Port Utilization in Finesse

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.

Finesse Port Utilization

Table 1: Cisco Finesse Server

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, 8082	Browser	—	Bidirectional	Unsecure port used for Finesse administration console, Finesse agent and supervisor desktop, Finesse Web Services, and Finesse Desktop Modules (gadgets) with the Finesse desktop.
HTTPS	TCP 443, 8445	Browser	—	Bidirectional	Secure port used for Finesse administration console, Finesse agent and supervisor desktop, Finesse Web Services, Finesse Desktop Modules (gadgets) with the Finesse desktop and Finesse IP Phone Agent.

> **Note** Finesse desktop uses specific ports for communication between Finesse servers for inter-cluster traffic. For the complete list of the ports that are used, see *System Services Port Utilization*.

Table 2: 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 5223	Browser, agent desktop	—	Bidirectional	Secure XMPP connection between the Finesse server and custom third party applications.
BOSH (HTTP)	TCP 7071	Browser, agent desktop	—	Bidirectional	Unsecure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTP.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
BOSH (HTTPS)	TCP 7443	Browser, agent desktop	—	Bidirectional	Secure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTPS.

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Note Finesse desktop uses specific ports on CUIC and Live Data to render Live Data gadgets and reports. For the complete list of the ports that can be used, see *Unified Intelligence Center Port Utilization*.

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Note A network connection is required to open between the Finesse Server and the ECE Webserver.

Table 3: Primary and Secondary Node Communication

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	—	—	Bidirectional	The primary and secondary Finesse servers use this XMPP connection to communicate with each other to monitor connectivity.

Third-Party (External) Web Server

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Note Gadgets hosted on a third-party (external) web server are fetched through the Finesse server on the port exposed by said web server.

Table 4: Unified Contact Center Enterprise

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Administration & Data Server settings					

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
JDBC (SQL)			TCP 1433[1]	Bidirectional	Connection to the AWDB for authentication and authorization of agents and supervisors
CTI Server settings (Side A and B)					
GED-188			Side A: TCP 42027[1] Side B: TCP 43027[1]	Bidirectional	Connection to the Agent PG for CTI Server events (such as Agents, Teams, Queues, and Call events)

[1] The ports listed are the default ports for these connections. You can use different ports than the ones specified in this table.