



## **Port Utilization Guide for Cisco Unified Intelligent Contact Management Enterprise & Hosted**

Release 8.0(1)

*February 2012*

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# Chapter 1

## Cisco Unified ICM/IP Contact Center Port Utilization

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This document describes the ports used in Cisco Unified Intelligent Contact Management Enterprise software.

This document provides a list of the TCP and UDP ports used by Cisco Unified Contact Center products. It provides extremely important information for configuring both Quality of Service (QoS) and Firewall/VPN solutions on a network when there is an Architecture for Voice, Video and Integrated Data (AVVID) solution implemented.

This document is intended primarily for network administrators.

Port listing are presented in a table format. Where applicable formulas are used so that you can calculate the ports beyond instance 0.

**Warning: The information this document provides is based on default configuration settings. If you are working in a live network, ensure that you understand the components installed and the associated ports in use.**

This chapter contains the following topics:

- [Port Utilization Table Column Definitions, page 3](#)
- [Unified CCEPort Utilization , page 4](#)
- [Cisco Agent Desktop \(CAD\) Port Utilization , page 13](#)
- [Cisco Unified Contact Center Management Portal Port Utilization, page 16](#)
- [Cisco Unified Expert Advisor Port Utilization, page 19](#)
- [Cisco Unified CRM Connector, page 20](#)
- [Cisco Voice Integration to Genesys Call Center, page 22](#)

## Port Utilization Table Column Definitions

The columns in the Port Utilization tables in this document describe the following:

- Server or Application Protocol:

## Unified CCEPort Utilization

A value representing the Server or Application and where applicable the open or proprietary application protocol.

- Server Protocol/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 Protocol/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.

- Remote Device:

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

**Note:** The source port the local application or service uses to connect to a remote device's destination port is not specified because it is always dynamically assigned by the Operating System. In most cases, this port is assigned randomly above TCP/UDP 1024.

## Unified CCEPort Utilization

For Product Revisions: ICM 7.5(1), CTI OS 7.5(1), Support Tools 2.1(0)

Some port definitions use a formula, for example:

**TCP 40007 + (Instance Number \* 40)**

In the formula above, for instance 0, the port is 40007, for instance 1 the port is 40047, for instance 2 the port is 40087, etc.

**Table 1: Unified CCE Port Utilization**

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
Router (Side B) (MDS)	<b>Private Low:</b> <ul style="list-style-type: none"> <li>TCP 41004 + (Instance Number * 40)</li> </ul> <b>Private Medium:</b> <ul style="list-style-type: none"> <li>TCP 41016 + (Instance Number * 40)</li> </ul> <b>Private High:</b>		Router (Side A) (MDS)	Private Network at the Central Controller site  <b>Note:</b> UDP Ports are not used if QoS is enabled on the Router private interface.

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
	<ul style="list-style-type: none"> <li>TCP 41005 + (Instance Number * 40)</li> </ul> <p><b>State Xfer for CIC:</b></p> <ul style="list-style-type: none"> <li>TCP 41022 + (Instance Number * 40)</li> </ul> <p><b>State Xfer for CLGR:</b></p> <ul style="list-style-type: none"> <li>TCP 41021 + (Instance Number * 40)</li> </ul> <p><b>State Xfer for HLGR:</b></p> <ul style="list-style-type: none"> <li>TCP 41032 + (Instance Number * 40)</li> </ul> <p><b>State Xfer for RTR:</b></p> <ul style="list-style-type: none"> <li>TCP 41020 + (Instance Number * 40)</li> </ul> <p>UDP 39500 - 39999</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)	
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"> <li>Private Low: TCP 43004 + (Instance Number * 40)</li> <li>Private Medium:</li> </ul>		ICM PG1 (Side A)	Private Network  <b>Note:</b> UDP Ports are not used if QoS is enabled on the ICM PG private interface.

## Unified CCEPort Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
	TCP 43016 + (Instance Number * 40) <ul style="list-style-type: none"> <li>Private High:</li> </ul> TCP 43005 + (Instance Number * 40) <ul style="list-style-type: none"> <li>State Xfer for OPC:</li> </ul> TCP 43023 + (Instance Number * 40) UDP 39500 - 39999			
ICM PG2 (Side B) MDS	<ul style="list-style-type: none"> <li>Private Low:</li> </ul> TCP 45004 + (Instance Number * 40) <ul style="list-style-type: none"> <li>Private Medium:</li> </ul> TCP 45016 + (Instance Number * 40) <ul style="list-style-type: none"> <li>Private High:</li> </ul> TCP 45005 + (Instance Number * 40) <ul style="list-style-type: none"> <li>State Xfer for OPC:</li> </ul> TCP 45023 + (Instance Number * 40) UDP 39500 - 39999		ICM PG2 (Side A)	Private Network  <b>Note:</b> 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)	

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
Router (Side A) DMP (ccagent)	<ul style="list-style-type: none"> <li>Public Low: TCP 40002 + (Instance Number * 40)</li> <li>Public Medium: TCP 40017 + (Instance Number * 40)</li> <li>Public High: TCP 40003 + (Instance Number * 40)</li> </ul> UDP 39500 - 39999		ICM PG (pgagent)	Public Network Connecting the PG to the Central Controller  Router to pre-5.0 PG communication.  <b>Note:</b> 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"> <li>Public Low: TCP 41002 + (Instance Number * 40)</li> <li>Public Medium: TCP 41017 + (Instance Number * 40)</li> <li>Public High: TCP 41003 + (Instance Number * 40)</li> </ul> UDP 39500 - 39999		ICM PG (pgagent)	Public Network Connecting the PG to the Central Controller  Router to pre-5.0 PG communication.  <b>Note:</b> 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
Logger (Side B)	TCP 41026 + (Instance Number * 40)  TCP 41028 + (Instance Number * 40)		Administration & Data Server Historical Data Server (HDS)	Replication

## Unified CCEPort Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
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
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)
<b>Distributor, WebView, Internet Script Editor</b>				
MSSQL		TCP 1433	Logger Distributor	
HTTP	TCP 80		WebView Clients	Webview with SSL-enabled Authentication only, requires HTTP as well as HTTPS
HTTPS	TCP 443		WebView, CCE Web Administration, and Internet Script Editor Clients	
CONAPI		TCP 1099	Clients RMI Registry	Multichannel application integration
<b>CCE Outbound Dialer</b>				
SCCP		TCP 2000	Cisco Unified Communications	



Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
			ManagerUnified CM (Unified CM Cisco Unified CallManager)	
RTP	UDP 31000–31512 (default)  UDP 39100-39200		Voice Gateway	Receive ports for reservation calls.  Use the following registry key to select and configure UDP ports: <b>RTPPortRangeStart</b>
TFTP		UDP 69	TFTP server	
TFTP File Transfer		Ephemeral		
SIP	TCP 38001+ (Instance number)			
<b>CTI and CTI Object Server</b>				
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	Applicable to first CTI OS instance. Multi-instance CTI OS and Cisco Unified Contact Center Hostedrequire 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
<b>Support Tools</b>				

## Unified CCEPort Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
Support Tools Node Agent	TCP 39100		Support Tools Application Server	
Tomcat: HTTPS	TCP 8189		Administration Client	Support Tools Server
<b>TDM/IP Peripherals</b>				
<i>IP Process Communications</i>				
CTI/QBE		TCP 2748	Unified CM	JTAPI
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	
<i>TDM Process Communications</i>				<b>Note:</b> For more information on peripheral communication, see the “ACD Supplement” user documentation for the specifics switch you are using.
Alcatel 4400 PIM		TCP 2555	Alcatel 4400	CSTA
Aspect PIM		TCP 8000	Aspect ACD	Used by real time bridge
Aspect Contact Center server PIM		TCP 6101 TCP 6102 TCP 9001	Aspect Contact Center server	Application bridge  Event link
Avaya PIM	TCP 6060–6070	TCP 5678	Avaya ACD  CMS	Event link

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
Ericsson MD100 PIM*		TCP 2555	Ericsson MD100	CSTA
MIS Process	TCP 3000–3030		VRU	Connects to CTIServer, listens for VRU PIM
Nortel Meridian PIM		TCP 44444	Nortel Meridian	
NEC NEAX2400		TCP 1024	NEC NEAX2400	
Rockwell Spectrum PIM		Configurable	Rockwell Spectrum ACD	
Siemens HICOM 300E*		Configurable	Siemens HICOM ACD	Connects to Callbridge CSTA Gateway
Symposium PIM		TCP 3000	Nortel Symposium	Meridian link
UCCX Gateway PIM		TCP 12028	UCCX	Port number is configurable

\* These PIMs are end of life, and not supported from ICM 8.0(1).

### Network Interface Controllers (NIC)

*Refer to the TCP/IP-based NIC System Management Guide Supplements and setup parameters of the NIC, SS7 Gateway, or SCP connections for more details.*

### Windows Authentication and Remote Administration Ports

For more information, see: "Service overview and network port requirements for the Windows Server system" (Microsoft Knowledge Base Article Q832017).

RPC	TCP 135 UDP 135			
NetBIOS Session	TCP 139			
NetBIOS Name Resolution	TCP 137 UDP 137			
NetBIOS Netlogon/ Browsing	UDP 138			
SMB	TCP 445			

## Unified CCEPort Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
	UDP 445			
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
<b>Network Management and Remote Administration</b>				
SNMP	UDP 161			
SNMP–Trap	UDP 162			
Syslog	UDP 514			
Telnet	TCP 23			
RDP (Terminal Services)	TCP 3389			
pcAnywhere	TCP 5631 UDP 5632			
VNC	TCP 5900			RealVNC 4.0

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
	TCP 5800 (Java HTTP)			
<b>Customer Interaction Analyzer</b>				
HTTP File Transfer	TCP 80	TCP 80	Call Recording Server	
HTTP Data Replication	TCP 8080	TCP 8080	Call Recording Server	
VPN/Terminal Services	TCP 3389		Call Recording Server	

## Cisco Agent Desktop (CAD) Port Utilization

Cisco Agent Desktop (CAD) Port Utilization For Product Revisions: CAD 8.0

**Table 2: Cisco Agent Desktop (CAD) Port Utilization**

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
<b>Cisco Agent Desktop</b>				
Desktop Monitor	TCP 59020		Cisco Supervisor Desktop	
FCCServer	TCP 3002	TCP 3101	Supervisor Desktop	
Chat	TCP 59020		Cisco Desktop Base Services	
CTI OS		TCP 42028	CTI OS Server	
SIP	UDP/TCP 5060 *	UDP/TCP 5060 *	Cisco Unified Presence, Unified CVP, and Cisco Unified Communications Manager	CA does not support SIP over TLS
AXL (SOAP)	HTTPS 443		Cisco Unified Presence	
<b>Cisco Supervisor Desktop</b>				
Chat	TCP 59021		Cisco Desktop Base Services	Chat
RTP	UDP 59010 UDP 59012		Cisco Desktop VoIP Monitor Service	VoIP

## Cisco Agent Desktop (CAD) Port Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
RTP	UDP 59014 UDP 59016		Cisco Desktop Recording Server	Playback
<b>Cisco Desktop Base Services</b>				
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	
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)

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
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	
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		Side A: TCP 42027  Side B: TCP 43027	CTI Server	Call Events
MSSQL		TCP 1433	Distributor	Rascal
AXL (SOAP)	Dynamic	TCP 80	Unified CM	
<b>Cisco Desktop VoIP Monitor Server</b>				
Primary Server	TCP 59002		Cisco Agent Desktop  Cisco Supervisor Desktop  Cisco Desktop Base Services	OmniOrbUsePort(server)
IP Discovery	TCP 37606		Cisco Agent Desktop	

## Cisco Unified Contact Center Management Portal Port Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
			Cisco Supervisor Desktop	
VPN Port (Server)	TCP 37606			
AXL (SOAP)	Dynamic	TCP 80	Unified CM	Phone MAC Address Lookup
<b>Cisco Desktop Recording Server</b>				
Primary Server	TCP 59005		Cisco Agent Desktop Cisco Supervisor Desktop Cisco Desktop Base Services	OmniOrbUsePort(Server)
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)
<b>RP Server</b>				
Primary Server	59005			
VPN Server port	59027			
To client port	59014			Client
From client port	59016			Client

## Cisco Unified Contact Center Management Portal Port Utilization

Cisco Unified Contact Center Management Portal Port Utilization for Product Revision 7.5(1)

**Table 3: Cisco Unified Contact Center Management Portal Port Utilization**

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
<b>Browser</b>				
HTTP	TCP 80		CCMP Web Server A/B	Standard HTTP Web Client Connection



Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
HTTPS	TCP 443		CCMP Web Server A/B	SSL Web Client Connection
<b>CCMP Web/Application Server A</b>				
SQL	TCP 1433		CCMP DB Server A/B	Standard SQL Connection
LDAP	TCP 389	UDP 389	Domain Controller	Used to read AD account information for supervisor provisioning
<b>CCMP Web/Application Server B</b>				
SQL	TCP 1433		CCMP DB Server A/B	Standard SQL Connection
LDAP	TCP 389	UDP 389	Domain Controller	Used to read AD account information for supervisor provisioning
<b>CCMP Database Server A</b>				
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
ConAPI	TCP 2099	TCP 2099 TCP 3333	CCE/CCH Administration & Data Server Side A	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool.
ConAPI	TCP 2098	TCP 2098 TCP 3334	CCE/CCH Administration & Data Server Side B	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool
HTTP	TCP 80		Unified CM	HTTP connection used for AXL provisioning requests
HTTPS	TCP 443		Unified CM	HTTP connection used for AXL provisioning requests

## Cisco Unified Contact Center Management Portal Port Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
*MSDTC	TCP 135	TCP TCP 1024-5000	CCMP DB Sever B	For the CCMP Audit Archive Job
SMB over IP	UDP 445	TCP 445		For CVP File Upload File Replication
<b>CCMP Database Server B</b>				
SQL	TCP 1433		CCMP DB Server A	For SQL Replication
	TCP 1433		CCE/CCH Adminstration & Data Sever Side A	For import of CCE/CCH dimension data
	TCP 1433		CCE/CCH Adminstration & Data Sever Side B	For import of CCE/CCH dimension data
ConAPI	TCP 2099	TCP 2099 TCP 3333	CCE/CCH Adminstration & Data Sever Side A	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool.
ConAPI	TCP 2098	TCP 2098 TCP 3334	CCE/CCH Adminstration & Data Sever Side B	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool.
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	TCP TCP 1024-5000	CCMP DB Sever A	For the CCMP Audit Archive Job
SMB over IP	UDP 445	TCP 445		For CVP File Upload File Replication
<b>Cisco Unified Administration &amp; Data Server Side A</b>				
ConAPI	TCP 2099 TCP 3333	TCP 2099	CCMP DB Server A	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool.

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
CmsNode	UDP 9000		Administration & Data Server A	Ping Port for ConAPI services
<b>Cisco Unified Administration &amp; Data Server Side B</b>				
ConAPI	TCP 2099 TCP 3333	TCP 2099	CCMP DB Server Side A	For Provisioning activities from CCMP. This port may be configured differently in the CCMP Configuration Manager tool.
CmsNode	UDP 9000		Administration & Data Server Side B	Ping Port for ConAPI services

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. This range may be configured by adding the following registry values at the HKEY\_LOCAL\_MACHINE\Software\Microsoft\Rpc\Internet location (which must be created).

- Ports (REG\_MULTI\_SZ) - specify one port range per line e.g. 3000-3005
- PortsInternetAvailable (REG\_SZ) - always set this to "Y" (don't include the quotes)
- UseInternetPorts (REG\_SZ) - always set this to "Y" (don't include the quotes)

## Cisco Unified Expert Advisor Port Utilization

The following table shows which UDP and TCP ports are used by the Cisco Unified Expert Advisor OAMP (Operations Console) Server, Runtime Servers and Reporting Server123.

**Note:** In most cases (marked with an asterisk) the port numbers are configurable, so what is shown here represents the defaults which are in effect when the system is installed.

Table 4: Cisco Unified Expert Advisor Port Utilization

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
HTTPS	TCP 443			Operations Console secure port.
HTTP	TCP 80			Operations Console non-secure port.
OpenWire	TCP 6666		Cisco Unified Expert Advisor Runtime Server and Cisco Unified Expert Advisor Reporting Server	ActiveMQ message broker connections to Cisco Unified Expert Advisor Operations Console.
OpenWire	TCP 61615		Cisco Unified Expert Advisor Runtime Server	ActiveMQ message broker connections to Cisco Unified Expert Advisor Operations Console.
SIP over TLS	TCP 5061 *	TCP 5061 *	Cisco Unified Presence, Unified CVP, and Cisco Unified Communications Manager	SIP secure communication.
SIP	UDP/TCP 5060 *	UDP/TCP 5060 *	Cisco Unified Presence, Unified CVP, and Cisco Unified Communications Manager	SIP non-secure communication.
ACMI	TCP 42067		ACMI (Gateway) PIM	Cisco Unified Expert Advisor to Unified ICM Communication.
IM				<b>Note:</b> IM is performed over the SIP connection between Cisco Unified Expert Advisor Runtime and Cisco Unified Presence. See SIP entries above.

**Note:**

- \* denotes that port is user configurable. Port listed is the default port.
- OpenWire specification is available at <http://activemq.apache.org/openwire-version-2-specification.html>.

## Cisco Unified CRM Connector

For Product Revision 1.0(1)

**Table 5: Cisco Unified CRM Connector for SAP**

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
CRM Connector for SAP	TCP 8080 (however, this port can be adjusted via the registry)		SAP ICI connection	
CRM DataStore for SAP	TCP 42029		CRM Connector for SAP	

**Table 6: Cisco Unified CRM Connector for Microsoft CRM, Oracle PeopleSoft, Salesforce.com**

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	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.
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 Voice Integration to Genesys Call Center

Server or Application Protocol	Server Protocol/Port	Remote Protocol/Port	Remote Device	Notes
Genesys System Interoperability Manager	TCP 2555 (however, this port can be adjusted via the registry)		Genesys T-Server Alcatel A4400	CSTA