



Port Utilization in Cisco Cloud Connect

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Table 1: Cisco Unified Web Proxy

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 8445	Applications	—	Inward from applications to Cloud Connect Services.	

Table 2: Cloud Connect Services

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Port	Traffic Direction	Notes
Dataconn Service	TCP 2551	Dataconn Service on the other node in the same cluster.		Bidirectional (between two nodes in the same cluster)	Services use this port for secure cluster management.
Inventory Service	TCP 5551	Inventory Service on the other node in the same cluster.		Bidirectional	Inventory services use this port for secure cluster management.
CloudConnectMgmt Service	TCP 6551	CloudConnectMgmt Service on the other node in the same cluster.		Bidirectional	CloudConnectMgmt services use this port for secure cluster management.

Listener (Process or Application Protocol)	Listener Protocol and Port	Remote Device (Process or Application Protocol)	Remote Port	Traffic Direction	Notes
Digital Routing Service (Redis Service)	TCP 6379	Digital Routing Service on the other node in the same cluster.		Bidirectional	Default Redis service port that is used by Digital Routing Service to connect locally, and for Redis instances on Publisher and Subscriber to replicate data between both the nodes.
Ansible Controller	-	SSH Server on Orchestration target node	TCP 22	Outward from Ansible Controller to SSH Server on Orchestration target node	Used for connecting to target node for Orchestration.
Ansible Controller	-	SMTP Relay Server	TCP 25	Outward from Ansible Controller to SMTP Relay Server	Used for sending email notification.
Feature Flag Controller	-	Feature Flag target node	—	Inward from solution components to Cloud Connect Feature Flag Service	Used for fetching the configured Feature Flag values. For more information, see the Feature Flag Commands section of the CLI Commands chapter of the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide, Release 15.0(1)</i> at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html .

Cloud Connect External Connections



Note When using a proxy for Cloud Connect integration, ensure the domains and URLs listed in the table below are added to the proxy allowlist.

Table 3: Cloud Connect External Connections

(Process or Application Protocol)	Protocol and Port	Remote Device (Process or Application Protocol)	Remote Port	Traffic Direction	Notes
Dataconn Service		Webex Engage API endpoints for user sync. US region— https://api-us-site-1.imiengage.io London / UK— https://api-uk-site-1.imiengage.io EU region Ireland— https://api-eu-site-1.imiengage.io ANZ region— https://api-sy-site-1.imiengage.com.au Canada region— https://api-ca-site-1.imiengage.io	TCP 443	Outbound traffic	
CloudConnectMgmt		Fusion Management Service https://hercules-a.wbx2.com , https://hercules-k.wbx2.com , https://hercules-r.wbx2.com	TCP 443		
CloudConnectMgmt		WxCC Services https://*.ciscoservice.com	TCP 443		
CloudConnectMgmt		Webex Identity https://idbroker.webex.com	TCP 443		
CherryPoint		Webex Experience Management	TCP 443		Get remote host address from the Webex Experience Management
Digital Routing		Webex Connect tenant specific Webhook endpoint	TCP 443	Outbound traffic	Asynchronous Webhook notifications sent from Digital Routing service to Webex Connect to invoke flows
Digital Routing		Region-specific OAuth access token URL of Webex Connect. For the list of URLs based on the location of Webex Connect data center, see the <i>Integrate Cloud Connect with Webex Connect</i> section in the Cisco Unified Contact Center Enterprise Features Guide	TCP 443	Outbound traffic	Used to generate tokens for Webhook notifications.

(Process or Application Protocol)	Protocol and Port	Remote Device (Process or Application Protocol)	Remote Port	Traffic Direction	Notes
Ansible Controller	-	Cisco Devhub Artifactory	TCP 443	Outward from Ansible Controller to Cisco Devhub Artifactory	Used for communicating with Cisco Devhub Artifactory.