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Setting up Genesys Multicloud CX Private Edition

Communication ports and protocols

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- 1 Ports and protocols
- 2 Service level connection tables

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.

Related documentation:

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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 |
| | | 8095 |
| Digital Channels | HTTP | |
| | HTTP/CometD | 80 |
| | HTTP/WS | |
| | HTTPS | |
| | HTTPS/WSS | 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 |
| | 5580 | Genesys Engagement Service |
| | | 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 |
| | Genesys Customer Experience Insights | |
| | Genesys Pulse | |
| | Genesys Voice Platform | |
| | Universal Contact Service | |
| | Workspace Web Edition | |
| | 8090 | Genesys Pulse |
| | 8091 | |
| | 8092 | Genesys Engagement Service |
| | 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 | 25, 443, 587, 993 | Digital Channels |
| | | Intelligent Workload Distribution |
| | | 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 |
| HTTPS/WSS | 443 | Telemetry Service |
| | | Workspace Web Edition |
| HTTP/WS | 8095 | Designer |
| Kafka | 443 | Digital Channels |
| Postgres | 9092 | Genesys Info Mart |
| Redis | 5432 | Genesys Engagement Service |
| RTP/RTCP | 6379 | Genesys Voice Platform |
| | 20000-45000 | |
| | 20000-45000/14000-15999 | |
| SIP/TCP | 443 | CX Contact |
| | 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 |
| | 9092/9093 | Interaction Server |
| | | Tenant Service |
| | | Genesys Authentication |
| | | Genesys Web Services and Applications |
| | 9200 | Intelligent Workload Distribution |
| | | Universal Contact Service |
| Genesys Voice Platform | | |
| 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 | RTP/RTCP | 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 | |
| 5050 | 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 | |
| | HTTP/HTTPS | 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 | | Genesys Pulse | |
| 8091 | HTTP | Genesys Engagement Service | |
| 8092 | | | |
| 8095 | HTTPS | Designer | |
| 8107 | HTTP | Telemetry Service | |
| 8200 | | Genesys Voice Platform | |
| 8249 | | Genesys Info Mart | |
| 8300 | | Genesys Voice Platform | |
| 8500 | | TCP | Genesys Web Services and Applications |
| | | | Interaction Server |
| 8500/8501 | | Genesys Voice Platform | |
| 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 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 |