



Required Ports for Cisco Prime Collaboration

The following tables lists the required ports for the Cisco Prime Collaboration Assurance and Cisco Prime Collaboration Provisioning servers to communicate with the devices.

Ports Used by Prime Collaboration Assurance Server, Devices, and Applications

The following tables lists the required ports for the Cisco Prime Collaboration Assurance (PCA) to communicate with the devices and applications.

Note: 1. SNMP v3 AuthPriv is supported in Prime Collaboration 10.6 and later.

2. ICMP ping is required for all devices for checking reachability.

Devices/Applications	From (Sender)	To (Listener)	Destination Port	Purpose
Cisco TMS	PCA	TMS	80:TCP	To import sessions and health status (HTTP).
	PCA	TMS	161:UDP	To poll health status (SNMP).
	PCA	TMS	443:TCP	To import sessions and health status (HTTPS).
Cisco Voice Portal	PCA	CVP	8111:TCP	To poll health status (HTTP).
Cisco MediaSense	PCA	Mediasense	8448:TCP	To poll health status (HTTP).
Unified Contact Center Enterprise	PCA	UCCE	7890:TCP	To poll health status (HTTP).
For Cisco Prime Collaboration Assurance 11.1 and earlier CTS-Manager (CTSMAN)	PCA	CTSMAN	80:TCP	To import sessions and to poll health status (HTTP).
	PCA	CTSMAN	161:UDP	To poll health status (SNMP).
	PCA	CTSMAN	443:TCP	To import sessions and to poll health status (HTTPS).
For Cisco Prime Collaboration Assurance 11.1 and earlier	PCA	CTX Admin	80:TCP	To import sessions and to poll health status (HTTP).

Cisco TP Exchange (CTX)	PCA	CTS all servers	161:UDP	To poll health status (SNMP).
	PCA	CTX Admin	443:TCP	To import sessions and to poll health status (HTTPS).
Cisco MCU	PCA	MCU	80:TCP	To poll call details and health status (HTTP).
	PCA	MCU	161:UDP	To poll health status (SNMP).
	PCA	MCU	443:TCP	To poll call details and health status (HTTPS)
For Cisco Prime Collaboration Assurance 11.1 and earlier Cisco TP Multipoint Switch (CTMS)	PCA	CTMS	80:TCP	To poll health status (HTTP).
	PCA	CTMS	161:UDP	To poll health status (SNMP).
	PCA	CTMS	443:TCP	To poll call details and health status (HTTPS)
Cisco TP Server (TPS)	PCA	TPS	80:TCP	To poll health status (HTTP).
	PCA	TPS	161:UDP	To poll health status (SNMP).
	PCA	TPS	443:TCP	To poll health status (HTTPS).
Cisco VCS	PCA	VCS	80:TCP	To poll call details and health status (HTTP).
	PCA	VCS	161:UDP	To poll health status (SNMP).
	PCA	VCS	443:TCP	To poll call details and health status (HTTPS).
Cisco Unified CM (CUCM)	PCA	CUCM	22:TCP	To obtain data from CUCM using SFTP service (SFTP).
	PCA	CUCM	80:TCP	To obtain call details from CUCM (HTTP).
	PCA	CUCM	161:UDP	To poll health status (SNMP).
	PCA	CUCM	443:TCP	To polls status and RTMT information (HTTPS).
	PCA	CUCM	2748:TCP	CTI application server.
	PCA	CUCM	2749:TCP	TLS connection between CTI application (JTAPI/TSP) and CTI manager.
	PCA	CUCM	2789:TCP	JTAPI application server.
	PCA	CUCM	8080:TCP	To determine whether the CUCM web service is running (HTTP).
	PCA	CUCM	8443:TCP	To polls CUCM status (HTTPS).

Ports Used by Prime Collaboration Assurance Server, Devices, and Applications

Cisco Unity Connection (CUC)	PCA	CUC	80:TCP	To poll health status (HTTP).
	PCA	CUC	161:UDP	To poll health status (SNMP).
	PCA	CUC	443:TCP	To poll health status (HTTPS).
Cisco Unified Presence Server (CUPS)	PCA	CUPS	80:TCP	To poll health status (HTTP).
	PCA	CUPS	161:UDP	To poll health status (SNMP).
	PCA	CUPS	443:TCP	To poll health status (HTTPS).
TelePresence/Video Endpoints	PCA	TP Endpoints	22:TCP	To access endpoints during troubleshooting (SSH).
	PCA	TP Endpoints	80:TCP	To poll device info and status and call quality stats (HTTP).
	PCA	TP Endpoints	161:UDP	To poll device info and status and call quality stats (SNMP).
	PCA	TP Endpoints	443:TCP	To poll device info and status and call quality stats (HTTPS).
IP Phones	PCA	IP Phones	80:TCP	To obtain Serial Number and Load ID during discovery (HTTP).
	PCA	IP Phones	443:TCP	To obtain Serial Number and Load ID during discovery (HTTPS).
	PCA	IP Phones	16384-32767:UDP	To perform phone diagnostics testing.
Cisco 1040 Sensor	PCA	1040 Sensor	2000:TCP	To communicate with Cisco 1040 server using SCCP.
Network Devices	PCA	Network Devices	22:TCP	To access Mediatrace initiator during troubleshooting (SSH).
	PCA	Network Devices	23:TCP	To access Mediatrace initiator during troubleshooting (Telnet).
	PCA	Network Devices	80:TCP	To access Mediatrace initiator during troubleshooting (HTTP).
	PCA	Network Devices	161:UDP	To poll device and Medianet information (SNMP).
	PCA	Network Devices	443:TCP	To access Medianet initiator during troubleshooting (HTTPS).
LDAP/DNS/NTP/SMTP/TFTP Servers	PCA	LDAP Server	389,636123:TCP	LDAP service.
	PCA	DNS Server	53:TCP	DNS service.

	PCA	NTP Server	123:UDP	NTP service.
	PCA	SMTP Server	25:UDP	SMTP service.
	PCA	TFTP Server	69:UDP	TFTP service.
Assurance Server (PCA)	Cisco 1040	PCA	69:UDP	To download configuration file.
	Cisco 1040	PCA	5666:UDP	To receive syslog messages from Cisco 1040 sensors.
	Cisco VCS	PCA	8886:TCP	To receive feedback/notification from Cisco VCS (HTTPS).
	Cisco VCS	PCA	8886:TCP	To receive feedback/notification from Cisco VCS (HTTPS).
	Endpoints (Supporting MSI)	PCA	8885:TCP	To receive MSI notification from endpoints, which supports MSI.
	Networking Devices	PCA	162:UDP	To receive SNMP traps.
	Networking Devices	PCA	514:UDP	To receive syslogs
	Networking Devices	PCA	9000:UDP	To receive traps (CSListener) if port 162 is occupied.

Internal Ports used by Prime Collaboration Assurance Server

The following ports are used by the Prime Collaboration Assurance (PCA) server to communicate either with the client machine or for the internal use.

From (Sender)	To (Listener)	Destination Port	Purpose	Prime Collaboration Version
PCA	-	1018:TCP	Poller RMI port.	9.0, 9.5, and 10.0
PCA	-	1019:TCP	<ul style="list-style-type: none"> Prime Collaboration 9.0, 9.5 and 10.0: Fault RMI port. Prime Collaboration 10.5: Poller RMI port. 	All versions
PCA	-	1024-4999	Ephemeral ports.	All versions
PCA	-	5665-5684	Inter processes communication between user interface and backend processes.	All versions

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PCA	-	9002	DynamID authentication	9.0, 9.5, and 10.0
PCA	-	9009	<ul style="list-style-type: none"> Default port number used by the IP telephony server for receiving traps from the device fault server. From Prime Collaboration 10.5 release, this port is used for internal web server communication using AJP. 	All versions
PCA	-	9822:TCP	Used for internal communication within the PCA server	All versions
PCA	-	40000-41000	Used by Common Transport Mechanism for internal application messaging.	9.0, 9.5, and 10.0
PCA	-	42344	Used by Synthetic Testing web service.	All versions
PCA	-	42350-42353	Used by messaging software.	9.0, 9.5, and 10.0
PCA	-	43445	Used by Alert History database engine.	9.0, 9.5, and 10.0
PCA	-	43446	Used by inventory service database engine.	9.0, 9.5, and 10.0
PCA	-	43447	Used by event processing database engine.	9.0, 9.5, and 10.0
PCA	-	43449	Used by IP Phone Information Facility database engine.	9.0, 9.5, and 10.0
PCA	-	43459	QOVRdatabase.	9.0, 9.5, and 10.0
PCA	-	5342	<p>Prime Collaboration Analytics database.</p> <p>If you have deployed Prime Collaboration 10.5 Analytics very large deployment, this port must be available on the Prime Collaboration Analytics database server.</p>	9.5 and later
PCA	-	5433	Prime Collaboration Assurance database	All versions
PCA	-	5434	Prime Collaboration Assurance database	10.5

Client	PCA	26:TCP	To connect to the PCA server from the client machine over SSH.	All versions
Client browser	PCA	80:TCP	To connect to the PCA server from the client machine over HTTPS.	Till 10.6 versions
Client browser	PCA	443:TCP	To connect to the PCA server from the client machine over HTTPS.	Till 10.6 versions
Client browser	PCA	8080:TCP	To connect to the PCA server from the client machine over HTTP.	11.0 and later
Client browser	PCA	8443:TCP	To connect to the PCA server from the client machine over HTTPS.	11.0 and later

Ports Used by Prime Collaboration Provisioning Server, Devices, and Applications

The following tables lists the required ports for the Cisco Prime Collaboration Provisioning server to communicate with the devices and applications.

Note: Cisco Unity is supported till Prime Collaboration Provisioning 10.6.

From (Sender)	To (Listener)	Destination Port	Purpose
Provisioning server	Cisco Unified Presence	8443:TCP	To communicate over HTTPS.
Provisioning server	Cisco Unity Connection	443:TCP	To communicate over HTTPS.
Provisioning server	Cisco Unity Express/Cisco Unity Connection	22:TCP	To communicate using SSH service.
Provisioning server	Cisco Unity Express	23:TCP	To communicate using Telnet service.
Provisioning server	Cisco Unity	1433:TCP	JDBC
Provisioning server	Cisco Unity Connection	1502,8081:TCP	JDBC
Provisioning server	Unified CM	80:TCP	HTTP/Apache Web Server
Provisioning server	Unified CM	8443:TCP	To communicate over HTTPS.
Provisioning server	Unified CM Express	22:TCP	To communicate using SSH service.

Internal Ports used by Prime Collaboration Provisioning Server

Provisioning server	Unified CM Express	23:TCP	To communicate using Telnet service.
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Internal Ports used by Prime Collaboration Provisioning Server

The following ports are used by the Prime Collaboration Provisioning servers to communicate either with the client machine or for the internal use.

From (Sender)	To (Listener)	Destination Port	Purpose
Client browser	Provisioning server	80:TCP	To communicate with the client machine over HTTP.
Client browser	Provisioning server	443:TCP	To connect to the PC Provisioning server from the client machine over HTTPS.
Client	Provisioning server	22:TCP	To connect to the PC Provisioning server from the client machine over SSH.
Provisioning server	Database	5432 (JDBC)	Used by the Postgres database. For both distributed installation (where the application and database are on separate server) and single server installation , this port must be open for inbound communication on the Provisioning Manager database server.
Provisioning server	-	46001	CUPM NICE Engine (RMI)
Provisioning server	-	46008	Jboss Application Server (HTTP)
Provisioning server	-	46009	Jboss Application Server (AJP)
Provisioning server	-	46083	Jboss Application Server (web services)
Provisioning server	-	46098	Jboss Application Server (RMI)
Provisioning server	-	46099	Jboss Application Server (JNP service)
Provisioning server	-	46444	Jboss Application Server (JRMP)
Provisioning server	-	46445	Jboss Application Server (Transaction Manager)
Provisioning server	-	46446	Jboss Application Server (Remote server)
Provisioning server	-	46457	Jboss Application Server (Bisocket Transport)
Provisioning server	Troubleshooting Account UI	28080	It is used for Connecting to the Troubleshooting Account UI
Provisioning server	-	1602	It is used for Connecting to the Nice Server

Note: Firewalld, the default firewall in Cent OS 7 is disabled. Refer to Cent OS 7 User Guide to block any of the unused ports.