NM-ASR Kite® Student Portal Installation Guide: Windows

Kite STUDENT PORTAL

KU ACHIEVEMENT & ASSESSMENT INSTITUTE The University of Kansas | Assessment & Technology Solutions

Kite Student Portal (SP) is used by students to take online assessments. When running, SP covers the entire screen of the device, preventing students from accessing outside information during the test. SP is used by students to take assessments.

NOTE: Kite Student Portal is compatible with Windows 11 Arm®-based PCs.

Installation Guide Overview

This manual assists in the installation of SP on Windows. This installation guide is for the people responsible for installing SP on testing machines prior to students completing an assessment.

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 SP. Expect some slight differences depending on the operating systems used to access SP.

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Getting Help

Common tasks are described in this manual, but if you require additional assistance, please contact the Kite Service Desk or view the program website using any of the methods below.

Resource	Location
Phone	855-519-0571
Email	nm-asr-support@ku.edu
Live Chat and Kite Educator Portal	https://educator.kiteaai.org
Application Name	Kite Student Portal
Homepage URL	https://student.kiteaai.org
Icon	
Program Website	https://nmassessments.org/

Changes to the Guide

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

Date	Page	Description of Change

Installation of Student Portal

SP must be updated to the latest version prior to testing. Please check the program website for information on the latest version and supported operating systems.

Prerequisites

SP requires the prerequisites listed below to work correctly. These are automatically installed with the setup bundle and only need to be manually installed when using the MSI packages.

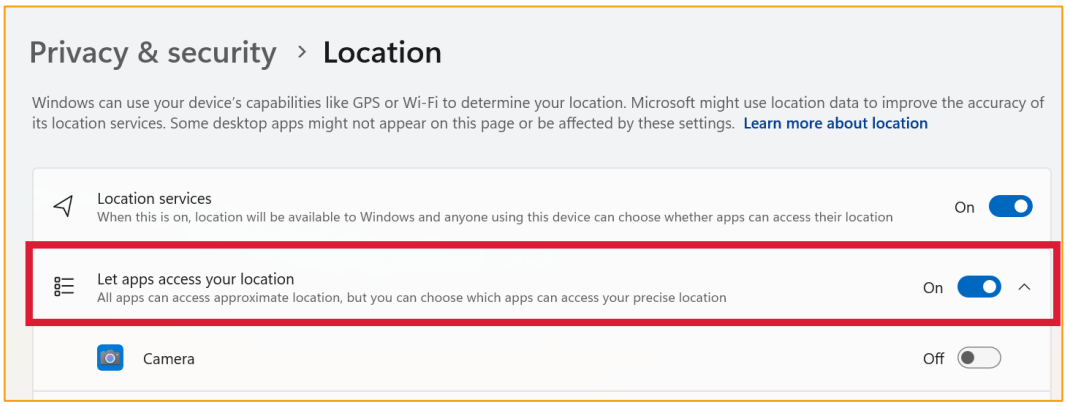
- .NET Framework 4.8 Runtime
- Visual C++ 2015-2019 Redistributable

Windows System Settings to Configure

Location Services

Location services must be enabled for proper functionality. To enable Location services, perform the following steps.

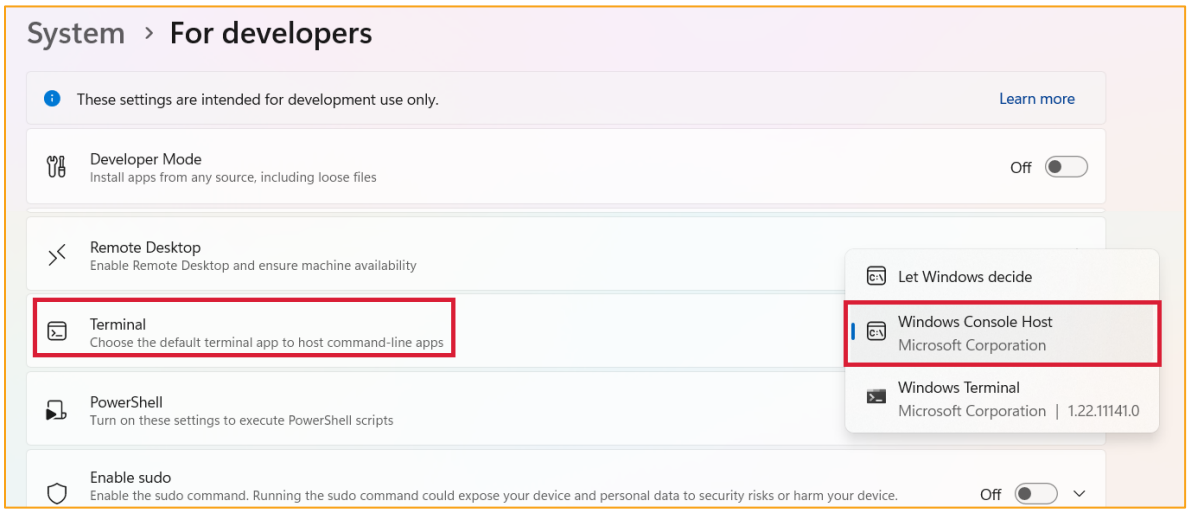
1. Select **Settings**.
2. Select **Privacy and Security**.
3. Toggle on Let apps access your location.



Windows Console Host

SP requires Windows 11 to operate in the 'Windows Console Host' terminal. To verify the device is in the correct terminal:

1. **Select** Start. **Select** Settings. **Select** System. **Select** For developers.
2. In Terminal, **select** Windows Console Host.



For IT administrators, this setting can be applied through group policy and registry settings.

- Command Prompt and Windows Powershell

Uninstalling Previous Versions

NOTE: If a previous version of Kite Student Portal exists, you must uninstall it and restart your machine before installing the newest version.

Uninstall & Restart Machine

1. Go to the **Control Panel**. Click on **Programs.** Click **Uninstall a program**.
2. Right-click on **Kite Student Portal**. Click Uninstall.
3. A popup message will display. Click Yes.
4. Wait for the program to be uninstalled. Restart your machine before continuing.

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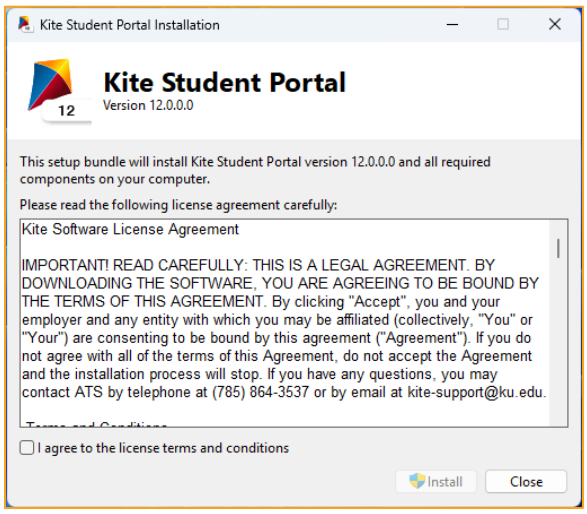
Downloading and Installing the Current Version

To download the latest version of SP, perform the following steps:

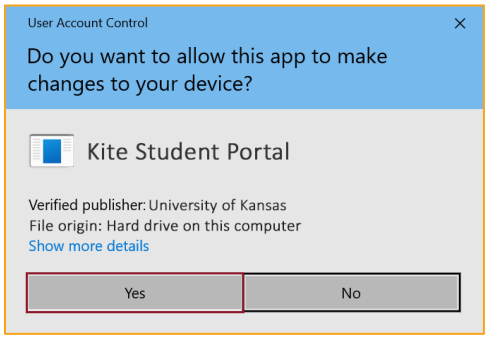
1. Go to the Technology Coordinators page on the program website. A link can be found in the *Getting Help* table at the start of this document.
2. Select the **Windows** icon from the platform icon list.
3. Select the download link for **Windows**.
4. Select the (.exe) link if downloading on a single device. Select the Microsoft Installer (.msi) link for multi-device download.

To install SP, perform the following steps:

1. Locate the file you downloaded on your computer and open the file.
2. On the License Agreement window, check the box next to *I accept the terms in the License Agreement*.
3. To begin the installation, click **Install**.



4. A message will display stating *Do you want to allow this app to make changes to your device?* Click **Yes**.



5. Once the installation is complete, click **Finish**. The icon should now appear on your desktop.

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Accessing the Application

When running, SP is a secure browser. It covers the full screen, preventing students from accessing outside information during testing. All other applications are not accessible once SP is launched.

Opening Kite Student Portal

After SP has been installed, you can open the app from the SP icon on your computer desktop or through the Start menu.

Closing Kite Student Portal

To close Student Portal, perform the following steps.

1. Click **Sign Out**.

2. Click **Close Kite**.

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Troubleshooting

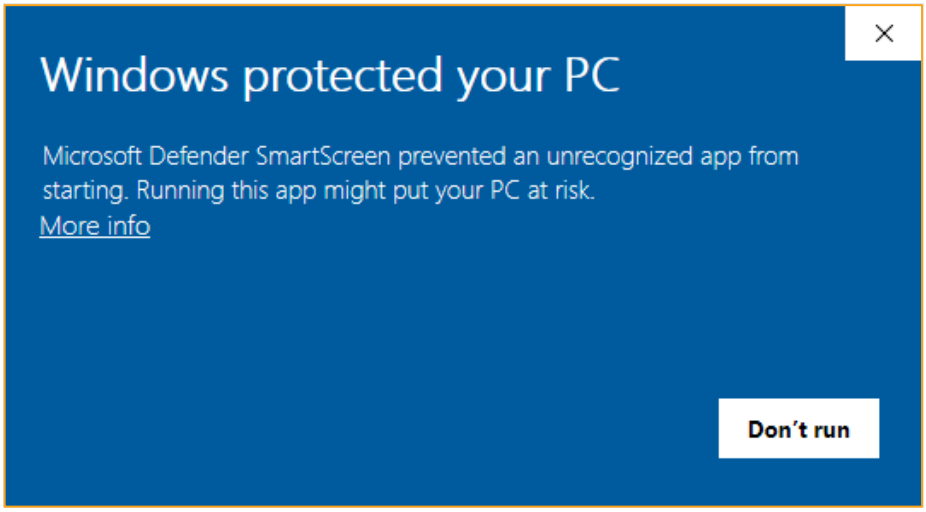
If you encounter any errors while using SP, you can always contact the Kite Service Desk. Contact information can be found at the beginning of this guide and at the bottom of each page. A few common issues and their solutions are below.

My browser is blocking the Kite Student Portal download.

There have been reports that Microsoft Edge is preventing the download of SP and displaying a message stating, "*Kite Student Portal.msi was blocked because it could harm your device.*" If you receive this message, please exit the Microsoft Edge browser and download the program using another web browser such as Google Chrome or Mozilla Firefox.

Microsoft Windows Defender Security Warning when Attempting to Install Kite Student Portal.

After downloading SP from your program's website and attempting to begin the install process, your Windows device may display a Microsoft Defender security warning preventing the installation of SP.



If you encounter this security warning, you can proceed with the installation by following either one of the steps outlined below.

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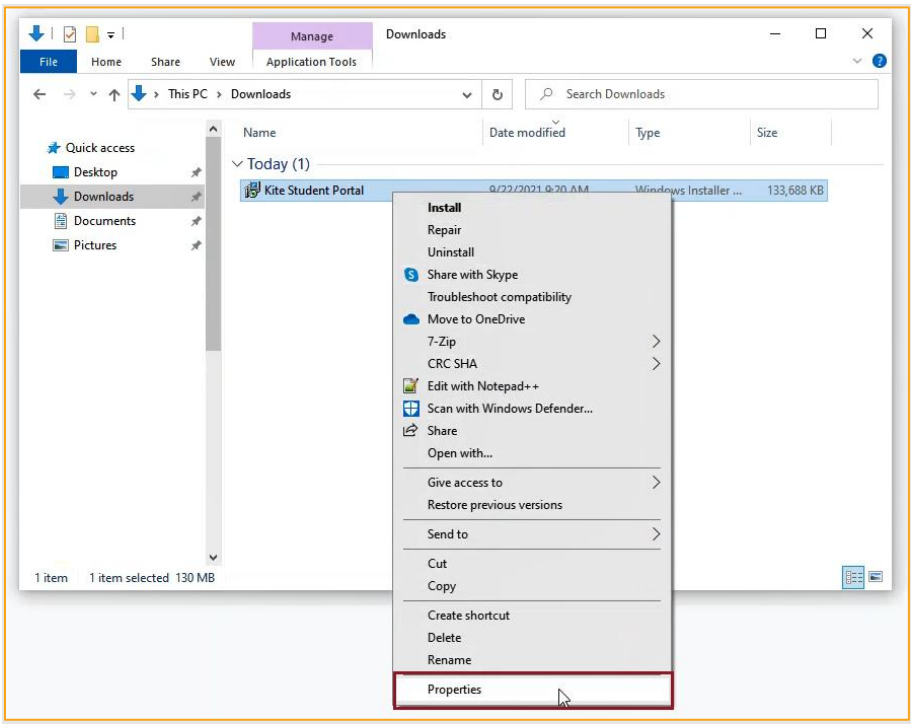
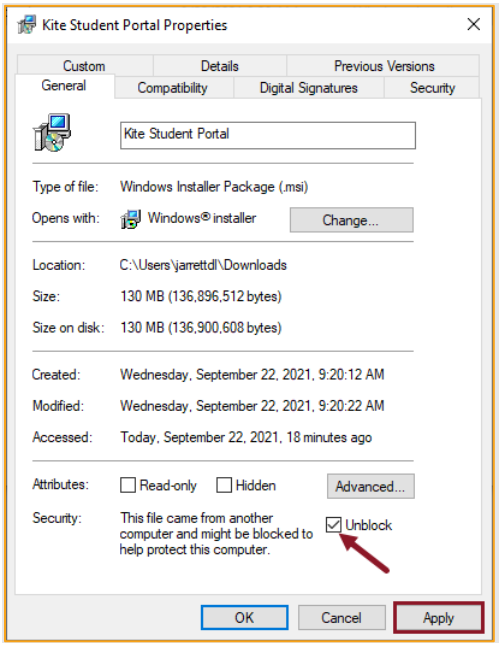
Process 1

1. Using a web browser other than Microsoft Edge, download SP.
2. Open Windows File Explorer.
3. In the Downloads folder, right click on **Kite Student Portal**.
4. Click Properties.



5. In the **General** tab, click **Unblock** at the bottom of the window.



6. Click Apply, then click **OK**.
7. Back in the Downloads folder in the File Browser, double-click on **Kite Student Portal** to begin the install process.

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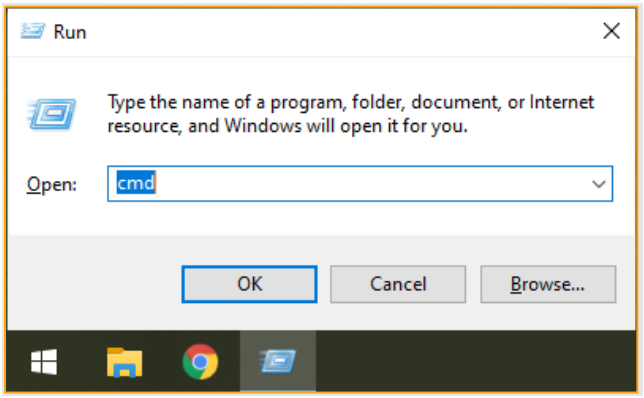
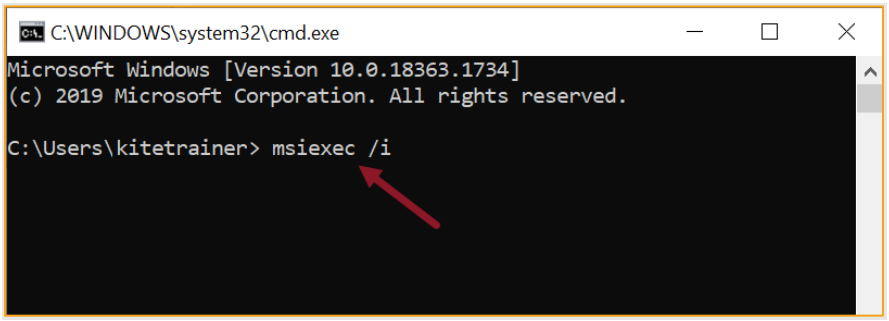
Process 2

1. Press Windows/Start + R keys simultaneously to open the “Run” box.
2. Type cmd and then click **OK** to open a Command Prompt.

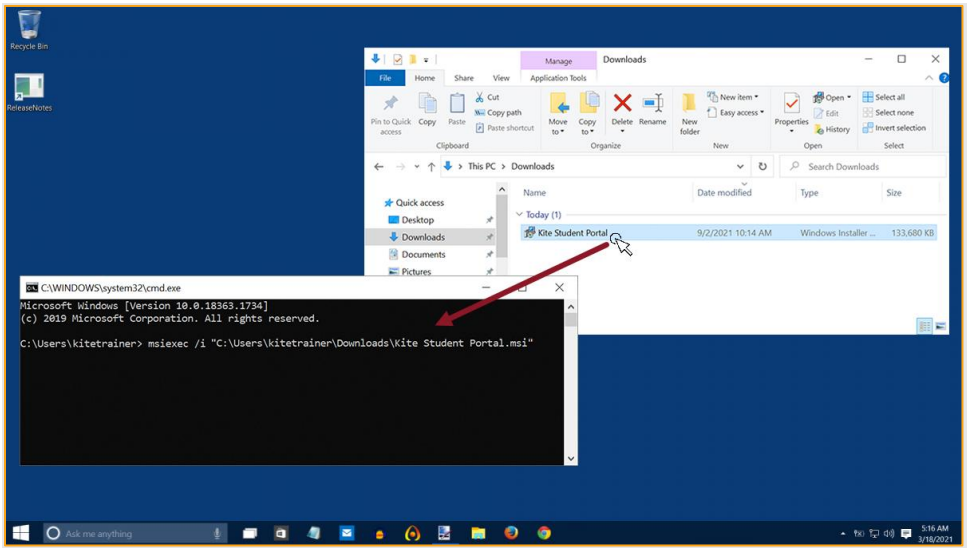


3. If installing the .msi file, type or paste the following text in the command line after C:\Users*username*> msiexec /i



NOTE: If you are installing the .exe file, DO NOT paste the “msiexec” text in the command line. Simply proceed to steps 4 and 5 for the .exe file.

4. Open the File Explorer and navigate to the Downloads folder.
5. Click and drag the Kite Student Portal file into the command line.



6. Click **Enter** to begin the installation.

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I pressed the power button on my device to exit SP and power off. After restarting the device, the normal reboot options in the Windows start menu do not display. Also, I cannot access any reboot options after pressing Ctrl+Alt+Delete.

In very rare cases, the Windows reboot options in the Start menu and/or the Ctrl+Alt+Delete window do not properly display after exiting the SP software via a hard reboot. In this instance, please restart your computer by pressing the power button again to shut off the device. Upon restarting the device, you should now see all normal reboot options in the Start menu again. If you restarted the device and still do not see the reboot options in the Start menu, please contact your IT administrator to perform the following troubleshooting steps on the device:

1. Open the Windows File Browser.
2. Navigate to your C: Drive.
3. Open the Program Files folder.
4. Open the Kite Student Portal folder.
5. Open the Reset folder.
6. Right-click on the KiteStudentPortal.ResetUtility.exe file and select *Run as administrator*.
7. When asked if you want to allow this app to make changes to your device, click **Yes**.
8. Use the down arrow to select *Reset system configuration to default values*.
9. Press the Enter key.
10. The next screen will say *Please enter the name of the user for which to reset all configuration values:* Type in the username used to log in to the computer and press the Enter key.
11. When the process is finished, a line will display saying *Successfully reset all changes!* You can now close the popup and view options to reboot the device.

Error Message when launching SP

Upon launching the application, I do not see the login screen. I get a popup stating *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.*

> **NOTE:** The following steps are contingent upon adequate user permissions, administrative access, and knowledge. Local IT staff should be consulted if any of the steps prompt an administrator's password or a change that is beyond the knowledge of the user.

The first step to troubleshoot these errors is to ensure that the prerequisite software has been installed on the device.

The second step to troubleshoot is to check the “KiteStudentPortal” service.

1. Open the Task Manager.
2. Click on the **Services** tab.

> **NOTE:** You may need to expand what you can see by clicking More Details

3. Locate the KiteStudentPortal service.
4. If the status appears as Stopped, right click and select **Start.**
5. Check to see if SP launches.

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If the status appears as Running and the error persists, continue to the final troubleshooting step. The final troubleshooting step is a complete reinstallation of SP. The following steps outline a complete reinstallation.

1. Uninstall SP.
2. Open the Task Manager.
3. Click on the **Services** tab.

> **NOTE:** You may need to expand what you can see by clicking More Details

4. Locate the KiteStudentPortal service.
5. Right click and select **Stop.**
6. Delete installed folder in C:\Program Files\Kite Student Portal.
7. Delete app data folders:
   a. %APPDATA%/ATS
   b. %APPDATA%/KiteStudentPortal
   c. %LOCALAPPDATA%/ATS
   d. %LOCALAPPDATA%/KiteStudentPortal
8. Reinstall SP.

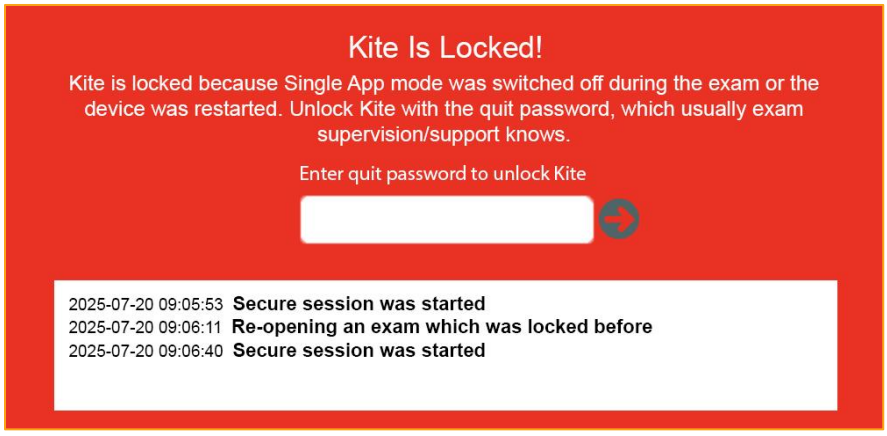
Error Message: "The active display configuration is not permitted. Please consult the log files for more information"

After installing SP and launching the application, I do not see the login screen. I get a popup stating *The active display configuration is not permitted. Please consult the log files for more information.*

This error occurs when launching Kite Student Portal and more than three displays are being used. Close Kite Student Portal, disconnect the other displays, and launch the application again.

Red screen asking for an administrator or quit password

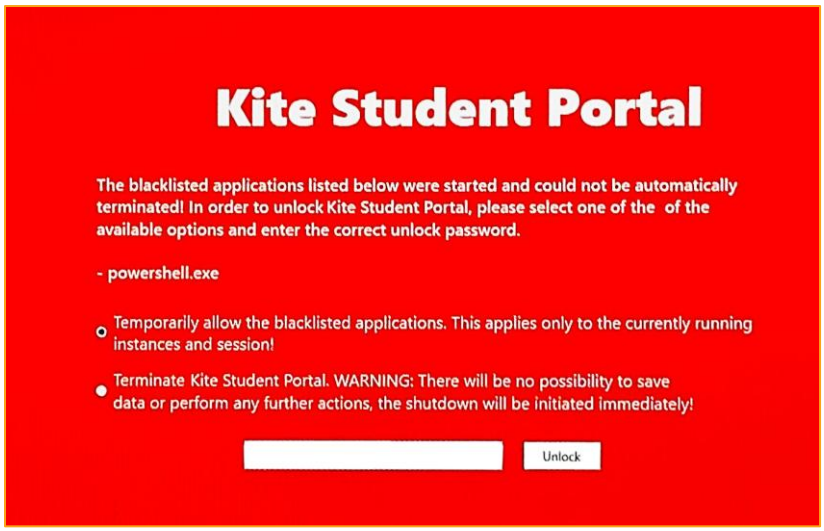
A message similar to the one appearing below may show when SP is incorrectly exited, or another application has taken the focus away from Kite. **The secure password is not posted in this manual.** Please contact the Kite Service Desk to request this password.



> **NOTE:** If a white screen appears the device has not yet reconnected to Wi-Fi.

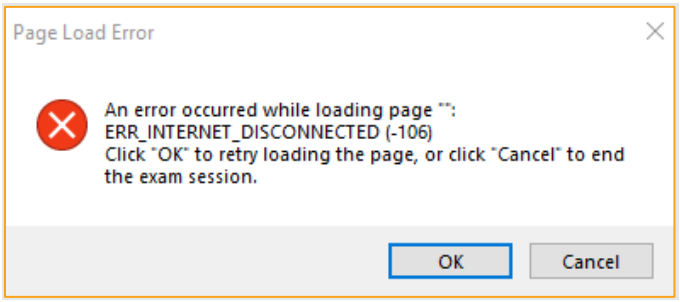
Red screen with blacklist error

A message similar to the one appearing below may show when SP is incorrectly exited, or another application has taken the focus away from Kite. **The secure password is not posted in this manual.** Please contact the Kite Service Desk to request this password.



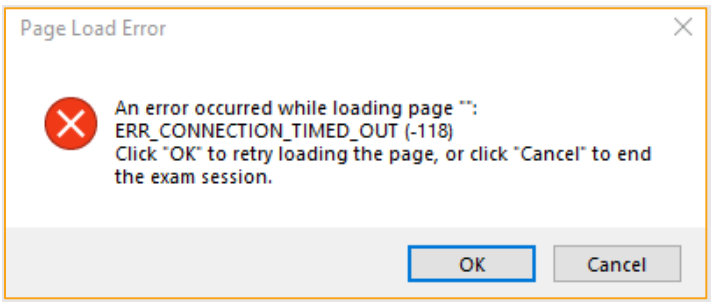
Load error when no network connection detected

This message appears when SP recognizes that the device is not connected to Wi-Fi when the application is loading. Select **Cancel** to close the application. Select **OK** to try and connect again after confirming that you have a strong Wi-Fi signal.



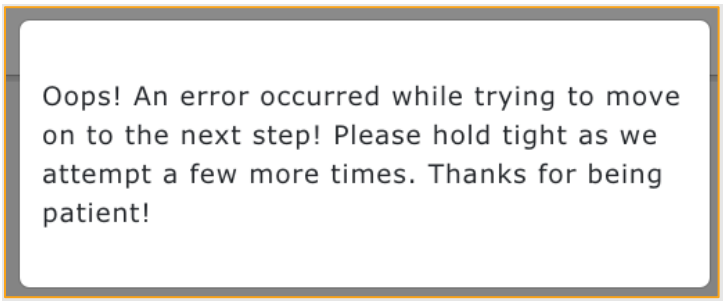
Load error when Application cannot be reached

This message appears when SP cannot be reached due to low, or no, internet connection. Select **Cancel** to close the Kite application. Select **OK** to try and connect again and continue the assessment.

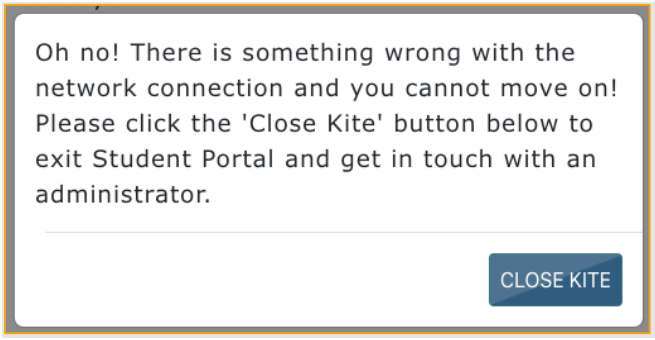


Oops! An Error Occurred

If Kite Student Portal cannot connect to the Kite servers, the following message will display.



This message will remain for approximately 10 seconds while the application tries to regain connection. If Student Portal cannot get reconnected, the following message will display, and you can select the Close Kite button. Please check your internet settings to verify a connection or restart your device before continuing.



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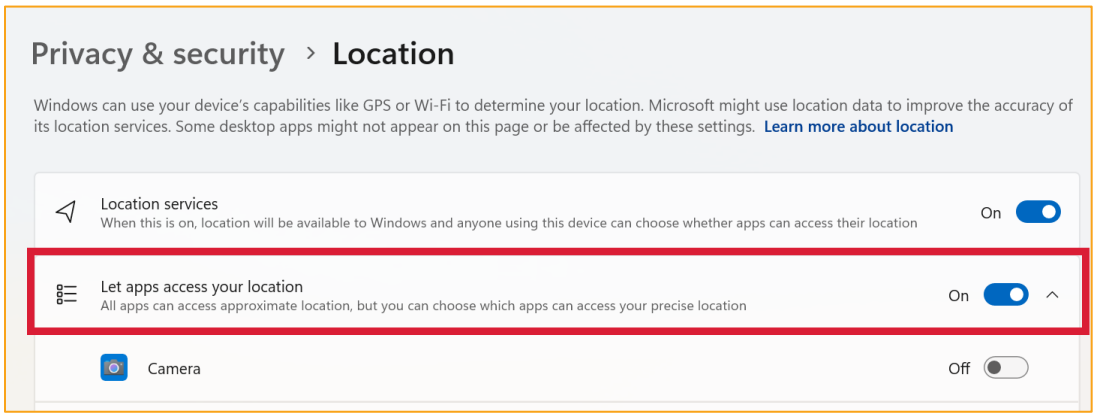
Stuck on Initializing user interface.

If Kite Student Portal appears to be frozen on the screen shown below, your device is not configured correctly. You must enable Location services.

To enable Location services, perform the following steps.

1. Select **Settings**.
2. Select **Privacy and Security**.
3. Toggle on Let apps access your location.