



ContentKeeper Mobile Agent (CKMobile)

Parent and Student Troubleshooting Guide

Overview:

This document provides information on ContentKeeper Mobile Agent, also known as CKMobile.

The CKMobile agent provides a VPN connection to the School District of Osceola County's network. This agent comes installed on all district-owned, student take-home devices to filter and monitor web traffic.

When the student is on-site and connected to SDOC-NETWORK, the agent will appear as a gray circle as shown below:



When the student is off-site and connected to a home network or hotspot, the agent should appear as an orange circle as shown below:



If a student is unable to access the internet from home, follow the troubleshooting steps below.

1. Verify the version of the CKMobile agent by hovering over the icon. At the time of writing this document, the current version supported by SDOC and ContentKeeper is **7.37**.
2. Try to disconnect or “forget” the home internet connection and reconnect to it. Please allow a few minutes for the agent icon to turn from gray to orange.
3. Restart the computer device. A restart normally refreshes the connection and allows the student to re-authenticate to the machine and the agent.
4. If all the steps above fail, please contact and return the laptop to the school tech for evaluation.

This concludes the ContentKeeper Mobile Agent troubleshooting guide.