Finesse Third-Party Gadget makeRequest API Calls Fail with HTTP 400 After Upgrading to PCCE 15.0.1 SU2

Contents

Issue

After upgrading PCCE 15.0.1 Finesse from SU1 (15.0.1.10100-104) to SU2 (15.0.1.10200-61), third-party gadgets that use the Finesse Gadget API **makeRequest** command to retrieve agent attributes fail with HTTP status code 400 (bad request). The same gadget functionality works correctly when rolling back to SU1. This issue prevents third-party gadgets from making successful requests through the Finesse gadget proxy service.

Specific error symptoms include:

- HTTP 400 responses for POST requests to /gadgets/makeRequest endpoint
- Third-party agent reskilling gadgets no longer functional
- Gadget proxy requests being rejected as invalid

Environment

- Cisco Packaged Contact Center Enterprise (PCCE) 15.0.1
- Finesse upgraded from SU1 (15.0.1.10100-104) to SU2 (15.0.1.10200-61)
- Third-party gadgets using Finesse Gadget API makeRequest functionality
- PCCE deployment configurations (2K and 4K tested)

Resolution

This issue is caused by a security enhancement introduced in Finesse 15.0.1 SU2 that implements an allowed port list for shindig requests (Cisco bug ID CSCwt62299). The solution requires configuring the allowed ports that gadgets can access through the makeRequest API.

Step 1: Configure Allowed Ports for Shindig Requests

Execute this CLI command on the Finesse server to configure the allowed ports list:

```
utils finesse set_property webservices com.cisco.ccbu.finesse.shindig.ssrf.allowed.ports 443,8082,8080,
```

This command configures the system to allow gadget requests to the specified ports. Include all ports that your third-party gadgets need to access.

Step 2: Restart Tomcat Service

After configuring the allowed ports, restart the Tomcat service for the changes to take effect:

```
utils service restart Cisco Tomcat
```

Step 3: Restart AW Tomcat (if Applicable)

If the AW (Application Web) Tomcat service is down or needs to be restarted, start it as well.

Step 4: Verify Third-Party Gadget Password Reset

Ensure that the 3rdpartygadget account password has been reset after the upgrade, as this is required for third-party gadget functionality. The password must be reset on both primary and secondary Finesse servers if applicable.

Step 5: Test Gadget Functionality

After completing the configuration changes and service restarts, test the third-party gadget functionality to confirm that makeRequest API calls now succeed without HTTP 400 errors.

Cause

Cisco bug ID CSCwt62299. In Finesse 15.0.1 SU2, a security enhancement was introduced that implements an allowed list of ports for shindig requests. This change prevents unauthorized access to system ports by requiring explicit configuration of which ports gadgets can access through the makeRequest API. Without this configuration, all gadget proxy requests to external URLs are blocked with HTTP 400 errors as a security measure against potential Server-Side Request Forgery (SSRF) attacks.

The old behavior allowed unrestricted port access for shindig requests, while the new behavior requires administrators to explicitly define which ports are accessible to prevent brute-force attacks on open ports.

Related Content

- Cisco bug ID CSCwt62299
- Finesse Migration Documentation
- Cisco Technical Support & Downloads