



# Installation Guide for Windows

August 2018



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# Welcome to Kite Student Portal Software for Windows

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**Note: The Kite Student Portal software is supported for both 32-bit and 64-bit Windows® computers.**

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Kite® Student Portal software is used by students to take tests. When running, the Kite Student Portal software covers the full screen of the hardware, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing Kite Student Portal software on testing machines before students take tests.

## Contents

|   |    |
|---|----|
| Welcome to Kite Student Portal Software for Windows .....         | 1  |
| Structure of Kite Student Portal Software Installation Guide..... | 2  |
| A Note about Graphics.....  | 2  |
| Version Information.....  | 2  |
| Disclaimer .....  | 2  |
| Using Kite Student Portal Software .....                          | 2  |
| Getting Help.....   | 2  |
| Updating Previous Versions .....                                  | 3  |
| Downloading the New Version.....                                  | 4  |
| Installing Kite Student Portal Software .....                     | 5  |
| Configuring Kite Student Portal Software for Use with LCS.....    | 9  |
| Pointing Kite Student Portal Software to the LCS.....             | 9  |
| Accessing Kite Student Portal Software .....                      | 10 |
| Starting Kite Student Portal Software.....                        | 10 |
| Closing Kite Student Portal Software .....                        | 10 |
| Troubleshooting .....   | 11 |
| Changes to the Guide .....  | 12 |

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# Structure of Kite Student Portal Software Installation Guide

This manual assists in the installation of Kite Student Portal software on Windows® devices.

## ***A Note about Graphics***

Every effort was made to assure the graphics in this manual match what the users will see when downloading and using the Kite Student Portal software. Expect some slight differences depending on the operating systems used to access Kite Student Portal software.

## ***Version Information***

This manual provides documentation for the Kite system release of August 2018.

## ***Disclaimer***

Kite®, the Kite logo, Dynamic Learning Maps®, DLM®, the DLM logo, cPass®, and the cPass logo are trademarks of The University of Kansas. All other trademarks referenced in this guide belong to their respective owners.

# Using Kite Student Portal Software

Kite Student Portal software is used by students to take tests.

## ***Getting Help***

Common tasks are described in this manual, but if you need additional help, call or email the Service Desk.

Hint: Check your organization's website for a toll-free number for the Service Desk.

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**Phone:**        **785-864-3537**

**Email:**        **[kite-support@ku.edu](mailto:kite-support@ku.edu)**

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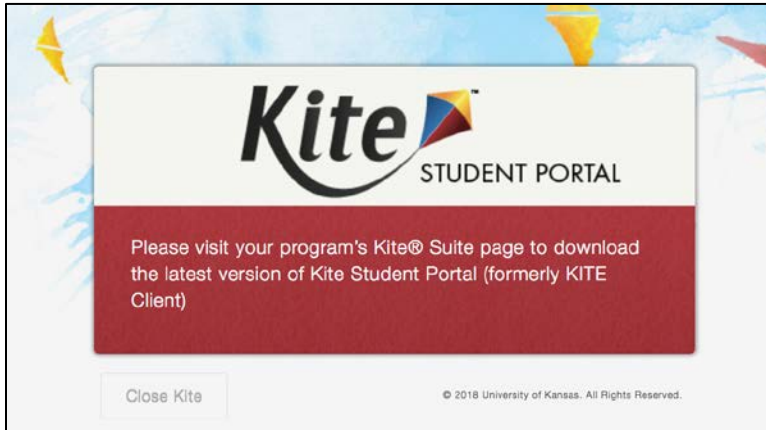
## Updating Previous Versions

Kite® Student Portal 6.1 requires a new installation.

Uninstall any versions of KITE Client (Student Portal's predecessor) prior to installation.

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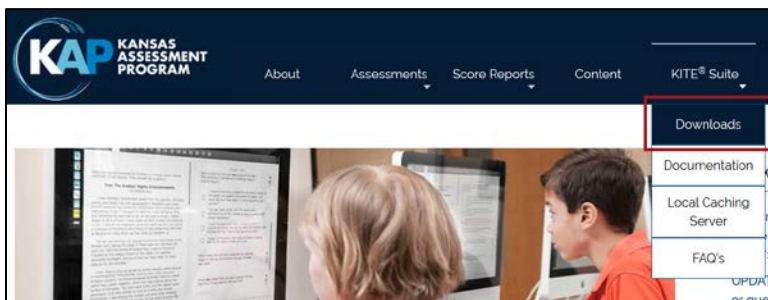
**Note: Outdated versions of Student Portal will display an error screen.**



## Downloading the New Version

To download the Kite Student Portal software, perform the following steps.

1. Navigate to the Kite Suite section of your program's website.



2. Click Windows .exe or Windows .msi.

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**Note: Use the .exe file for all installations unless you prefer an .msi. MSI files have an additional dependency for Microsoft Visual C++ which you will be prompted to install when Student Portal installation is complete.**

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**Kite Student Portal**

Kite Student Portal is a software program that must be installed on the computer or tablet used for testing. The minimum screen resolution required to run Kite is 1024x768. The list below will be updated as new versions become available.

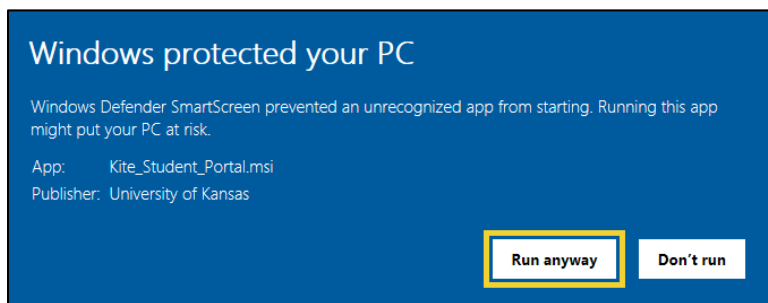
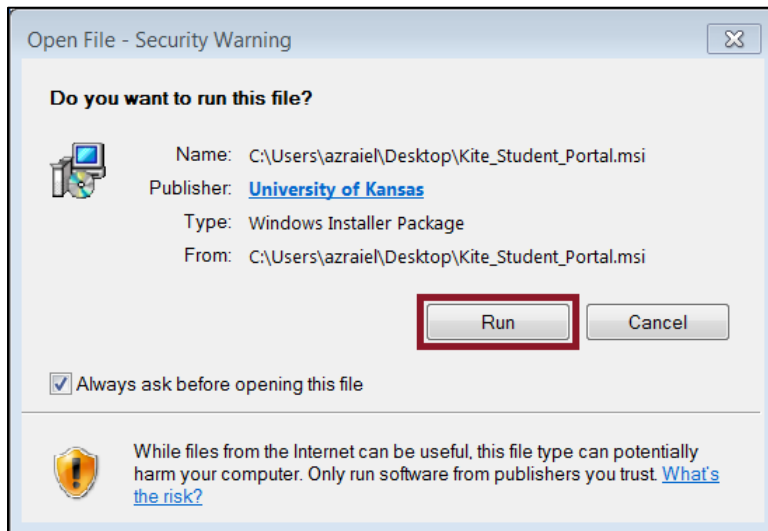
|   |                           |
|---|---------------------------|
| Download for Windows (EXE   MSI)        | Installation instructions |
| <i>Windows 7, 8.1, and 10 supported</i> |                           |
| Download for Mac                        | Installation instructions |
| <i>macOS 10.12 and 10.13 supported</i>  |                           |
| Download for Chromebook                 | Installation instructions |
| <i>all Chromebooks supported</i>        |                           |
| Download for iPad                       | Installation instructions |
| <i>iOS 10-11 supported</i>              |                           |

3. Click Save File.

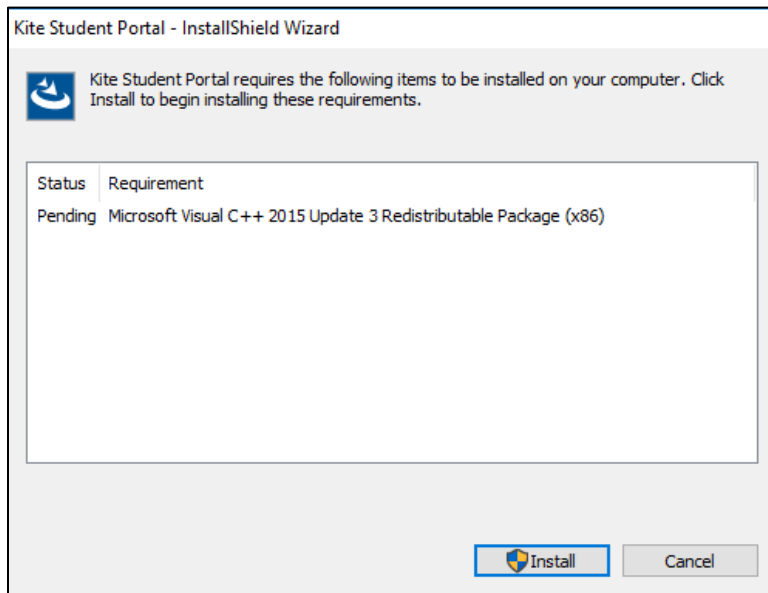
## Installing Kite Student Portal Software

To install the Kite Student Portal software, perform the following steps.

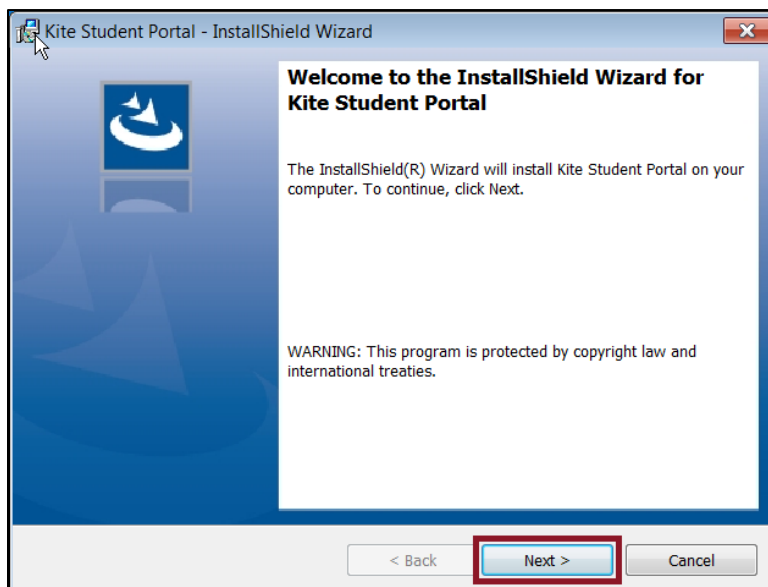
1. Locate the file you downloaded.
2. Open the file.
3. On the Open File – Security Warning dialog box, click Run or Run Anyway.



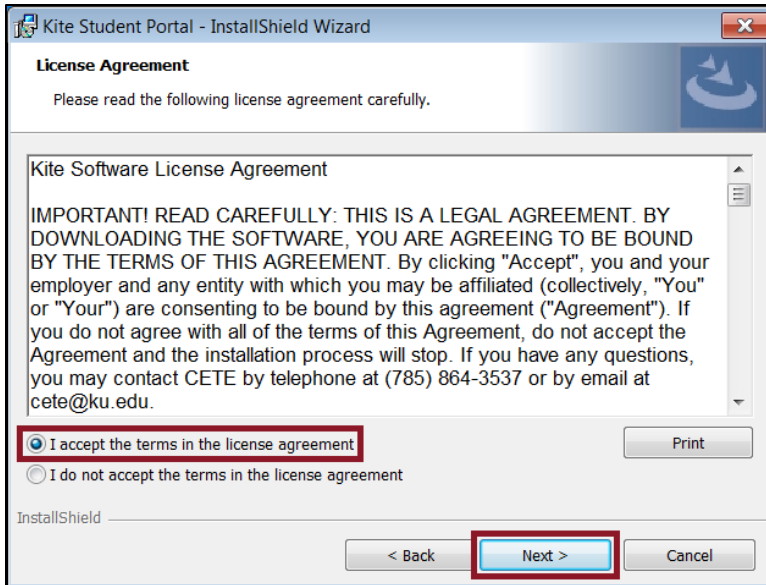
**Note: If using the .exe installer and Visual C++ redistributable is not up to date, this screen will appear and prompt an update.**



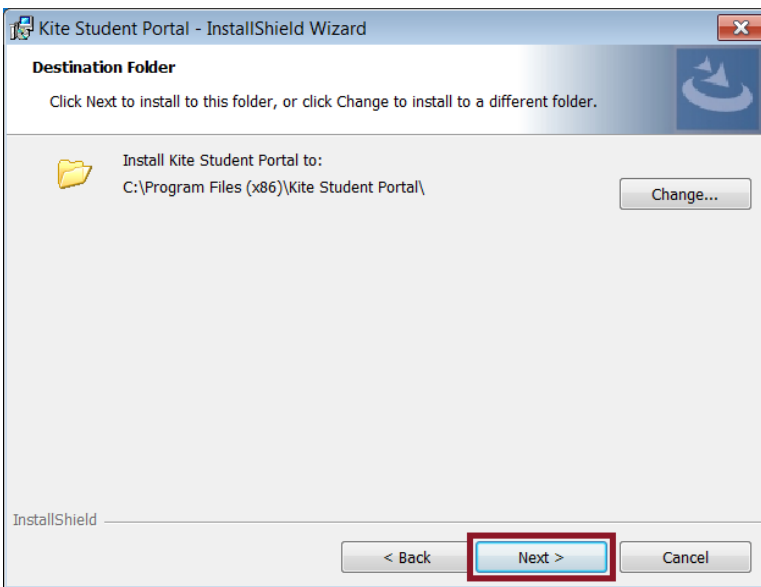
4. On the InstallShield Wizard dialog box, click Next.



5. Click Next.
6. On the License Agreement window, click I accept the terms in the license agreement. Click Next.



## 7. Click Next

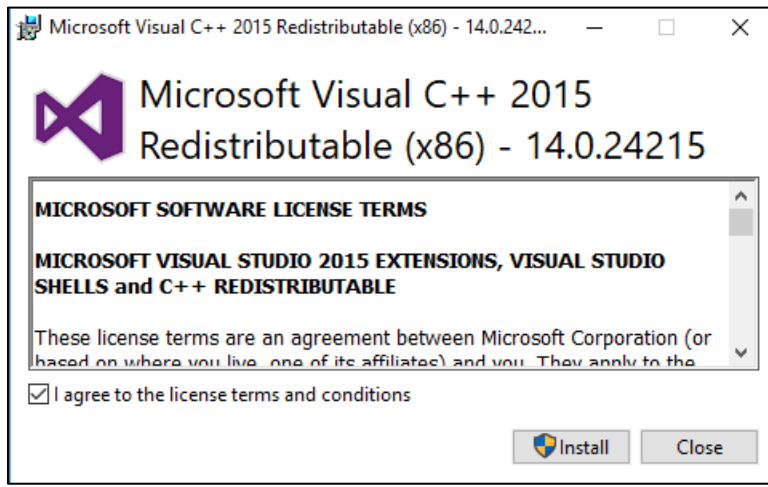


8. To begin the Kite Student Portal installation, click Install.
9. Once the installation is complete, click Finish.



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**Note: If using the .msi installer and Visual C++ redistributable is not up to date, this screen will appear and prompt an update.**



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## Configuring Kite Student Portal Software for Use with LCS

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**Note:** The LCS is not compatible with DLM® alternate assessments. If your site is participating in DLM assessments, please do not use an LCS.

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**Note:** If your program or site does not use LCS, skip this section.

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If your site uses LCS to allocate bandwidth during testing, you must set each client so that it points to the LCS.

### ***Pointing Kite Student Portal Software to the LCS***

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**Note:** The following procedure describes how to edit individual application files.

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To configure a test machine, perform the following steps.

1. Open the file browser for the machine.
2. Open the Program Files (x86) directory.
3. Open the Kite Student Portal directory.
4. Using a text editor, open lcshost.properties.
5. Locate the line that begins with lcshosturl.
6. After the equal sign, type the IP address of your LCS.

```
lcshosturl=10.101.0.10:3000
```

**Hint:** In the example above, the IPv4 address is 10.101.0.10 and the port number is 3000, so the LCS has an address of 10.101.0.10:3000

7. Save the changes.
8. Close the file.

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**Note:** During testing using an LCS, Kite Student Portal software will display the message “Connected through LCS” after login.

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## Accessing Kite Student Portal Software

For more information about using the Kite Student Portal Software, refer to the Educator's Guide to Kite Student Portal Software.

### ***Starting Kite Student Portal Software***

Once the Kite Student Portal software has been successfully installed, it can be accessed by an icon on your computer desktop or through the Start menu.

### ***Closing Kite Student Portal Software***

To close Kite Student Portal software, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.



## Troubleshooting

If you encounter any errors while using the Kite Student Portal software, you can always contact the service desk (contact information is on the first page of this guide). Some common issues and their solutions are below.

### ***After exiting Kite Student Portal software (Windows 8.1 and 10), the process does not quit.***

Sometimes, after exiting the Kite Student Portal software (in Windows 8.1 and 10), the process will continue to run in the background. To close the process, open the Task Manager and end the process.

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## Changes to the Guide

The following table lists the changes made to this guide since the last major release of the documentation.

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**Note: The Page column indicates the page number of the current document where the change appears.**

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| Change Logged | Page | Description of Change    |
|---------------|------|--------------------------|
| 8/1/2018      | All  | Major document overhaul. |