with a link "Kite Student Portal v11 Installation Guide - Mac (pdf)" (pdf icon), and "Supported Platforms" with the text "macOS 12.7.4 - 14.4.1".



Installation

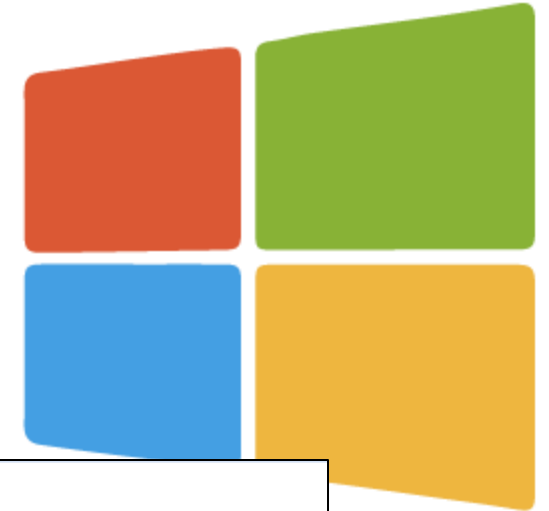
Windows

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



The screenshot shows a web page titled "Windows" with a sidebar on the left containing navigation links: Chrome, Android, iOS, Mac, Windows (highlighted), Additional Resources, and Screen Requirements. The main content area is divided into three sections: "Downloads" with two links for .msi and .exe files, "Instructions" with a PDF link, and "Supported Platforms" listing Windows 10 and 11. A disclaimer at the bottom states: "*Student Portal for Windows is an accessible client compatible with screen reader programs such as NVDA and JAWS®".

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



Prerequisites - Windows

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

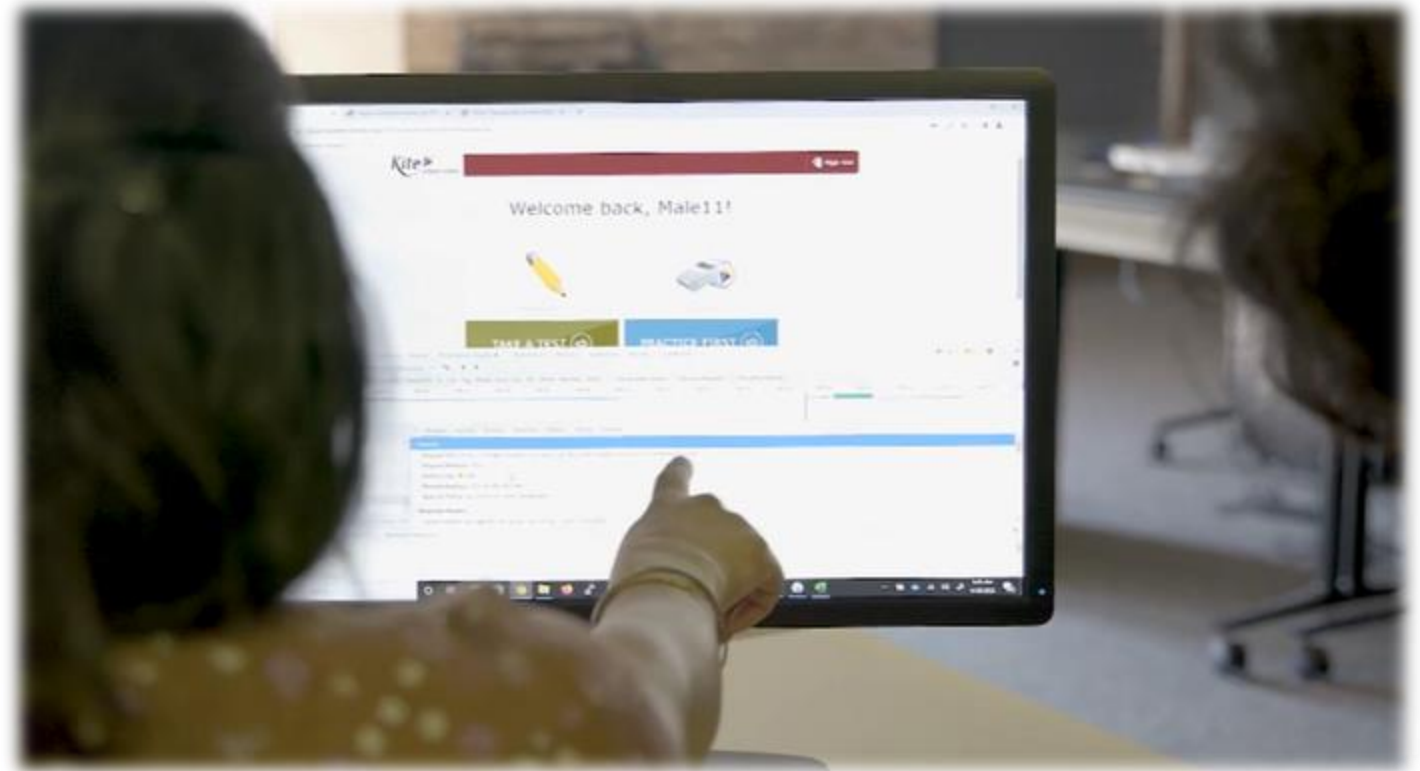
- .NET Framework 4.8 Runtime
- Visual C++ 2015-2019 Redistributable



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

Troubleshooting

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](#))

Load Error – No Network Connection Detected

Issue:

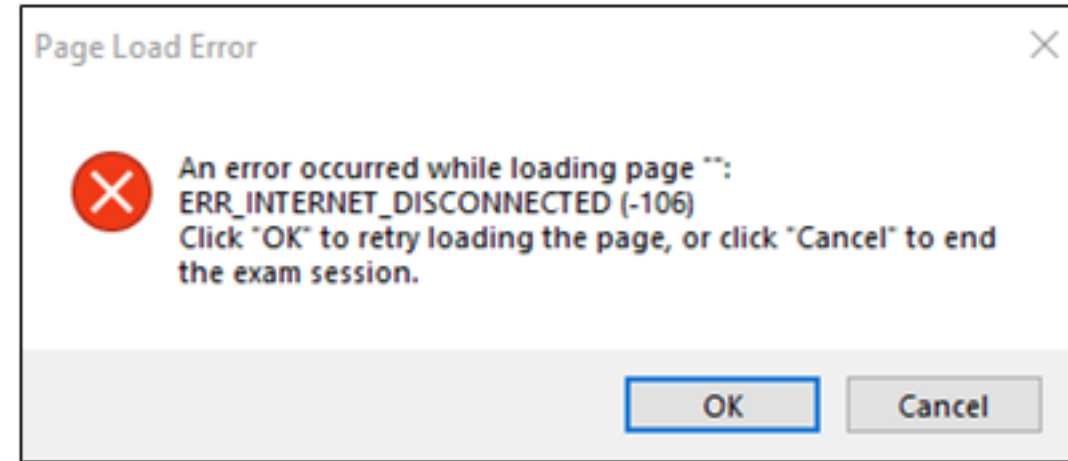
- “Load Error, The Internet Connection appears to be offline”
- "An error occurred while loading page""; ERR_INTERNET_DISCONNECTED"

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



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

Oops! An error occurred while trying to move on to the next step! Please hold tight as we attempt a few more times. Thanks for being patient!

Oh no! There is something wrong with the network connection and you cannot move on! Please click the 'Close Kite' button below to exit Student Portal and get in touch with an administrator.

CLOSE KITE

External Display Error

Issue:

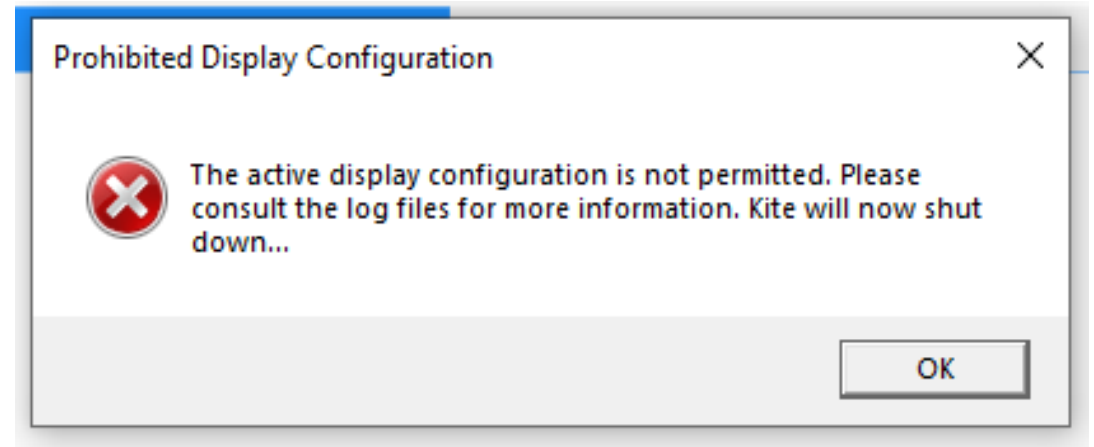
- Error "*The active display configuration...*"

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



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](#))

```
Kite Reset Utility

Please choose one of the following options:

[ ] Restore system configuration via backup mechanism
[x] Reset system configuration to default values
[ ] Show version information
[ ] Show application log
[ ] Exit

Use the up/down arrow keys and enter to navigate the menu.
```

“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

Something went wrong while displaying Kite Student Portal application.

Red Screen

Issue:

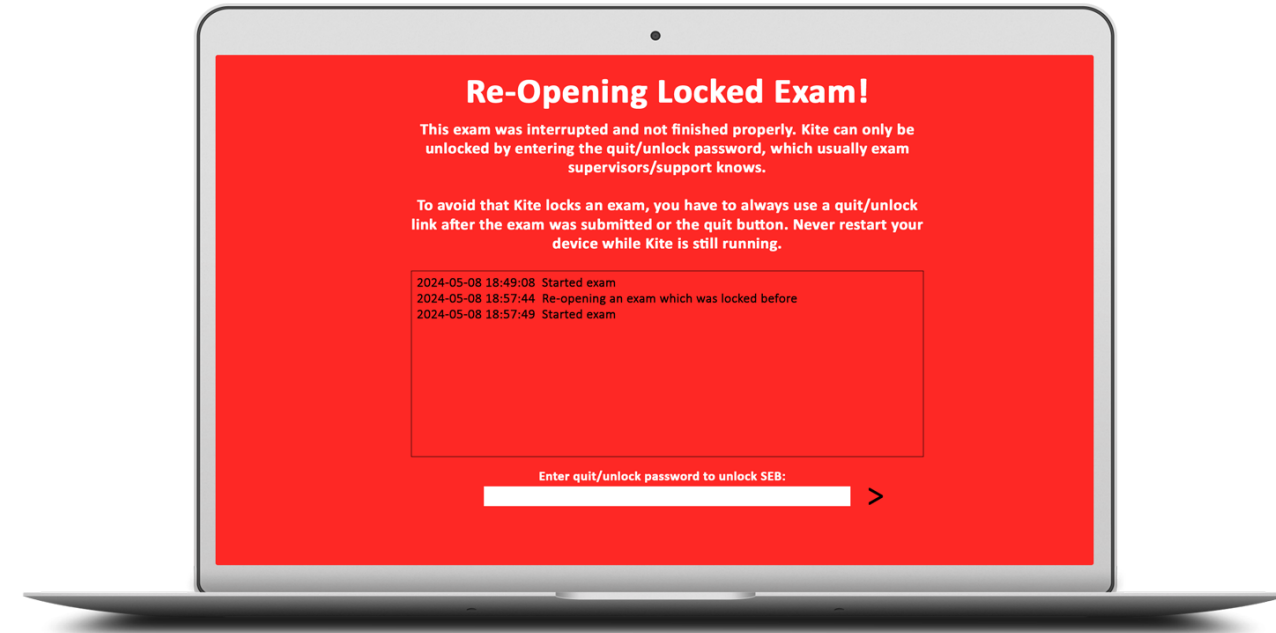
- Red screen that cannot be exited. Could happen on Mac, PC, and iPads

Cause:

- Student Portal was shut down improperly

Resolution:

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



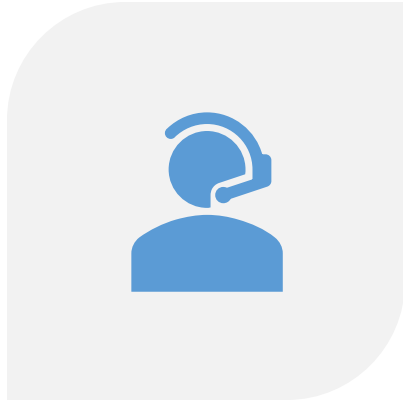
Quit Passwords

- 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.

Enter quit/unlock password to unlock SEB:



Questions?



KITE SERVICE DESK



855-277-9752



KAP-SUPPORT@KU.EDU

The image features a blue-tinted photograph of the University of Kansas campus at dusk. In the background, the Old Chapel and the Campanile tower are visible. The foreground is filled with trees. Overlaid on the image are several red diagonal lines and a white graphic of horizontal lines on the left side. The text 'KU ACHIEVEMENT & ASSESSMENT INSTITUTE' is prominently displayed in the center, with 'KU' in a large serif font and the rest in a smaller serif font. A horizontal line is positioned below the main title.

KU ACHIEVEMENT & ASSESSMENT INSTITUTE

The University of Kansas