

Changing TCP Port Numbers Used by ICM Processes

Document ID: 30308

Introduction

Prerequisites

Requirements

Components Used

Conventions

Registry Settings on the CallRouter and the Distributor AW

Modify the Default TCP Port Numbers

Verification

Real Time Distributor Log

Related Information

Introduction

Network administrators often change TCP or UDP port numbers from the default values for security reasons. If it happens on the default TCP port used between the Real Time Distributor (RTD) process on the Distributor Admin Workstation (AW) and the Real Time Server (RTS) process on CallRouter, it is necessary to modify the default TCP port numbers to match the new TCP port numbers assigned by network administrators. This document discusses the procedure you use to alter the default TCP port numbers to the new TCP port numbers.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) functions
- TCPIP Configuration
- Windows Registry Editor

Components Used

The information in this document is based on these software and hardware versions:

- Microsoft Windows NT 4 and Microsoft Windows 2000
- Cisco ICM 4.6.2 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

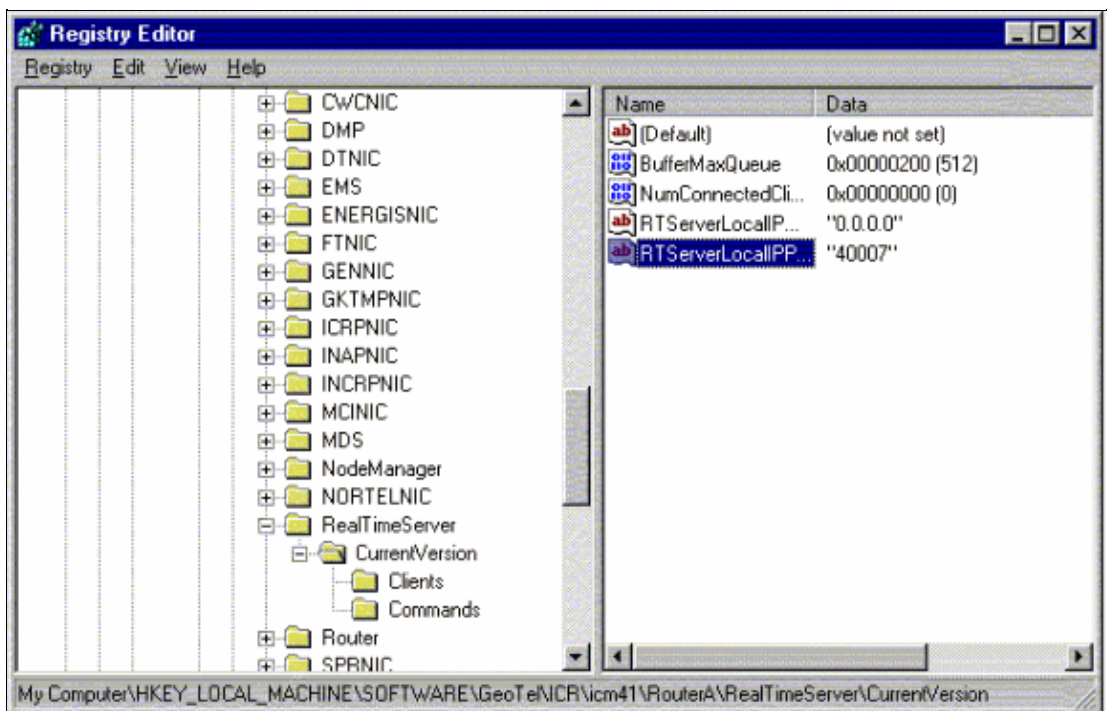
Registry Settings on the CallRouter and the Distributor AW

The RTS port on CallRouterA can be found under this registry key:

- Cisco ICM version 4.6.2 and earlier:

Note: This registry key is displayed over two lines due to space limitations.

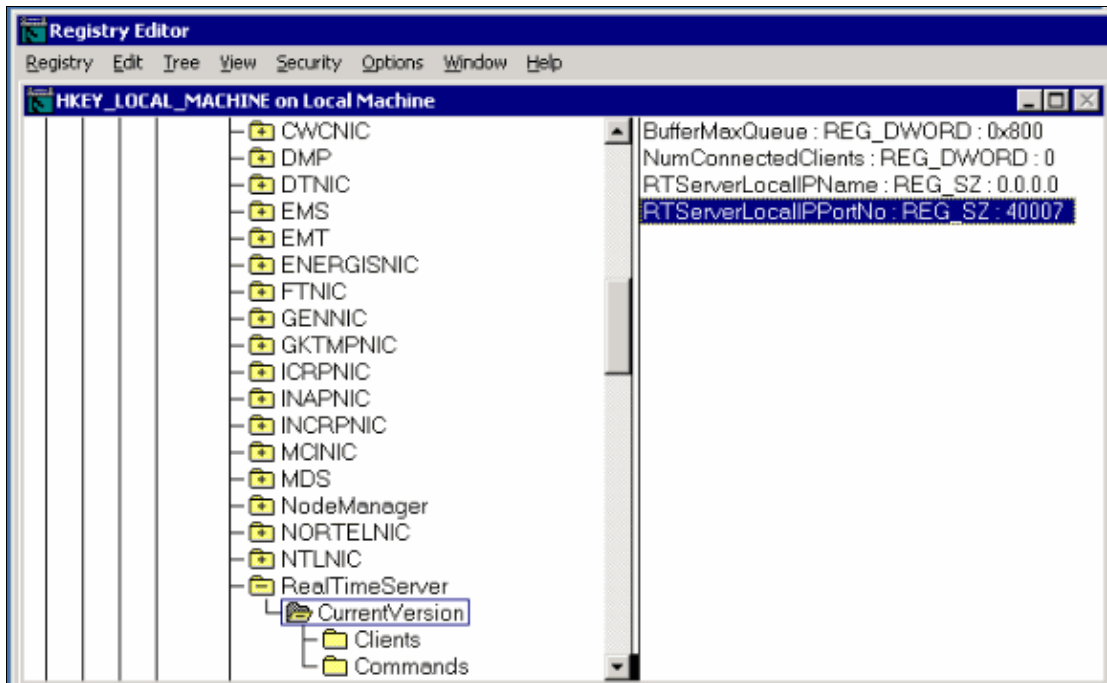
```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\
RouterA\RealTimeServer\CurrentVersion\RTServerLocalIPPortNo
```



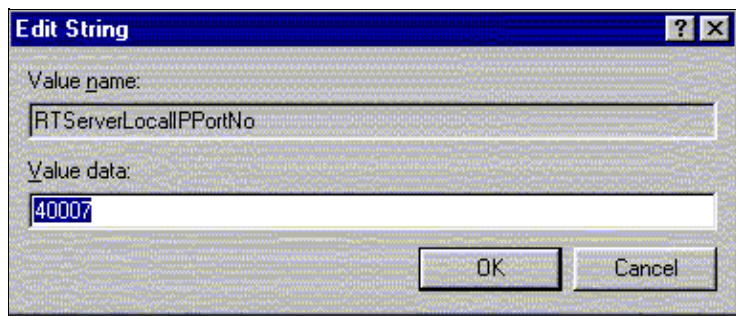
- Cisco ICM version 5.x:

Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\<cust_inst>\RouterA\
RealTimeServer\CurrentVersion\RTServerLocalIPPortNo
```



In order to change the default port number, double-click the RTServerLocalIPPort name.

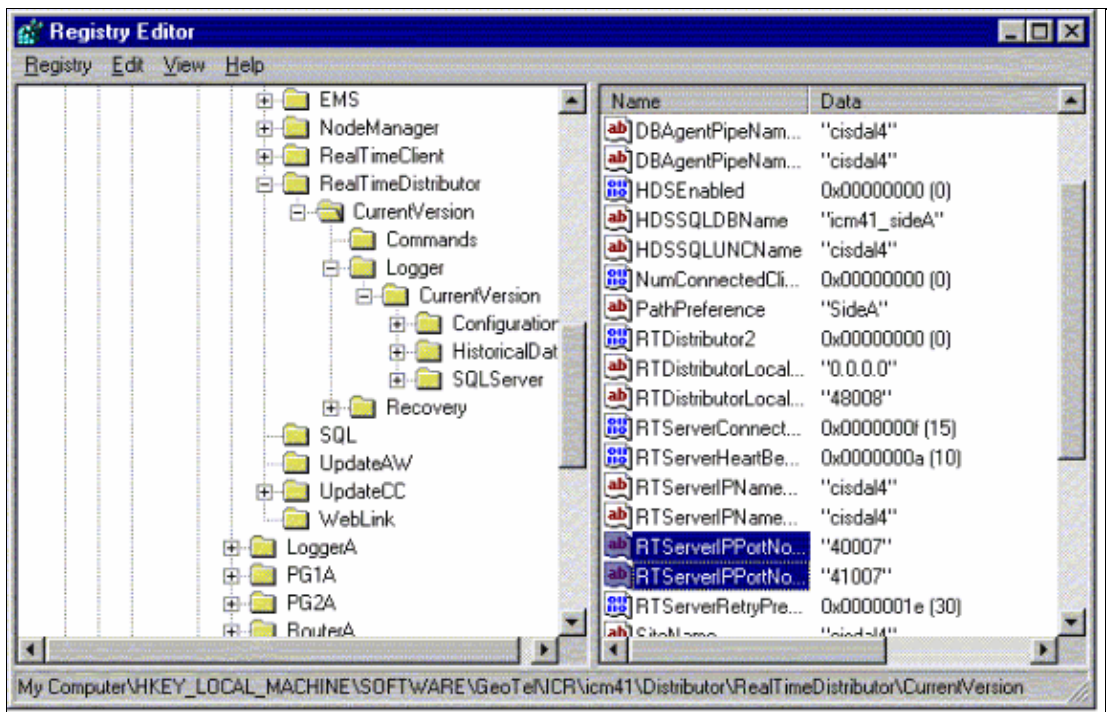


The above registry must match the RTD port found on the Distributor AW under this registry key:

- Cisco ICM version 4.6.2 and earlier:

Note: This registry key is displayed over two lines due to space limitations.

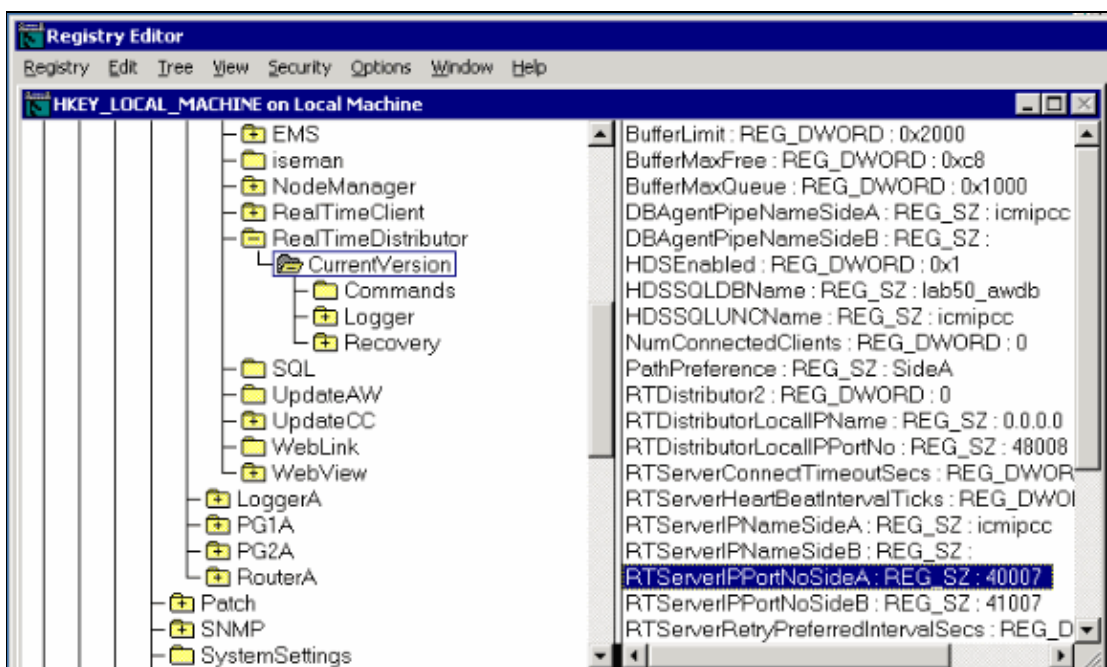
```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\<cust_inst>\
Distributor\RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideA
```

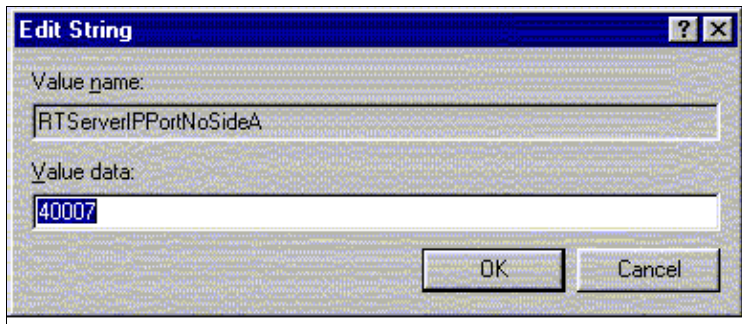


- Cisco ICM version 5.x and later:

Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\ICM<cust_inst>\
Distributor\RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideA
```





The RTS port on CallRouterB can be found under this registry key:

- Cisco ICM version 4.6.2 and earlier:

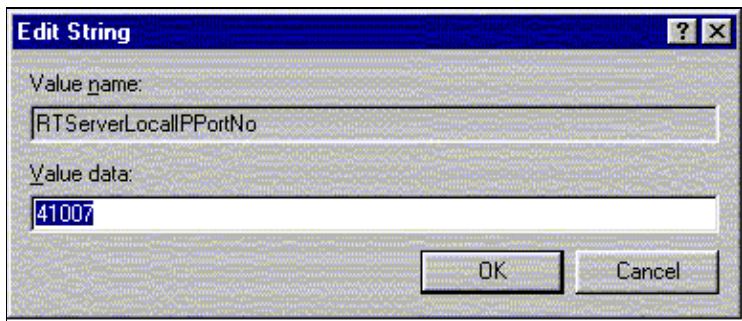
Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\cust_inst\RouterB\  
RealTimeServer\CurrentVersion\RTServerLocalIPPortNo
```

- Cisco ICM version 5.x and later:

Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\ICM\cust_inst\RouterB\  
RealTimeServer\CurrentVersion\RTServerLocalIPPortNo
```



The above registry must match the RTD port found on the Distributor AW under this registry key:

- Cisco ICM version 4.6.2 and earlier:

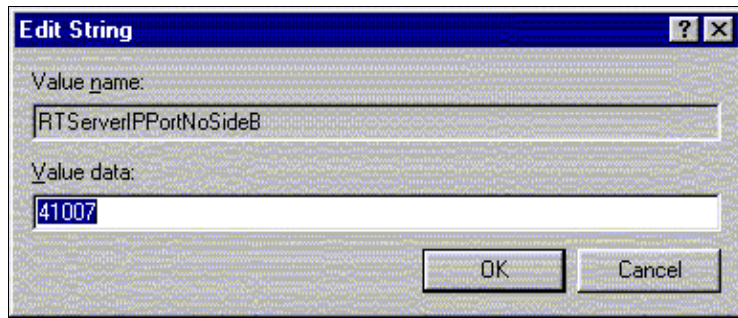
Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\GeoTel\ICR\cust_inst\  
Distributor\RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideB
```

- Cisco ICM version 5.x and later:

Note: This registry key is displayed over two lines due to space limitations.

```
HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems Inc.\ICM\cust_inst\  
Distributor\RealTimeDistributor\CurrentVersion\RTServerIPPortNoSideB
```



Modify the Default TCP Port Numbers

The two default TCP port numbers are 40007 and 41007. TCP port number 40007 is for the connection between the RTS process on CallRouterA and the RTD process on the Distributor AW. TCP port number 41007 is for the connection between the RTS process on CallRouterB and the RTD process on the Distributor AW. RTServerLocalIPPortNo on CallRouteA matches RTServerIPPortNoSideA on the Distributor AW. RTServerIPPortNoSideA on CallRouterB matches RTServerIPPortNoSideB on the Distributor AW.

Complete these steps in order to change 40007 to 40047 and 41007 to 41047.

1. Change RTServerLocalIPPortNo on CallRouteA from 40007 to **40047**.
2. Change RTServerIPPortNoSideA on the Distributor AW from 40007 to **40047**.
3. Change RTServerLocalIPPortNo on CallRouteB from 41007 to **41047**.

You can change one or both of them based on your requirements.

Verification

In order to verify the change, check the process window of the RTD process on the Distributor AW.

Real Time Distributor Log

The RTD process notes the session to the RTS on CallRouter is now active. TCP port 40047 is for the connection to the preferred RTS and port 41047 is for the connection to the backup RTS respectively.

```
13:24:11 dis-rt d Initializing Event Management System (EMS) Library.
13:24:11 dis-rt d Trace: EMS Server pipe icm41\Distributor\rt dEMSPipe enabled for
    icm41\Distributor\rt d
13:24:11 dis-rt d Initializing Node Manager Library.
13:24:25 dis-rt d Initializing distributor. Sitename: cisda14.
13:24:25 dis-rt d Preferred Real Time Server is [cisda14]/[40047].
13:24:25 dis-rt d Backup Real Time Server is [cisda14]/[41047].
13:24:26 dis-rt d Preferred feed established from [cisda14]/[40047].
13:24:26 dis-rt d Feed activated to client at [localhost]/[127.0.0.1].
13:24:32 dis-rt d Trace: Preferred DB restored.
```

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
-

All contents are Copyright © 2006–2007 Cisco Systems, Inc. All rights reserved. Important Notices and Privacy Statement.

