

Access to EJOT resources for external service providers via Netskope Client

If you have any questions or problems, please contact:

EJOT IT HelpLine

Tel.: +49 (0)2751 529 555

Email: it-helpline@ejot.com

Prerequisites

To use client-based access to EJOT internal resources, you must meet the following requirements (as of 03.06.2025).

Client:

- Administrative rights on the respective end device (for installation). Please contact your IT department if necessary.

Network:

The following destinations must be accessible from your end device using the specified ports. Please note the following points:

- **Firewalls and Proxies:** Allow the connections listed below without SSL decryption.
- **Full Tunnel VPNs:** Add the connections below as an exception.
- **Split Tunnel VPNs:** Do not include the connections listed below.

Ziel	Port(s)
8.36.116.0/24	TCP/443
8.39.144.0/24	UDP/443
31.186.239.0/24	ICMP Type 8 and 11
163.116.128.0/17	UDP/33434
162.10.0.0/17	
DNS-Servers (to resolve public domains)	UDP/53
*.npa.goskope.com	TCP/443
enrollment.goskope.com	TCP/443
enrollment.*.goskope.com	
enrollment.*.govskope.ca	
enrollment.*.govskope.us	
gateway.gslb.goskope.com	TCP/443

Supported operating systems:

Betriebssystem	Version
Windows	Desktop - Windows 10, Windows 11 - Windows 365 Server - Windows Server 2016, 2019, 2022, 2025
Apple macOS / iOS	macOS - 13(Ventura), 14(Sonoma), 15(Sequoia) iOS - 15.1, 16, 17, 18
Linux	- Ubuntu 20.04, 22.04, 24.04 LTS desktop version - Linux Mint Desktop Versions 19, 20, 21 (Cinnamon Edition) - Red Hat Enterprise Linux version 9.4 (Plow)
Multi-User Environments	Windows Terminal Server - 2016, 2019, 2022 VDI - Citrix Xen Desktop, XenApp 7.13 (Supported OS: Windows 2019, Windows 10 (Single Session), Windows Server (Multi Session)) - Azure Virtual Desktop (Supported OS: Windows 10 and 11)

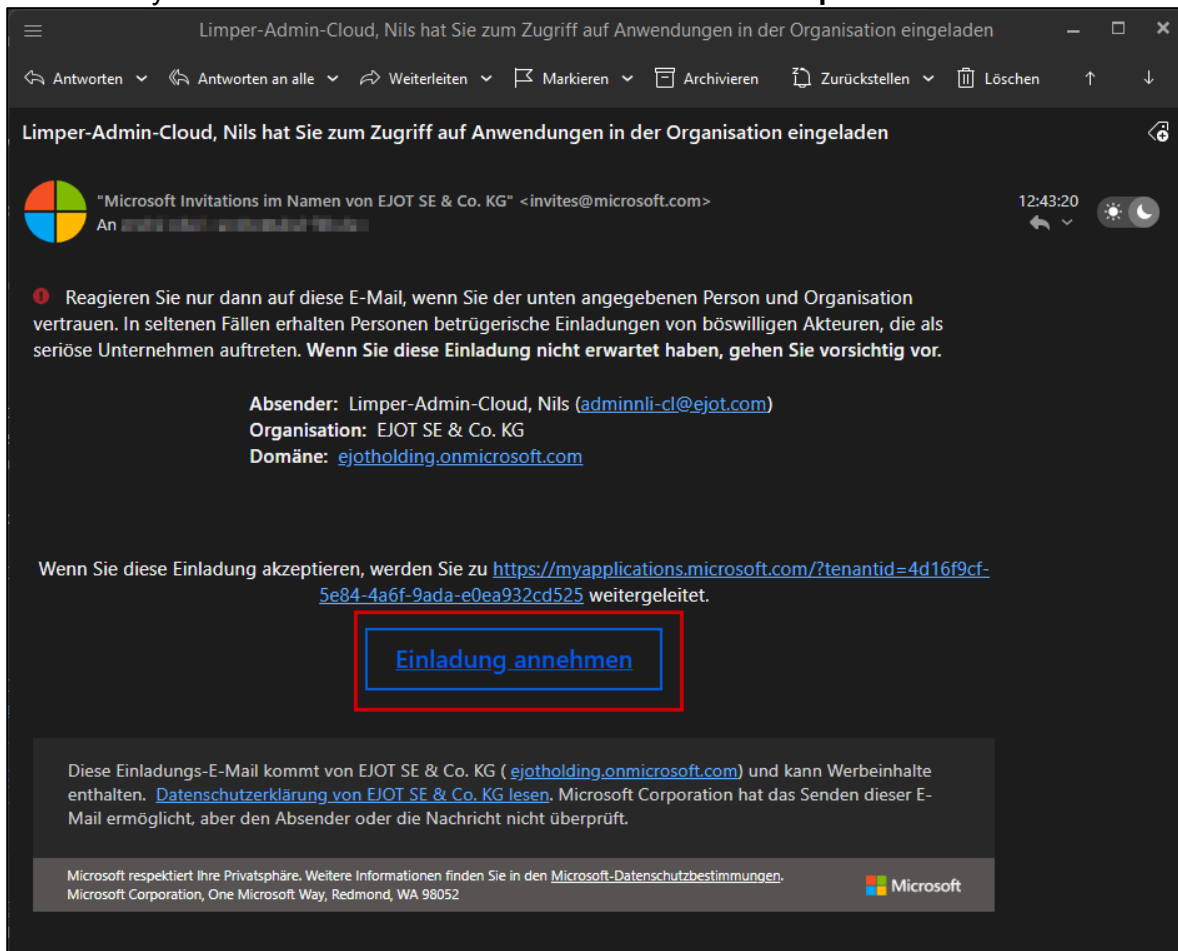
Step 1: Inviting your user

To enable access to our systems via a client installed on your computer, we will send you an invitation to your e-mail address in the near future. This invitation will link your address to our Microsoft environment.

What happens after the invitation is sent?

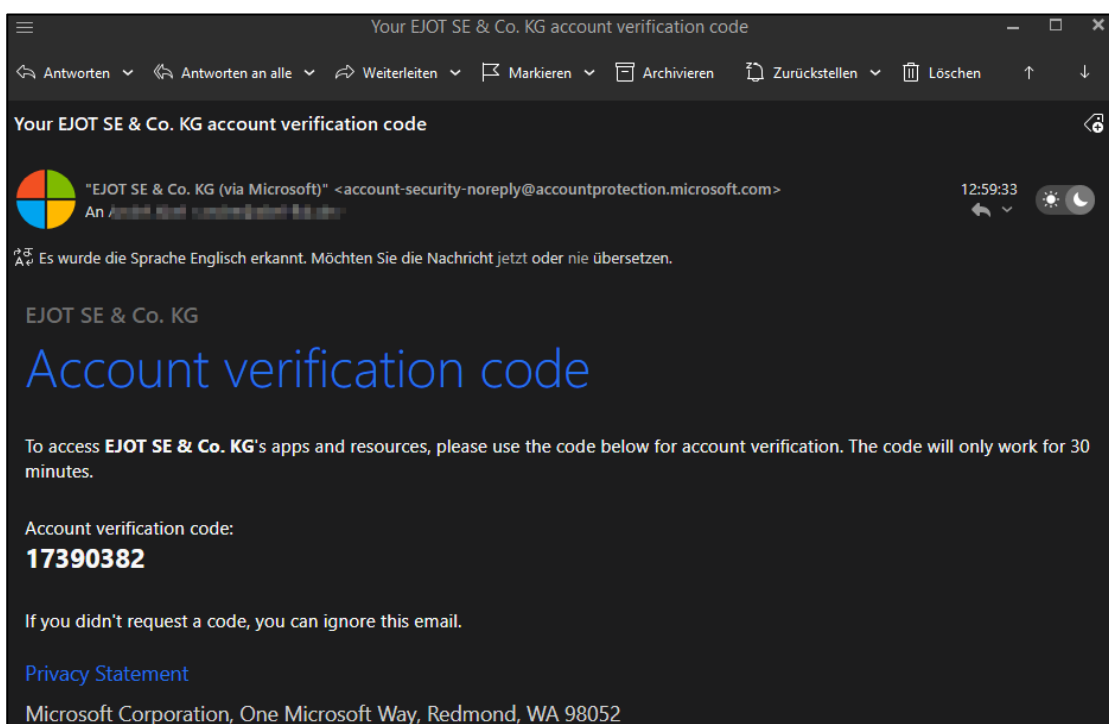
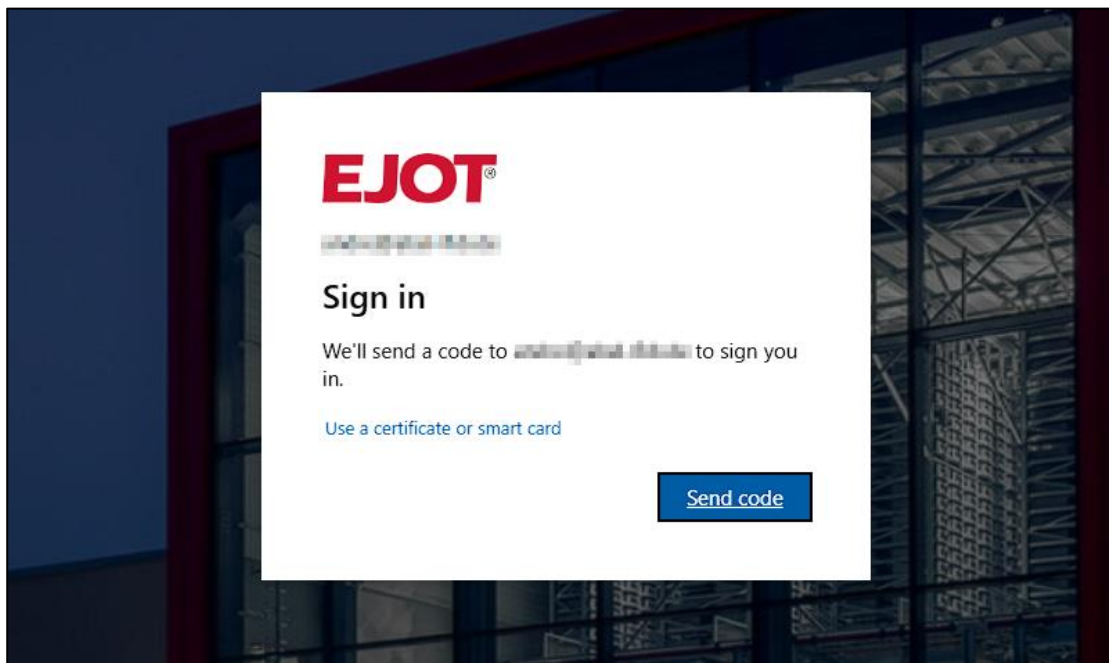
- If a Microsoft account already exists under the e-mail address, the invitation can be accepted directly.
- If no account exists, you will be prompted to either:
 - create a free Microsoft account, **or**
 - log in using a one-time passcode.

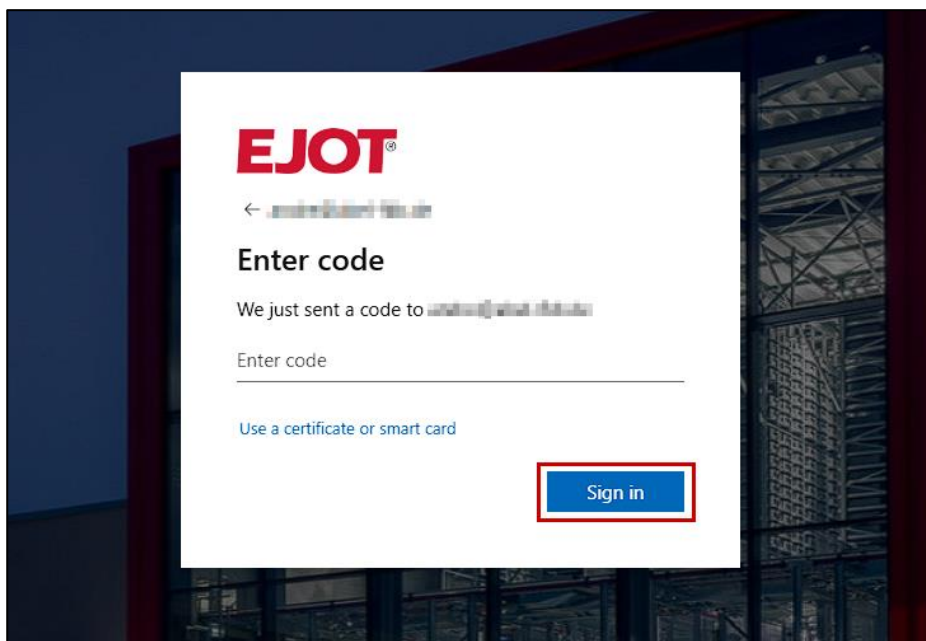
The e-mail you receive will look like this. Please click on **“Accept invitation”**.



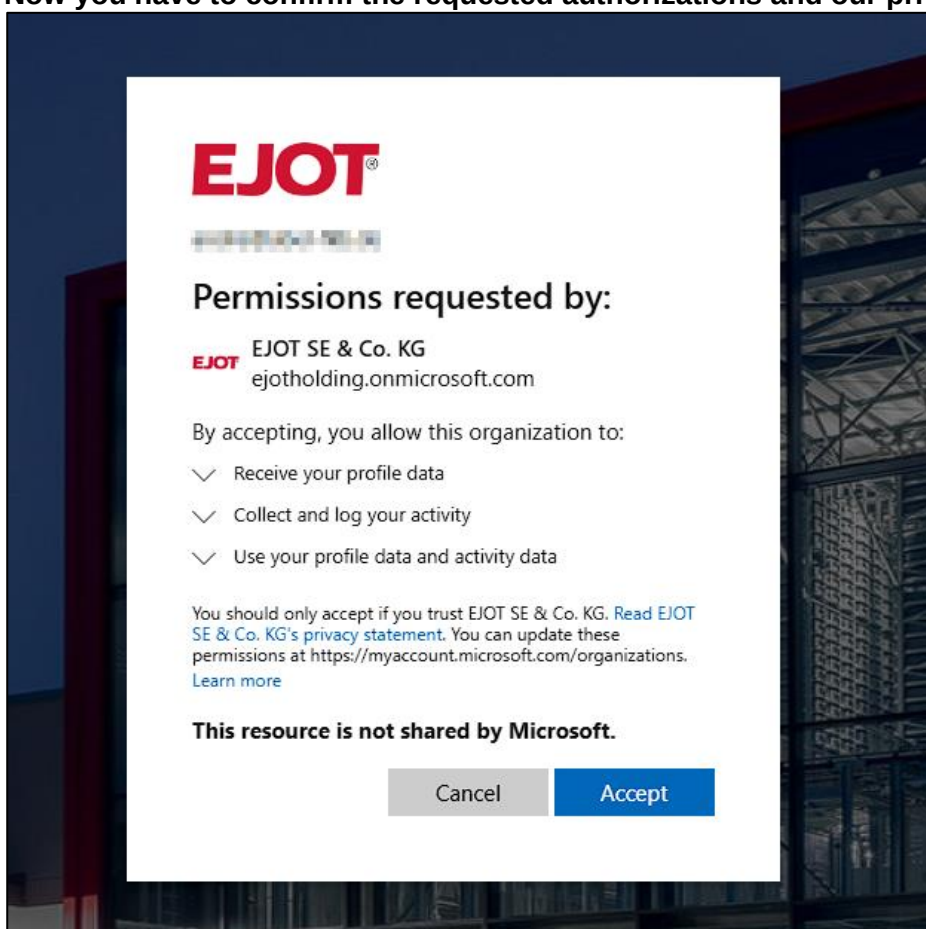
If you already have a Microsoft account at the above e-mail address, you can skip the next step and log in directly with your access data.

If you do not yet have an account, you will be sent a one-time passcode (OTP), which you must then enter.



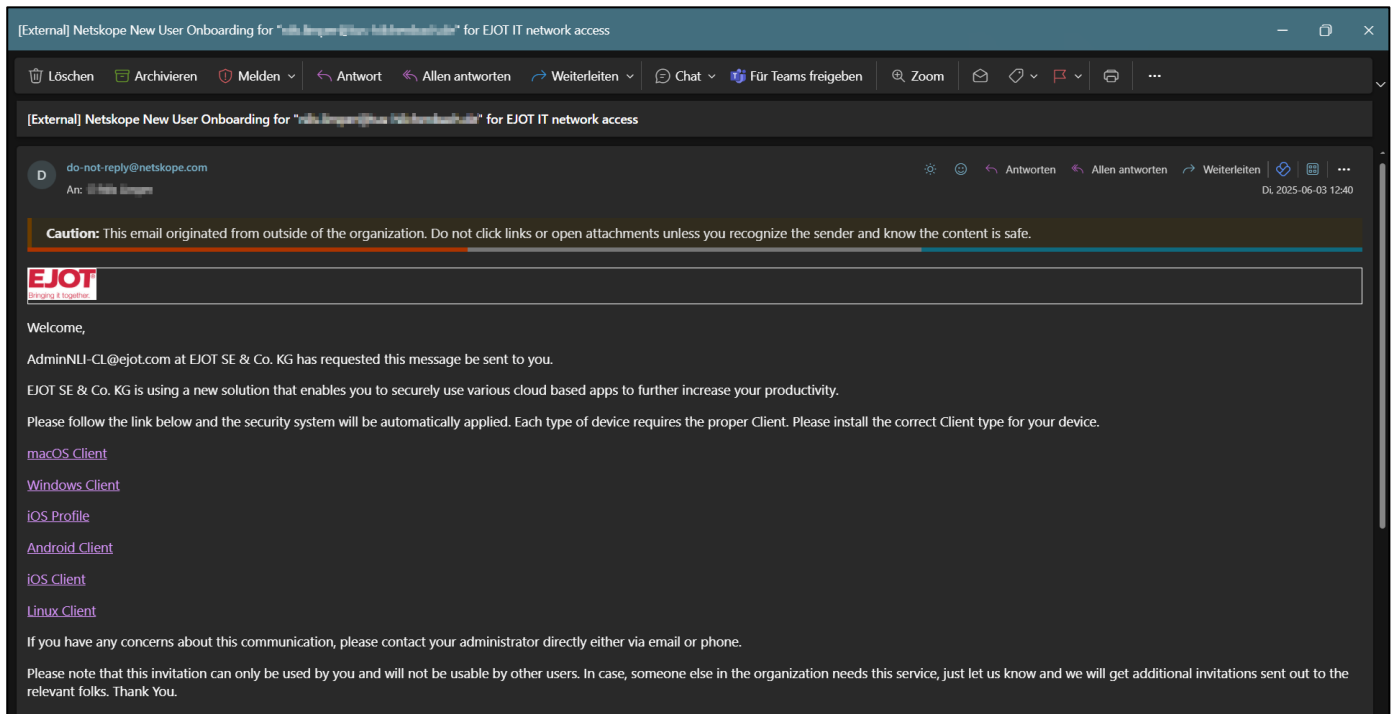


Now you have to confirm the requested authorizations and our privacy policy:

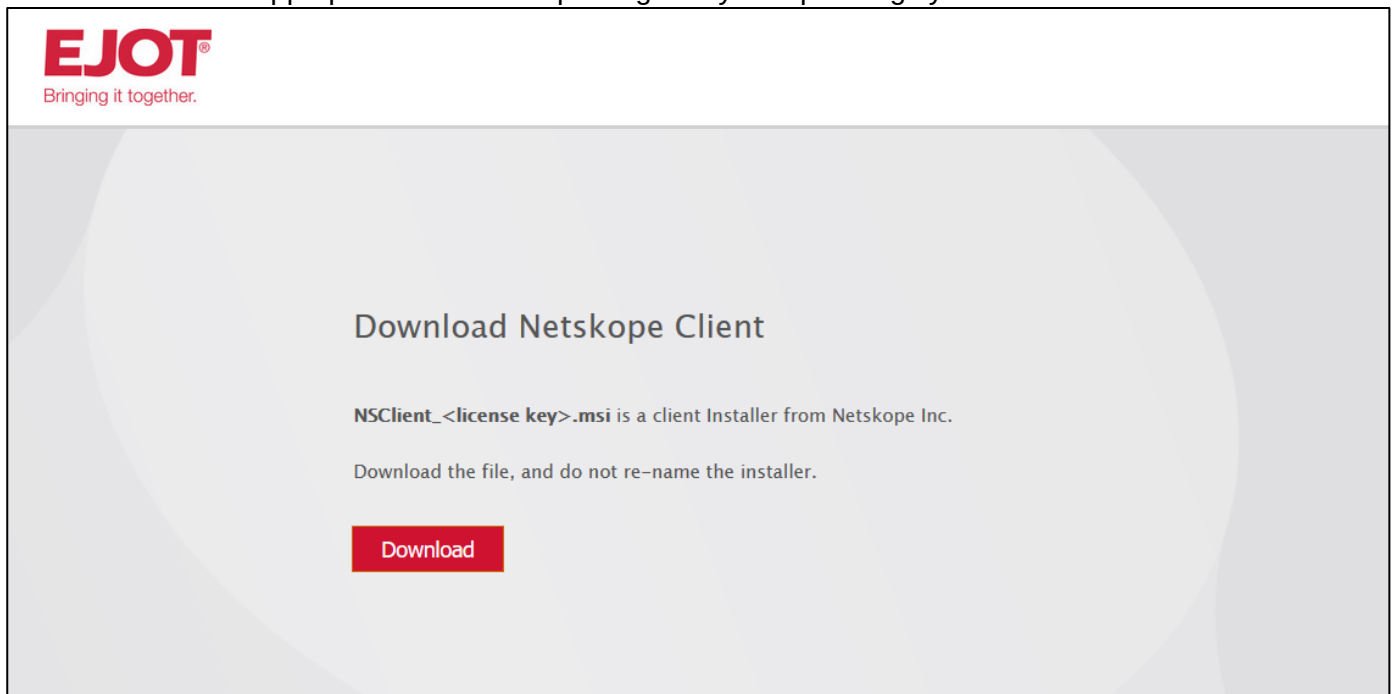


Step 2: Installing the client

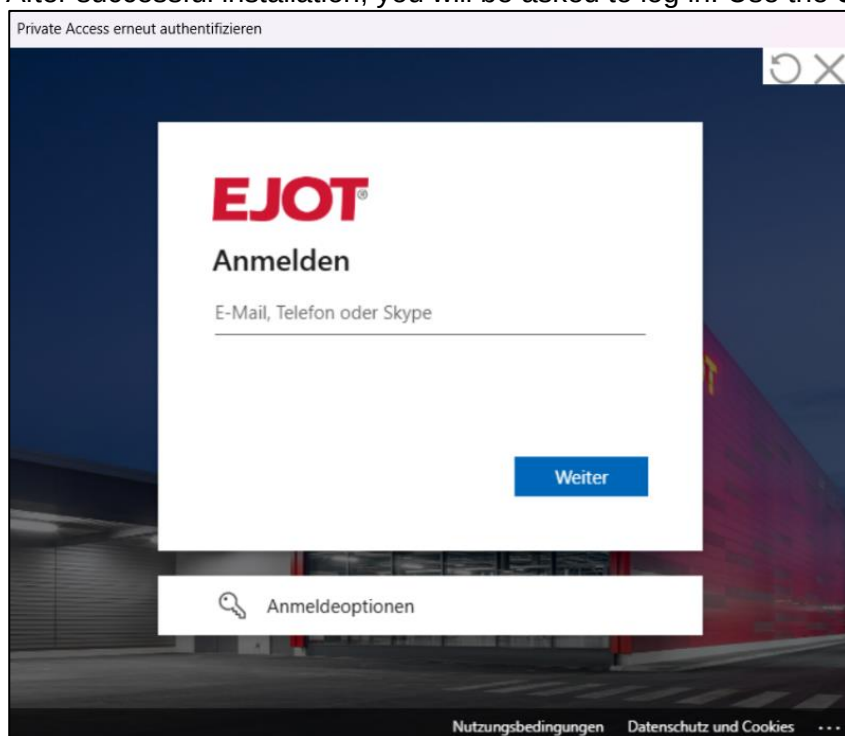
In the next step, after you have accepted the invitation to our tenant, you will receive another e-mail. In this you will find the installation package for various operating systems.



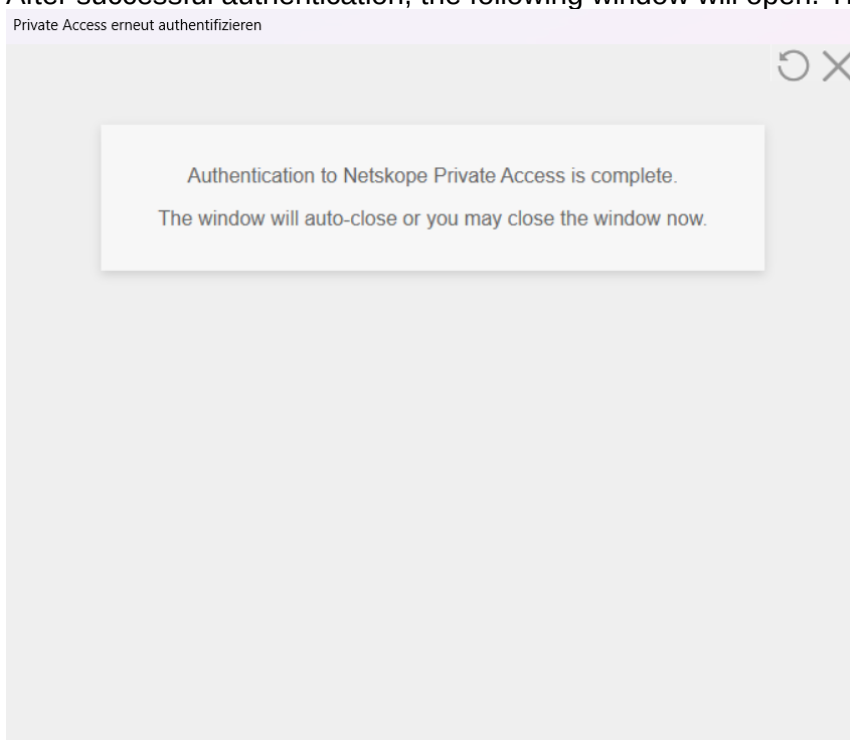
Now download the appropriate installation package for your operating system and install it.



After successful installation, you will be asked to log in. Use the **e-mail address you used for step 1**.



After successful authentication, the following window will open. This closes automatically after a while.

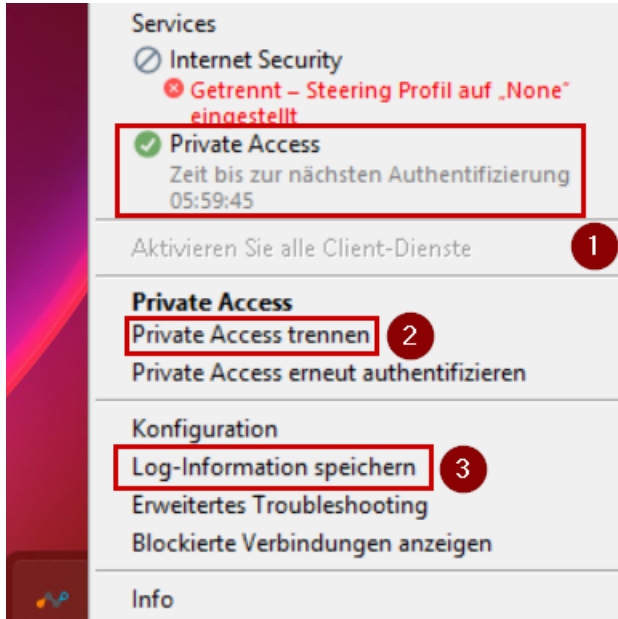


Step 3: Using the client

After successful installation, you will find the client in your taskbar under the following icon:



Click on this icon to see some information. The client should now look like this:



Under **(1)** you can see whether you are connected and can use internal EJOT resources. You can also see how long your session is still valid. You will be asked to authenticate yourself again every 6 hours. The window from step 2 will open again.

Under **(2)** you can disconnect the connection to EJOT and reactivate it after deactivation.

If you have problems with your client, you can save logs under **(3)**. You can then send these to EJOT IT for checking.