



K·I·T·E

CLIENT

Installation Guide for Macintosh®

September 2016



Welcome to KITE™ Client Software for Macintosh®

Note: The KITE Client software is supported for 64-bit Macintosh computers. If your machine's processor is 32-bit, then the machine is not compatible with the KITE Client software.

The Kansas Interactive Testing Engine (KITE) Client software is used by students to take tests. When running, the KITE Client 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 the KITE Client software on testing machines before students take tests.

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Structure of KITE Client Software Installation Guide

This manual assists in the installation of KITE Client software on Macintosh®.

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 Client software. Expect some slight differences depending on the operating systems used to access KITE Client software.

Version Information

This manual provides documentation for the KITE system release of August 2016.

Disclaimer

The Kansas Interactive Testing Engine™, 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 Client Software

KITE Client 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.

Phone: **785-864-3537**

Email: **kite-support@ku.edu**

Uninstalling Previous Versions

Note: Before installing the new version of the KITE Client software, you should remove the previous version.

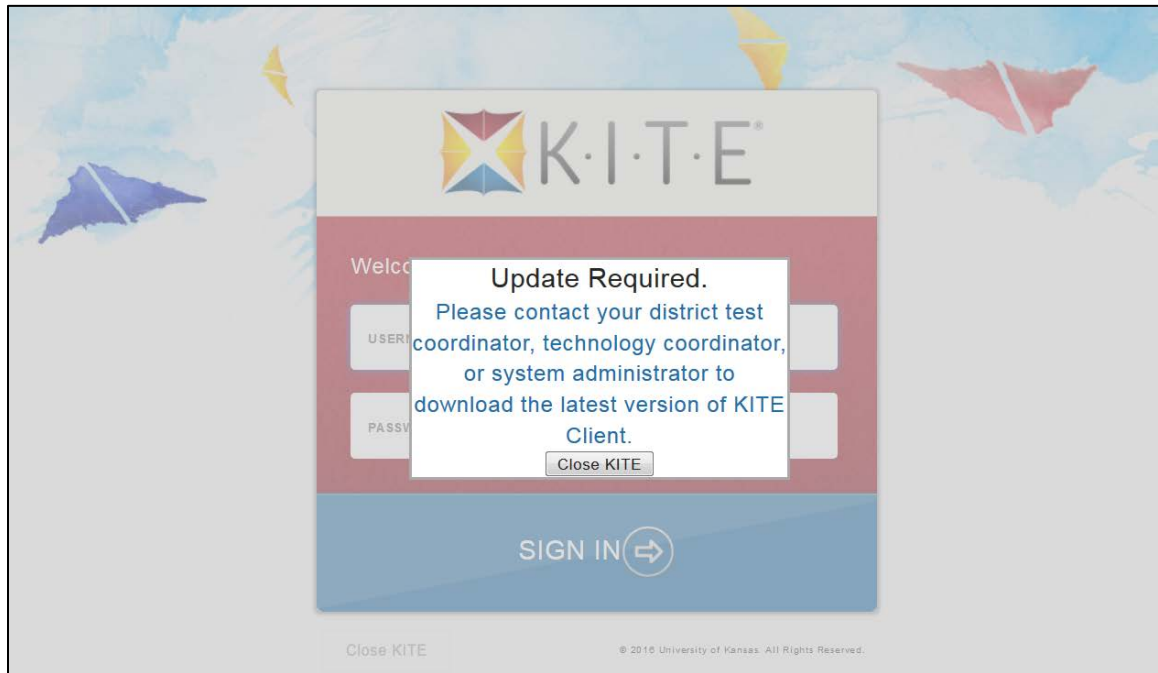
To remove the previous version, perform the following steps.

1. Open the Application folder.
2. Delete KITE Client.app.
3. Delete KITE Client preference.app.
4. Close the Application folder.
5. Open the Library folder.
6. Open the Application Support folder.
7. Delete the KITEClient folder.
8. Close the Application Support folder.

Note: If the testing machine has both a KITE Client and KITEClient folder in ~/Library/Application Support/, delete both folders.

9. Open System Preferences.
10. Click Security & Privacy.
11. Click the Privacy tab.
12. Click Accessibility.
13. On the bottom left of the window, click the padlock.
14. Enter your administrator password.
15. Click Unlock.
16. Clear the checkbox next to the KITE Client.app from the list.
17. Clear the checkbox next to the KITE Client preferences.app from the list.
18. In the bottom left of the window, click the padlock to save changes.
19. Close System Preferences.

Note: If the previous version is not uninstalled, the following message will be displayed. KITE Client will not function until the previous version is uninstalled and the latest version is installed.

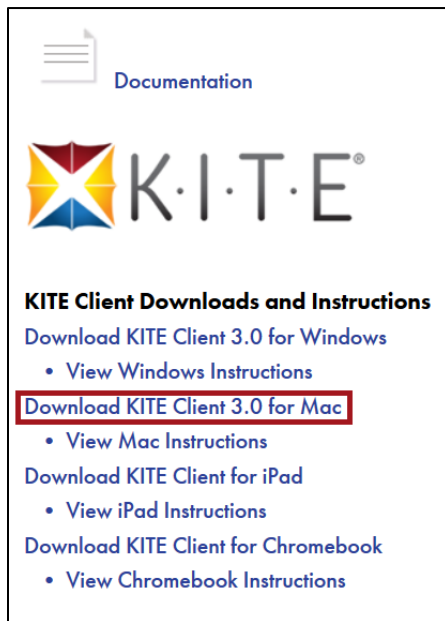


Downloading the New Version

Note: KITE Client 3.0 software supports OS X 10.10-10.11.

To download the KITE Client software, perform the following steps.

1. Navigate to the KITE webpage.
2. Click Download KITE Client 3.0 for Mac.



3. Click Save File.

Installing KITE Client Software

To install the KITE Client software, perform the following steps.

1. Once the download has finished, open the DMG file.
2. Drag KITE Client.app into the Applications folder.
3. Drag KITE Client preferences.app into the Applications folder.
4. From the Applications folder, create a KITE Client alias on the desktop.
5. Open System Preferences.
6. Click Security & Privacy.
7. Click the Privacy tab.
8. Click Accessibility.
9. On the bottom left of the window, click the padlock.
10. Enter your administrator password.
11. Click Unlock.
12. From the Applications folder, drag KITE Client.app into the list of applications.
13. From the Applications folder, drag KITE Client preferences.app into the list.
14. Verify that both icons have a checkmark next to them.

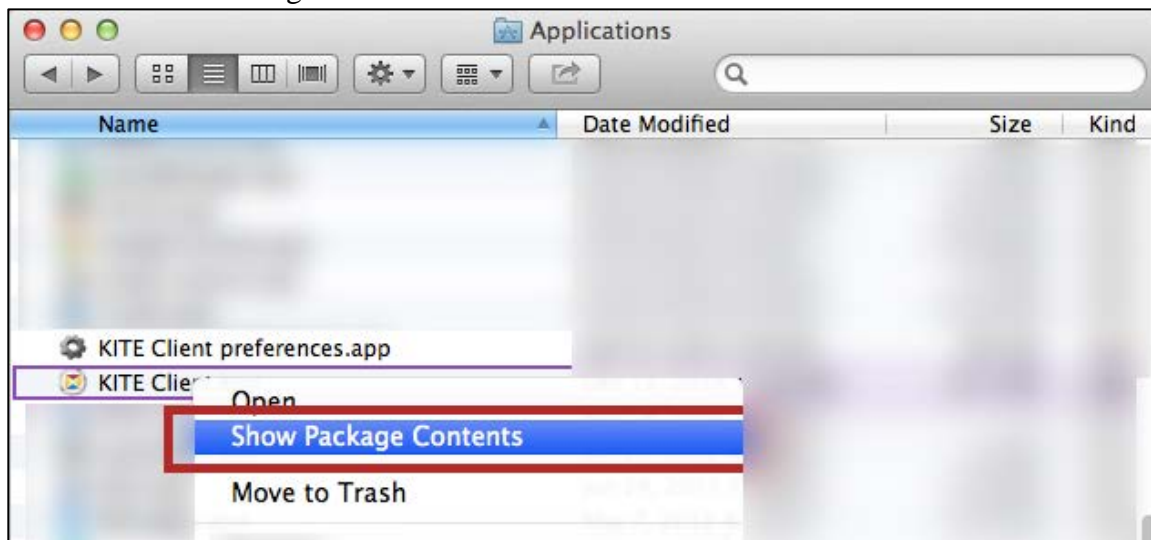
Note: The list may contain other applications. Do not adjust any other applications.

15. Click General tab.
16. Under the Allow apps downloaded from: selection option, click Anywhere.
17. In the bottom left of the window, click the padlock to save changes.
18. Open the Applications folder.
19. Open KITE Client.app and verify that the app is functioning.
20. Close KITE Client.app.
21. Open KITE Client preferences.app and verify that the app is functioning.
22. Close KITE Client preferences.app.
23. Close the Applications folder.
24. Return to System Preferences, Security & Privacy, General tab.
25. On the bottom left of the window, click the padlock.
26. Enter your administrator password.
27. Click Unlock.
28. Under the Allow apps downloaded from: selection option, click Mac App Store and identified developers.
29. In the bottom left of the window, click the padlock to save changes.
30. Close the Applications folder.

Verifying the KITE Client Version

To verify the version of the KITE Client software, perform the following steps.

1. Open the Applications folder.
2. Right-click on KITE Client.app.
3. Click Show Package Contents.



4. Open the MacOS folder.
5. Using a text editor, open readme.txt.
6. Verify the current version.

Accessing KITE Client Software

For more information about the KITE Client software, refer to the Educator's Guide to KITE Client software.

Starting KITE Client Software

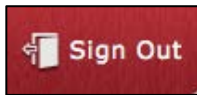
After the KITE Client software has been installed and System Preferences have been adjusted, you can open the KITE Client app from the Applications folder or from the alias you created on the desktop.

Note: If you receive a warning that KITE Client software is an application downloaded from the Internet, click Open.

Closing KITE Client Software

To close KITE Client 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 Client 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 Client software, the Firefox process does not quit.

Sometimes, after exiting KITE Client software, the Firefox process will continue to run in the background. To close the Firefox process, open the Activity Monitor and end the process.

After rebooting KITE Client software, the OS X system shortcuts start working.

On occasion, when you reboot KITE Client software, the OS X system shortcuts are available. To fix the situation, open System Preferences, Security and Privacy, Privacy tab, Accessibility. Clear the checkbox next to KITE Client.app and KITE Client preferences.app.

Changes to the Guide

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

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

Change Logged	Page	Description of Change
8/23/16	2	Removed Installing KITE Client Software on OS X 10.7-10.8.
8/23/16	3	Removed note.
8/23/16	4	Added note for out of date message in KITEClient.
8/23/16	5	Updated supported platforms.
8/23/16	5	Changed version available.