



Port Utilization Guide for Cisco Unified Contact Center Solutions, Release 11.0(1)

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CHAPTER

1

Port Utilization in Unified CCE and Packaged CCE

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Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.

**Note**

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

Unified CCE and Packaged CCE Port Utilization

This table includes information for Unified CCE and CTI OS.

Some port definitions use a formula. For example:

`TCP 40007 + (Instance Number * 40)`

In this example, instance 0 uses port 40007, instance 1 uses port 40047, instance 2 uses port 40087, and so on.

Table 1: Unified CCE Port Utilization: Routers, PGs, Administration & Data Servers, and Loggers

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side B) (MDS)	<p>Private low:</p> <ul style="list-style-type: none"> TCP 41004 + (instance number * 40) <p>Private medium:</p> <ul style="list-style-type: none"> TCP 41016 + (instance number * 40) <p>Private high:</p> <ul style="list-style-type: none"> TCP 41005 + (instance number * 40) <p>State Xfer for CIC:</p> <ul style="list-style-type: none"> TCP 41022 + (instance number * 40) <p>State Xfer for HLGR:</p> <ul style="list-style-type: none"> TCP 41021 + (instance number * 40) TCP 41032 + (instance number * 40) <p>State Xfer for RTR:</p> <ul style="list-style-type: none"> TCP 41020 + (instance number * 40) <p>UDP 39500 - 39999</p> <p>State Xfer for DBAgent:</p> <ul style="list-style-type: none"> TCP 41033 + (instance number * 40) 	Router (side A) (MDS)			<p>Private network at the central controller site</p> <p>Note UDP ports are not used if QoS is enabled on the router private interface.</p>
Router (side B) (MDS)	MDS process port TCP 41000	MDS process client			
Router (side B) (MDS)	MDS state transfer port TCP 41001	MDS process client (synchronized)			

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICM PG (side B) (pgagent)	TCP 43006 + (instance number * 40)	ICM PG (Side A) (pgagent)			Public network (test-other-side)
ICM PG (side B) (MDS)	MDS process port TCP 43000	MDS process client			
ICM PG (side B) (MDS)	MDS state transfer port TCP 43001	MDS process client (synchronized)			
ICM PG1 (side B) (MDS)	<ul style="list-style-type: none"> • Private low: TCP 43004 + (instance number * 40) • Private medium: TCP 43016 + (instance number * 40) • Private high: TCP 43005 + (instance number * 40) • State Xfer for OPC: TCP 43023 + (instance number * 40) UDP 39500 - 39999	ICM PG1 (side A)			Private network Note UDP ports are not used if QoS is enabled on the ICM PG private interface.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICM PG2 (side B) (MDS)	<ul style="list-style-type: none"> • Private low: TCP 45004 + (instance number * 40) • Private medium: TCP 45016 + (instance number * 40) • Private high: TCP 45005 + (instance number * 40) • State Xfer for OPC: TCP 45023 + (instance number * 40) UDP 39500 - 39999	ICM PG2 (side A)			Private network Note UDP ports are not used if QoS is enabled on the ICM PG private interface.
Router (side A) (MDS)	MDS process port TCP 40000	MDS process client			
Router (side A) (MDS)	MDS state transfer port TCP 40001	MDS process client (synchronized)			
ICM PG (side A) (MDS)	MDS process port TCP 42000	MDS process client			
ICM PG (side A) (MDS)	MDS state transfer port TCP 42001	MDS process client (synchronized)			

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side A) DMP (ccagent)	<ul style="list-style-type: none"> Public low: TCP 40002 + (instance number * 40) Public medium: TCP 40017 + (instance number * 40) Public high: TCP 40003 + (instance number * 40) UDP 39500 - 39999	ICM PG (pgagent)			Public network connecting the PG to the central controller Router to pre-5.0 PG communication. Note UDP ports are not used if QoS is enabled on the ICM PG private interface.
Router (side B) DMP (ccagent)	<ul style="list-style-type: none"> Public low: TCP 41002 + (Instance Number * 40) (instance number Public medium: TCP 41017 + (instance number * 40) Public high: TCP 41003 + (instance number * 40) UDP 39500 - 39999	ICM PG (pgagent)			Public network connecting the PG to the central controller Router to pre-5.0 PG communication. Note UDP ports are not used if QoS is enabled on the ICM PG private interface.
Router A (rtfeed)	TCP 40007 + (instance number * 40)	Administration & Data Server			Real time feed
Router B (rtfeed)	TCP 41007 + (instance number * 40)	Administration & Data Server			Real time feed
Logger (side A)	TCP 40026 + (instance number * 40) TCP 40028 + (instance number * 40)	Administration & Data Server Historical Data Server (HDS)			Replication

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Logger (side B)	TCP 41026 + (instance number * 40) TCP 41028 + (instance number * 40)	Administration & Data Server Historical Data Server (HDS)			Replication
Primary Administration & Data Server (rtfeed)	TCP 48008 + (instance number * 40)	Administration client			Real time feed
Secondary Administration & Data Server (rtfeed)	TCP 49008 + (instance number * 40)	Administration client			Real time feed
Contact Sharing	TCP 61616	Active MQ for Live Data	TCP 61616	Bidirectional	
CICM Router (side A) (INCRPNIC)	UDP 40025 + (instance number * 40)	NAM Router (CIC)			Public network connecting the NAM to the CICM
CICM Router (side B) (INCRPNIC)	UDP 41025 + (instance number * 40)	NAM Router (CIC)			Public network connecting the NAM to the CICM
CSFS	TCP 40015	CSFS duplexed peer			CSFS event synchronization link
Logger (side A)	40013 + (instance number *40)				Recovery
Logger (side B)	41013 + (instance number *40)				Recovery
Diagnostic framework	TCP 7890				This serviceability component is installed on major CCE component servers (e.g. router, logger, PG, Administration and Data Servers)

Table 2: Unified CCE Port Utilization: Distributor and Internet Script Editor

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
MSSQL		Logger Distributor	TCP 1433		
HTTPS	TCP 443	CCE Web Administration and Internet Script Editor Clients			

Table 3: Unified CCE Port Utilization: CCE Outbound Option Dialer

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SIP		Cisco Unified Communications Manager Unified CM (Unified CM Cisco Unified CallManager)	UDP 58800		Set in the SIPDialerPortBaseNumber registry key.
RTP for SIP	<p>UDP ports in a range based on these formulas:</p> <ul style="list-style-type: none"> RangeStart = RTPPortRangeStart + (<i>instNum</i> * 2000) RangeEnd = RangeStart + 2000 <p>You can set RTPPortRangeStart in the registry key: RTPPortRangeStart. <i>instNum</i> is the instance number for the Dialer.</p>	Voice gateway			<p>Receive ports for reservation calls.</p> <p>Use the following registry key to select and configure UDP ports: RTPPortRangeStart</p>
TFTP		TFTP server	UDP 69		

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
TFTP file transfer			Ephemeral		
MR PG	TCP 38001+ (instance number)				The MR PG connects to the SIP Dialer using this port.
MR PG (SIP)	5060 and "SIPDialerPortBaseNumber + instance number"				This port is used with Unified Communications Manager, Voice Gateway, or SIP Proxy.

Table 4: Unified CCE Port Utilization: CTI and CTI Object Server

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
GED-188 (CTI Server)	Side A TCP 42027 + (instance number * 40) Side B TCP 43027 + (instance number * 40)	ARM Interface CTI OS Server CAD Server			
CTI OS Server	TCP 42028	CTI OS Client CTI OS Server Peers CAD Desktop Cisco Sync Service			Applicable to first CTI OS instance. Multi-instance CTI OS and Cisco Unified Contact Center Hosted require a custom port be defined.
CTI OS Supervisor Desktop	UDP 39200	CTI OS Client			Desktop Silent Monitoring
CTIOS Silent Monitor Service	TCP 42228				
Cisco Enterprise Data Store	TCP 42228	Siebel server			Support for screen call context

Table 5: Unified CCE Port Utilization: Packaged CCE

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Data Servers and external HDSs	https 443	ESXi Hosts	https 443		

Table 6: Unified CCE Port Utilization: TDM/IP Peripherals

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
IP Process Communications					
CTI/QBE		Unified CM	TCP 2748		JTAPI
PG, VRU PIM (GED-125)	TCP 5000–5001	Customer Voice Portal (or ISN) Cisco Unified IP-IVR (Unified IP IVR)			Unified ICM/IVR message interface, VRU PIM
CCE PG	TCP 2789	Unified CM			JTAPI application server
MR PIM	TCP 2000	Media Routing process			
TDM Process Communications					
Note For more information on peripheral communication, see the “ACD Supplement” user documentation for the specific switch you are using.					
Aspect PIM		Aspect ACD	TCP 8000		Used by real-time bridge
Aspect Contact Center server PIM		Aspect Contact Center server	TCP 6101 TCP 6102 TCP 9001		Application bridge Event link

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Avaya PIM	TCP 6060–6070	Avaya ACD CMS	TCP 5678		Event link
MIS Process	TCP 3000–3030	VRU			Connects to CTI server, listens for VRU PIM
Avaya Aura Contact Center (AACC) PIM		Avaya ACD	TCP 3000		
UCCX Gateway PIM		UCCX	TCP 12028		Port number is configurable

**Note**

For port utilization information about Network Interface Controllers (NICs), refer to the TCP/IP-based NIC System Management Guide Supplements and setup parameters of the NIC or SCP connections.

Table 7: Unified CCE Port Utilization: Windows Authentication and Remote Administration Ports

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RPC	TCP 135 UDP 135				
NetBIOS Session	TCP 139				
NetBIOS Name Resolution	TCP 137 UDP 137				
NetBIOS Netlogon/Browsing	UDP 138				
SMB	TCP 445 UDP 445 ¹				

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
LDAP	TCP 389 UDP 389				
LDAP SSL	TCP 636				
LDAP GC	TCP 3268				
LDAP GC SSL	TCP 3269				
DNS	TCP 53 UDP 53				
Kerberos	TCP 88 UDP 88				
NTP	UDP 123				
SQL Server	TCP 1433 UDP 1434				See Q287932

¹ Also used for named pipes connectivity.



Note

For more information on Windows authentication, see *Service overview and network port requirements for the Windows Server system* (Microsoft knowledge base article Q832017).

Table 8: Unified CCE Port Utilization: Network Management and Remote Administration

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SNMP	UDP 161				
SNMP-Trap	UDP 162				
Syslog	UDP 514				
Telnet	TCP 23				

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RDP (Terminal Services)	TCP 3389				
pcAnywhere	TCP 5631 UDP 5632				
VNC	TCP 5900 TCP 5800 (Java HTTP)				RealVNC

Table 9: Unified CCE Port Utilization: Customer Interaction Analyzer

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP file transfer	TCP 80	Call recording server	TCP 80		
HTTP data replication	TCP 8080	Call recording server	TCP 8080		
VPN/terminal services	TCP 3389	Call recording server			

Table 10: Unified CCE Port Utilization: Live Data

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side A and B) (TIP Event)	Router A: 40034 + (instance number * 40) Router B: 41034 + (instance number * 40)	CUIC/Live Data			Public network Live Data Events.
Router (side A and B) (TIP TOS)	Router A: 40035 + (instance number * 40) Router B: 41035 + (instance number * 40)	CUIC/Live Data			Public network Live Data Test Other Side.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICMPG1 (side A and B) (TIP Event)	Side A: 42034 + (instance number * 40) Side B: 43034 + (instance number * 40)	CUIC/Live Data			Public network Live Data Events.
ICMPG2 (side A and B) (TIP Event)	Side A: 44034 + (instance number * 40) Side B: 45034 + (instance number * 40)	CUIC/Live Data			Public network Live Data Events.
ICMPG1 (side A and B) (TIP TOS)	Side A: 42035 + (instance number * 40) Side B: 43035 + (instance number * 40)	CUIC/Live Data			Public network Live Data Test Other Side.
ICMPG2 (side A and B) (TIP TOS)	Side A: 44035 + (instance number * 40) Side B: 45035 + (instance number * 40)	CUIC/Live Data			Public network Live Data Test Other Side.
Socket.IO unsecured port	TCP 12007	CUIC/Live Data	Socket.IO	Bidirectional	
Socket.IO secured port	TCP 12008	CUIC/Live Data	Socket.IO	Bidirectional	
CCE Live Data Cassandra Service	TCP 12000				Live Data Cassandra TCP port for commands and data
CCE Live Data Cassandra Service	TCP 12001				Live Data Cassandra SSL port for encrypted communication. (Unused unless enabled in encryption_options.)
CCE Live Data Cassandra Service	TCP 9160				Live Data Cassandra port that Thrift uses to listen to clients
CCE Live Data Storm DRPC Service	TCP 3772				Live Data DRPC port

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CCE Live Data Storm DRPC Service	TCP 3773				Live Data DRPC invocation port
CCE Live Data Zookeeper Service	TCP 2181				Live Data Reporting
CCE Live Data Web Service	TCP 12004 – 12006				Live Data Reporting
CCE Live Data Storm Nimbus Service	TCP 6627				Live Data Nimbus Thrift port
CCE Live Data Active MQ Service	TCP 61616				Live Data Active MQ Openwire transport Connector port
CCE Live Data Active MQ Service	TCP 61612				Live Data Active MQ Stomp transport connector port
OAMP	TCP 8080				HTTP - OAMP
Unified Intelligence Center	TCP 8081				HTTP - Unified Intelligence Center

Unified CCMP Port Utilization

Table 11: Cisco Unified Contact Center Management Portal Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Protocol and Port	Remote Device (Process or Application Protocol)	Traffic Direction	Notes
Browser					

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Protocol and Port	Remote Device (Process or Application Protocol)	Traffic Direction	Notes
HTTP	TCP 80	CCMP Web server A/B			Standard HTTP web client connection
HTTPS	TCP 443	CCMP Web server A/B			SSL web client connection
CCMP Web/Application server A					
SQL	TCP 1433	CCMP DB server A/B			Standard SQL connection
LDAP	TCP 389	Domain Controller	UDP 389		Used to read AD account information for supervisor provisioning
CCMP Web/Application server B					
SQL	TCP 1433	CCMP DB server A/B			Standard SQL connection
LDAP	TCP 389	Domain Controller	UDP 389		Used to read AD account information for supervisor provisioning
CCMP Database server A					
SQL	TCP 1433	CCMP DB server B			For SQL replication
	TCP 1433	CCE/CCH Administration and Data server side A			For import of CCE/CCH dimension data
	TCP 1433	CCE/CCH Administration and Data server side B			For import of CCE/CCH dimension data
HTTP	TCP 80	Unified CM			HTTP connection used for AXL provisioning requests
HTTPS	TCP 443	Unified CM			HTTP connection used for AXL provisioning requests
*MSDTC	TCP 135	CCMP DB sever B	TCP 1024-5000		For the CCMP audit archive job
SMB over IP	UDP 445*		TCP 445		For CVP file upload file replication
* Also used for named pipes connectivity.					
CCMP Database server B					

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Protocol and Port	Remote Device (Process or Application Protocol)	Traffic Direction	Notes
SQL	TCP 1433	CCMP DB server A			For SQL replication
	TCP 1433	CCE/CCH Administration & Data sever side A			For import of CCE/CCH dimension data
	TCP 1433	CCE/CCH Administration & Data sever side B			For import of CCE/CCH dimension data
HTTP	TCP 80	Unified CM(x)			HTTP connection used for AXL provisioning requests
HTTPS	TCP 443	Unified CM(x)			HTTP connection used for AXL provisioning requests
*MSDTC	TCP 135	CCMP DB sever A	TCP 1024-5000		For the CCMP audit archive job
SMB over IP	UDP 445*		TCP 445		For CVP file upload file replication

These assume all server names are either TCP/IP addresses or DNS names (hence no NETBIOS port requirements).

Ports are also required to access all Unified Contact Center Management Portal servers for support reasons (either pcAnywhere or terminal services).


Note

This list does not include standard Windows ports such as DNS and Kerberos.

* MSDTC response ports by default use a dynamically allocated port in the range of 1024 to 5000. You can configure this range creating the HKEY_LOCAL_MACHINE\Software\Microsoft\Rpc\Internet location registry key and adding the following registry values:

- Ports (REG_MULTI_SZ) - specify one port range per line, for example, 3000-3005
- PortsInternetAvailable (REG_SZ) - always set this value to "Y" (do not include the quotes)
- UseInternetPorts (REG_SZ) - always set this value to "Y" (do not include the quotes)

Unified CRM Connectors Port Utilization

Table 12: Cisco Unified CRM Connector for SAP

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CRM Connector for SAP	TCP 8080	SAP ICI connection			You can adjust this port through the registry.
CRM DataStore for SAP	TCP 42029	CRM Connector for SAP			

Table 13: Cisco Unified CRM Connector for Microsoft CRM, Oracle PeopleSoft, Salesforce.com

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CRM Connector Server	TCP 80	.NET Adapter, Administration Tool			"Default Web Site" in IIS Manager.
MSCRM Server	TCP 81	MSCRM Client			MSCRM only.
CRM Connector Server	TCP 5666	CRM Adapters			Configurable in \Program Files\Cisco\CRM Connector\MCIS\Config.ini
.NET Adapter	TCP 5558	Agent Desktop			Remoting Port.
CRM Connector Server	TCP 42027	Cisco CTI Server			Default port for side A. Configurable in the Config.ini file [CTIModule Setting] Port_A.
CRM Connector Server	TCP 44027	Cisco CTI Server			Default port for side B. Configurable in the Config.ini file [CTIModule Setting] Port_B.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CRM Connector Server	TCP 65372	Server Administration Tool			Configurable under \Program Files\Cisco\CRM Connector\MCIS\Config.ini and \Program Files\Cisco\CRM Connector\Server Administration Tool\WebComponent\server.config

Cisco Agent Desktop (CAD) Port Utilization



Important

Cisco Agent Desktop is deprecated for Unified CCE 11.0(1).



Note

If an Agent Desktop client is running in a Citrix environment, the Citrix server chooses ports randomly for CAD/CTIOS clients. If Citrix is running Windows 2008, the randomly assigned port number falls within the Internet Assigned Numbers Authority (IANA) standard range of 49152-65535.

Table 14: Cisco Agent Desktop (CAD) Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Cisco Agent Desktop					
Desktop Monitor	TCP 59020	Cisco Supervisor Desktop			
FCCServer	TCP 3002	Supervisor Desktop	TCP 3101		
Chat	TCP 59020	Cisco Desktop Base Services			
CTI OS		CTI OS Server	TCP 42028		

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SIP	UDP/TCP 5060 *	Unified CVP and Cisco Unified Communications Manager (including Cisco Unified Communications Manager IM and Presence Service)	UDP/TCP 5060 *		CA does not support SIP over TLS
AXL (SOAP)	HTTPS 443	Cisco Unified Communications Manager IM and Presence Service			
Cisco Supervisor Desktop					
Chat	TCP 59021	Cisco Desktop Base Services			Chat
Cisco Unified Presence	TCP 5060	Cisco Desktop Base Services			Unified CVP and Unified Communications Manager (including Cisco Unified CM IM and Presence Service)
RTP	UDP 59010 UDP 59012	Cisco Desktop VoIP Monitor Service			VoIP
RTP	UDP 59014 UDP 59016	Cisco Desktop Recording Server			Playback
Cisco Desktop Base Services					
LRM	TCP 65431 TCP 65432	Cisco Agent Desktop Cisco Supervisor Desktop			
Chat	TCP 59000 TCP 37350	Cisco Agent Desktop Cisco Supervisor Desktop			
Enterprise	TCP 59004	Cisco Agent Desktop Cisco Supervisor Desktop			
Enterprise	TCP 3004				OmniOrbUsePort (server)
Rascal	TCP 59003	Cisco Agent Desktop Cisco Supervisor Desktop			

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Directory	TCP 38983	Cisco Agent Desktop Cisco Supervisor Desktop			LDAP
TrueUpdate	TCP 8088	Cisco Agent Desktop Cisco Supervisor Desktop			Tomcat
LRM	TCP 65431 TCP 65432	Cisco Desktop Base Services			For redundancy
MSL	UDP 27871	Cisco Desktop Base Services			For redundancy
Directory	TCP 38983	Cisco Desktop Base Services			For redundancy
LRM	TCP 65431	Cisco Desktop VoIP Monitor Service			
LRM	TCP 65432	License Server			
LDAP	TCP 38983	Cisco Desktop VoIP Monitor Service			
Chat	TCP 3002				LDAP VPN client
Chat	TCP 3100				LDAPOmniOrbUsePort (client)
Chat	TCP 59000				LDAPOmniOrbUsePort (server)
LRM	TCP 65431 TCP 65432	Cisco Desktop Recording Service			
LDAP	TCP 38983	Cisco Desktop Recording Service			
LRM	TCP 65431 TCP 65432	Cisco Desktop Administrator			
Enterprise	TCP 59004	Cisco Desktop Administrator			
Directory	TCP 38983	Cisco Desktop Administrator			
TAI	TCP 59010	Cisco Desktop Administrator			

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Sync	TCP 59011	Cisco Desktop Administrator			
Sync	TCP 27872				
TrueUpdate	TCP 8088	Cisco Desktop Administrator			Tomcat
IPPA	TCP 59012	Cisco Agent Desktop Browser Edition			
IPPA	TCP 59010				
Tomcat	TCP 8088	Cisco Agent Desktop Browser Edition			
GED-188		CTI Server	Side A: TCP 42027 Side B: TCP 43027		Call events
MSSQL		Distributor	TCP 1433		Rascal
AXL (SOAP)	Dynamic	Unified CM	TCP 80		
Cisco Desktop VoIP Monitor Server					
Primary Server	TCP 59002	Cisco Agent Desktop Cisco Supervisor Desktop Cisco Desktop Base Services			OmniOrbUsePort (server)
IP Discovery	TCP 37606	Cisco Agent Desktop Cisco Supervisor Desktop			
VPN Port (Server)	TCP 37606				
AXL (SOAP)	Dynamic	Unified CM	TCP 80		Phone MAC address lookup
Cisco Desktop Recording Server					
Primary Server	TCP 59005	Cisco Agent Desktop Cisco Supervisor Desktop Cisco Desktop Base Services			OmniOrbUsePort (server)

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
IP Discovery	TCP 59027	Cisco Supervisor Desktop Cisco Desktop Base Services			
VPN Server Port	TCP 59027				
RTP	UDP 59500 - 59700	Cisco Agent Desktop Cisco Desktop VoIP Monitor Server			
	59500				Port range start (client)
	59700				Port range end (client)
RP server					
Primary server	59005				
VPN server port	59027				
To client port	59014				Client
From client port	59016				Client

Cisco Voice Integration to Genesys Call Center

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Genesys System Interoperability Manager	TCP 2555	Genesys T-Server Alcatel A4400			CSTA You can adjust this port through the registry.



Port Utilization in Unified CVP

- [Port Utilization Table Columns](#), page 25
- [Unified CVP Port Utilization](#), page 26

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

Unified CVP Port Utilization

Table 15: Cisco Unified Customer Voice Portal Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
TCP	2000-2002				Sub to phone
Call Server JMX	2098	JConsole			JMX access by JConsole into Call Server
CVP Messaging Layer	TCP 23000 - 28000 (First available)	CVP Subsystem			CVP Message Bus communications
7960-CUVA Video	UDP 5445	7960-CUVA			Cisco 7960-CUVA Video Phone
CVP SIP Subsystem, SIP Proxy Server, Gateway, Unified CM: SIP (Session Initiation Protocol)	UDP 5060 TCP 5060	SIP endpoints			Listen port for incoming SIP requests. Port is configurable.
VXML Server: HTTP	TCP 7000	IOS VXML gateways			VXML over HTTP. Calls/sessions answered on port 7000 by HTTP server which relays request to WAS on local system port 9080.
VXML Server: HTTPS	TCP 7443	IOS VXML gateways			VXML over HTTPS. Calls/sessions answered on port 7443 by HTTPS server.
VXML Server with Tomcat	TCP 7005	Local machine			Port restricted to local access only
	TCP 7009				AJP/1.3 Connector
VXML Server JMX	TCP 9696	JConsole			JMX access by JConsole into VXML Server
VXML Server	TCP 10100	Local VXML Server Administration Scripts			Port restricted to local access only
CVP IVR Subsystem: HTTP	TCP 8000	Voice Browsers			VXML over HTTP
CVP IVR Subsystem: HTTPS	TCP 8443	Voice Browsers			VXML over HTTPS

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CVP IVR Subsystem: HTTP	TCP 8005	Local machine			
CVP IVR Subsystem: HTTP Admin	TCP 8008				WAS and HTTP Server communicate with each other through HTTP Admin on port 8008.
CVP OPSConsole: HTTP	TCP 9000	Web Browser			Web based interface for configuring CVP components
CVP OPSConsole: HTTPS	TCP 9443	Web Browser			Web based interface for configuring CVP components with SSL
CVP OPSConsole	TCP 9005	Local machine			Port restricted to local access only
CVP OPSConsole	TCP 9009				AJP/1.3 Connector
CVP OPSConsole	TCP 1529	Local machine			Port restricted to local access only
CVP Resource Manager FTP Server	TCP 21	Content Services Switch			Only opened by Resource Manager residing on the same machine as the CVP OPSConsole
CVP Resource Manager	TCP 2099	CVP OPSConsole			JMX communication from OPSConsole to CVP Resource Manager on remote device
CVP Resource Manager Java Service Wrapper	TCP 32000 - 32999 (first available)	JVM instance launched by wrapper			CVP Resource Manager Service Wrapper will no longer accept connections after the first JVM instance is connected.
MRCP V1 (RTSP)	TCP 554	VXML gateway			MRCP session between gateway voice browser and MRCP server. This is the signaling path; the media path uses RTP. Also, Helix streaming audio/ ASR/TTS (MRCP/RTSP)
MCRP V2 (SIP)	TCP 5060	VXML gateway			MRCP session between gateway voice browser and MRCP server. This is the signaling path; the media path uses RTP.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RTP/RTCP	UDP 16384-32767		UDP 16384-32767		Voice Media RTP is typically assigned an EVEN number port and the RTCP is typically the next higher port number.
CVP SNMP SubAgent	UDP 5517, 5519, 5521, 5523, 5525, 5527, 5529, 5531, 5533, 5535, 5537, 5539, 5541, 5543, 5545, 5547, 5549, 5551, 5553, 5555	CVP SNMP subsystem			CVP SNMP SubAgent services local requests from CVP SNMP subsystem
CVP SNMP subsystem	UDP 5516, 5518, 5520, 5522, 5524, 5526, 5528, 5530, 5532, 5534, 5536, 5538, 5540, 5542, 5544, 5546, 5548, 5550, 5552, 5554	CVP SNMP SubAgent			CVP SNMP subsystem services local requests from CVP SNMP SubAgent
CVP ICM Subsystem	TCP 5000	IPCC Enterprise VRU CTI (ICM/IVR message interface)			Between CVP ICM Subsystem (Call Server) and Unified CCE/ICM VRU PG. Port is configurable.
Web Server: HTTP	TCP 80	Voice Browsers			Voice browsers fetches media and "External VXML" files from media server. Port is configurable
Web Server: HTTPS	TCP 443	Voice Browsers			Voice browsers fetches media and "External VXML" files from media server. Port is configurable
IBM Informix	TCP 1526	CVP Reporting Subsystem			Database Connection
IBM Informix Storage Manager	TCP 7939 - 7942 TCP 111				IBM Informix Storage Manager Services
IBM WAS Console	TCP 9043, 9060				

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CVP Web Services Manager: HTTP	TCP 8101, 8110, 8111 TCP 10001, 10002	Unified System CLI, Diagnostic Portal, Custom Agent Desktop			REST Web Services The TCP 10001 and 10002 OAMP ports are used for transferring data related to the configuration and administration of VXML Server and Call Server.

Table 16: Network Management and Remote Administration

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SNMP Master Agent	UDP 161	SNMP Management Application			SNMP Master Agent listens for requests from remote SNMP management application and sends responses via UDP port 161.
SNMP Master Agent	TCP 7161	Local SNMP subagents			SNMP Master Agent listens for TCP connections from local SNMP subagents.
SNMP–Trap	UDP 162	SNMP Master Agent			SNMP Master Agent sends SNMP traps to SNMP management application.
Syslog	UDP 514				Syslog protocol provides a transport to allow a machine to send event notification messages across IP network to event message collectors. Port is configurable.
SSH	TCP 22				Port 22 for those who use SSH instead of telnet on AIX.
Telnet	TCP 23				
RDP (TerminalServices)	TCP 3389				

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
pcAnywhere	TCP 5631 UDP 5632				
VNC	TCP 5900 TCP 5800				

Table 17: Windows Authentication and Remote Administration Ports

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RPC	TCP 135				
NetBIOS Session	TCP 139				
NetBIOS Name Resolution	TCP 137 UDP 137				
NetBIOS Netlogon/ Browsing	UDP 138				
SMB	TCP 445 UDP 445				Microsoft CIFS
DNS	TCP 53 UDP 53				
NTP	UDP 123				
optima-vnet	TCP 1051				TCP Optima VNET
optima-vnet	UDP 1051				UDP Optima VNET

**Note**

For more information on Windows authentication and remote administration ports, see: “Service overview and network port requirements for the Windows Server system” (Microsoft Knowledge Base Article Q832017).



Port Utilization in Cisco VVB

- [Port Utilization Table Columns](#), page 33
- [Cisco VVB Port Utilization](#), page 34

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

Cisco VVB Port Utilization

Table 18: Cisco VVB Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SSH	TCP 22	—	—	Bidirectional	SFTP and SSH access
Tomcat	TCP 80	—	—	Bidirectional	Web access
System Service	UDP 123	—	—	Bidirectional	Network time sync
SNMP Agent	UDP 161	—	—	In-bound	Provides services for SNMP-based management applications
Tomcat	TCP 443	—	—	Bidirectional	—
AON Management Console (AMC) Service	TCP 1090	Intra-Cluster communication	—	Bidirectional	Provides RTMT data collecting, logging, and alerting functionalities (AMC RMI Object Port)
AON Management Console (AMC) Service	TCP 1099	Intra-Cluster communication	—	Bidirectional	Provides RTMT data collecting, logging, and alerting functionalities (AMC RMI Registry Port)
CMONINIT	TCP 1500	—	—	Bidirectional	This is the port where the IDS engine listens for DB clients
CMONINIT	TCP 1501	—	—	Bidirectional	- This is an alternate port to bring up a second instance of IDS during upgrade. - Localhost traffic only
VBONINIT	TCP 1504	External process like HRC, WallBoard Client, External DB clients (like Squirrel or others for custom reporting) can connect	—	Bidirectional	Cisco VVB database port

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Real-Time Information Server (RIS) Data Collector service (RISDC)	TCP 2555	Intra-Cluster communication	—	Bidirectional	Connects to other RISDC services in the cluster to provide cluster-wide real-time info
RISDC	TCP 2556	Intra-Cluster communication	—	Bidirectional	Allowed RIS client connection to retrieve real-time info
Tomcat	TCP 5001	—	—	Bidirectional	SOAP Monitor
Tomcat	TCP 5002	—	—	Bidirectional	SOAP Monitor
Tomcat	TCP 5003	—	—	Bidirectional	SOAP Monitor
Tomcat	TCP 5004	—	—	Bidirectional	SOAP Monitor
Tomcat	TCP 5007	—	—	Bidirectional	SOAP Monitor - a troubleshooting tool for SOAP infrastructure
VVB_Engine	TCP, UDP 5060	SIP gateway	—	Bidirectional	Communicates with SIP gateway
VVB_CVD	TCP 5900	CVD of other node in cluster	—	Bidirectional	Heartbeats between CVDs in the cluster
VVB_CVD	TCP 6161	Internal	6161	Bidirectional	Publishes JMS events across JMS network connectors in the cluster
CVD	TCP 6295	CVD of other node in cluster	—	Bidirectional	Bootstrap HTTPD service port
VVB_CVD	TCP 6999	Engine, Tomcat, CVD, and Editor	—	Bidirectional	RMI Port
DBMON	TCP 8001	Intra-Cluster communication	—	Bidirectional	DB change notification port.
Tomcat	TCP 8080	Client Browser	—	Bidirectional	-Client browser trying to access any of the Administration interfaces or User Options interface. -Web services client using RTMT

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Tomcat	TCP 8443	Client Browser	—	Bidirectional	- Client browser trying to access any of the Administration interfaces or User Options interface - Web services client using RTMT
CLM	TCP, UDP 8500	—	—	Bidirectional	TCP - Connectivity testing UDP - Cluster replication of platform data (hosts) certificates etc.
VVB_Engine	TCP 9080	—	—	Bidirectional	- Clients trying to access HTTP triggers, documents, prompts, or grammars - Tomcat instance used by Cisco VVB engine
Cisco IP Voice Media Streaming application	UDP 24576 ~ 32767	—	—	Bidirectional	- Audio media streaming. - Kernel streaming device driver
Generic Ports	TCP, UDP 32768 ~ 61000	—	—	Bidirectional	Generic ephemeral TCP and UDP ports



Port Utilization in Finesse

- [Port Utilization Table Columns](#), page 37
- [Finesse Port Utilization](#), page 38

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

Finesse Port Utilization

Table 19: Cisco Finesse Tomcat

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP	TCP 80, 8082	Browser		Bidirectional	Unsecure port used for Finesse administration console, Finesse agent and supervisor desktop, Finesse Web Services, and Finesse Desktop Modules (gadgets) with the Finesse desktop.
HTTPS	TCP 443, 8445	Browser		Bidirectional	Secure port used for Finesse administration console, Finesse agent and supervisor desktop, Finesse Web Services, and Finesse Desktop Modules (gadgets) with the Finesse desktop.

Table 20: Platform Tomcat

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP	UDP 8080	Browser		Bidirectional	Unsecure port used for access to platform administration, platform serviceability, and Disaster Recovery System.
HTTPS	UDP 8443	Browser		Bidirectional	Secure port used for access to platform administration, platform serviceability, and Disaster Recovery System.

Table 21: Platform Database

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
DBMON	TCP 1500			Bidirectional	Informix Database Software (IDS) access and replication
DBL RPC	TCP 1515	Intra-Cluster communication		Bidirectional	DBL RPC, this is used during installation to set up IDS replication between nodes

Table 22: Cisco Finesse Notification Service

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
XMPP	TCP 5222	Browser, agent desktop		Bidirectional	Unsecure XMPP connection between the Finesse server and custom applications on the agent or supervisor desktops for communication over HTTP.
XMPP	TCP 5223	Browser, agent desktop		Bidirectional	Secure XMPP connection between the Finesse server and custom applications on the agent or supervisor desktops for communication over HTTPS.
BOSH (HTTP)	TCP 7071	Browser, agent desktop		Bidirectional	Unsecure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTP.
BOSH (HTTPS)	TCP 7443	Browser, agent desktop		Bidirectional	Secure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTPS.

Table 23: Platform System Services

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SFTP	TCP 22			Bidirectional	SFTP access for hosted third-party gadget support
SSH	TCP 22	SSH client		Bidirectional	Platform CLI
NTP	UPD 123	NTP server		Bidirectional	Network time synchronization
Platform Alert Manager and Collector (AMC) service	TCP 1090, 1099	RTMT client		Bidirectional	The platform AMC service uses this connection to allow the RTMT tool to retrieve and display platform alerts.
Real-time Information Service Data Collector (RISDC) service	TCP 2555	RTMT client		Bidirectional	Used by the RISDC platform service. The Real-time Information Server (RIS) maintains real-time Cisco Unified CM information such as device registration status, performance counter statistics, critical alarms generated, and so on. The Cisco RISDC service provides an interface for applications, such as RTMT, SOAP applications, Cisco Unified CM Administration and AMC to retrieve the information that is stored in all RIS nodes in the cluster.
Disaster Recovery Framework (DRF) Master Agent Service	TCP 4040	Platform Administration webapp		Bidirectional	DRF service

Table 24: Primary and Secondary Node Communication

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
XMPP	TCP 5222			Bidirectional	The primary and secondary Finesse servers use this XMPP connection to communicate with each other to monitor connectivity.

Table 25: Third-Party (External) Web Server

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP			TCP 80, 8082	Bidirectional	Gadgets hosted on a third-party (external) web server are fetched through the Finesse server on the port exposed by said web server.
HTTPS			TCP 443, 8445	Bidirectional	Gadgets hosted on a third-party (external) web server are fetched through the Finesse server on the port exposed by said web server.

Table 26: Unified Contact Center Enterprise

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Administration & Data Server settings					
JDBC (SQL)			TCP 1433 ¹	Bidirectional	Connection to the AWDB for authentication and authorization of agents and supervisors
CTI Server settings (Side A and B)					

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
GED-188			Side A: TCP 42027 ¹ Side B: TCP 43027 ¹	Bidirectional	Connection to the Agent PG for CTI Server events (such as Agents, Teams, Queues, and Call events)

¹The ports listed are the default ports for these connections. You can use different ports than the ones specified in this table.



Port Utilization in MediaSense

- [Port Utilization Table Columns](#), page 43
- [MediaSense Port Utilization](#), page 44

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

MediaSense Port Utilization

Table 27: MediaSense Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Note
HTTPS	TCP 443, 8443	Web browser	Any		Used by Administration, serviceability
HTTPS	TCP 8440	Client application	Any		Used by API access
HTTPS	TCP 9443	Client application	Any		Used by media service to redirect authenticated requests.
HTTPS	TCP 8446	Web browser, API client	Any		Used by Call control service.
HTTPS	TCP 9081	Client application	Any		Used by media service to redirect authenticated requests.
HTTP	TCP 80, 8080	Web browser	Any		Used by Administration, serviceability
HTTP	TCP 8081	Web browser, API client	Any		Used by Call control service
HTTP	TCP 8085	Another CMS node	Any		Used by Call control service
HTTP	TCP 8087	CMS cluster nodes only	Any		Used by System service
HTTP	TCP 8088	CMS cluster nodes only	Any		Used by Configuration service
RTSP	TCP 554, 8554	RTSP media player	Any		Used by SM agent
RTSP	TCP 9554	Client application or media player	Any		Used by media service to redirect authenticated requests.
SIP	TCP 5060 UDP 5060	Unified Communications Manager or Unified Border Element	TCP 5060 UDP 5060		Call control service.
TCP/IP	TCP 1543	CMS cluster nodes only	Any		Used by Informix ER to make connections between primary server and secondary servers. Used by API service or configuration service to make JDBC connections with Informix.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Note
Keep-alive heartbeats	UDP 8091	CMS cluster nodes only	UDP 8091		Used by a call control service to detect availability of other call control services.
JMS	TCP 61610	CMS cluster nodes only	Any		Used by API service
JMS	TCP 61612	CMS cluster nodes only	Any		Used by Call control service
JMS	TCP 61616	CMS cluster nodes only	Any		Used by SM agent
Ephemeral port range	UDP 32768 - 61000	Phone or gateway that sends RTP media streams.	Any		Range of ports used by media service to receive RTP media streams.



Port Utilization in SocialMiner

- [Port Utilization Table Columns](#), page 47
- [SocialMiner Port Utilization](#), page 48

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

SocialMiner Port Utilization

Table 28: SocialMiner Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Email notifications	Port 25			Outward, from SocialMiner to the configured email server.	SocialMiner communicates with the configured email server (that can be in the corporate intranet or on the internet) to send email notifications.
HTTP	Port 80			Bidirectional	Used for unsecure (HTTP) traffic: <ul style="list-style-type: none"> • From the SocialMiner user interface (browser) or APIs to the SocialMiner server. • From the internet or corporate website to the SocialMiner server. SocialMiner receives incoming chat and callback requests from the internet or corporate website over HTTP.
HTTPS	Port 443			Bidirectional	Used for secure (HTTPS) traffic: <ul style="list-style-type: none"> • From the SocialMiner user interface (browser) or APIs to the SocialMiner server. • From the internet or corporate website to the SocialMiner server. SocialMiner receives incoming chat and callback requests from the internet or corporate website over HTTPS.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Email notifications SSL/TLS	Port 465 (configurable)			Outward, from SocialMiner to the configured email server.	SocialMiner communicates with the configured email server (that can be in the corporate intranet or on the internet) to send email notifications.
Email (SMTP)	Port 587 (configurable in Unified CCX Administration)			Outward, from SocialMiner to the Exchange Server.	Used by the Email Reply API to send email. The Email Reply API uses SMTP to send a response to a customer email message.
Email (secure IMAP/IMAPS)	Port 993 (configurable in Unified CCX Administration)			Outward, from SocialMiner to the Exchange Server.	Used by email feeds to retrieve email. IMAPS allows email feeds to fetch email from the Exchange Servers and allows the Email Reply API to retrieve email and save draft email messages.
Reporting	Port 1526			Inward, from CUIC to the SocialMiner server.	CUIC communicates with SocialMiner to gather reporting information.
XMPP (IM) notifications using an external XMPP server	Port 5222 (configurable)			Outward, from SocialMiner to the configured XMPP Notifications server.	SocialMiner communicates with the configured XMPP Notifications server (that can be in the corporate intranet or on the internet) to send XMPP (IM) notifications.
Notification Service (XMPP eventing over TCP sockets)	Port 5222			Inward, from CCX to the SocialMiner server.	SocialMiner listens for incoming TCP socket connections to register and send XMPP events. Unified CCX uses this port to receive social contact events.
Eventing and chat (BOSH)	Port 7071			Bidirectional	The unsecure BOSH connection supports eventing and chat communication between the SocialMiner user interface and the SocialMiner server.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Eventing and chat (secure BOSH)	Port 7443 is used for secure BOSH connections to the XMPP eventing server.			Bidirectional	The secure BOSH connection supports eventing and chat communication between the SocialMiner user interface and the SocialMiner server.



Port Utilization in Unified Intelligence Center

- [Port Utilization Table Columns, page 51](#)
- [Unified Intelligence Center Port Utilization, page 52](#)

Port Utilization Table Columns

The columns in the port utilization tables in this document describe the following:

Listener (Process or Application Protocol)

A value representing the server or application and where applicable, the open or proprietary application protocol.

Listener Protocol and Port

An identifier for the TCP or UDP port that the server or application is listening on, along with the IP address for incoming connection requests when acting as a server.

Remote Device (Process or Application Protocol)

The remote application or device making a connection to the server or service specified by the protocol; or listening on the remote protocol and port.

Remote Protocol and Port

The identifier for the TCP or UDP port that the remote service or application is listening on, along with the IP address for incoming connection requests when acting as the server.

Traffic Direction

The direction that traffic flows through the port: Inbound, Bidirectional, Outbound.



Note

The operating system dynamically assigns the source port that the local application or service uses to connect to the destination port of a remote device. In most cases, this port is assigned randomly above TCP/UDP 1024.

Unified Intelligence Center Port Utilization

Table 29: Web Requests to Cisco Unified Intelligence Center and Operation Administration Maintenance and Provisioning (OAMP)

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Unified Intelligence Center	TCP 8081	Browser			HTTP - Unified Intelligence Center
	TCP 8444	Browser			HTTPS - Unified Intelligence Center

Table 30: Intracluster Ports Between Cisco Unified Intelligence Center

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Platform (DB)	TCP 1500 - 1501	Platform (DB)			IDS access and replication (but not open to external access)
CUIC Reporting Process	UDP 54327 (Multicast)	Unified Intelligence Center node			Hazelcast Discovery
CUIC Reporting Process	TCP 57011	Unified Intelligence Center Node			Hazelcast

For more information on other port usages, see: <http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>