



## Odyssey CMS Cheatsheet

**Topic: Odyssey Antivirus and Protection System Best Practices for Better End User Performance**

**Date: 6/2/2014**

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**Summary:** We have encountered instances where antivirus/endpoint protection software was hindering the end-user performance of the Odyssey application. There are several antivirus solutions being used throughout the state. The exclusions listed below are recommended best practices for minimizing Odyssey errors and improving the overall performance from a computer based protection aspect.

**Important: Odyssey is software owned by Tyler Technologies, Inc. Any screenshots of Odyssey may contain proprietary information that should not be disclosed to non-Odyssey users.**

At a minimum, exclude the following folders. If you have installed the Odyssey application into a custom folder, please include those folder(s) as well.

- C:\Users\%username%\AppData\Local\Tyler\_Technologies
- C:\Program Files\Tyler Technologies
- C:\Program Files(x86)\Tyler Technologies

In addition, if your software has the ability to exclude certain processes from scanning, please exclude the following application files.

(Assuming standard 64 bit OS install location)

- C:\Program Files(x86)\Tyler Technologies\Odyssey Assistant\mshell.exe
- C:\Program Files(x86)\Tyler Technologies\Odyssey Assistant\odysvc.exe

If you are using an internet content filter appliance/server, please exclude the following DNS and related IP addresses to reduce network interference. Also, it is important to ensure that any firewalls will allow downloading all file types from these locations (including .vbs and .ocx)

- Incmsprod.in.gov – 108.59.49.112; ports 80 and 443 TCP
- 108.59.49.63; port 4171 TCP

If you have any network appliances or servers (i.e. proxy servers) that provide a web content caching mechanism, please exclude the above addresses so that they do not cache that content. When patches and new releases are deployed, it has been reliably reproduced that content caching can result in script and screen errors post deployment.

If you have a group policy to remove temporary internet files in Internet Explorer on application close, it is recommended to disable that portion of the policy. The Odyssey application uses the IE temporary files functionality to retain information necessary for screen rendering and the need to download those files repeatedly will increase bandwidth utilization and decrease performance.

If you have any questions, please contact the Court Technology Help Desk, [helpdesk@courts.in.gov](mailto:helpdesk@courts.in.gov) or 1-888-275-5822, so that your request can be routed and handled appropriately.