



K·I·T·E

CLIENT

Installation Guide for Windows®

September 2016



Welcome to KITE Client™ Software for Windows®

Note: The KITE Client software is supported for both 32-bit and 64-bit Windows computers.

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 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 Windows®.

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**

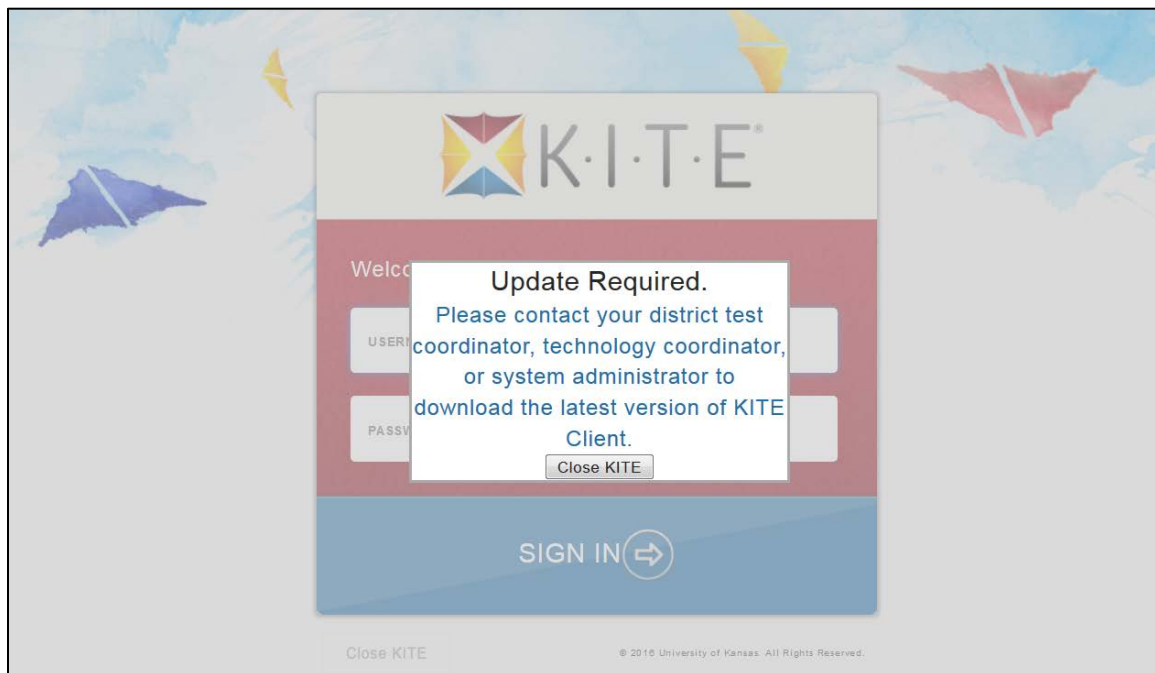
Uninstalling Previous Versions

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

To remove the previous version, use the Uninstall Software feature in the Control Panel.

1. Open the Control Panel menu.
2. Select the Uninstall a program option.
3. Select KITE Client.
4. Click Uninstall.
5. Open the computer's C: drive.
6. Open the Program Files (x86) folder.
7. Delete the KITE Client folder.

Note: If the previous version is not uninstalled, the following message will be displayed. KITEClient 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 Windows 7, 8.1, and 10.

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

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

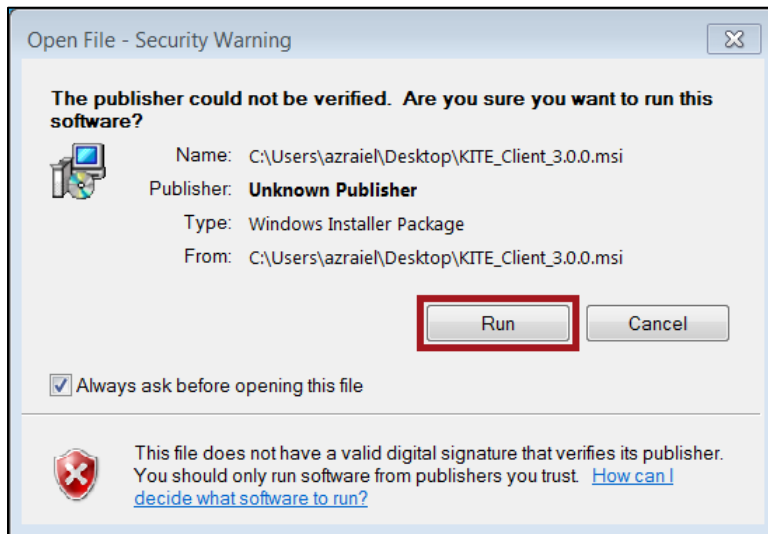


3. Click Save File.
4. Open the file you downloaded.

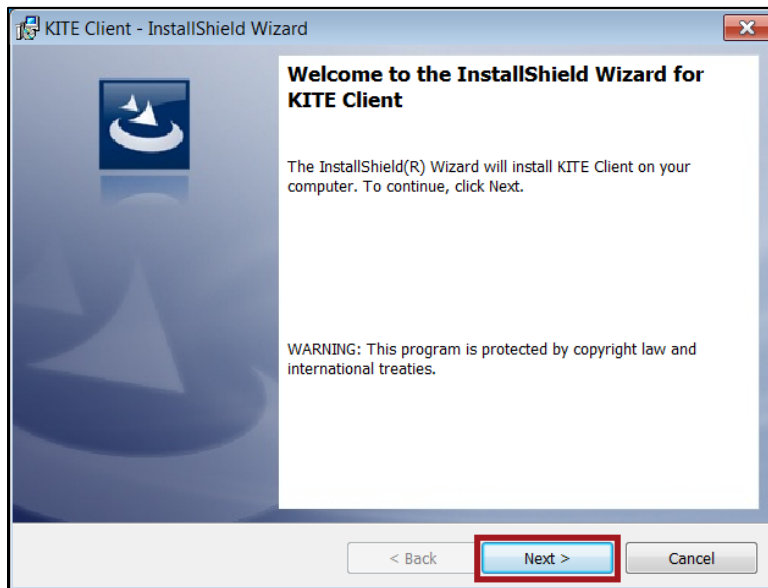
Installing KITE Client Software

To install the KITE Client 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.



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.



7. Click Next.
8. On the Destination Folder window, click Next.
9. To begin the KITE Client installation, click Install.
10. Once the installation is complete, click Finish.

Verifying the KITE Client Version

To verify the version of the KITE Client software, open the readme file included in the KITE Client directory on your machine.

Accessing KITE Client Software

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

Starting KITE Client Software

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

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 (Windows 8.1 and 10), the Firefox process does not quit.

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

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	3	Added note for out of date message in KITEClient.
8/23/16	4	Updated supported platforms.
8/23/16	4	Updated available version.
8/23/16	10	Updated troubleshooting.