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Interaction Server Private Edition Guide

Architecture

4/22/2026

Contents

- [1 Introduction](#)
- [2 Architecture diagram — Connections](#)
- [3 Connections table](#)

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Introduction

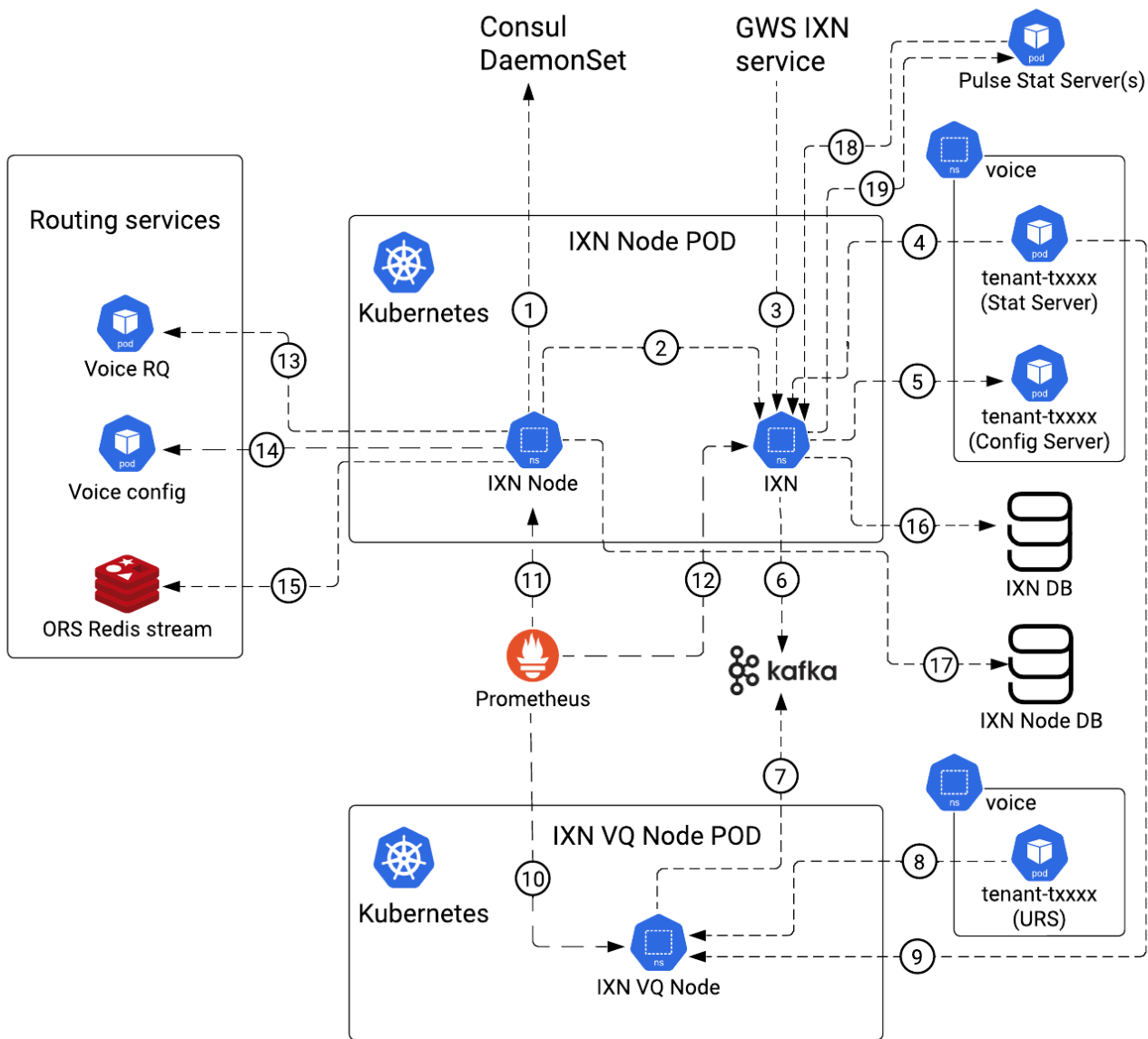
The following diagram displays the architecture for Interaction Server.

For information about the overall architecture of Genesys Multicloud CX private edition, see the high-level Architecture page.

See also High availability and disaster recovery for information about high availability/disaster recovery architecture.

Architecture diagram — Connections

The numbers on the connection lines refer to the connection numbers in the table that follows the diagram. The direction of the arrows indicates where the connection is initiated (the source) and where an initiated connection connects to (the destination), from the point of view of Interaction Server as a service in the network.



Connection type	
TCP	-----
HTTP	-----

Connections table

The connection numbers refer to the numbers on the connection lines in the diagram. The **Source**, **Destination**, and **Connection Classification** columns in the table relate to the direction of the arrows in the Connections diagram above: The source is where the connection is initiated, and the destination is where an initiated connection connects to, from the point of view of Interaction Server as a service in the network. *Egress* means the Interaction Server service is the source, and *Ingress* means the Interaction Server service is the destination. *Intra-cluster* means the connection is between services in the cluster.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
1	IXN Node	Consul DaemonSet	TCP	8500	Intra-cluster	Configurable parameter: ixnService.ixnNode.consul
2	IXN Node	IXN	TCP	7120	Intra-cluster	Configurable parameter: ixnService.ixnServer.port
3	GWS IXN service	IXN	TCP	7120	Intra-cluster	Supports all operations via IXN protocol. Configurable parameter: ixnService.ixnServer.port
4	StatServer	IXN	TCP	7120	Intra-cluster	Subscribes for reporting information. Configurable parameter: ixnService.ixnServer.port
5	IXN	Config Server	TCP	8888	Intra-cluster	Configurable parameter: ixnService.ixnServer.config
6	IXN	Kafka	TCP		Egress	IXN Reporting Protocol is streamed to Kafka for consumption by GIM. Port is defined in Kafka configuration.
7	IXN VQ Node	Kafka	TCP		Egress	VQ events are streamed to Kafka for consumption by GIM. Port is defined in Kafka configuration.

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						is defined in Kafka configuration.
8	URS	IXN VQ Node	TCP	7122	Intra-cluster	Provides VQ events. Configurable parameter: ixnVQNode.ports.default
9	StatServer	IXN VQ Node	TCP	7122	Intra-cluster	Subscribes for VQ events. Configurable parameter: ixnVQNode.ports.default
10	Prometheus	IXN VQ Node	HTTP	13139	Ingress	Used for polling of IXN VQ Node metrics endpoint. Configurable parameter: ixnVQNode.ports.health
11	Prometheus	IXN Node	HTTP	13133	Ingress	Used for polling of IXN Node metrics endpoint. Configurable parameter: ixnService.ixnNode.ports
12	Prometheus	IXN	HTTP	13131	Ingress	Used for polling of IXN metrics endpoint. Configurable parameter: ixnService.ixnServer.ports
13	IXN Node	Voice RQ	TCP		Intra-cluster	Streams of interaction content messages for ORS. (Port is defined in RQ Service.)
14	IXN Node	Voice config	HTTP	8888	Intra-cluster	Access to Config Server data for IXN node

Connection	Source	Destination	Protocol	Port	Classification	Data that travels on this connection
						via Config Node service. Configurable parameter: ixnService.ixnNode.conf
15	IXN Node	ORS Redis Stream	TCP		Egress	Stream with interaction IDs to be routed by ORS and stream with routing instructions to IXN. Port is defined in Redis configuration.
16	IXN	IXN DB	TCP		Egress	CRUD operations with Interaction Server database. Port is defined in DBMS configuration.
17	IXN Node	IXN Node DB	TCP		Egress	CRUD operations with IXN Node database. Port is defined in DBMS configuration.
18	Pulse Stat Server(s)	IXN	TCP	7120	Ingress	Subscribes for reporting information. Configurable parameter: ixnService.ixnServer.port
19	IXN	Pulse Stat Server(s)	TCP	2060	Egress	Streaming statistics. Port is defined in Config Server.