



K·I·T·E®

CLIENT

# Installation Guide for Macintosh

September 2017



# Welcome to KITE Client Software for Macintosh Computers

---

**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 entire screen of the device, 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.

## Contents

Welcome to KITE Client Software for Macintosh Computers.....	1
Structure of KITE Client Software Installation Guide .....	2
A Note about Graphics.....	2
Version Information.....	2
Disclaimer .....	2
Using KITE Client Software.....	2
Getting Help.....	2
Updating Previous Versions .....	3
Downloading the New Version.....	5
Installing KITE Client Software .....	6
Verifying the KITE Client Version.....	7
Configuring KITE Client Software for Use with LCS .....	8
Pointing KITE Client Software to the LCS .....	8
Static IP Address – Fully Offline Mode ONLY .....	11
Accessing KITE Client Software.....	12
Starting KITE Client Software.....	12
Closing KITE Client Software.....	12
Troubleshooting .....	13
Changes to the Guide .....	14

---

## 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 2017.

### ***Disclaimer***

The Kansas Interactive Testing Engine<sup>®</sup>, KITE<sup>®</sup>, the KITE logo, Dynamic Learning Maps<sup>®</sup>, DLM<sup>®</sup>, the DLM logo, cPass<sup>®</sup>, 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](mailto:kite-support@ku.edu)**

---

---

## Updating Previous Versions

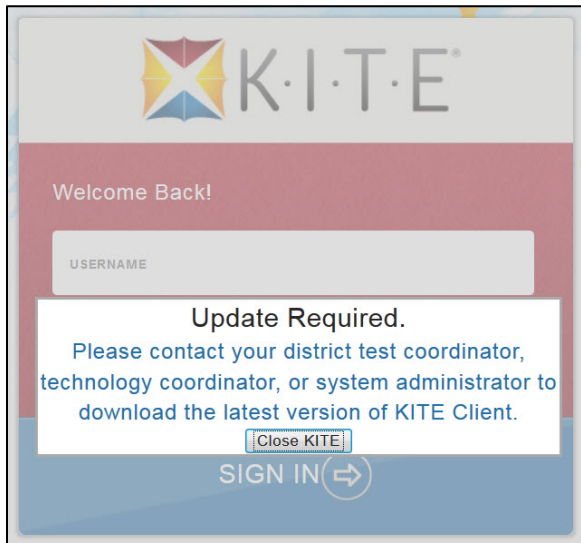
---

**Note: KITE Client now updates automatically with new releases.**

---

To update the previous version, open KITE Client while connected to the internet.

1. Open KITE Client

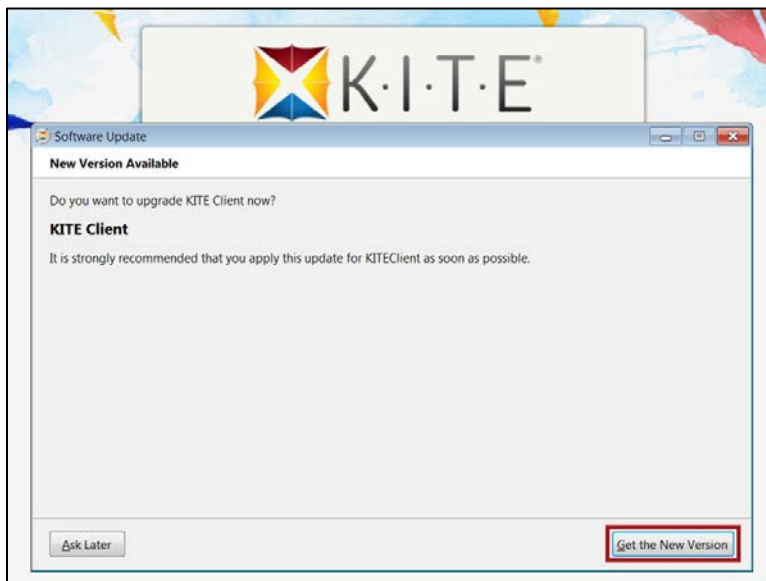


---

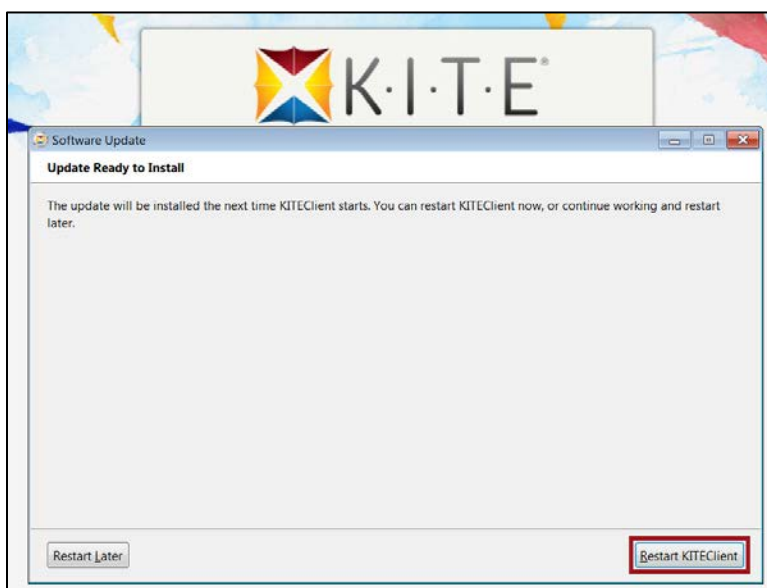
**Note: It may be a few seconds before the update screen appears.**

---

2. Select Get the New Version.

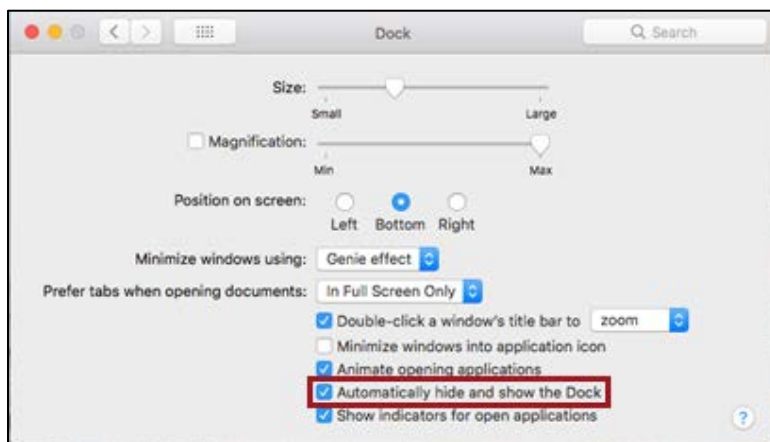


### 3. Select Restart KITE Client.



**Note:** If the Ask Later or Restart Later options are selected, the screen will revert to the Update Required message. KITE Client will not function until the latest version is installed.

**Note:** macOS 10.13.0 does not hide the Dock (ribbon) by default when using KITE Client. Access Preferences → Dock and check “Automatically hide and show the Dock.”

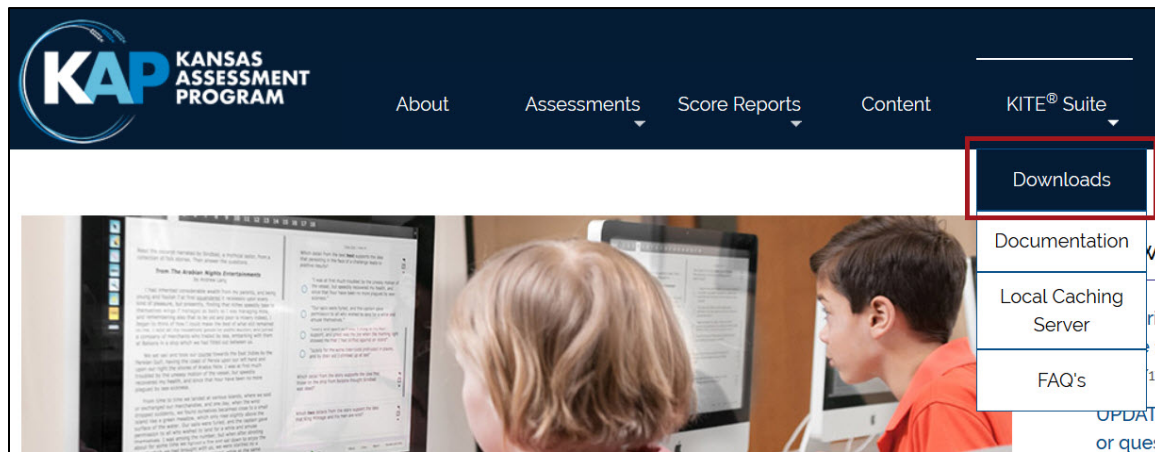


## Downloading the New Version

**Note: This step is only necessary for devices that do not have the previous version of KITE Client installed.**

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

1. Navigate to the KITE webpage.



2. Click Download for Windows.

### KITE Client

KITE Client 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.

<a href="#">Download for Windows</a>	<a href="#">Installation instructions</a>
<i>Requires Windows 7, 8.1, or 10</i>	
<a href="#">Download for Mac</a>	<a href="#">Installation instructions</a>
<i>Requires OS X 10.10+</i>	
<a href="#">Download for Chromebook</a>	<a href="#">Installation instructions</a>
<i>All Chromebooks supported</i>	
<a href="#">Download for iPad</a>	<a href="#">Installation instructions</a>
<i>Requires iOS 9.3.2-10</i>	

3. Click Save File.

---

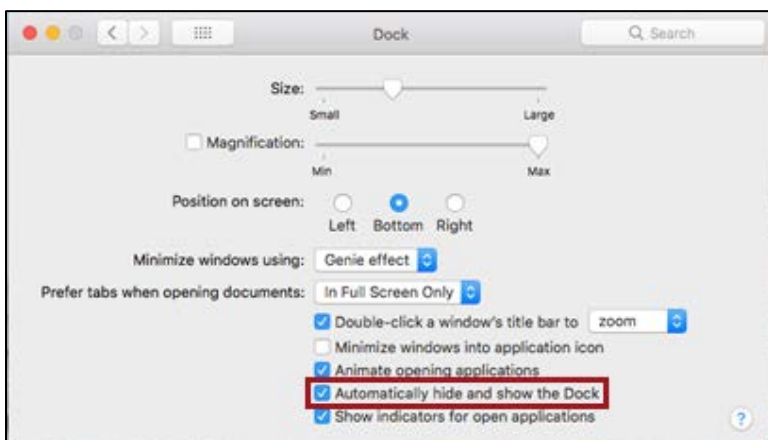
## Installing KITE Client Software

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. Close the Applications folder.

---

**Note: macOS 10.13.0 does not hide the Dock (ribbon) by default when using KITE Client. Access Preferences → Dock and check “Automatically hide and show the Dock.”**

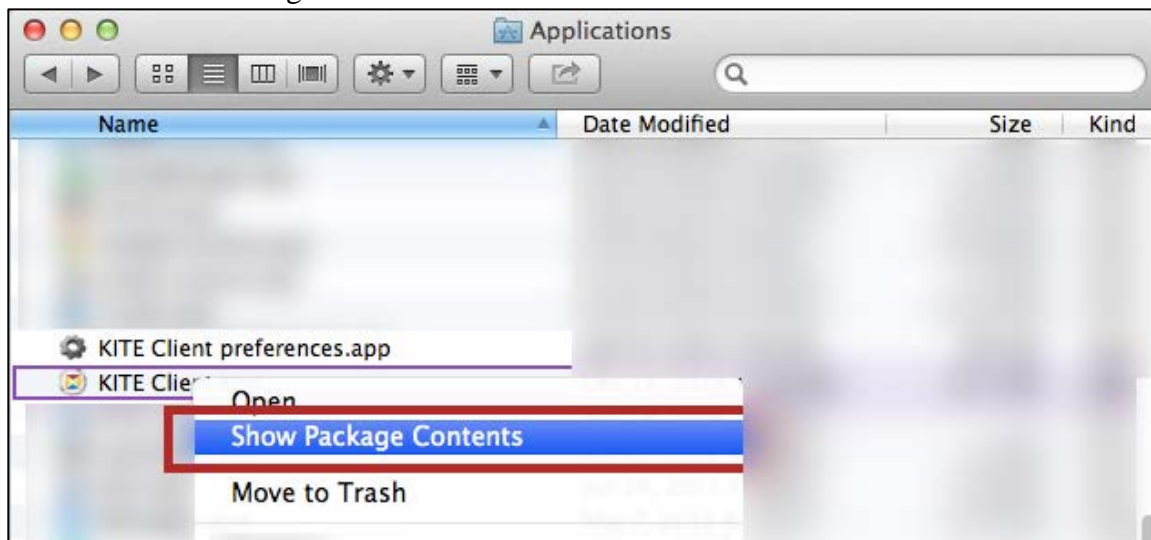


---

## 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 Contents folder.
5. Open the Resources folder.
6. Using a text editor, open version.txt



---

## Configuring KITE Client Software for Use with LCS

---

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

---

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

---

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

### ***Pointing KITE Client Software to the LCS***

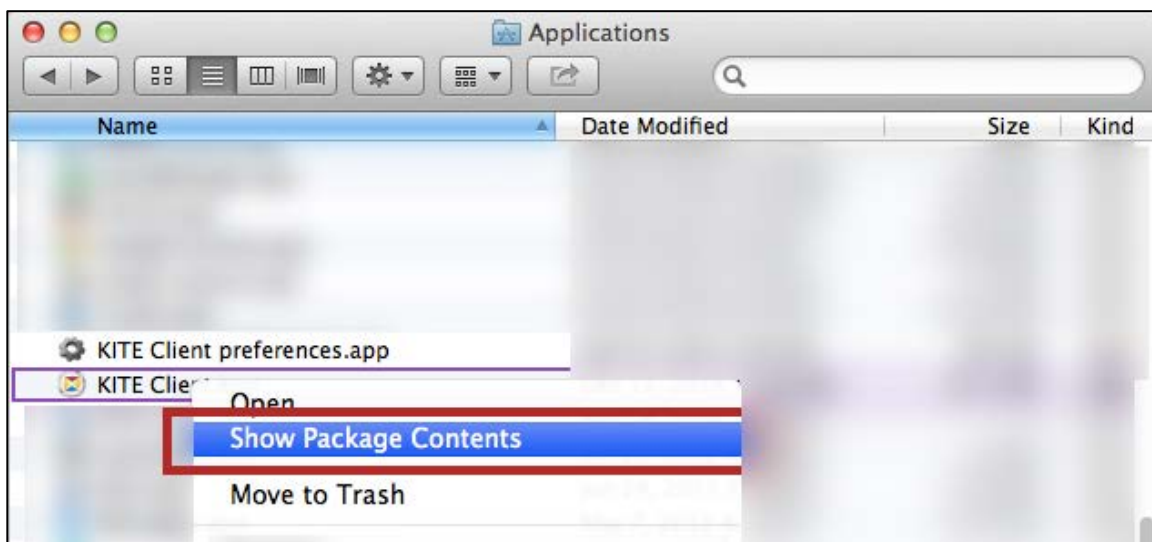
---

**Note:** Configuring the LCS settings requires the use of a text editor. For best results, avoid TextEdit (included with OS X). Consider software like TextWrangler (Bare Bones software), TextMate (MacroMates Ltd.), or Brackets (Adobe).

---

To configure a test machine, perform the following steps.

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



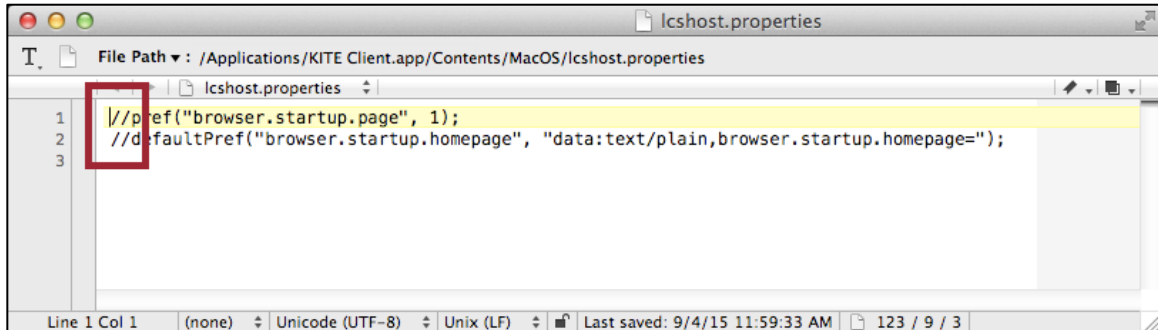
5. Open the Contents folder.
6. Open the Resources folder.
7. Using a text editor, open lchost.properties.

---

**Note:** The screen shots that follow were taking while editing the properties using TextWrangler.

---

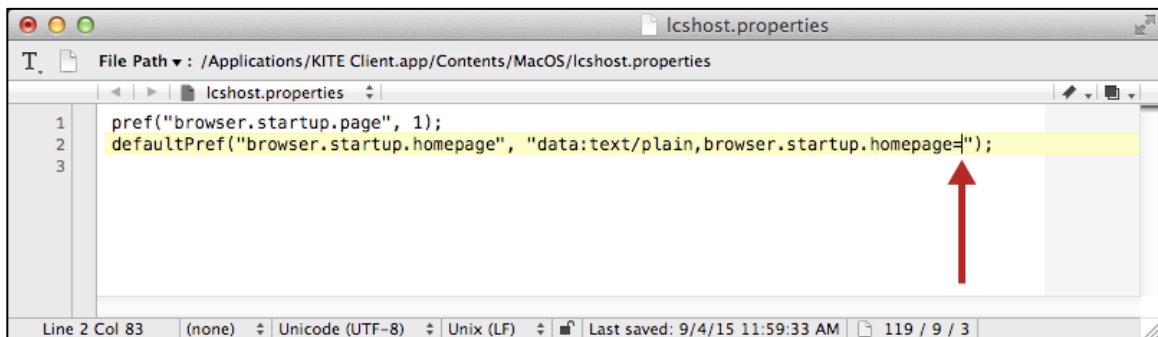
8. Delete the two slashes at the beginning of both lines of text.



```
1 //pref("browser.startup.page", 1);
2 //defaultPref("browser.startup.homepage", "data:text/plain,browser.startup.homepage=");
3
```

Line 1 Col 1 (none) Unicode (UTF-8) Unix (LF) Last saved: 9/4/15 11:59:33 AM 123 / 9 / 3

9. On the second line, after the equal sign, type the URL for your LCS.

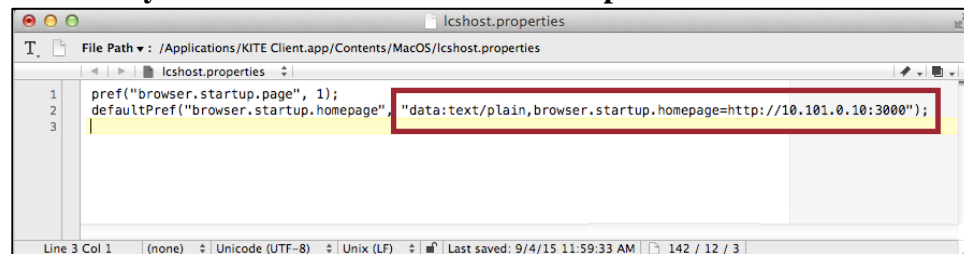


```
1 pref("browser.startup.page", 1);
2 defaultPref("browser.startup.homepage", "data:text/plain,browser.startup.homepage=");
3
```

Line 2 Col 83 (none) Unicode (UTF-8) Unix (LF) Last saved: 9/4/15 11:59:33 AM 119 / 9 / 3

---

**Note:** The example uses the IP Address 10.101.0.10 and Port Number 3000. Your server may have a different IP address and port number.

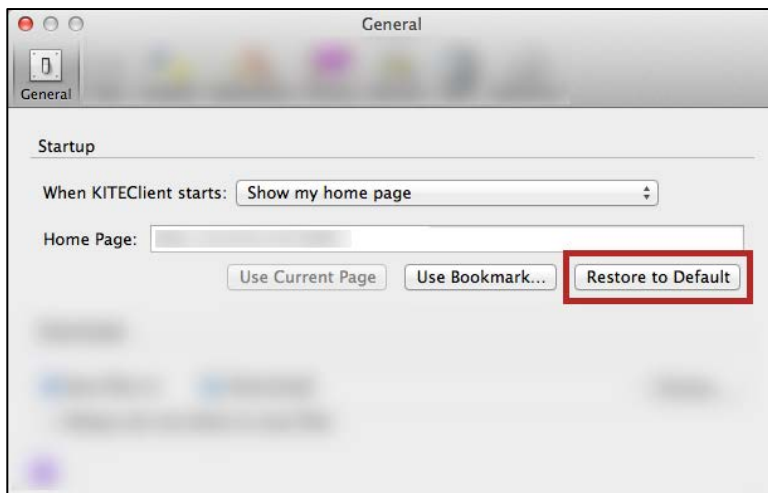


```
1 pref("browser.startup.page", 1);
2 defaultPref("browser.startup.homepage", "data:text/plain,browser.startup.homepage=http://10.101.0.10:3000");
3
```

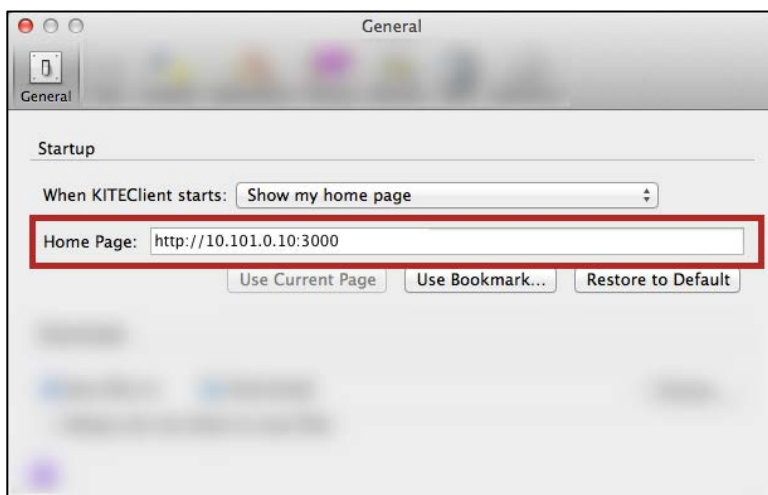
Line 3 Col 1 (none) Unicode (UTF-8) Unix (LF) Last saved: 9/4/15 11:59:33 AM 142 / 12 / 3

10. Save the file.
11. Close the file.
12. In Applications, open KITE Client preferences.app.

13. On the General tab, click Restore to Default.



14. Verify that the URL displayed is correct for your LCS.



---

**Note:** In our example, the URL for the LCS is `http://10.101.0.10:3000`. Your location may have a different URL.

---

15. Close KITE Client preferences.app.

---

**Note:** During testing using an LCS, the KITE Client software will display the message “Connected through LCS”.

---

---

## Static IP Address – Fully Offline Mode ONLY

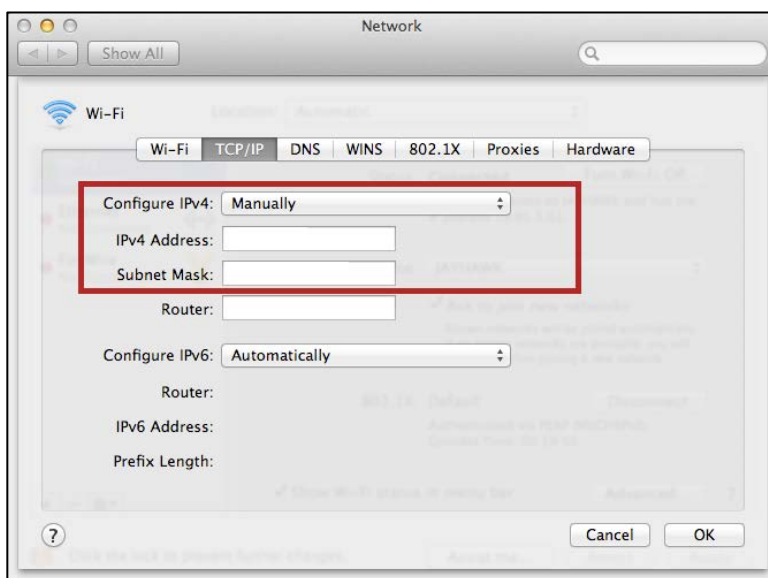
---

**Note:** The following procedure is only required if you will be testing using the LCS in fully offline mode. If you are unsure, please contact your organization for guidance.

---

If you are using LCS in fully offline mode, you must configure each KITE Client machine to use a static IPv4 address during testing. To configure the KITE Client software, perform the following steps.

1. Open System Preferences.
2. Open the Network settings.
3. Select the appropriate network (i.e., Ethernet, Wi-Fi, etc.).
4. Click Advanced.
5. Click TCP/IP.
6. From Configure IPv4, select Manually.



7. In the IPv4 Address field, type the IP address of your LCS.
8. In the Subnet Mask field, type:

**255.255.255.0**

9. Save the settings.

---

## 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
9/29/17	4, 6	OS X 10.13.0 note added.