

# Network and Connectivity for Xoserve Services – Customer IT Department Support

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## Who is this guidance for?

Customer organisations trying to access Xoserve Services for any of the services listed below:

- accessing [Xoserve Services Portal](#), or once successfully logged in,
- accessing Gas Enquiry Service (GES) online portal
- UK Link Portal (Go Live 17 October 2022)
- CMS services (Go Live 10 October 2022)

From our investigations we have identified that organisations usually require network and security changes by their own IT departments.

## What steps have been identified?

### 1. Whitelisting URLs

Please ensure the following URLs are whitelisted on all appropriate firewalls for your organisation:

<https://www.xoserve.com/>  
<https://xoserveservices.com/>  
<https://www.xoserveservices.com/>  
<https://ges.xoserveservices.com/>  
<https://ajax.aspnetcdn.com/>  
<https://portalapi-ukls-prod.xoserveapis.com/>  
<https://desapi-css-prod.xoserveapis.com/>  
<https://uklportal-prod.xoserveapis.com/>  
<https://uklsprodb2csa.blob.core.windows.net/>  
<https://browsertest.xoservesupport.com/>  
<https://cms.xoserveservices.com/>  
<https://cms-api.xoserveapis.com/>

### 2. Permitting the downloads of DLLs

Please ensure that your organisation has the appropriate rules to allow downloading of DLLs from all the following URLs: <https://www.xoserveservices.com/>; <https://uklportal-prod.xoserveapis.com/>; <https://ges.xoserveservices.com/>, <https://des-css-prod.xoserveapis.com/> and <https://browsertest.xoservesupport.com/>

Your browser must be able to support the downloading of these DLLs and Web Assembly (wasm). This can be tested by accessing <https://browsertest.xoservesupport.com/>

You will then be presented with a screen similar to the following:

## Browser Supported

### Congratulations

Your browser supports the technologies necessary to use the new UKLink Portal and GES.

## Connectivity Tests

Service	Response
Authentication Service	Connection successful
GES Api	Connection successful
GES Portal	Connection successful
UKLink Management Api	Connection successful
UKLink Portal	Connection successful

All connections successful. You may close this window now or if you want to read more about the changes in the new UKLink Portal you can follow [this link](#)

*(Note: If your browser is not supported or there are connectivity issues the messages will be slightly different.)*

### 3. Updating local security policies

It may be necessary for your IT Department/Security Team to update 'Group Policy', 'Data Loss Protection' policies or 'Endpoint Security Configuration' or other local security configurations on your computer to allow access to the above URLs and to allow the content downloads as mentioned in points 1 or 2 above.

Please share this information with them so that they can ensure you have full access to all the backend (URL) components and processes that the Xoserve Services Portal and GES require.

### I'm still having issues; who do I contact?

If you continue to experience issues, please [raise a ticket](#) on Xoserve.com.

Alternatively, you can email [servicedesk@xoserve.com](mailto:servicedesk@xoserve.com)