



Port Utilization in Contact Center Enterprise

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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.

Contact Center Enterprise Port Utilization

This table includes information for Unified CCE and CTI OS.

Some port definitions use a formula. For example:

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

In this example, instance 0 uses port 40007, instance 1 uses port 40047, instance 2 uses port 40087, and so on.

**Note**

In the following table, PG1, PG2, and PG3 are not specific PG numbers or DMP IDs. They are the order in which the PGs get installed.

**Note**

This document does not include the Enterprise Chat and Email (ECE) port details. For more information on ECE ports, see the ECE documentation at: <https://www.cisco.com/c/en/us/support/customer-collaboration/cisco-enterprise-chat-email/tsd-products-support-series-home.html>.

Table 1: Unified CCE Port Utilization: Routers, PGs, Administration & Data Servers, and Loggers

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side B) (MDS)	<p>Private low:</p> <ul style="list-style-type: none"> • TCP 41004 + (instance number * 40) <p>Private medium:</p> <ul style="list-style-type: none"> • TCP 41016 + (instance number * 40) <p>Private high:</p> <ul style="list-style-type: none"> • TCP 41005 + (instance number * 40) <p>State Xfer for CIC:</p> <ul style="list-style-type: none"> • TCP 41022 + (instance number * 40) <p>State Xfer for HLGR:</p> <ul style="list-style-type: none"> • TCP 41021 + (instance number * 40) • TCP 41032 + (instance number * 40) <p>State Xfer for RTR:</p> <ul style="list-style-type: none"> • TCP 41020 + (instance number * 40) <p>UDP 39500 - 39999</p> <p>State Xfer for DBAgent:</p> <ul style="list-style-type: none"> • TCP 41033 + (instance number * 40) 	Router (side A) (MDS)		Bi-directional	<p>Private network at the central controller site</p> <p>Note UDP ports are not used if QoS is enabled on the router private interface.</p>
Router (side B) (MDS)	MDS process port TCP 41000	MDS process client		Bi-directional	
Router (side B) (MDS)	MDS state transfer port TCP 41001	MDS process client (synchronized)		Bi-directional	

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side A and B) (DB Worker)	DB Worker process port UDP 445	DB Worker process client		Bi-directional	
ICM PG1 (side A and B) (pgagent)	TCP 43006 + (instance number * 40)	ICM PG1 (Opposite Side: A or B) (pgagent)		Bi-directional	Public network (test-other-side)
ICM PG2 (side A and B) (pgagent)	TCP 45006 + (instance number * 40)	ICM PG2 (Opposite Side: A or B) (pgagent)		Bi-directional	Public network (test-other-side)
ICM PG3 (side A and B) (pgagent)	TCP 47506 + (instance number * 40)	ICM PG3 (Opposite Side: A or B) (pgagent)		Bi-directional	Public network (test-other-side)
ICM PG1 (side A and B) (MDS)	<ul style="list-style-type: none"> • Private low: TCP 43004 + (instance number * 40) • Private medium: TCP 43016 + (instance number * 40) • Private high: TCP 43005 + (instance number * 40) • State Xfer for OPC: TCP 43023 + (instance number * 40) UDP 39500 - 39999	ICM PG1 (Opposite Side: A or B)		Bi-directional	Private network Note UDP ports are not used if QoS is enabled on the ICM PG private interface.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICM PG2 (side A and B) (MDS)	<ul style="list-style-type: none"> • Private low: TCP 45004 + (instance number * 40) • Private medium: TCP 45016 + (instance number * 40) • Private high: TCP 45005 + (instance number * 40) • State Xfer for OPC: TCP 45023 + (instance number * 40) UDP 39500 - 39999	ICM PG2 (Opposite Side: A or B)		Bi-directional	Private network Note UDP ports are not used if QoS is enabled on the ICM PG private interface.
ICM PG3 (side A and B) (MDS)	<ul style="list-style-type: none"> • Private low: TCP 47504 + (instance number * 40) • Private medium: TCP 47516 + (instance number * 40) • Private high: TCP 47505 + (instance number * 40) • State Xfer for OPC: TCP 47523 + (instance number * 40) UDP 39500 - 39999	ICM PG3 (Opposite Side: A or B)		Bi-directional	Private network Note UDP ports are not used if QoS is enabled on the ICM PG private interface.
ICM PG1 (side B) (MDS)	MDS process port TCP 43000	MDS process client		Bi-directional	
ICM PG1 (side B) (MDS)	MDS state transfer port TCP 43001	MDS process client (synchronized)		Bi-directional	

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICM PG2 (side B) (MDS)	MDS process port TCP 45000	MDS process client		Bi-directional	
ICM PG2 (side B) (MDS)	MDS state transfer port TCP 45001	MDS process client (synchronized)		Bi-directional	
ICM PG3 (side B) (MDS)	MDS process port TCP 47500	MDS process client		Bi-directional	
ICM PG3 (side B) (MDS)	MDS state transfer port TCP 47501	MDS process client (synchronized)		Bi-directional	
Router (side A) (MDS)	MDS process port TCP 40000	MDS process client		Bi-directional	
Router (side A) (MDS)	MDS state transfer port TCP 40001	MDS process client (synchronized)		Bi-directional	
ICM PG1 (side A) (MDS)	MDS process port TCP 42000	MDS process client		Bi-directional	
ICM PG1 (side A) (MDS)	MDS state transfer port TCP 42001	MDS process client (synchronized)		Bi-directional	
ICM PG2 (side A) (MDS)	MDS process port TCP 44000	MDS process client		Bi-directional	
ICM PG2 (side A) (MDS)	MDS state transfer port TCP 44001	MDS process client (synchronized)		Bi-directional	
ICM PG3 (side A) (MDS)	MDS process port TCP 46000	MDS process client		Bi-directional	
ICM PG3 (side A) (MDS)	MDS state transfer port TCP 46001	MDS process client (synchronized)		Bi-directional	

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side A) DMP (ccagent)	<ul style="list-style-type: none"> Public low: TCP 40002 + (instance number * 40) Public medium: TCP 40017 + (instance number * 40) Public high: TCP 40003 + (instance number * 40) UDP 39500 - 39999	ICM PG (pgagent)		Bi-directional	Public network connecting the PG to the central controller Router to pre-5.0 PG communication. Note 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"> Public low: TCP 41002 + (Instance Number * 40) (instance number Public medium: TCP 41017 + (instance number * 40) Public high: TCP 41003 + (instance number * 40) UDP 39500 - 39999	ICM PG (pgagent)		Bi-directional	Public network connecting the PG to the central controller Router to pre-5.0 PG communication. Note 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		Bi-directional	Real time feed
Router B (rtfeed)	TCP 41007 + (instance number * 40)	Administration & Data Server		Bi-directional	Real time feed
Logger (side A)	TCP 40026 + (instance number * 40) TCP 40028 + (instance number * 40)	Administration & Data Server Historical Data Server (HDS)		Bi-directional	Replication
Logger (side B)	TCP 41026 + (instance number * 40) TCP 41028 + (instance number * 40)	Administration & Data Server Historical Data Server (HDS)		Bi-directional	Replication

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Primary Administration & Data Server (rtfeed)	TCP 48008 + (instance number * 40)	Administration client		Bi-directional	Real time feed
Secondary Administration & Data Server (rtfeed)	TCP 49008 + (instance number * 40)	Administration client		Bi-directional	Real time feed
Contact Sharing	TCP 61616	Active MQ for Live Data	TCP 61616	Bidirectional	
CICM Router (side A) (INCRPNIC)	UDP 40025 + (instance number * 40)	NAM Router (CIC)		Bi-directional	Public network connecting the NAM to the CICM
CICM Router (side B) (INCRPNIC)	UDP 41025 + (instance number * 40)	NAM Router (CIC)		Bi-directional	Public network connecting the NAM to the CICM
CSFS	TCP 40015	CSFS duplexed peer		Bi-directional	CSFS event synchronization link
Logger (side A)	40013 + (instance number *40)			Bi-directional	Recovery
Logger (side B)	41013 + (instance number *40)			Bi-directional	Recovery
Diagnostic framework	TCP 7890			Bi-directional	This serviceability component is installed on major CCE component servers (e.g. router, logger, PG, Administration and Data Servers)

Table 2: Unified CCE Port Utilization: Distributor and Internet Script Editor

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
MSSQL		Logger Distributor	TCP 1433	Bi-directional	

Table 3: Unified CCE Port Utilization: CCE Outbound Option Dialer

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SIP		Cisco Unified Communications Manager (Unified CM)	UDP 58800	Bi-directional	Set in the SIPDialerPortBaseNumber registry key.
RTP for SIP	<p>UDP ports in a range based on these formulas:</p> <ul style="list-style-type: none"> RangeStart = RTPPortRangeStart + (<i>instNum</i> * 2000) RangeEnd = RangeStart + 2000 <p>You can set RTPPortRangeStart in the registry key: RTPPortRangeStart. <i>instNum</i> is the instance number for the Dialer.</p>	Voice gateway		Bi-directional	<p>Receive ports for reservation calls.</p> <p>Use the following registry key to select and configure UDP ports: RTPPortRangeStart</p>
TFTP		TFTP server	UDP 69	Bi-directional	
TFTP file transfer			Ephemeral	Bi-directional	
MR PG	TCP 38001+ (instance number)			Bi-directional	The MR PG connects to the SIP Dialer using this port.
MR PG (SIP)	5060 and "SIPDialerPortBaseNumber + instance number"			Bi-directional	This port is used with Unified Communications Manager, Voice Gateway, or SIP Proxy.

Table 4: Unified CCE Port Utilization: CTI and CTI Object Server

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
GED-188 (CTI Server)	Side A TCP 42027 + (instance number * 40) Side B TCP 43027 + (instance number * 40)	Finesse Cisco Outbound Dialer ARM Interface CTI OS Server		Bi-directional	CTI OS is only supported for TDM and System PG.
CTI OS Server	TCP 42028	CTI OS Client CTI OS Server Peers Cisco Sync Service		Bi-directional	CTI OS is only supported for TDM and System PG. Applicable to first CTI OS instance. Multi-instance CTI OS require a custom port be defined.
CTI OS Supervisor Desktop	UDP 39200	CTI OS Client		Bi-directional	Desktop Silent Monitoring CTI OS Supervisor Desktop is only supported for System PG.
CTIOS Silent Monitor Service	TCP 42228	CTI OS Client		Bi-directional	CTI OS Silent Monitor Service is only supported for System PG.
Cisco Enterprise Data Store	TCP 42228	Siebel server		Bi-directional	Support for screen call context

Table 5: Unified CCE Port Utilization: Packaged CCE

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Data Servers and external HDSs	HTTPS 443	ESXi Hosts	HTTPS 443	Bi-directional	

Table 6: Unified CCE Port Utilization: TDM/IP Peripherals

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
IP Process Communications					
CTI/QBE		Unified CM	TCP 2748	Bi-directional	JTAPI
PG, VRU PIM (GED-125)	TCP 5000–5001	Customer Voice Portal (or ISN) Cisco Unified IP-IVR		Bi-directional	Unified ICM/IVR message interface, VRU PIM
CCE PG	TCP 2789	Unified CM		Bi-directional	JTAPI application server
MR PIM	TCP 2000	Media Routing process		Bi-directional	
TDM Process Communications					
Note For more information on peripheral communication, see the “ACD Supplement” user documentation for the specific switch you are using.					
Aspect PIM		Aspect ACD	TCP 8000	Bi-directional	Used by real-time bridge
Aspect Contact Center server PIM		Aspect Contact Center server	TCP 6101 TCP 6102 TCP 9001	Bi-directional	Application bridge Event link
Avaya PIM	TCP 6060–6070	Avaya ACD CMS	TCP 5678	Bi-directional	Event link
MIS Process	TCP 3000–3030	VRU		Bi-directional	Connects to CTI server, listens for VRU PIM
Avaya Aura Contact Center (AACC) PIM		Avaya ACD	TCP 3000	Bi-directional	
UCCX Gateway PIM		UCCX	TCP 12028	Bi-directional	Port number is configurable



Note For port utilization information about Network Interface Controllers (NICs), refer to the TCP/IP-based NIC System Management Guide Supplements and setup parameters of the NIC or SCP connections.

Table 7: Unified CCE Port Utilization: Windows Authentication and Remote Administration Ports

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RPC	TCP 135 UDP 135			Bi-directional	
NetBIOS Session	TCP 139			Bi-directional	
NetBIOS Name Resolution	TCP 137 UDP 137			Bi-directional	
NetBIOS Netlogon/ Browsing	UDP 138			Bi-directional	
SMB	TCP 445 UDP 445 ¹			Bi-directional	
LDAP	TCP 389 UDP 389			Bi-directional	
LDAP SSL	TCP 636			Bi-directional	
LDAP GC	TCP 3268			Bi-directional	
LDAP GC SSL	TCP 3269			Bi-directional	
DNS	TCP 53 UDP 53			Bi-directional	
Kerberos	TCP 88 UDP 88			Bi-directional	
SQL Server	TCP 1433 UDP 1434			Bi-directional	See Q287932

¹ Also used for named pipes connectivity.



Note For more information on Windows authentication, see *Service overview and network port requirements for the Windows Server system* (Microsoft knowledge base article Q832017).

Table 8: Unified CCE Port Utilization: Network Management and Remote Administration

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SNMP–Trap	UDP 162			Bi-directional	
Syslog	UDP 514			Bi-directional	
Telnet	TCP 23			Bi-directional	
RDP (Terminal Services)	TCP 3389			Bi-directional	
pcAnywhere	TCP 5631 UDP 5632			Bi-directional	
VNC	TCP 5900 TCP 5800 (Java HTTP)			Bi-directional	RealVNC

Table 9: Unified CCE Port Utilization: Customer Interaction Analyzer

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
VPN/terminal services	TCP 3389	Call recording server		Bi-directional	

Table 10: Unified CCE Port Utilization: Live Data

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Router (side A and B) (TIP Event)	Router A: 40034 + (instance number * 40) Router B: 41034 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Events.
Router (side A and B) (TIP TOS)	Router A: 40035 + (instance number * 40) Router B: 41035 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Test Other Side.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
ICM PG1 (side A and B) (TIP Event) ²	Side A: 42034 + (instance number * 40) Side B: 43034 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Events.
ICM PG2 (side A and B) (TIP Event)	Side A: 44034 + (instance number * 40) Side B: 45034 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Events.
ICM PG1 (side A and B) (TIP TOS)	Side A: 42035 + (instance number * 40) Side B: 43035 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Test Other Side.
ICM PG2 (side A and B) (TIP TOS)	Side A: 44035 + (instance number * 40) Side B: 45035 + (instance number * 40)	CUIC/Live Data		Bi-directional	Public network Live Data Test Other Side.
Socket.IO unsecured port	TCP 12007	CUIC/Live Data	Socket.IO	Bi-directional	
Socket.IO secured port	TCP 12008	CUIC/Live Data	Socket.IO	Bi-directional	
CCE Live Data Cassandra Service	TCP 12000			Bi-directional	Live Data Cassandra TCP port for commands and data
CCE Live Data Cassandra Service	TCP 12001			Bi-directional	Live Data Cassandra SSL port for encrypted communication. (Unused unless enabled in encryption_options.)
CCE Live Data Cassandra Service	TCP 9160			Bi-directional	Live Data Cassandra port that Thrift uses to listen to clients
CCE Live Data Storm DRPC Service	TCP 3772			Bi-directional	Live Data DRPC port
CCE Live Data Storm DRPC Service	TCP 3773			Bi-directional	Live Data DRPC invocation port

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CCE Live Data Zookeeper Service	TCP 2181			Bi-directional	Live Data Reporting
CCE Live Data Web Service	TCP 12004 – 12006			Bi-directional	Live Data Reporting
CCE Live Data Storm Nimbus Service	TCP 6627			Bi-directional	Live Data Nimbus Thrift port
CCE Live Data Active MQ Service	TCP 61616			Bi-directional	Live Data Active MQ Openwire transport Connector port
CCE Live Data Active MQ Service	TCP 61612			Bi-directional	Live Data Active MQ Stomp transport connector port
Unified Intelligence Center	TCP 8081			Bi-directional	HTTP - Unified Intelligence Center

² The ports for TIP/TOS connections are assigned based on the order in which the PG pair (side A/B) is installed on the same server. For example, the first PG added (PG1 Side A/B) will be assigned TIP base port 42034/43034 respectively. The second PG pair (PG2 Side A/B) installed will be assigned 44034/45034 and so on. The same assignment is applicable to TOS ports as well.

Unified CCMP Port Utilization

Table 11: Cisco Unified Contact Center Management Portal Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Protocol and Port	Remote Device (Process or Application Protocol)	Traffic Direction	Notes
CCMP Web/Application server A					
SQL	TCP 1433	CCMP DB server A/B			Standard SQL connection
LDAP	TCP 389	Domain Controller	UDP 389		Used to read AD account information for supervisor provisioning
CCMP Web/Application server B					

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Protocol and Port	Remote Device (Process or Application Protocol)	Traffic Direction	Notes
SQL	TCP 1433	CCMP DB server A/B			Standard SQL connection
LDAP	TCP 389	Domain Controller	UDP 389		Used to read AD account information for supervisor provisioning
CCMP Database server A					
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
*MSDTC	TCP 135	CCMP DB sever B	TCP 1024-5000		For the CCMP audit archive job
SMB over IP	UDP 445*		TCP 445		For CVP file upload file replication
* Also used for named pipes connectivity.					
CCMP Database server B					
SQL	TCP 1433	CCMP DB server A			For SQL replication
	TCP 1433	CCE/CCH Administration & Data sever side A			For import of CCE/CCH dimension data
	TCP 1433	CCE/CCH Administration & Data sever side B			For import of CCE/CCH dimension data
*MSDTC	TCP 135	CCMP DB sever A	TCP 1024-5000		For the CCMP audit archive job
SMB over IP	UDP 445*		TCP 445		For CVP file upload file replication

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. You can configure this range creating the HKEY_LOCAL_MACHINE\Software\Microsoft\Rpc\Internet location registry key and adding the following registry values:

- Ports (REG_MULTI_SZ) - specify one port range per line, for example, 3000-3005
- PortsInternetAvailable (REG_SZ) - always set this value to "Y" (do not include the quotes)
- UseInternetPorts (REG_SZ) - always set this value to "Y" (do not include the quotes)

Unified CRM Connectors Port Utilization

Table 12: Cisco Unified CRM Connector for SAP

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
CRM DataStore for SAP	TCP 42029	CRM Connector for SAP			

Table 13: Cisco Unified CRM Connector for Microsoft CRM, Oracle PeopleSoft, Salesforce.com

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
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.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
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 Agent Desktop (CAD) Port Utilization



Important Cisco Agent Desktop is deprecated for Unified CCE 11.0(1).



Note If an Agent Desktop client is running in a Citrix environment, the Citrix server chooses ports randomly for CAD/CTIOS clients. If Citrix is running Windows 2008, the randomly assigned port number falls within the Internet Assigned Numbers Authority (IANA) standard range of 49152-65535.

Table 14: Cisco Agent Desktop (CAD) Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Cisco Agent Desktop					
Desktop Monitor	TCP 59020	Cisco Supervisor Desktop			
FCCServer	TCP 3002	Supervisor Desktop	TCP 3101		
Chat	TCP 59020	Cisco Desktop Base Services			
CTI OS		CTI OS Server	TCP 42028		

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
SIP	UDP/TCP 5060 *	Unified CVP and Cisco Unified Communications Manager (including Cisco Unified Communications Manager IM and Presence Service)	UDP/TCP 5060 *		CA does not support SIP over TLS
AXL (SOAP)	HTTPS 443	Cisco Unified Communications Manager IM and Presence Service			
Cisco Supervisor Desktop					
Chat	TCP 59021	Cisco Desktop Base Services			Chat
Cisco Unified Presence	TCP 5060	Cisco Desktop Base Services			Unified CVP and Unified Communications Manager (including Cisco Unified CM IM and Presence Service)
RTP	UDP 59010 UDP 59012	Cisco Desktop VoIP Monitor Service			VoIP
RTP	UDP 59014 UDP 59016	Cisco Desktop Recording Server			Playback
Cisco Desktop Base Services					
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

Cisco Agent Desktop (CAD) Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
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)
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

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
IPPA	TCP 59012	Cisco Agent Desktop Browser Edition			
IPPA	TCP 59010				
Tomcat	TCP 8088	Cisco Agent Desktop Browser Edition			
GED-188		CTI Server	Side A: TCP 42027 Side B: TCP 43027		Call events
MSSQL		Distributor	TCP 1433		Rascal
AXL (SOAP)	Dynamic	Unified CM	TCP 80		
Cisco Desktop VoIP Monitor Server					
Primary Server	TCP 59002	Cisco Agent Desktop Cisco Supervisor Desktop Cisco Desktop Base Services			OmniOrbUsePort (server)
IP Discovery	TCP 37606	Cisco Agent Desktop Cisco Supervisor Desktop			
VPN Port (Server)	TCP 37606				
AXL (SOAP)	Dynamic	Unified CM	TCP 80		Phone MAC address lookup
Cisco Desktop Recording Server					
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				

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
RTP	UDP 59500 - 59700	Cisco Agent Desktop Cisco Desktop VoIP Monitor Server			
	59500				Port range start (client)
	59700				Port range end (client)
RP server					
Primary server	59005				
VPN server port	59027				
To client port	59014				Client
From client port	59016				Client

Cisco Voice Integration to Genesys Call Center

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Genesys System Interoperability Manager	TCP 2555	Genesys T-Server Alcatel A4400			CSTA You can adjust this port through the registry.