



Port Utilization in Finesse

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Finesse Port Utilization

Table 1: Cisco Finesse Server

| Listener (Process or Application Protocol) | Listener Protocol and Port | Remote Device (Process or Application Protocol) | Remote Port | Traffic Direction | Notes |
|--|----------------------------|---|-------------|-------------------|---|
| Cisco Unified Web Proxy Service (HTTPS) | TCP 443, 8445 | Browser and third-party REST clients | — | Bidirectional | Secure port used for Finesse administration console, Finesse agent and supervisor desktop, 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 intra-cluster traffic. For the complete list of the ports that are used, see *System Services Port Utilization*.

The Manage Digital Channel gadget uses HTTPS Port 443 to access the internet. The URI used will vary depending on the region. For more information on region-specific URI, see Manage Digital Channels gadget section in *Cisco Finesse Administration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/products-installation-guides-list.html>.

Table 2: Cisco Finesse Notification Service

| Listener (Process or Application Protocol) | Listener Protocol and Port | Remote Device (Process or Application Protocol) | Remote Port | Traffic Direction | Notes |
|--|----------------------------|---|-------------|-------------------|--|
| XMPP | TCP 5223 | Browser and agent desktop | — | Bidirectional | Secure XMPP connection between the Finesse server and custom third-party applications. |
| BOSH (HTTPS) | TCP 7443 | Browser and agent desktop | — | Bidirectional | Secure BOSH connection between the Finesse server and agent and supervisor desktops for communication over HTTPS. Note In Cisco Finesse Release 12.5(1) and later, BOSH (long polling) notifications are disabled by default. Applications must use either WebSocket-based notifications (over 8445 port) or direct XMPP notifications (over TCP). Support for port 7443 (BOSH) is planned for removal in a future release. |

**Note**

- A network connection is required to open between the Finesse Server and the ECE Web server.
- 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*.

Table 3: Primary and Secondary Node Communication

| Listener (Process or Application Protocol) | Listener Protocol and Port | Remote Device (Process or Application Protocol) | Remote 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



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