



K·I·T·E®

CLIENT

# Installation Guide for Windows

September 2017



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# Welcome to KITE Client Software for Windows

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

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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® 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 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 September 2017.

### ***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.

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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

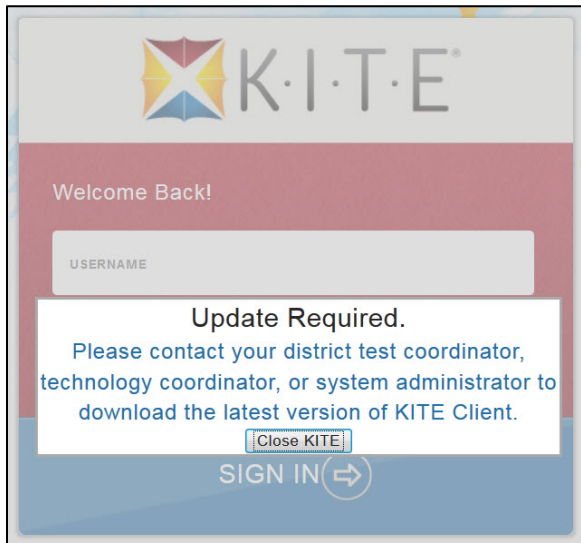
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**Note: KITE Client now updates automatically with new releases.**

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

1. Open KITE Client

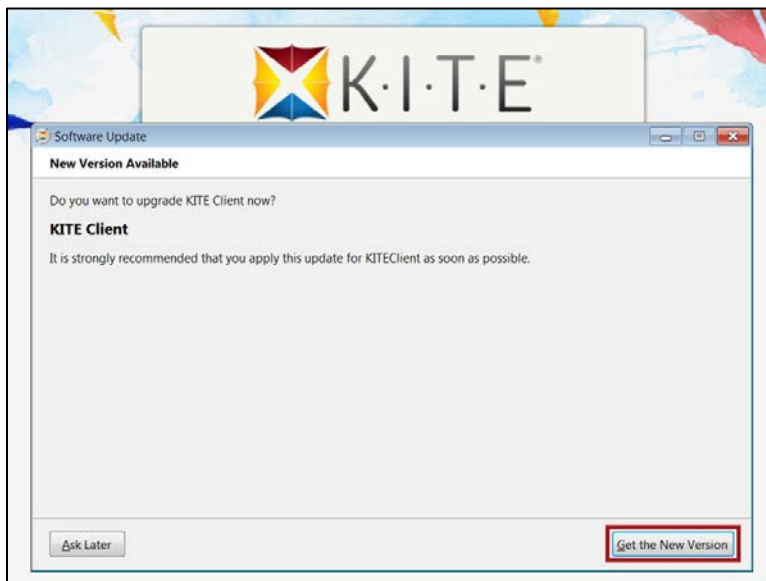


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**Note: It may be a few seconds before the update screen appears.**

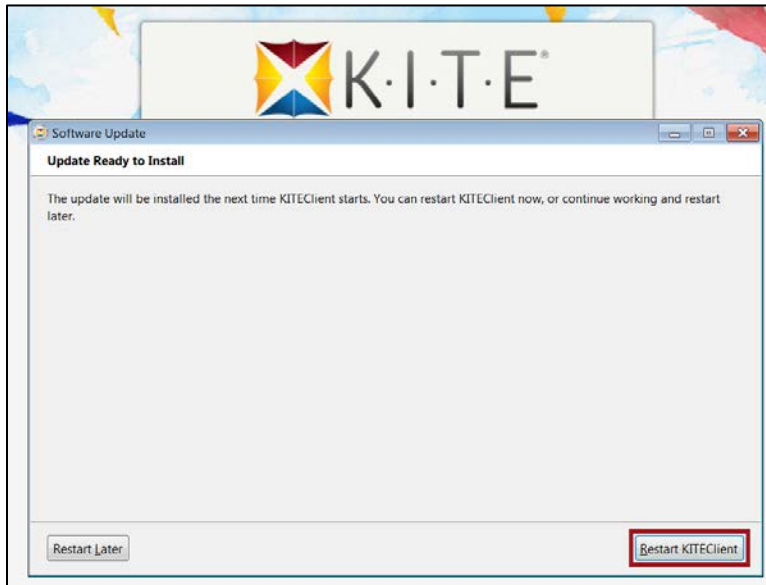
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2. Select Get the New Version.



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3. Select Restart KITE Client.



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**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.

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## Downloading the New Version

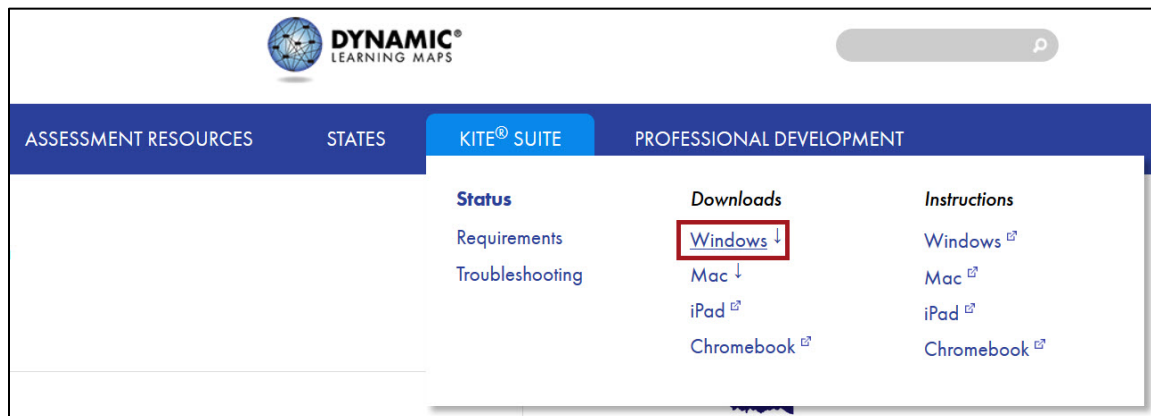
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**Note: This step is only necessary for devices that do not have the previous version of KITE Client installed.**

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

1. Navigate to the DLM webpage.
2. Hover over the KITE<sup>®</sup> tab.
3. Click Windows under Downloads.

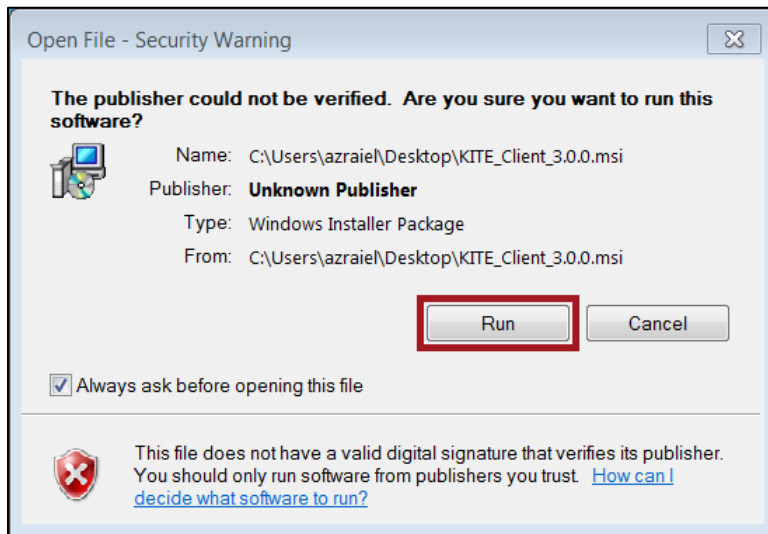


4. Click Save File.

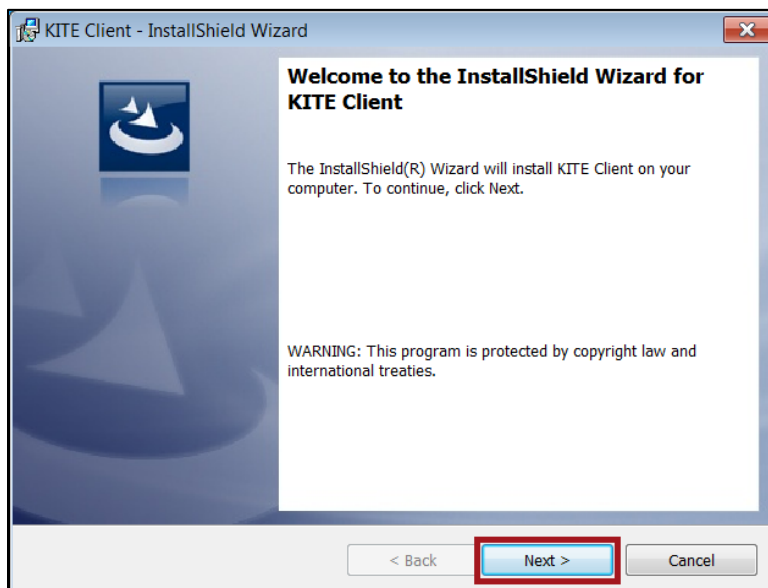
## Installing KITE Client Software

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.

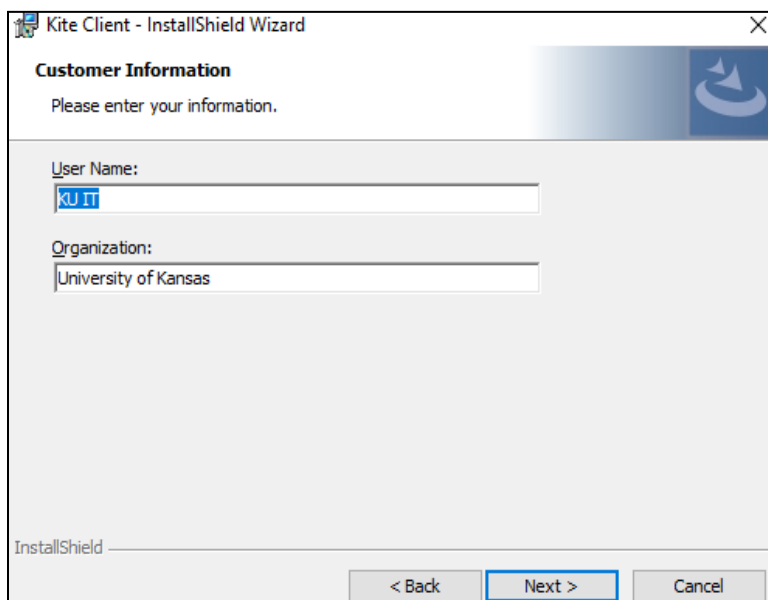


5. Click Next.

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



7. Enter your name and organization.



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



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## Accessing KITE Client Software

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

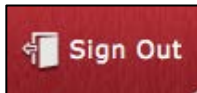
### ***Starting KITE Client Software***

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.

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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
9/1/2017	All	Major document overhaul.