

PRESENTED BY ATS

# Kite Technology Training Webinar

*2022-23 School Year*

Hosts:

Charles Turner – Service Desk Lead

Katherine Kocen – Service Desk

Drew Jarrett – Web Team Lead

# Kite Technology Training Overview



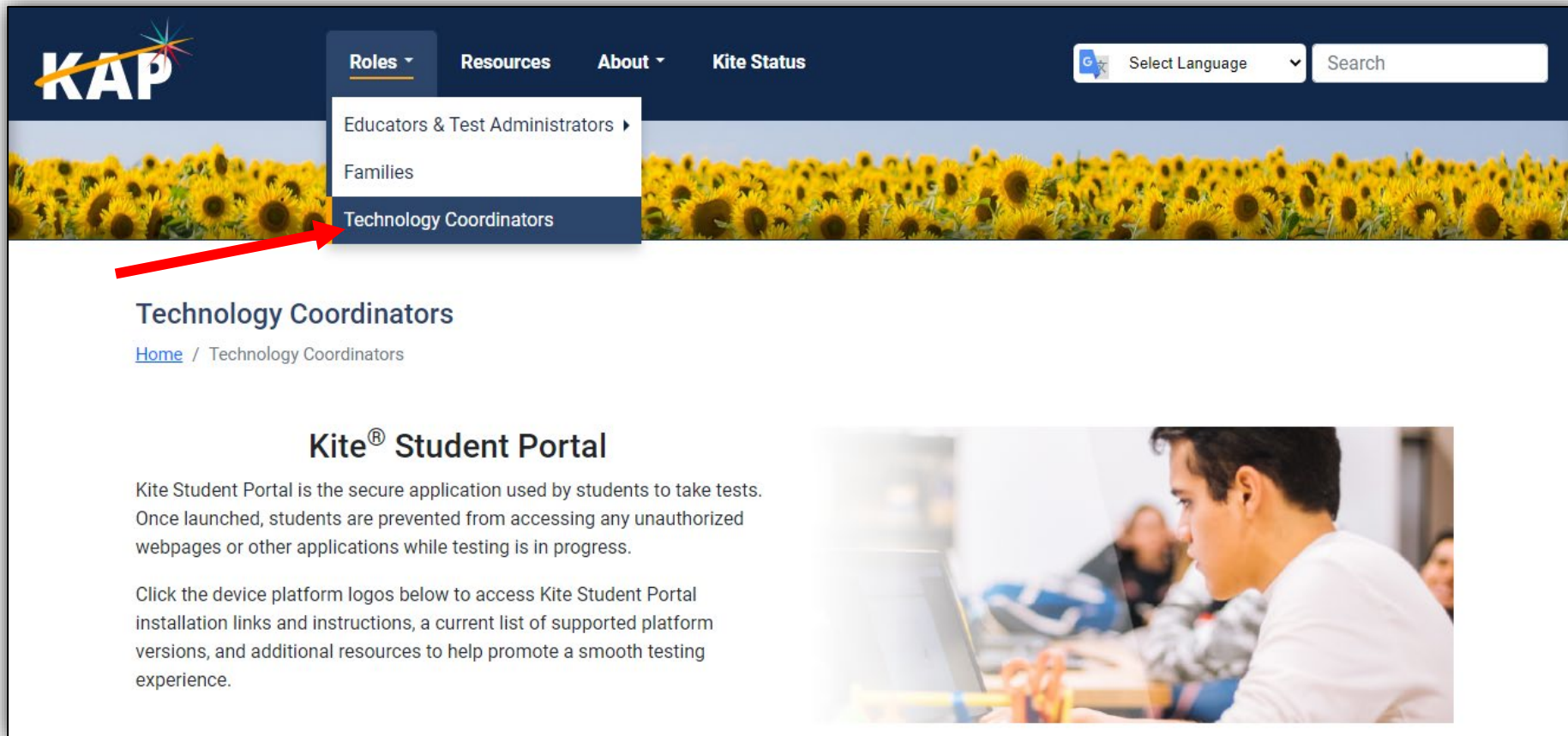


## Cloudflare Benefits

- 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>



The screenshot shows the KAP website interface. At the top left is the KAP logo. The navigation menu includes 'Roles', 'Resources', 'About', and 'Kite Status'. The 'Roles' dropdown menu is open, showing 'Educators & Test Administrators', 'Families', and 'Technology Coordinators', with a red arrow pointing to the latter. On the right, there is a 'Select Language' dropdown and a search bar. Below the navigation is a banner image of a field of sunflowers. The main content area has the heading 'Technology Coordinators' and a breadcrumb trail 'Home / Technology Coordinators'. The 'Kite® Student Portal' section contains text explaining the portal's purpose and providing instructions on how to access it via different device platforms. To the right of this text is a photograph of a student working on a laptop in a classroom.

# System Requirements



# 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 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

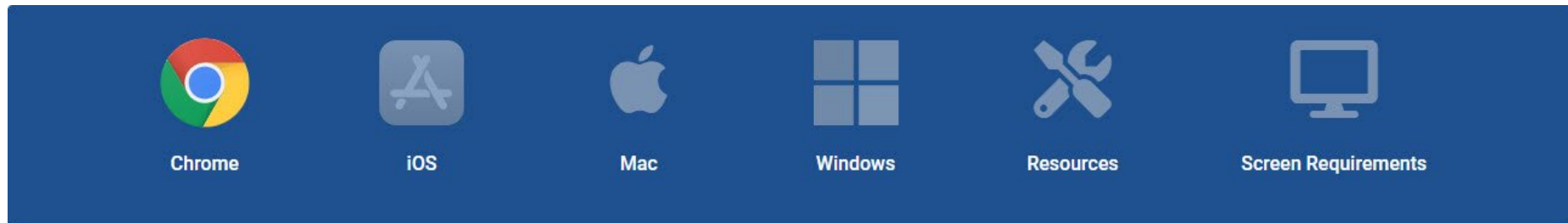
- There is an updated version for the 2023 school year
  - Current version is 9.0.0 for Chromebooks and 9.0.0 for iPad
- If enabled, Kite Student Portal will auto-update




# Installation

## ChromeOS

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



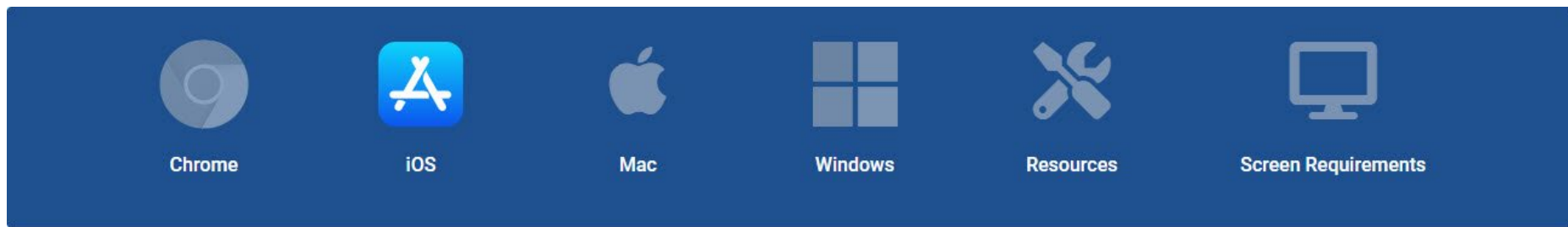
The screenshot shows a dark blue navigation bar with six icons and their corresponding labels: Chrome (Google logo), iOS (App Store logo), Mac (Apple logo), Windows (Windows logo), Resources (wrench and screwdriver icon), and Screen Requirements (monitor icon).




| Instructions   | Supported Platforms |
|--|---------------------|
| <a href="#">Kite Student Portal Installation Guide – Chromebook (pdf)</a>  | ChromeOS 91+        |

# Installation

## iPadOS

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

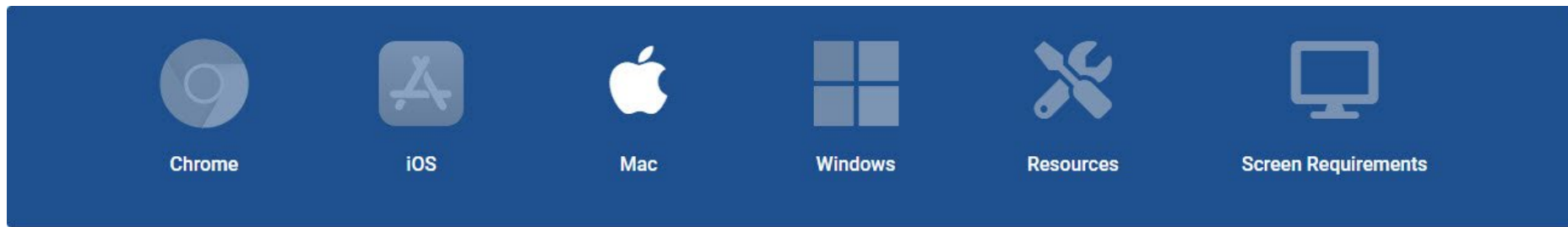


| Downloads   | Instructions  | Supported Platforms |
|---|---|---------------------|
| <a href="#">Kite Student Portal Download Link – iOS</a>   | <a href="#">Kite Student Portal Installation Guide – iPad (pdf)</a>  | iPadOS 14.3 – 15.5  |




# Installation

## Mac

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



Chrome    iOS    Mac    Windows    Resources    Screen Requirements

| Downloads   | Instructions   | Supported Platforms |
|---|--|---------------------|
| <a href="#">Kite Student Portal Download Link – Mac</a>   | <a href="#">Kite Student Portal Installation Guide – Mac (pdf)</a>  | macOS 11.1 – 12.0.1 |






# Installation

## Windows

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

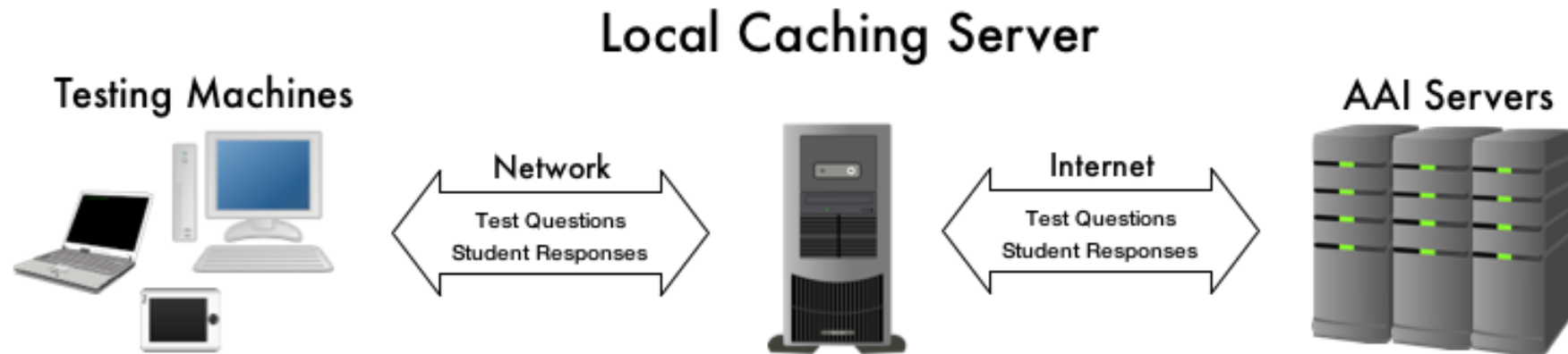


Navigation bar with icons for Chrome, iOS, Mac, Windows, Resources, and Screen Requirements.

| Downloads  | Instructions  | Supported Platforms     |
|--|---|-------------------------|
| <a href="#">Kite Student Portal Download Link – Windows (.msi)</a>   | <a href="#">Kite Student Portal Installation Guide – Windows (.pdf)</a>  | Windows 8.1, 10, and 11 |
| <a href="#">Kite Student Portal Download Link – Windows (.exe)</a>   |   |                         |

# Local Caching Server (LCS)

Contact the Service Desk to discuss



TROUBLESHOOTING



## Load Error – No Network Connection Detected

### Issue:

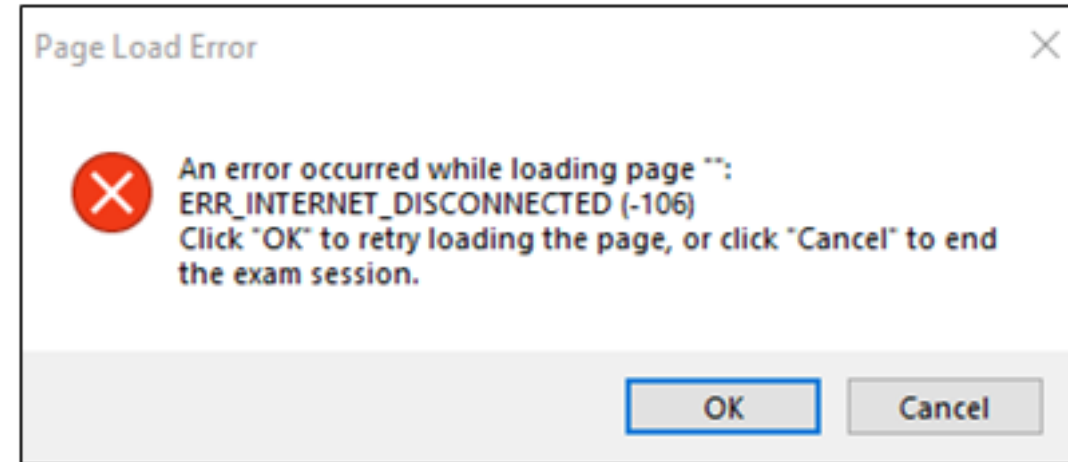
- “Load Error, The Internet Connection appears to be offline”
- "An error occurred while loading page""; ERR\_INTERNET\_DISCONNECTED"

### 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:

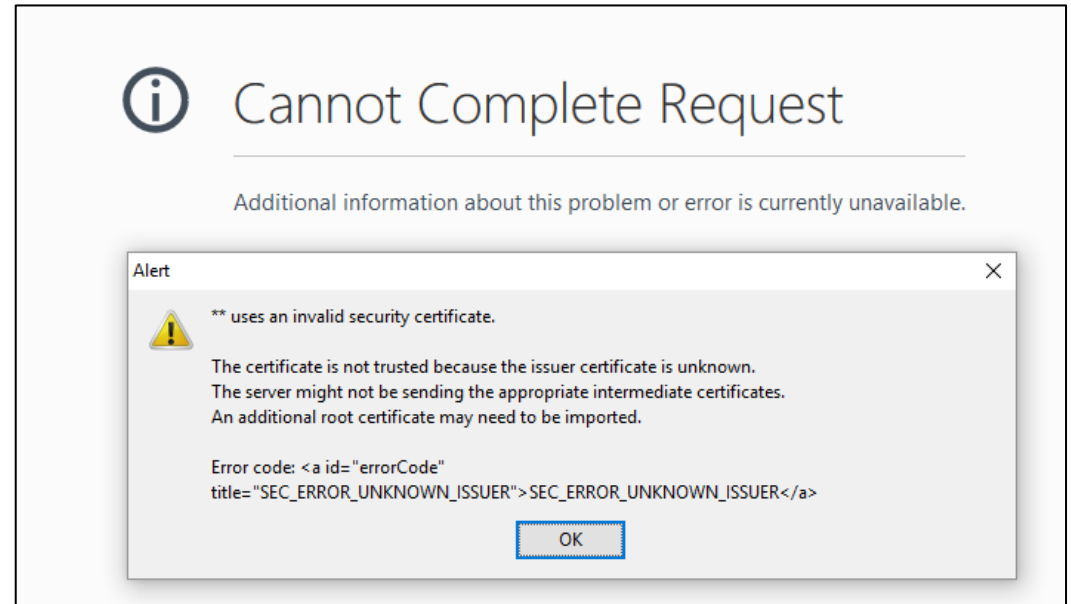
- “\*\* uses an invalid security certificate” error

## Cause:

- This is caused by SSL inspection/decryption

## Resolution:

- Add the URLs from the whitelisting information in to pass through this process untouched





## “Something went wrong...” Chromebook

### Issue:

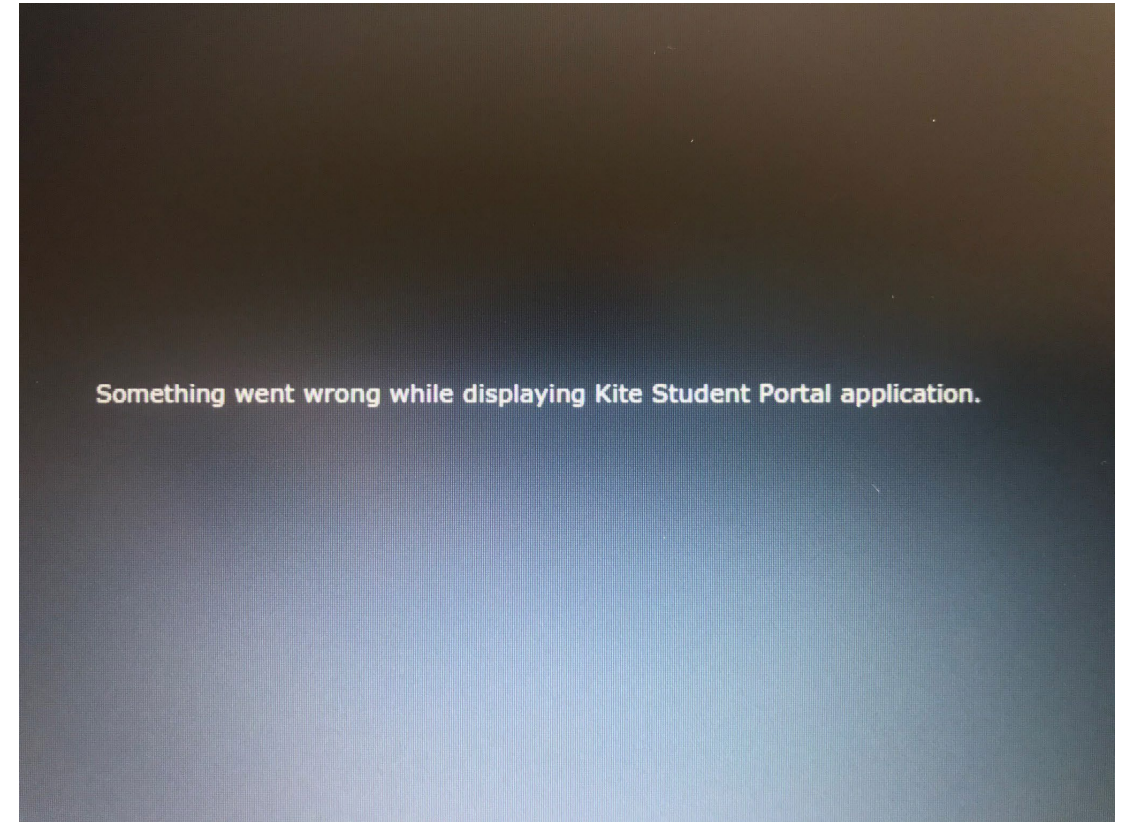
- “Something went wrong while displaying Kite Student Portal”

### 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



## 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](#))

## Loading...

### Issue:

- A student is testing and a "Loading ..." message appears

### Cause:

- Bandwidth or connection issue

Loading ...

### 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

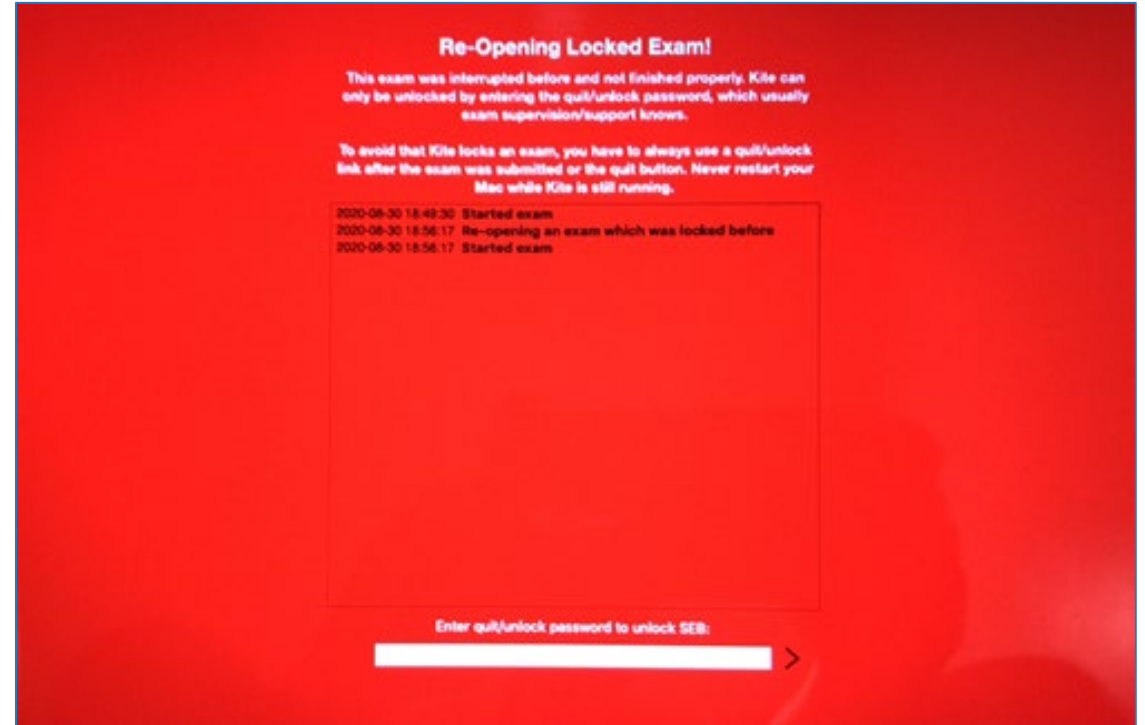
## Cause:

- 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 *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](#))

```
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.
```

## External Display Error Windows

### Issue:

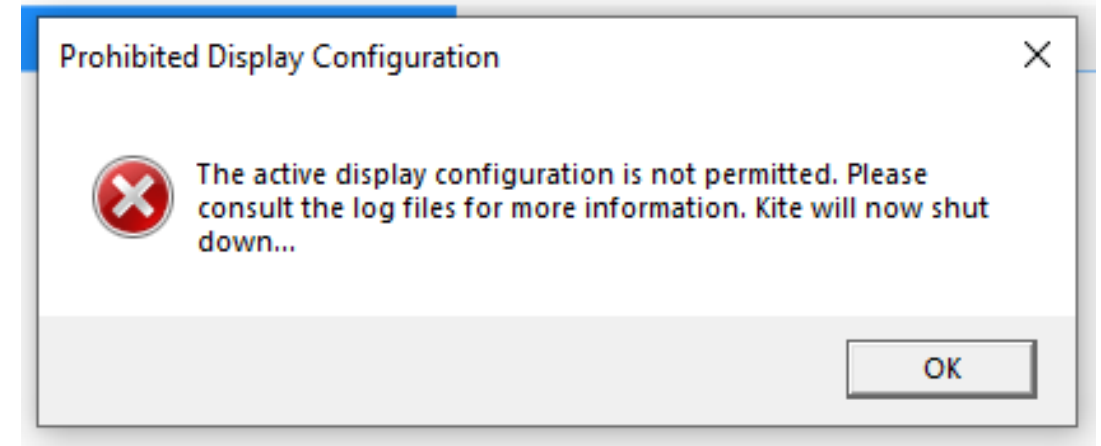
- Error "*The active display configuration...*"

### 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](mailto:kap-support@ku.edu)



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INSTITUTE

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