



Local Agent

The Local Agent enables application functionality that supports:

- DMS Import
- Printer Configuration
- Printing

Technical Instructions and Troubleshooting

Firewall Connections

If you utilize a firewall to manage your outbound connections, you need to allow outbound connections and bi-directional data flow for the following sites:

1. las.dtrts.com - This is the Local Agent Service (LAS) that the Local Agent connects to via websockets using the wss protocol.
2. ca.dtrts.com - The Local Agent will attempt to make outbound connections to the ca.dtrts.com site via HTTPS in order to perform various operations.

Decrypting Traffic in the Firewall

You should not decrypt traffic that is traveling to/from ca.dtrts.com or las.dtrts.com. In some cases, firewall hardware (specifically Palo Alto) has experienced difficulty when decrypting our traffic via the firewall. If decryption is turned on, you should add the ca.dtrts.com and las.dtrts.com domains to the exclusion list preventing our traffic from being decrypted.

Proxy Servers

If you use an internal proxy server to route outbound traffic, you still need to open up your firewall. Configuring the web browsers for all of your users to communicate with the proxy will forward the request along to our servers. This makes communicating from the browser to our ca.dtrts.com server manageable.

The Local Agent does not support proxy servers, though we are looking into this option. For now, you need to open up ca.dtrts.com and las.dtrts.com in your firewall.

Cookies

Vitu OLRS utilizes a browser cookie to maintain Local Agent configuration information within the browser. If your users clear their browser cookies, they may need to re-sync the Local Agent for certain functionality to work.

Configuring Antivirus Exclusions

Following are instructions for excluding Local Agent in several common antivirus applications.

AVIRA:

<https://blog.avira.com/exceptions-avira-antivirus-3-steps/>

AVAST:

1. Open Avast Free Antivirus.
2. Click "Antivirus" followed by "Settings."
3. Enter the file path where you installed Local Agent (default location is C:\DTRTS\LocalAgent).
4. Click "Add" to exclude Local Agent from all of Avast's protection shields, including virus scanning.

AVG:

1. Open your AVG program.
2. From the Options menu, click "Advanced settings."
3. In the left pane, click "Exceptions."
4. In the right pane, click "Add exception."
5. In the drop-down menu, select the exception type.
6. Browse to the file that you want to exclude, or type the file path where you installed Local Agent (default location is C:\DTRTS\LocalAgent).
7. Click "OK" to save the exception.

NORTON:

1. Click the "Settings" link in the Norton Antivirus window to navigate to Settings. The Computer tab is selected by default.
2. Click the "Antivirus and SONAR Exclusions" link, and then click the "Configure" link next to "Items to Exclude from Scans." The Scan Exclusions window opens.
3. Click "OK" twice to add the file to the Exclusions list.
4. Click "Apply" and then "OK" to apply and save the new settings.
5. Click the "Configure" link next to "Items to Exclude from Auto-Protect, SONAR and Download Intelligence Detection."
6. Use the same method to add the file or folder to the Auto-Protect, SONAR and Download Intelligence Detection Exclusions list.
7. Click "OK" to return to the main Norton Antivirus window.

MCAFEE:

1. Click Start > Programs > McAfee > VirusScan Console.
2. Right-click on "Access Scanner."
3. Select "Properties."
4. Click "All Processes, Detection, Exclusions."

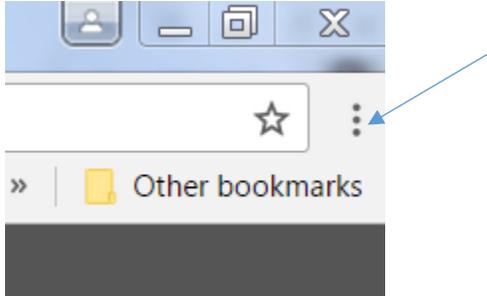
Local Agent version 2.0 and earlier

If you are using Local Agent version 2.0 or earlier, there are some additional steps you may need to take. To determine what version of Local Agent you are using:

1. Right-click on the Vitu icon in your system tray (lower right part of the screen).
2. Select "About" which will launch the About screen showing the Local Agent version number in your browser.
3. If you are running Local Agent version 2.0 or earlier, follow the steps listed below for your browser.

Configuring Google Chrome

1. Open the Vitu Reg & Title application.
2. Click on settings in the top right hand corner:



3. In the dropdown menu, select SETTINGS.
4. At the bottom of the page, click SHOW ADVANCED SETTINGS.
5. Under PRIVACY, click CONTENT SETTINGS:

Privacy



- 6. Under JAVASCRIPT, make sure "Allow all sites to run JavaScript" is selected. Then click on Manage Exceptions:

JavaScript

- Allow all sites to run JavaScript (recommended)
- Do not allow any site to run JavaScript

Manage exceptions...

- 7. Add the local agent link (default location is C:\DTRTS\LocalAgent) in the box. Make sure it is set to allow and then click done.

JavaScript exceptions ✕

Hostname pattern	Behavior
https://localhost:8989	Allow
<input type="text" value="[*].example.com"/>	Allow ▼

- 8. Close any open windows, including our program.
- 9. Click the following link to open a new tab in Chrome: <https://localhost:8989>.
- 10. Click on the ADVANCED tab:

Warning

Your connection is not private

Attackers might be trying to steal your information from **localhost** (passwords, messages, or credit cards). NET::ERR_CERT_COMMON_NAME_INVALID

[Automatically report](#) details of possible security incidents to Google. [Privacy policy](#)

ADVANCED

11. Then click PROCEED TO LOCALHOST (UNSAFE):

This server could not prove that it is **localhost**; its security certificate is from **[missing_subjectAltName]**. This may be caused by a misconfiguration or an attacker intercepting your connection. [Learn more](#).

Proceed to localhost (unsafe)

12. **NOTE:** It is in fact safe; however, the Local Agent certificate may not be recognized by the browser.

13. Go back to our site, and log in. At the top, you should see NOT SECURE in red with a strikethrough.

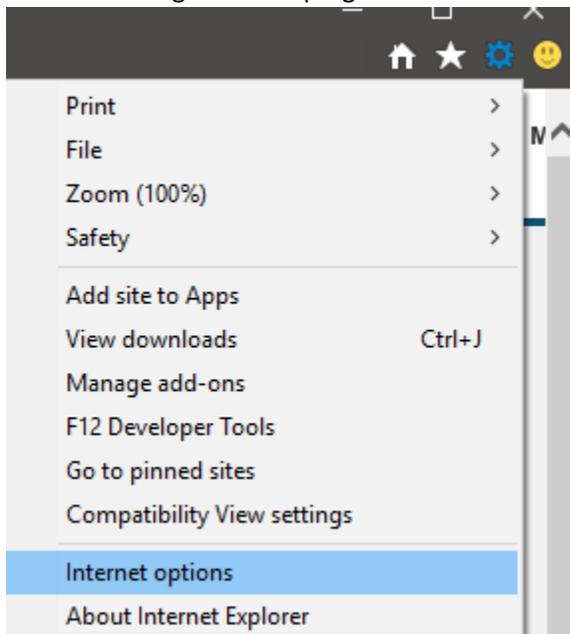


14. You should now be able to print and import from DMS.

Configuring Internet Explorer

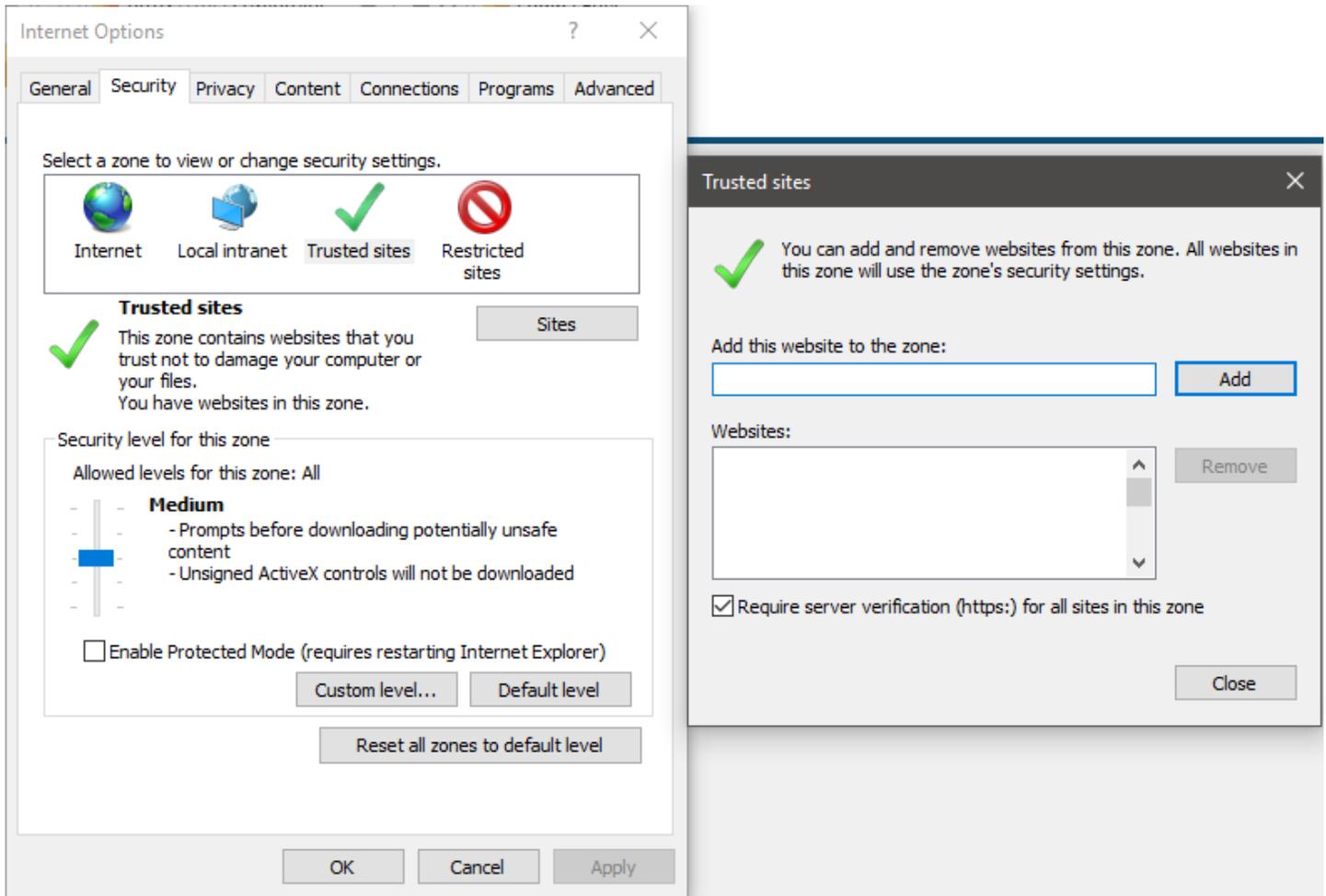
Add the Vitu Reg & Title site to trusted under Internet Options and the security tab. To do so:

1. Open the Vitu Reg & Title application.
2. Click on settings in the top right hand corner and select Internet options



3. Click the Security tab and select Trusted Sites (the green check).

4. Click the Sites button.



5. Check to see if localhost:8989 is listed in the Websites list.

6. If it is not, enter localhost:8989, and click Add.