



Port Utilization in Customer Collaboration Platform

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Customer Collaboration Platform Port Utilization

Table 1: Customer Collaboration Platform Port Utilization

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Port	Traffic Direction	Notes
HTTP	Port 80			Bidirectional	<p>Used for unsecure (HTTP) traffic:</p> <ul style="list-style-type: none"> • From the Customer Collaboration Platform user interface (browser) or APIs to the Customer Collaboration Platform server. • From the internet or corporate website to the Customer Collaboration Platform server. Customer Collaboration Platform 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 Port	Traffic Direction	Notes
HTTPS	Port 443			Bidirectional	Used for secure (HTTPS) traffic: <ul style="list-style-type: none"> From the Customer Collaboration Platform user interface (browser) or APIs to the Customer Collaboration Platform server. From the internet or corporate website to the Customer Collaboration Platform server. Customer Collaboration Platform 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 Customer Collaboration Platform to the configured XMPP Notifications server.	Customer Collaboration Platform 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 Customer Collaboration Platform user interface and the Customer Collaboration Platform 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 Customer Collaboration Platform user interface and the Customer Collaboration Platform server.

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

