

# vitero IT Checklist: IT Support for vitero inspire



**Note:** For the releases and performance improvement, extended user rights and knowledge in IT administration are required. Therefore, please share this list with your company's administrator, if necessary.



Addresses & Ports



Firewall



Proxy Server



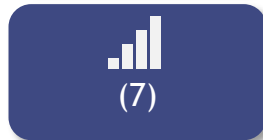
Antivirus Program



TLS Scanner



Audio Communication



VPN Connections



Optional: Download of the Application File



Optional: Network Prioritisation

## (1) Addresses & Ports

In order for you as a user to have access to our software, your computer must be able to communicate with the **vitero** servers.

To establish a connection to the **vitero** servers, it is necessary that our addresses incl. ports are accessible from your computer.



**To-do:** Release all addresses incl. ports listed in the **vitero inspire** [system requirements](#).

We recommend a UDP connection to our WebRTC servers for improved audio and image quality in the virtual room.

## (2) Firewall

The firewall protects your network from unwanted access of the internet and regulates incoming data.

Therefore, network traffic to our servers through your firewall should be possible for a successful use of **vitero inspire**. In addition, your firewall should work efficiently to avoid delays in the audio, screen sharing and video stream.



**To-do:** Please check whether your firewall slows down or blocks data traffic to **vitero inspire**, give the required releases and ensure proper performance.

### (3) Proxy Server

A proxy server protects your IP address. The connection to the **vitero** servers will be established via a proxy server when using **vitero inspire**. Thus, it is necessary that your proxy server(s) have the required releases and perform sufficiently.



**To-do:** Check the performance and the releases of your proxy server. If necessary, give your server the releases for the communication to the **vitero** servers or improve their performance for a stable connection.

### (4) Antivirus Program

An anti-virus program provides protection against malicious software (so-called "computer viruses"). To use **vitero inspire**, it must be classified as no threat by your anti-virus program.



**To-do:** Check whether your antivirus program blocks the **vitero** software and put **vitero** on the [Whitelist], if necessary.

### (5) TLS Scanner

[Transport Layer Security] (TLS) is a protocol that ensures encrypted data transfer on the internet. TLS scanners check the access for possible threats.

Thus, **vitero inspire** must not be blocked by your TLS scanner.



**To-do:** Check whether your TLS scanner blocks the connection to **vitero inspire** and put **vitero** on the [Whitelist], if necessary.

## (6) Audio Communication in the Browser

The standard [Web Real-Time Communication] (WebRTC) is used for real-time communication on the internet.

To use audio communication in **vitero inspire**, you must be able to establish a WebRTC connection.



**To-do:** Check whether WebRTC connections are stopped in your browser and enable them, if necessary. If any problems occur during the setup of your devices, please use our [Audio Quick Guide](#).

## (7) VPN Connections

A VPN connection, also referred to as [virtual private network], allows remote access to your company's network. A private use is also possible.

Regarding **vitero inspire**, all previously mentioned releases must also apply to users who access the system via a VPN connection. In addition, the data transmission rate must be sufficiently high for each user.

It is recommended to configure the VPN to allow direct data traffic to the **vitero** servers and not to route it through the VPN.



**To-do:** Check whether all required releases have also been given for the VPN connections and adjust them, if necessary. Alternatively, a direct connection can be set up.

## (8) (optional): Download of the Application File

The **vitero inspire** application file is provided as an executable file for Windows in exe format and can be used as an alternative to the browser access.

In order to download the exe file, the download itself and file execution must be allowed. Alternatively, you can distribute the **vitero inspire** application file to your Windows computers via the msi format (roll-out).



**To-do:** Check whether the file format [exe] is blocked. Allow access for the **vitero inspire** application file only or distribute the **vitero inspire** application file to the users' computers via the [msi] format.

## (9) (optional): Network Prioritisation

The prioritisation of data traffic, also referred to as Quality of Services, helps to categorize data traffic according to contents or applications. This allows real-time applications, such as **vitero inspire**, to be prioritised in order to reduce latency of data transmission.



**To-do:** Check whether the prioritisation of data traffic can be set. It is recommended that real-time applications are dealt with high priority, prioritised applications with medium priority and background applications with low priority.



**Hint:** In case of any questions, please do not hesitate to contact our **vitero** support via e-mail ([support@vitero.de](mailto:support@vitero.de)) or telephone (0711-6868988-99).