



# Port Utilization in SocialMiner

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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.
  - For security reasons, keep open only the ports mentioned in this guide and those required by your application. Keep the rest of the ports blocked.
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# SocialMiner Port Utilization

Table 1: 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	<p>Used for unsecure (HTTP) traffic:</p> <ul style="list-style-type: none"> <li>• From the UCCX server to the SocialMiner server.</li> <li>• From the SocialMiner user interface (browser) or APIs to the SocialMiner server.</li> <li>• From the SocialMiner server to the internet. SocialMiner communicates outward to the internet to fetch social contact information (such as Facebook posts and tweets) over HTTP.</li> <li>• 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.</li> </ul>

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTPS	Port 443	—	—	Bidirectional	<p>Used for secure (HTTPS) traffic:</p> <ul style="list-style-type: none"> <li>• From the SocialMiner user interface (browser) or APIs to the SocialMiner server.</li> <li>• From the SocialMiner server to the internet. SocialMiner communicates outward to the internet to fetch social contact information (such as Facebook posts and tweets) over HTTPS.</li> <li>• 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.</li> </ul>
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.	<p>Used by the Email Reply API to send email.</p> <p>The Email Reply API uses SMTP to send a response to a customer email message.</p>
Email (secure IMAP/IMAPS)	—	—	Port 993 (configurable in Unified CCX Administration)	Outward, from SocialMiner to the Exchange Server.	<p>Used by email feeds to retrieve email.</p> <p>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.</p>

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Reporting	Port 1526	—	—	Inward, from CUIIC to the SocialMiner server.	CUIIC communicates with SocialMiner to gather reporting information.
Active Directory	Port 3268 (configurable)			Outward, from SocialMiner to the configured Active Directory host	SocialMiner communicates outward to the configured Active Directory host for unsecure Active Directory connections.
Active Directory SSL	Port 3269 (configurable)			Outward, from SocialMiner to the configured Active Directory host	SocialMiner communicates outward to the configured Active Directory host for secure Active Directory connections.
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.
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.

<b>Listener (Process or Application Protocol)</b>	<b>Listener Protocol and Port</b>	<b>Remote Device (Process or Application Protocol)</b>	<b>Remote Protocol and Port</b>	<b>Traffic Direction</b>	<b>Notes</b>
Media routing (in CCE deployments)	Port 38001 (configurable)			Inward, from the CCE MR PG to the SocialMiner server.	The CCE Media Routing Peripheral Gateway (MR PG) communicates over a socket connection to SocialMiner to support the media routing connection.

