Portal Connectivity Issues – Customer IT Department Support

Who is this guidance for?

Customer organisations that have experienced widespread issues with either:

- Accessing Xoserve Services Portal, or once successfully logged in,
- accessing Gas Enquiry Service (GES) online portal

From our investigations we have identified that those 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/

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:

(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