2021-22 Kite Technology Training

Hosts:
Charles Turner – Service Desk Lead
Mitch Montague – 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/kite

Current Kite System Status

<table>
<thead>
<tr>
<th></th>
<th>No Issues</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Kite Student Portal</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>Kite Educator Portal</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

2021-22 Kite System Uptime

- Kite Student Portal: 100%
- Kite Educator Portal: 100%

For Families | For Educators and Administrators
System Requirements

Kite
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-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 2022 school year, the following devices and operating systems are supported:

ChromeOS 83+   iOS 13 – iPadOS 15   macOS 10.14.5 – 11   Windows 8.1 and 10

*Please reference the Kite Technology page for OS updates throughout the year.*
2022 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 8.0.0
  • The KELPA client for Mac has not been updated

iPad and Chromebook

• There is an updated version for the 2022 school year
  • Current version is 8.0.0 for Chromebooks and 8.0.1 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
iPadOS
• Available in the App Store
• Can be installed individually or through MDM software
Mac
• Available in .dmg
• Can be pushed or installed on a single computer
• KELPA speaking on a Mac computer must be accessed using the KELPA Client for Mac, not the standard download.
Windows

- Available in .exe and .msi
- Can be pushed or installed on a single computer
Contact the Service Desk to discuss
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
“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
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 this is not published in the manual or on the site. The password must be requested from the Kite Service Desk. The password was not changed for 2022.

* - iPad lock screen is new for 2022
White Screen on Chromebook

Issue:
• Student is testing then suddenly their screen goes completely white

Cause:
• External device plugged into the Chromebook (typically a mouse)

Resolution:
• Unplug the USB device, reboot the Chromebook and log back into the test without the device plugged in.
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 C:\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)
Issue:
• Error "The active display configuration..."

*Update:
• In Student Portal 8.0.1 for Windows this instance should no longer occur.
• Ensure that Student Portal 8.0.1 is installed on Windows devices if this does continue to occur.
KU Achievement & Assessment Institute
The University of Kansas