Port Utilization in SocialMiner

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.

SocialMiner Port Utilization

Table 1: SocialMiner Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTP	Port 80			Bidirectional	Used for unsecure (HTTP) traffic: • From the SocialMiner user interface (browser) or APIs to the SocialMiner server. • From the SocialMiner server to the internet. SocialMiner communicates outward to the internet to fetch social contact information (such as Facebook posts and tweets) over HTTP. • From the internet or corporate website to the SocialMiner server. SocialMiner receives incoming chat and callback requests from the internet or corporate website over HTTP.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
HTTPS	Port 443			Bidirectional	Used for secure (HTTPS) traffic: • From the SocialMiner user interface (browser) or APIs to the SocialMiner server. • From the SocialMiner server to the internet. SocialMiner communicates outward to the internet to fetch social contact information (such as Facebook posts and tweets) over HTTPS. • From the internet or corporate website to the SocialMiner server. SocialMiner receives incoming chat and callback requests from the internet or corporate website over HTTPS.
XMPP (IM) notifications using an external XMPP server	Port 5222 (configurable)			Outward, from SocialMiner to the configured XMPP Notifications server.	SocialMiner communicates with the configured XMPP Notifications server (that can be in the corporate intranet or on the internet) to send XMPP (IM) notifications.
Eventing and chat (BOSH)	Port 7071			Bidirectional	The unsecure BOSH connection supports eventing and chat communication between the SocialMiner user interface and the SocialMiner server.
Eventing and chat (secure BOSH)	Port 7443 is used for secure BOSH connections to the XMPP eventing server.			Bidirectional	The secure BOSH connection supports eventing and chat communication between the SocialMiner user interface and the SocialMiner server.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Protocol and Port	Traffic Direction	Notes
Media routing (in CCE deployments)	Port 38001 (configurable)			Inward, from the CCE MR PG to the SocialMiner server.	The CCE Media Routing Peripheral Gateway (MR PG) communicates over a socket connection to SocialMiner to support the media routing connection.