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Setting up Genesys Multicloud CX Private Edition

Communication ports and protocols

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Provides information on the ports required for different services. Also provides the communication protocols supported between Genesys Multicloud CX services and between Genesys Multicloud CX services and other external systems in the cloud private edition infrastructure.

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Ports and protocols

Genesys Multicloud CX services require you to open specific ports in your cloud private edition environment. If your corporate network policy prevents access from external systems (or other clusters) to clusters that run Genesys Multicloud CX services, alter your network policy to allow appropriate access.

The following table presents the consolidated view of ports that different Genesys Multicloud CX services and third-party dependencies use. For more information about its configuration, see the related service-level guides.

List by service

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Service	Protocol	Port
CX Contact	HTTP	3004-3008
	HTTP/HTTPS	443
	RTP/RTCP	
	TCP	20, 21, 22
		2049
		5050
		5432
		6379
		8888

Service	Protocol	Port
Designer	HTTP	443
		6380
		80
		8080
		8888
		9205
	HTTP/HTTPS	80
	HTTPS	443
Digital Channels	HTTP	80
	HTTPS	443
Genesys Authentication	HTTP/HTTPS	80/443
	HTTPS	443
	TCP	5432
		6379 (non SSL) or 6380 (SSL)
		8888
		9200
Genesys Customer Experience Insights	HTTP	80
		8080
		9101
	HTTPS	443
	TCP	34952
		5432
		Logical connection only
Genesys Engagement Service	HTTP	3050
		5580
		8091
		8092
		8095
		9098
	HTTPS	443
	Postgres	5432
	Redis	6379
Genesys Info Mart	HTTP	443

Service	Protocol	Port
		8249
		9249
	HTTPS	443
	Kafka	9092
	SSL	5432
	TCP	
Genesys Pulse	HTTP	80
		8080
		8090
		9091
	HTTPS	443
	TCP	2060
		5432
		6380
		7120
		7122
		8000
		8888
Genesys Voice Platform	HTTP	11200
		443
		80
		8080
		8200
		8300
		9090
		9116
	HTTP/HTTPS	11200
		80
	RTP/RTCP	20000-45000
		20000-45000/14000-15999
	SIP/TCP	5060
		5070
		5090
	TCP	1433
		1705
		5432
		61616

Service	Protocol	Port
		61616 / 8080
		8500/8501
		8888
		9801
Genesys Web Services and Applications	HTTP	80
		8500
	HTTPS	443
	TCP	5432
		6379
		9200
Intelligent Workload Distribution	HTTP	80
	HTTPS	25, 443, 587, 993
		443
	TCP	10052
		4024
		5432
		6379
		80
		9200
Interaction Server	HTTP	13131
		13133
		13139
		8888
	TCP	2060
		7120
		7122
		8500
		8888
		80
Telemetry Service	HTTP	8107
		9107
		443
	HTTPS	443
Tenant Service	HTTP	15000
		5580
	TCP	2060
		5050
		5432

Service	Protocol	Port
		6379
		7120
		8000
		8888
		9092/9093
Universal Contact Service	HTTP	443
		80
		8080
	TCP	10052
		443
		5432
		6432
		80
		8080
		9200
Workspace Web Edition	HTTP	8080
	HTTPS	443

List by protocol

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Protocol	Port	Service
HTTP	11200	Genesys Voice Platform
	13131	Interaction Server
	13133	
	13139	
	15000	Tenant Service
	3004-3008	CX Contact
	3050	Genesys Engagement Service
	443	CX Contact
		Designer
		Genesys Info Mart
		Genesys Voice Platform
		Universal Contact Service
		Genesys Engagement Service
	5580	Tenant Service

Protocol	Port	Service
	6380	Designer
	80	Digital Channels
		Genesys Customer Experience Insights
		Genesys Pulse
		Genesys Voice Platform
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Telemetry Service
		Universal Contact Service
	8080	Designer
		Genesys Customer Experience Insights
		Genesys Pulse
		Genesys Voice Platform
		Universal Contact Service
		Workspace Web Edition
	8090	Genesys Pulse
	8091	Genesys Engagement Service
	8092	
	8095	
	8107	Telemetry Service
	8200	Genesys Voice Platform
	8249	Genesys Info Mart
	8300	Genesys Voice Platform
	8500	Genesys Web Services and Applications
	8888	Designer
		Interaction Server
	9090	Genesys Voice Platform
	9091	Genesys Pulse
	9098	Genesys Engagement Service
	9101	Genesys Customer Experience Insights
	9107	Telemetry Service
	9116	Genesys Voice Platform
	9205	Designer
	9249	Genesys Info Mart

Protocol	Port	Service
HTTP/CometD	80	Digital Channels
HTTP/HTTPS	11200	Genesys Voice Platform
	443	CX Contact
	80	Designer
	80/443	Genesys Voice Platform
HTTP/WS	80	Genesys Authentication
HTTPS	80	Digital Channels
	25, 443, 587, 993	Intelligent Workload Distribution
	443	Designer
		Digital Channels
		Genesys Authentication
		Genesys Customer Experience Insights
		Genesys Engagement Service
		Genesys Info Mart
		Genesys Pulse
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Telemetry Service
		Workspace Web Edition
	8095	Designer
HTTPS/WSS	443	Digital Channels
Kafka	9092	Genesys Info Mart
Postgres	5432	Genesys Engagement Service
Redis	6379	
RTP/RTCP	20000-45000	Genesys Voice Platform
	20000-45000/14000-15999	
	443	CX Contact
SIP/TCP	5060	Genesys Voice Platform
	5070	
	5090	
SSL	5432	Genesys Info Mart
TCP	10052	Intelligent Workload Distribution
		Universal Contact Service
	1433	Genesys Voice Platform
	1705	
	20, 21, 22	CX Contact

Protocol	Port	Service
	2049	
	2060	Genesys Pulse
		Interaction Server
		Tenant Service
	34952	Genesys Customer Experience Insights
	4024	Intelligent Workload Distribution
	443	Universal Contact Service
	5050	CX Contact
		Tenant Service
	5432	CX Contact
		Genesys Authentication
		Genesys Customer Experience Insights
		Genesys Info Mart
		Genesys Pulse
		Genesys Voice Platform
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Tenant Service
		Universal Contact Service
	61616	Genesys Voice Platform
	61616 / 8080	
	6379	CX Contact
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Tenant Service
	6379 (non SSL) or 6380 (SSL)	Genesys Authentication
	6380	Genesys Pulse
	6432	Universal Contact Service
	7120	Genesys Pulse
		Interaction Server
		Tenant Service
	7122	Genesys Pulse
		Interaction Server
	80	Intelligent Workload Distribution
		Universal Contact Service

Protocol	Port	Service
	8000	Genesys Pulse
		Tenant Service
	8080	Universal Contact Service
	8500	Interaction Server
	8500/8501	Genesys Voice Platform
	8888	CX Contact
		Genesys Authentication
		Genesys Pulse
		Genesys Voice Platform
		Interaction Server
	9092/9093	Tenant Service
	9200	Genesys Authentication
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Universal Contact Service
	9801	Genesys Voice Platform
	Logical connection only	Genesys Customer Experience Insights

List by port

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Port	Protocol	Service
10052	TCP	Intelligent Workload Distribution
		Universal Contact Service
11200	HTTP	Genesys Voice Platform
	HTTP/HTTPS	
13131	HTTP	Interaction Server
13133		
13139		
1433	TCP	Genesys Voice Platform
15000	HTTP	Tenant Service
1705	TCP	Genesys Voice Platform
20, 21, 22		CX Contact
20000-45000		Genesys Voice Platform

Port	Protocol	Service	
20000-45000/14000-15999			
2049	TCP	CX Contact	
2060		Genesys Pulse	
		Interaction Server	
		Tenant Service	
25, 443, 587, 993	HTTPS	Intelligent Workload Distribution	
3004-3008	HTTP	CX Contact	
3050		Genesys Engagement Service	
34952	TCP	Genesys Customer Experience Insights	
4024		Intelligent Workload Distribution	
443	HTTP	CX Contact	
		Designer	
		Genesys Info Mart	
		Genesys Voice Platform	
		Universal Contact Service	
	HTTP/HTTPS	CX Contact	
	HTTPS	Designer	
		Digital Channels	
		Genesys Authentication	
		Genesys Customer Experience Insights	
		Genesys Engagement Service	
		Genesys Info Mart	
		Genesys Pulse	
		Genesys Web Services and Applications	
		Intelligent Workload Distribution	
		Telemetry Service	
		Workspace Web Edition	
		HTTPS/WSS	Digital Channels
		RTP/RTCP	CX Contact
	TCP	Universal Contact Service	
CX Contact			
Tenant Service			
5060	SIP/TCP	Genesys Voice Platform	
5070			
5090			

Port	Protocol	Service
5432	Postgres	Genesys Engagement Service
	SSL	Genesys Info Mart
	TCP	CX Contact
		Genesys Authentication
		Genesys Customer Experience Insights
		Genesys Info Mart
		Genesys Pulse
		Genesys Voice Platform
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Tenant Service
		Universal Contact Service
5580	HTTP	Genesys Engagement Service
		Tenant Service
61616	TCP	Genesys Voice Platform
61616 / 8080		
6379	Redis	Genesys Engagement Service
	TCP	CX Contact
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Tenant Service
6379 (non SSL) or 6380 (SSL)		Genesys Authentication
6380	HTTP	Designer
6432	TCP	Genesys Pulse
		Universal Contact Service
7120		Genesys Pulse
		Interaction Server
		Tenant Service
7122		Genesys Pulse
		Interaction Server
80	HTTP	Designer
		Digital Channels
		Genesys Customer Experience Insights
		Genesys Pulse
		Genesys Voice Platform

Port	Protocol	Service
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Telemetry Service
		Universal Contact Service
	HTTP/CometD	Digital Channels
	HTTP/HTTPS	Designer
		Genesys Voice Platform
	HTTP/WS	Digital Channels
	TCP	Intelligent Workload Distribution
		Universal Contact Service
80/443	HTTP/HTTPS	Genesys Authentication
8000	TCP	Genesys Pulse
		Tenant Service
8080	HTTP	Designer
		Genesys Customer Experience Insights
		Genesys Pulse
		Genesys Voice Platform
		Universal Contact Service
		Workspace Web Edition
	TCP	Universal Contact Service
8090	HTTP	Genesys Pulse
8091		Genesys Engagement Service
8092		
8095		HTTPS
8107	HTTP	Telemetry Service
8200		Genesys Voice Platform
8249		Genesys Info Mart
8300		Genesys Voice Platform
8500		Genesys Web Services and Applications
		TCP
8500/8501		
8888	HTTP	Designer
		Interaction Server
	TCP	CX Contact
		Genesys Authentication

Port	Protocol	Service
		Genesys Pulse
		Genesys Voice Platform
		Interaction Server
		Tenant Service
9090	HTTP	Genesys Voice Platform
9091		Genesys Pulse
9092	Kafka	Genesys Info Mart
9092/9093	TCP	Tenant Service
9098	HTTP	Genesys Engagement Service
9101		Genesys Customer Experience Insights
9107		Telemetry Service
9116		Genesys Voice Platform
9200	TCP	Genesys Authentication
		Genesys Web Services and Applications
		Intelligent Workload Distribution
		Universal Contact Service
9205	HTTP	Designer
9249		Genesys Info Mart
9801	TCP	Genesys Voice Platform
Logical connection only		Genesys Customer Experience Insights

Service level connection tables

Service	Link
CX Contact	Connections Table
Designer	Connections Table
Digital Channels	Connections Table
Event Stream	Connections Table
Genesys Authentication	Connections Table
Genesys Customer Experience Insights	Connections Table
Genesys Engagement Service	Connections Table
Genesys Info Mart	Connections Table
Genesys Pulse	Connections Table
Genesys Voice Platform	Connections Table

Service	Link
Genesys Voice Platform	Configuration Server Connections Table
Genesys Voice Platform	Media Control Platform Connections Table
Genesys Voice Platform	Reporting Server Connections Table
Genesys Voice Platform	Resource Manager Connections Table
Genesys Voice Platform	Service Discovery Connections Table
Genesys Web Services and Applications	Connections Table
Intelligent Workload Distribution	Connections Table
Interaction Server	Connections Table
Telemetry Service	Connections Table
Tenant Service	Connections Table
Universal Contact Service	Connections Table
Voice Microservices	Cross-region Connections Table
Workspace Web Edition	Connections Table