



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. Secure port used to communicate between Unified CCX Publisher and Subscriber for synchronizing configurations.



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. Secure XMPP connection between Unified CCX Publisher and Subscriber.
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**

- 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.