



Greenshades Software hosts a variety of web pages that are intended for client use, such as GreenEmployee.com, GreenshadesOnline.com, and DownloadMyForm.com. Additionally, many of our software applications run on client-site workstations or servers but are powered by an Internet Technology called “[Web Services](#)” found at one of the earlier addresses or at Greenshades.com. If a security system located at a client site is obstructing communication with Greenshades web servers then it is unlikely that Greenshades websites or applications will function properly.

If you suspect that a firewall, proxy server, or another security measure may be restricting access to Greenshades websites or web services then please contact your IT department and pass along the information within this notice.

Communication must be allowed across ports 80 and 443 to the following IP Ranges:

216.134.212.192 through 216.134.212.207
209.34.252.9 through 209.34.252.14

If you wish to allow access via domain name, please allow traffic across ports 80 and 443 for the following domain names:

- .DownloadMyForm.com
- .EmployeeDesk.com
- .Greenshades.com
- .GreenEmployee.com
- .GreenshadesOnline.com

It is also imperative to ensure that your firewall/proxy server is not stripping “unknown headers”. If you are unable to turn this feature off due to a policy or hardware restriction, please ensure that the following headers are added to the list of known and allowed headers:

Content-Type: text/xml; charset=utf-8
Soapaction:

If you are still failing to connect to Greenshades’ web servers after trying the above steps then please contact your firewall/proxy server vendor for additional troubleshooting steps or else bypass the firewall/router from the workstation that needs to run the Greenshades product or web page.

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