



## Port Utilization

**Table 1: Cisco Tomcat**

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP	TCP 80, 8080	Browser		Bidirectional	Unsecure port used for Finesse Platform Administration (administration console), Finesse Platform Serviceability (agent and supervisor desktop, Web Services, and Desktop Modules (gadgets) with the Finesse desktop), and Finesse Disaster Recovery System.
HTTPS	TCP 443, 8443	Browser		Bidirectional	Secure port used for Finesse Platform Administration (administration console), Finesse Platform Serviceability (agent and supervisor desktop, Web Services, and Desktop Modules (gadgets) with the Finesse desktop), and Finesse Disaster Recovery System.

Table 2: Platform Database

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
JDBC	TCP 1501	Browser		Bidirectional	Informix Database Software (IDS) access and replication

Table 3: Cisco Finesse Notification Service

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
XMPP	TCP 5222	Browser, agent desktop		Bidirectional	Unsecure XMPP connection between the Finesse server and custom applications on the agent or supervisor desktops for communication over HTTP.
XMPP	TCP 5223	Browser, agent desktop		Bidirectional	Secure XMPP connection between the Finesse server and custom applications on the agent or supervisor desktops for communication over HTTPS.
BOSH (HTTP)	TCP 7071	Browser, agent desktop		Bidirectional	Unsecure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTP.
BOSH (HTTPS)	TCP 7443	Browser, agent desktop		Bidirectional	Secure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTPS.

Table 4: Platform System Services

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SFTP	TCP 22			Bidirectional	SFTP access for hosted third-party gadget support
SSH	TCP 22	SSH client		Bidirectional	Platform CLI
NTP	UPD 123	NTP server		Bidirectional	Network time synchronization
Platform Alert Manager and Collector (AMC) service	TCP 1090, 1099	RTMT client		Bidirectional	The platform AMC service uses this connection to allow the RTMT tool to retrieve and display platform alerts.
Real-time Information Service Data Collector (RISDC) service	TCP 2555, 2556	RTMT client		Bidirectional	Used by the RISDC platform service. The Real-time Information Server (RIS) maintains real-time Cisco Unified CM information such as device registration status, performance counter statistics, critical alarms generated, and so on. The Cisco RISDC service provides an interface for applications, such as RTMT, SOAP applications, Cisco Unified CM Administration and AMC to retrieve the information that is stored in all RIS nodes in the cluster.
Disaster Recovery Framework (DRF) Master Agent Service	TCP 4040	Platform Administration webapp		Bidirectional	DRF service

**Table 5: Primary and Secondary Node Communication**

<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>
XMPP	TCP 5222			Bidirectional	The primary and secondary Finesse servers use this XMPP connection to communicate with each other to monitor connectivity.