PureConnect®

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GENESYS™

CIC Port Maps and Data Flow Diagrams

Technical Reference

Abstract

The port map and data flow diagrams illustrate the default ports numbers and protocols used for network connections between workstations, devices, and Interaction Center servers.

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Introduction

This document provides diagrams illustrating the default network ports and protocols for data flow between the following entities:

- Workstations, devices, and PureConnect products
- Existing network environment and Customer Interaction Center systems

Note:
This document applies to on-premises installations, not cloud- based hosted services. Most port numbers can be changed during installation and configuration.

In most cases, you can change the default port number during the installation process, or during post-installation configuration. If you do change the default port numbers, you can edit a copy of this document to track your port numbers.

Genesys is not responsible for port assignments required by products, services, and cloud-based services owned by other organizations.

For more information about ports and security, see *Security Precautions in Interaction Center*.

Important points

The following points apply to various port maps in this document and are noted at the top of each port map:

- Ports must remain open for the entire path between named devices.
- If wanted, customize port numbers during installation and configuration.
- Do not change Interaction Edge port numbers.

Data flow

Each connection shows both the port numbers and direction of data flow. Data can flow in one direction or both directions.

Acronyms used in this document

To save space, most common acronyms are not defined in the diagrams. Refere to the following table for acronyms used in this document.

ADFS	Active Directory Federation Services
ASR	Automatic Speech Recognition

CCS	Central Campaign Server
CIC	Customer Interaction Center
CRM	Customer Relationship Management
DHCP	Dynamic Host Control Protocol
DNS	Domain Name System
EWS	Exchange Web Services
FBMC	File Based Mail Connector
FTP	File Transfer Protocol
HP ILO	Hewlett Packard Integrated Lights-Out
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol Secure
ICBM	Interaction Center Business Manager
ICMP	Internet Control Message Protocol
ICON	Interaction Conference
IIS	Internet Information Services
IKVM	Integrated Keyboard Video Mouse
IMAP	Internet Message Access Protocol
IMS	Interaction Message Store

ION	Interactions Over Networks
IP	Internet Protocol
IPMI	Integrated Port Management Interface
IRRCS	Interaction Recorder Remote Content Service
ISR	Interaction Speech Recognition
ISS	Interaction SIP Station
IWP	Interaction Web Portal
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LDS	Lightweight Directory Services
MAPI	Messaging Application Programming Interface
MRCP	Media Resource Control Protocol
NDMP	Network Data Management Protocol
NRPC	Notes Remote Procedure Call
NTP	Network Time Protocol
ODS	Outbound Dialing Server
PSTN	Public Switched Telephone Network
RDP	Remote Desktop Protocol

RMCP	Remote Management and Control Protocol
RTP	Real-Time Transport Protocol
SAPI	Speech Application Programming Interface
SIP	Session Initiation Protocol
SMB	Server Message Block
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SOAP	Simple Object Access Protocol
SQL	Structured Query Language
TBC	Time-Based Corrector
TCP	Transmission Control Protocol
TLS	Transport Layer Security
TSRA	Terminal Services Remote Application
TTL	Time To Live
TTS	Text-To-Speech
UDP	User Datagram Protocol
UDPTL	User Datagram Protocol Transport Layer
VNC	Virtual Network Computing

VoIP	Voice over Internet Protocol
WAN	Wide Area Network
XMPP	Extensible Messaging and Presence Protocol

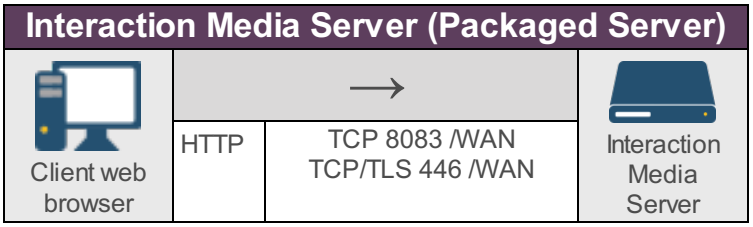
Default web interfaces

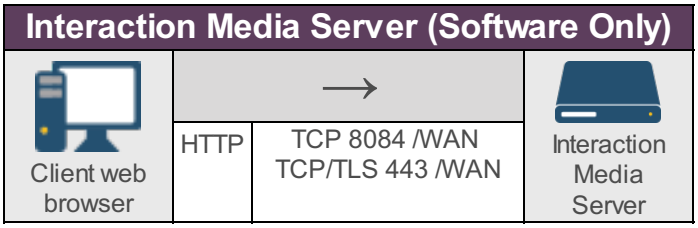
Note:

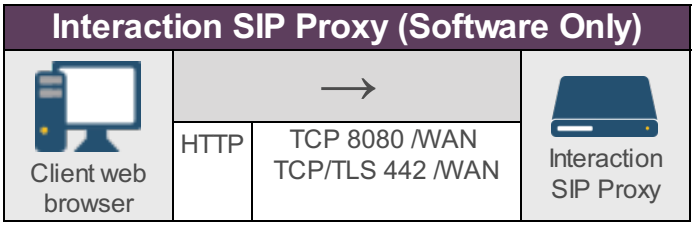
Ports must remain open for the entire path between named devices.

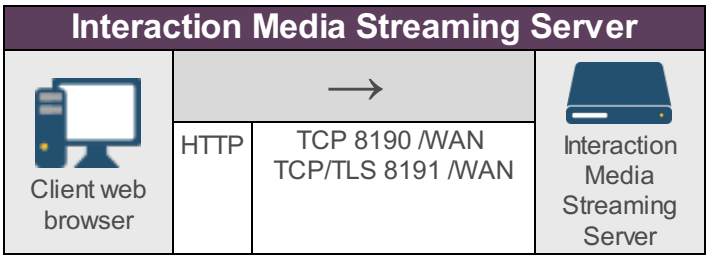
Port numbers can be customized during installation and configuration.

Interaction Edge port numbers cannot be changed.









Client operations

Note:

Ports must remain open for the entire path between named devices.

Interaction Desktop - Scheduled Reports - IC Server Manager

Workstation	→		CIC Servers
	Notifier	TCP SSL 5597 /WAN TCP TLS 6234 /WAN UDP 6235 /WAN TCP 2633 /WAN	
	Session Manager	TCP 3952 /WAN	
	SMB	TCP 445 /WAN	
	Session Manager ION	TCP 8018, 8108 /WAN TCP/TLS 8019, 8109 /WAN	

Interactive Update

Workstation	→		CIC Servers (Interactive Update)	←		Genesys (http://updates.inin.com)
	HTTP	TCP 8092 /WAN		HTTP	TCP 80 /WAN TCP/TLS 443 /WAN	
	ClientApp	TCP 8094 /WAN				
	ClientConfig	TCP 8042 /WAN				

Interaction Administrator - Interaction Designer

Workstation	→		CIC Servers
	Notifier	TCP SSL 5597 /WAN TCP TLS 6234 /WAN UDP 6235 /WAN TCP 2633 /WAN	
	Session Manager	TCP 3952 /WAN	
	SMB	TCP 445 /WAN	

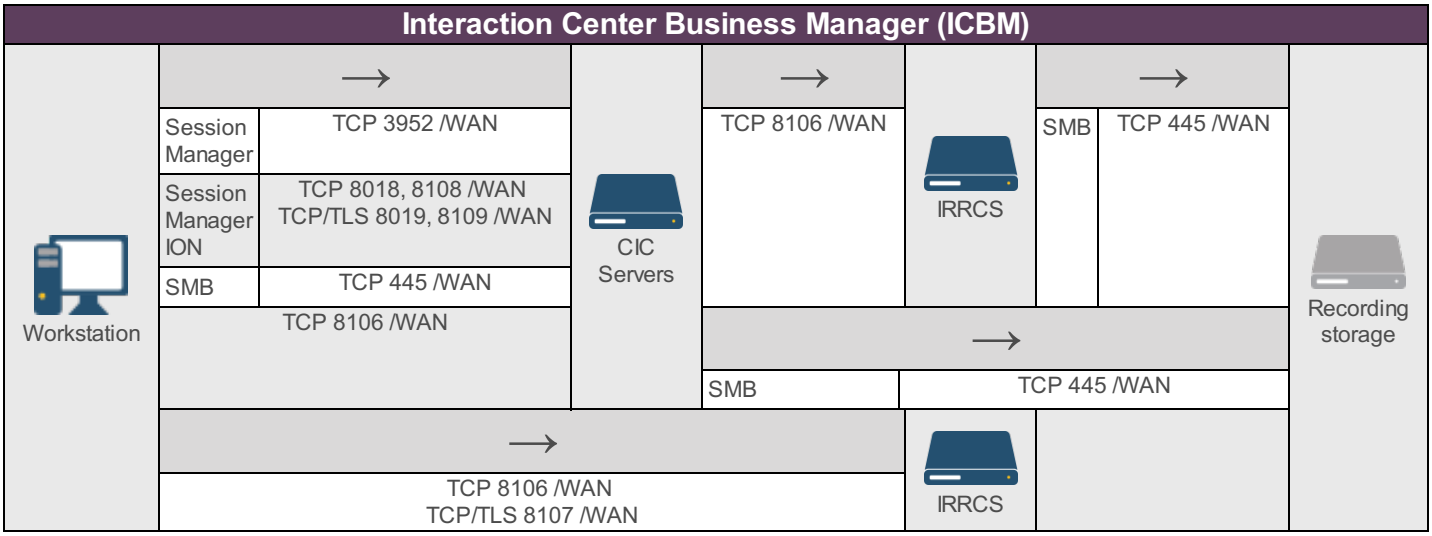
Interaction Attendant

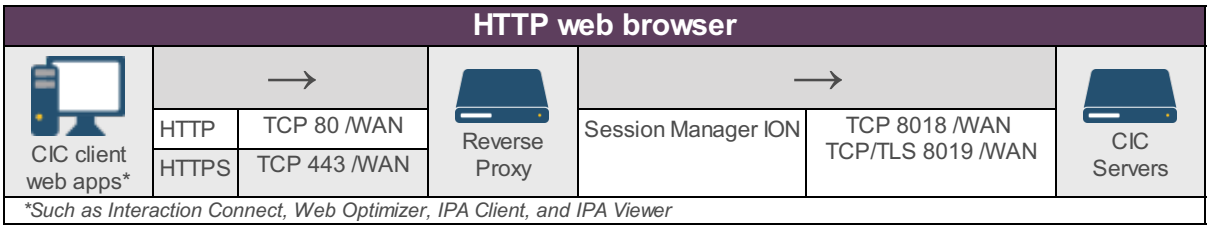
Workstation	→		CIC Servers
	Notifier	TCP SSL 5597 /WAN TCP TLS 6234 /WAN UDP 6235 /WAN TCP 2633 /WAN	
	SMB	TCP 445 /WAN	

Screen Recorder Client

Workstation	→		Session Manager
	Session Manager Session Manager ION	TCP 3952 /WAN TCP ION 8018/8019 /WAN	
	HTTP	TCP 80/443 /WAN (Reverse Proxy)	

	→		CIC Server or IRRCS	→		Recording Storage
	Session Manager ION	TCP 8018/8019 /WAN		SMB	TCP 445 /WAN	


Interaction Center Business Manager (ICBM)
Workstation
Session Manager
TCP 3952 /WAN
Session Manager ION
TCP 8018, 8108 /WAN
TCP/TLS 8019, 8109 /WAN
SMB
TCP 445 /WAN
TCP 8106 /WAN
CIC Servers
TCP 8106 /WAN
IRRCS
SMB
TCP 445 /WAN
Recording storage
SMB
TCP 445 /WAN
TCP 8106 /WAN
TCP/TLS 8107 /WAN
IRRCS


HTTP web browser
CIC client web apps*
HTTP
TCP 80 /WAN
HTTPS
TCP 443 /WAN
Reverse Proxy
Session Manager ION
TCP 8018 /WAN
TCP/TLS 8019 /WAN
CIC Servers
*Such as Interaction Connect, Web Optimizer, IPA Client, and IPA Viewer

Interaction Edge

Note:

Ports must remain open for the entire path between named devices.

Port numbers can be customized during installation and configuration.

Interaction Edge port numbers cannot be changed.

General

Workstation

→

Interaction Edge	
HTTP	TCP 80, 8081 /WAN
HTTPS	TLS 443 /WAN
FTP	20, 21
Interaction Gateway	
HTTP	TCP 8082 /WAN
HTTPS	TLS 444 /WAN
Interaction Media Server (hosted)	
HTTP	TCP 8083 /WAN
HTTPS	TLS 446 /WAN
Interaction SIP Proxy (hosted)	
HTTP	TCP 8080 /WAN
HTTPS	TLS 442 /WAN
Remote console	
RMCP	TCP/UDP 623 /WAN
VNC	TCP 5900 /WAN

Interaction Edge

Interaction Media Server (hosted)

Interaction Media Server

→

HTTP Fax Retrieval	TCP 8112 /WAN
HTTPS Fax Retrieval	TCP 8113 /WAN
Notifier	TCP SSL 5597 /WAN TCP TLS 6234 /WAN UDP 6235 /WAN TCP 2633 /WAN
Prompt Server	TCP 8098 /WAN

←

HTTP Recording Retrieval	TCP 8102/TLS 8103 /WAN (Only if IRRCS is not being used)
Voice Mail Retrieval	TCP 8102/TLS 8103 /WAN

CIC Servers

	→		Interaction Edge
	To Interaction Gateway	RTP 32768 - 40960 UDPTL 40961 - 49152	
	Audiocodes	6000-9291	

Interaction SIP Proxy (hosted)			
Interaction SIP Proxy	→		CIC Servers
	HTTP (Provisioning)	TCP 8088 /WAN	
	HTTPS (Provisioning)	TCP 8089 /WAN	
	↔		
	SIP	TCP/UDP 5060 /WAN TLS/TCP 5061	

Interaction Gateway			
Interaction Gateway (hosted on Interaction Edge)	↔		CIC Servers
	SIP	TCP/UDP 5058 /WAN TLS/TCP 5059	

Database and CRM

Note:

Ports must remain open for the entire path between named devices.

Port numbers can be customized during installation and configuration.

Oracle database

Workstation*	→ TCP	→ 1521	Oracle SQL Server	← TCP	← 1521	CIC Servers

**Scheduled Reports Client*
ICBM, if Internet Enabled Report is not used

Microsoft SQL Server database

Workstation*	→ TCP	→ 1433 1434	Microsoft SQL Server	← TCP	← 1433 1434	CIC Servers

**Scheduled Reports Client*
ICBM, if Internet Enabled Report is not used

Microsoft Internet Information Server

Workstation	→ SOAP (HTTP) SOAP (HTTPS)	→ TCP 80 /WAN TCP 443 /WAN	IIS Web Server Web Services	→ Notifier	TCP 2633 /WAN TCP 5597 /WAN Others (configurable)	CIC Servers
				Web Services	TCP 3508	
				Session Manager	TCP 3952	
				SMB	TCP 445 /WAN	

Session Manager

Workstation	→ Session Manager	→ TCP 3952 /WAN	CIC Servers
	SMB	TCP 445 /WAN	

Mail Server Integration

Note:

Ports must remain open for the entire path between named devices.

Workstation	→		CIC Servers
	Session Manager	TCP 3952 /WAN	
	SMB	TCP 445 /WAN	

Interaction Media Server	↔		Microsoft Exchange Server	↔	CIC Servers
	RTP	Dynamic /WAN		EWS	TLS 443 /WAN
				MAPI	TCP 135 /WAN
				←	
				SIP	TCP/UDP 5060 /WAN

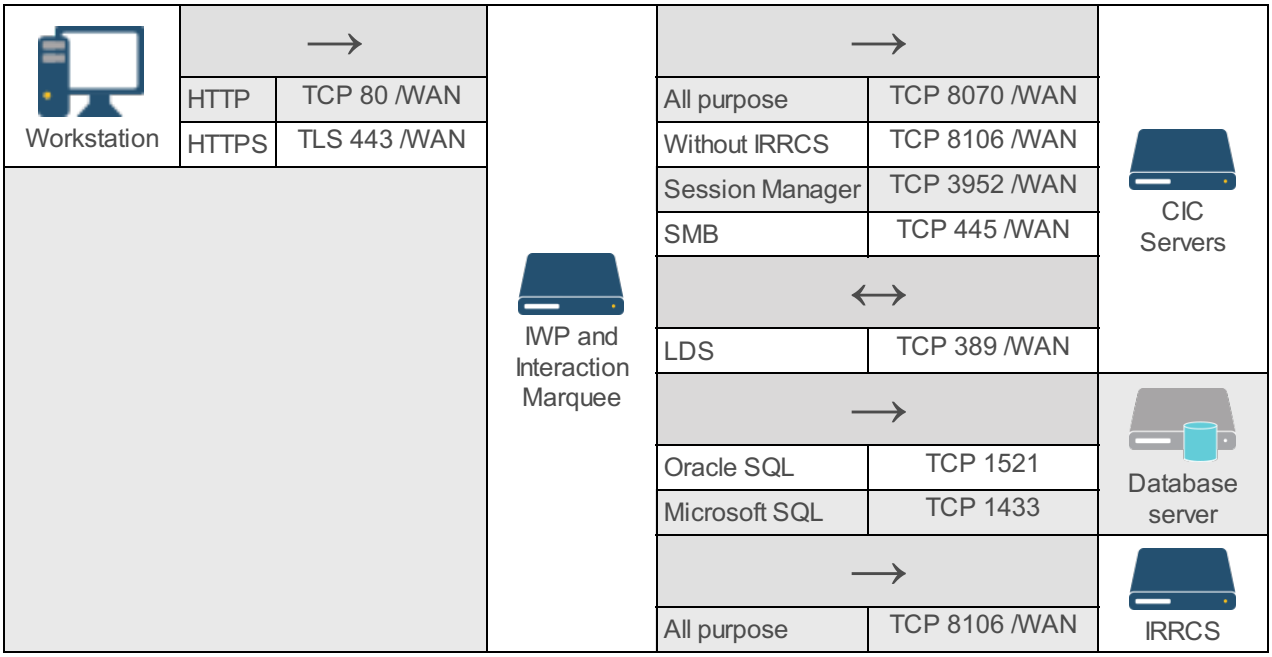
Microsoft Active Directory	↔		CIC Servers
	LDAP	TCP 389 /WAN	
LDAP server	LDAP	TCP 389 /WAN TLS 636 /WAN	
File server Network share (IMS/FBMS)	Windows file share	TCP 135-139 /WAN TLS 445 /WAN	
Groupwise server	SOAP	TLS 7191 /WAN	
Gmail	HTTPS	TLS 443 /WAN	
	SMTP	TLS 465 /WAN	
	IMAP	TLS 993 /WAN	
Domino server	TCP	1352 /WAN	

Interaction Web Portal (IWP) and Interaction Marquee

Note:

Ports must remain open for the entire path between named devices.

IRRCS = Interaction Recorder Remote Content Service



Reports

Note:

Ports must remain open for the entire path between named devices.

Reports

Workstation (IC Business Manager)*	→		Database server	←		CIC Servers
	Oracle SQL	TCP 1521		Oracle SQL	TCP 1521	
	Microsoft SQL	TCP 1433 TCP 1434		Microsoft SQL	TCP 1433 TCP 1434	
	→					
	Session Manager	TCP 3952 /WAN				
	SMB	TCP 445 /WAN				

**if Internet Enabled Reporting is not used*

Scheduled Reports

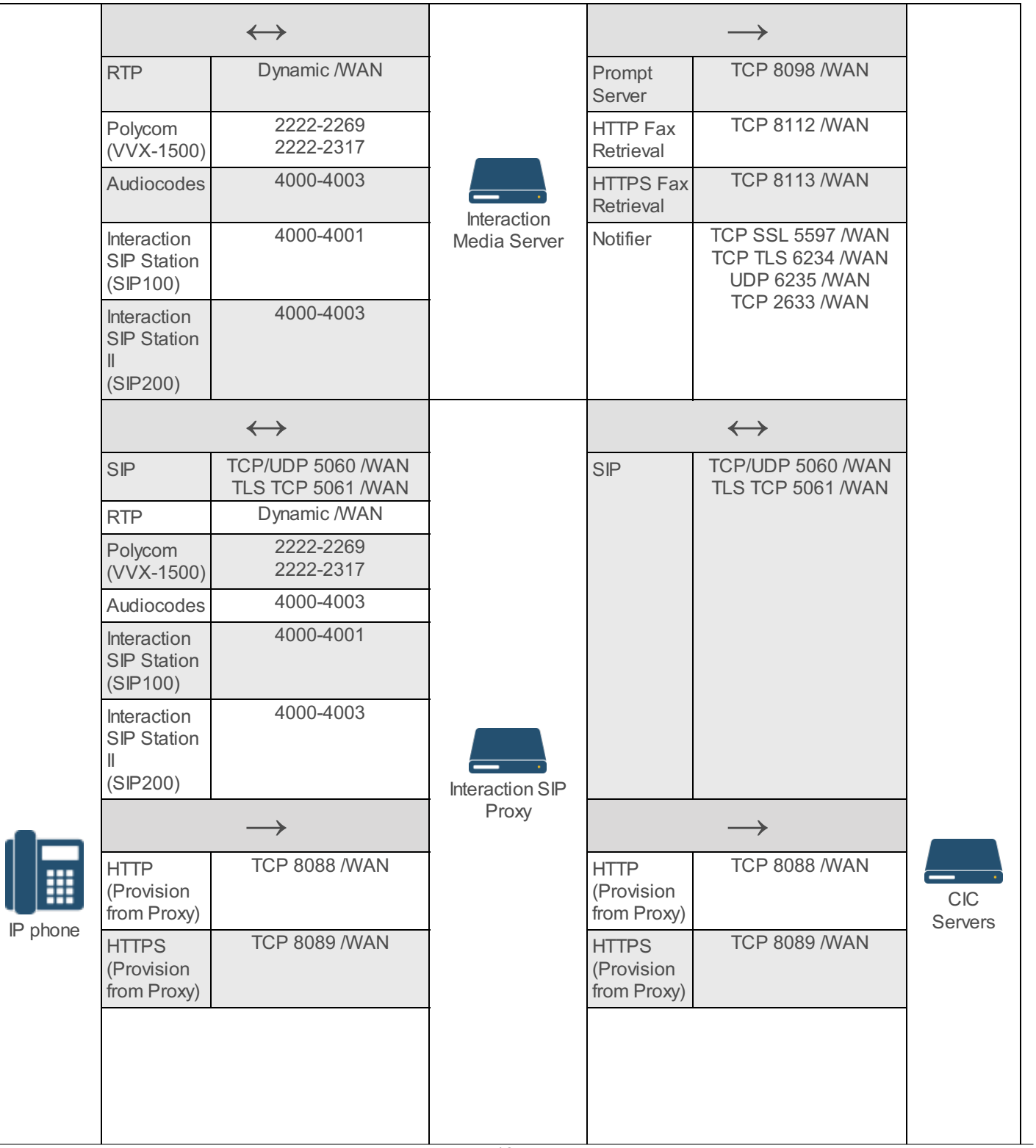
Workstation (Scheduled Reports Client)	→		Database server	←		Scheduled Reports Server	→		CIC Servers
	Oracle SQL	TCP 1521		Oracle SQL	TCP 1521		Session Manager	TCP 3952 /WAN	
	Microsoft SQL	TCP 1433 TCP 1434		Microsoft SQL	TCP 1433 TCP 1434		SMB	TCP 445 /WAN	
				←					
				Oracle SQL	TCP 1521				
				Microsoft SQL	TCP 1433 TCP 1434				
	→								
	Session Manager	TCP 3952 /WAN							
	SMB	TCP 445 /WAN							

IP Phone Operations

Note:

Ports must remain open for the entire path between named devices.

See gateway/telephone provider documents to determine RTP ports.



↔			↔	
RTP	Dynamic /WAN	Any SIP Gateway: Interaction Edge/Gateway, Mediant, Cisco	RTP (IC 3.0 Conference calls)	Dynamic /WAN
Polycom (VVX-1500)	2222-2269 2222-2317		SIP	TCP/UDP 5060 /WAN TLS TCP 5061 /WAN
Audiocodes	4000-4003			
Interaction SIP Station (SIP100)	4000-4001			
Interaction SIP Station II (SIP200)	4000-4003			
↔				
SIP		TCP/UDP 8060 /WAN TCP/UDP 5060 /WAN		
→				
HTTP (Provisioning)		TCP 8088 /WAN		
HTTPS (Provisioning)		TCP 8089 /WAN		

IP phone	→		
	NTP	UDP 123 /WAN	
	DHCP	UDP 67 /WAN	
	DNS	UDP 53 /WAN	

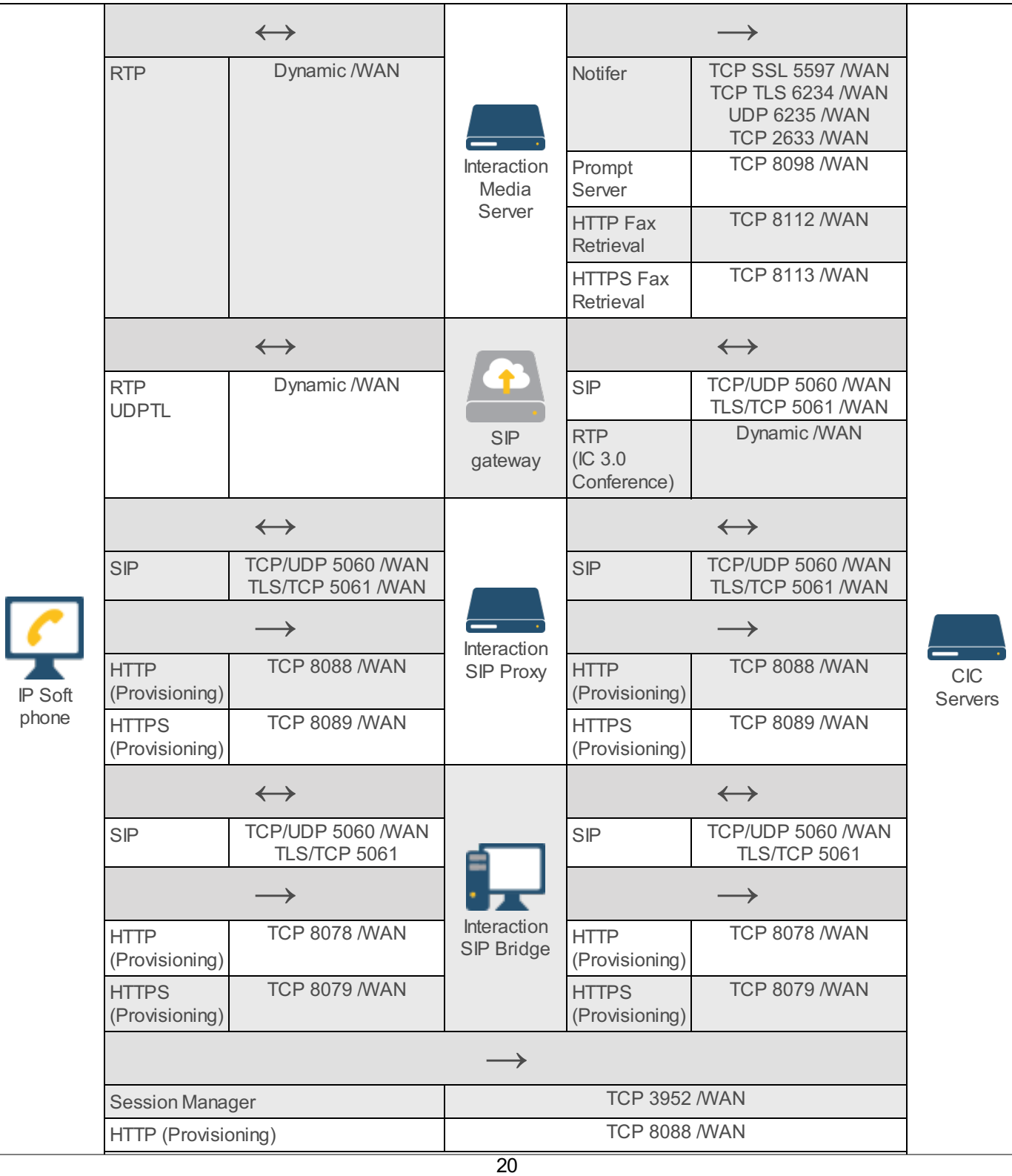
Workstation	→		CIC Servers
	Session Manager	TCP 3952 /WAN	
	SMB	TCP 445 /WAN	

SIP Communication

Note:

Ports must remain open for the entire path between devices

See gateway/telephone provider documents to determine RTP ports.



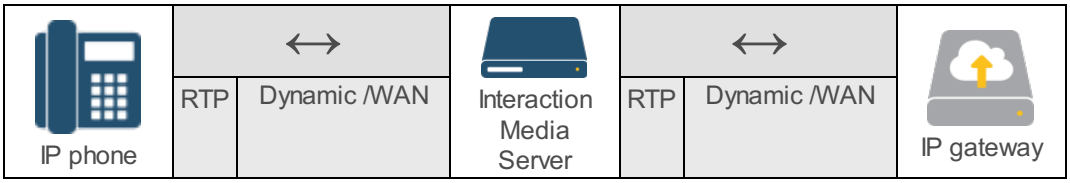
HTTPS (Provisioning)	TCP 8089 /WAN
SIP	TCP/UDP 8060 /WAN TCP/UDP 5060 /WAN TLS/TCP 8061 /WAN TLS/TCP 5061 /WAN
SMB	TCP 445 /WAN

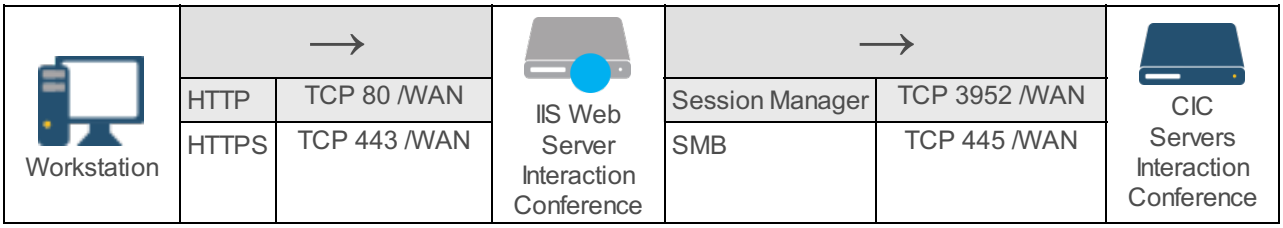
Interaction Conference (ICON)

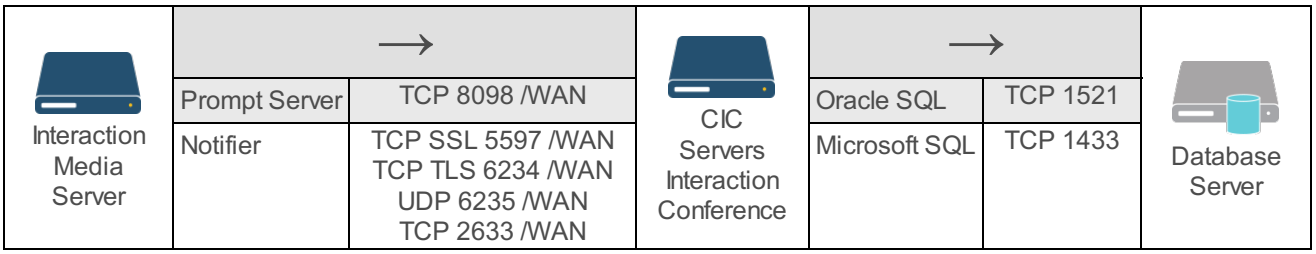
Note:

Ports must remain open for the entire path between named devices.

See gateway/telephone provider documents to determine RTP ports.







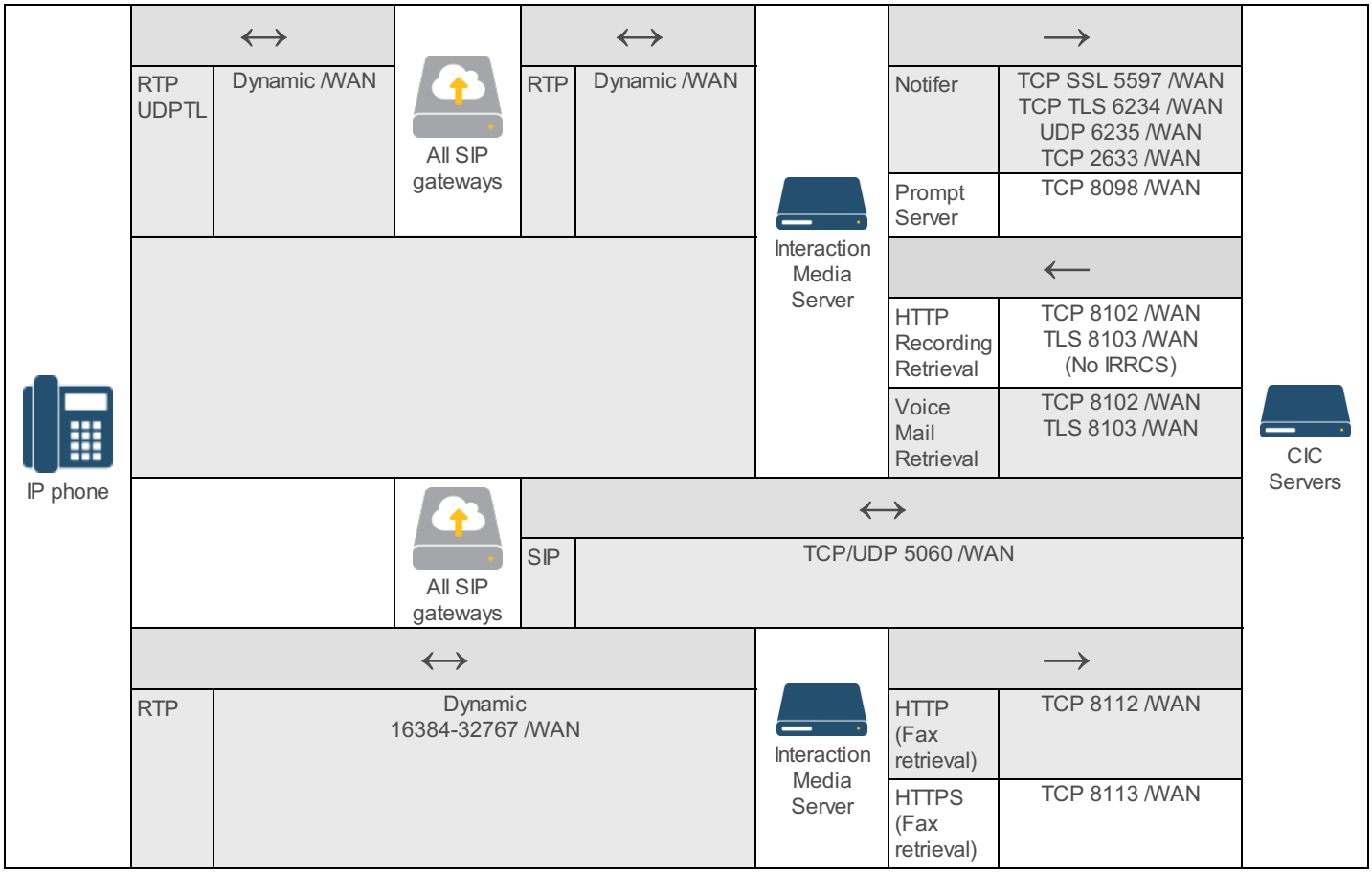
Interaction Media Server

Note:

Ports must remain open for the entire path between named devices.

See gateway/telephone provider documents to determine RTP ports.

IRRCS = Interaction Recorder Remote Content Service



Interaction SIP Proxy

Note:

Ports must remain open for the entire path between named devices.

See gateway/telephone provider documents to determine RTP ports.

IP Phone	↔		Interaction SIP Proxy	↔		CIC servers
	SIP	TCP/UDP 5060 /WAN TCP/TLS 5061 /WAN		SIP	TCP/UDP 5060 /WAN TCP/TLS 5061 /WAN	
				SIP (on Edge Gateway)	TCP/UDP 5058 /WAN TCP/TLS 5059 /WAN	
	→			→		
	HTTP HTTPS (Provisioning)	TCP 8088 /WAN TCP 8089 /WAN		HTTP HTTPS (Provisioning)	TCP 8088 /WAN TCP 8089 /WAN	

Off-Server Session Manager

Note:

Ports must remain open for the entire path between named devices.

Workstation	↔		OSSM
	IceLib Client Communications	TCP TLS 3952 /WAN TCP 8018 /WAN TCP TLS 8019 /WAN	
	SMB	TCP 445 /WAN	
CIC server	←		
	Notifier	TCP TLS 5597 /WAN	
	SMB	TCP 445 /WAN	
	ION Notifier	TCP TLS 6234 /WAN UDP 6235 /WAN	
CIC server	↔		
	HTTP/HTTPS	TCP 8018 /WAN TCP TLS 8019 /WAN	
IC Web Services	↔		
	Client HTTP Plugin Host	TCP 8018 /WAN TCP TLS 8019 /WAN	
IceLib-based web application	↔		
	WebSocket	TCP 8951 /WAN TCP TLS 8952 /WAN	

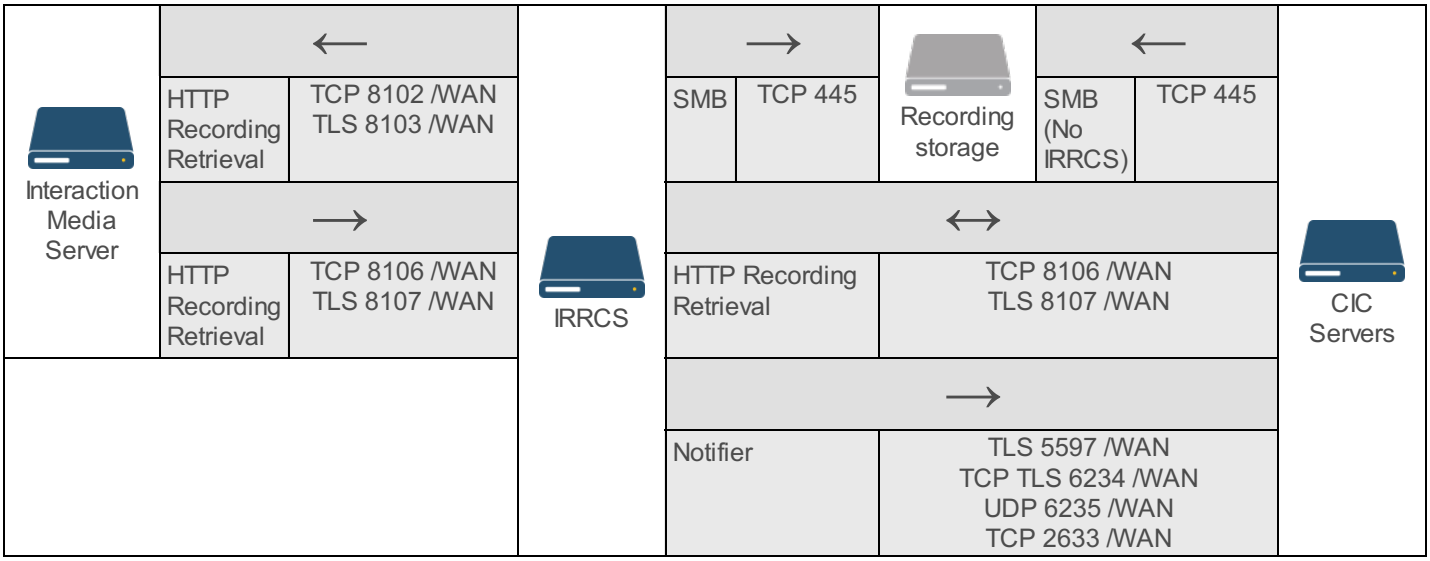
Interaction Recorder Remote Content Service

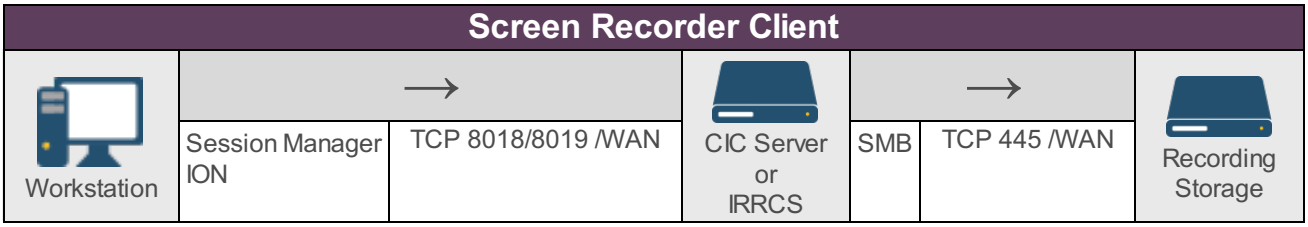
Note:

Ports must remain open for the entire path between named devices.

See gateway/telephone provider documents to determine RTP ports.

IRRCS = Interaction Recorder Remote Content Service



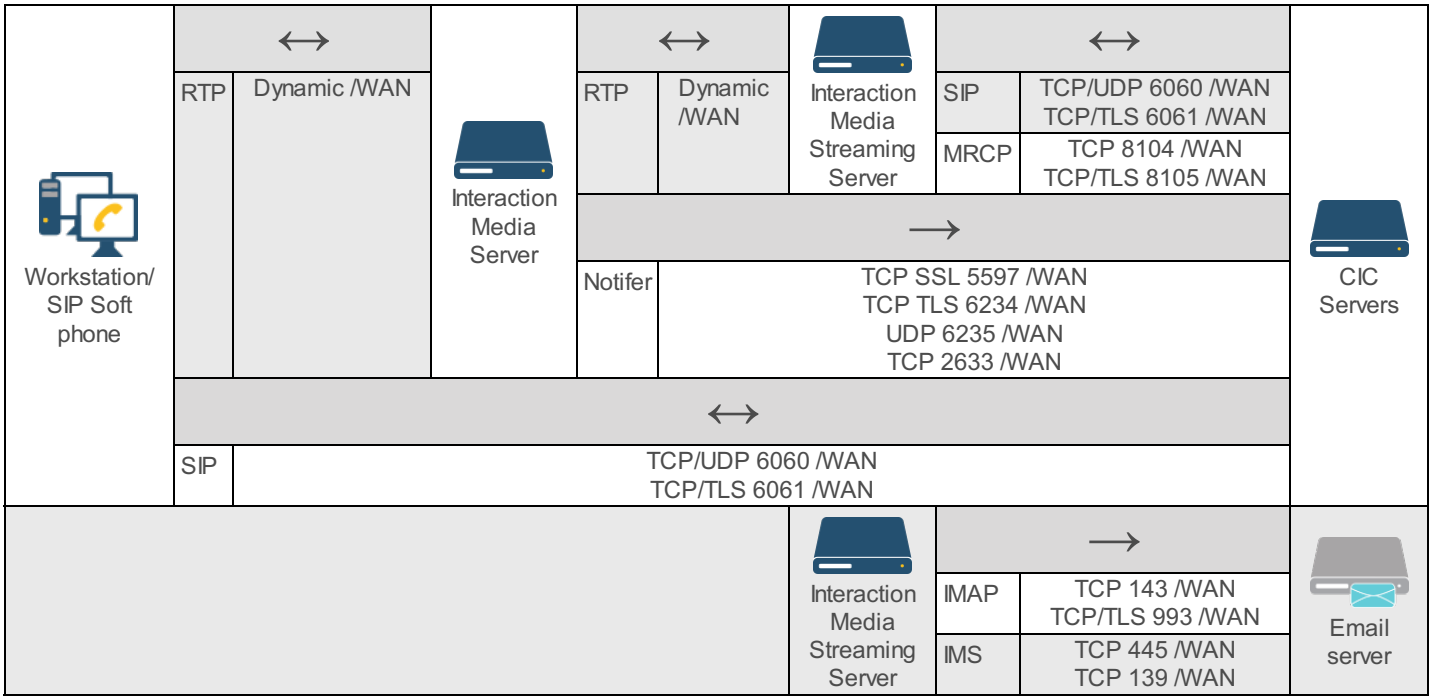


Interaction Media Streaming Server

Note:

Ports must remain open for the entire path between named devices.

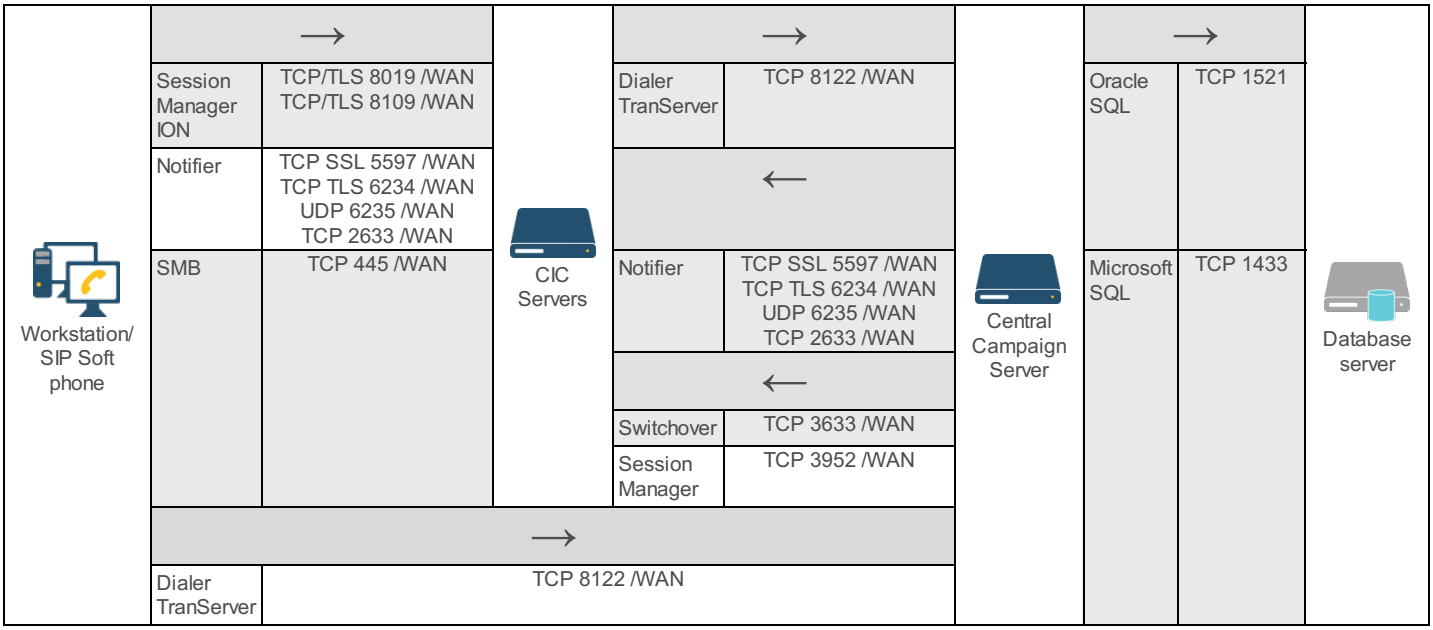
See gateway/telephone provider documents to determine RTP ports.



Interaction Dialer

Note:

Ports must remain open for the entire path between named devices.



CCS Switchover			
Central Campaign Server (Primary)	↔		Central Campaign Server (Backup)
	Switchover	TCP 3633 /WAN	
	Session Manager	TCP 3952 /WAN	

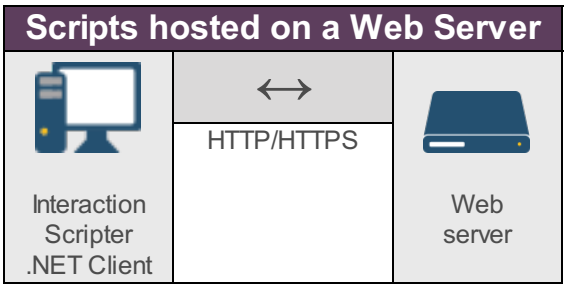
Interaction Scripter .NET

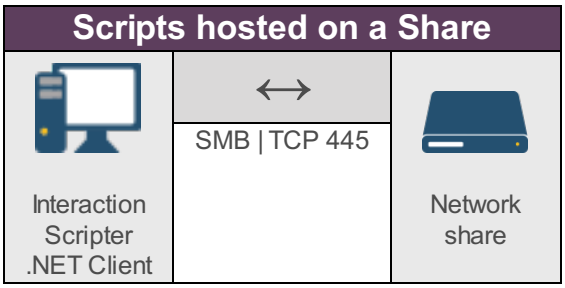
Note:

Ports must remain open for the entire path between named devices.

You can customize port numbers during installation and configuration.

Interaction Scripter .NET uses HTTP/HTTPS to communicate with scripts hosted on a web server. If scripts are hosted on a share, it uses SMB | TCP 445.





Interaction Web Tools

Note:

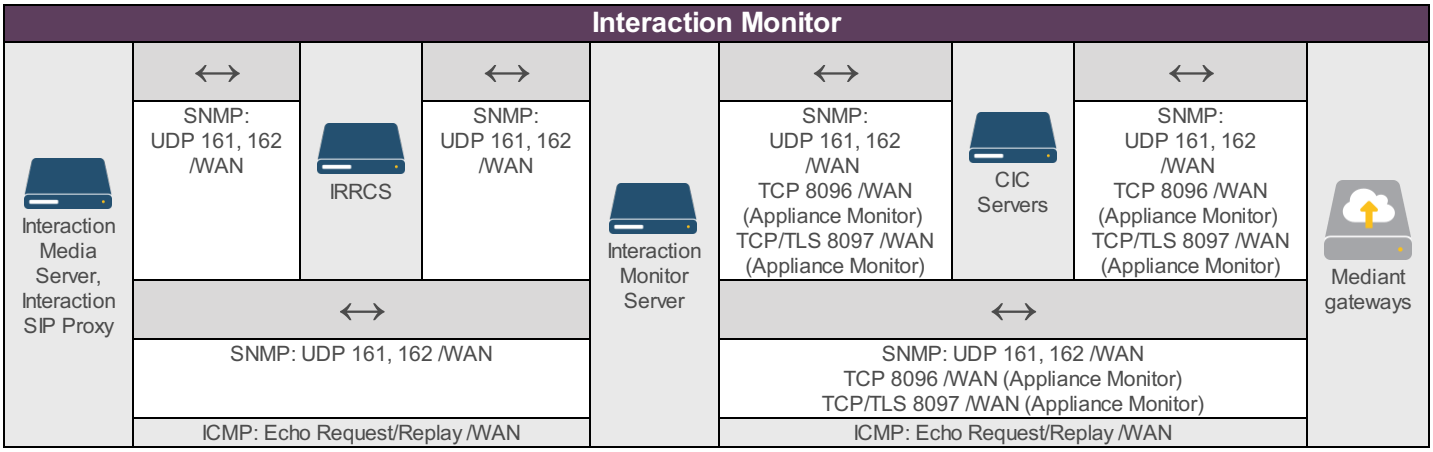
Ports must remain open for the entire path between named devices.

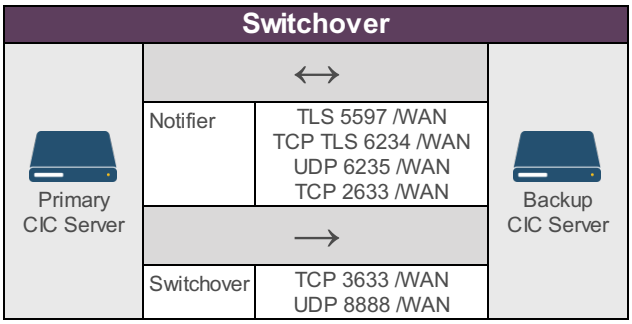
	→			→	
Workstation	HTTP	TCP 80 /WAN	Web Servers Web Services	HTTP	TCP 8114 /WAN	CIC Servers
	HTTPS	TCP 443 /WAN		HTTPS	TCP 3508 /WAN	

Monitoring and Management

Note:

Ports must remain open for the entire path between named devices.





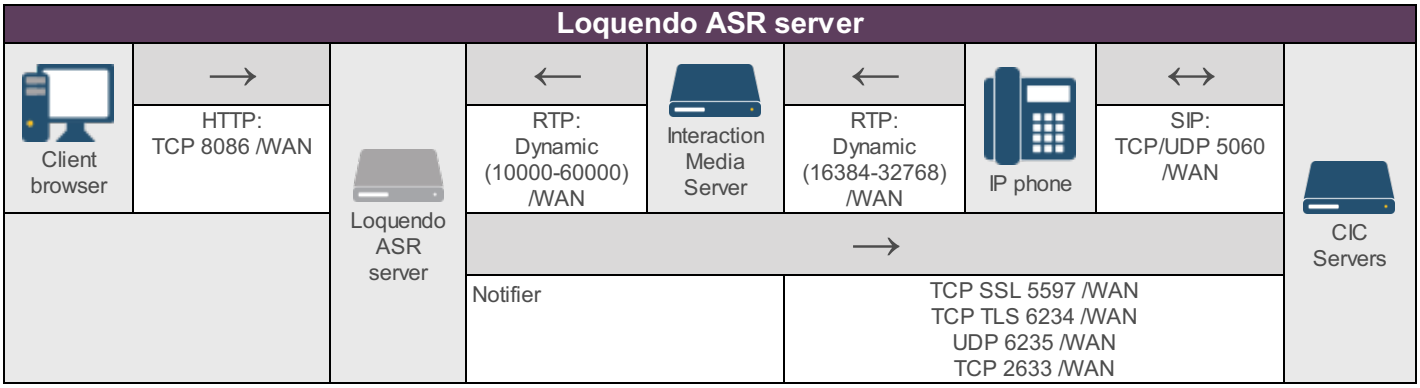
RDP and Management Interfaces

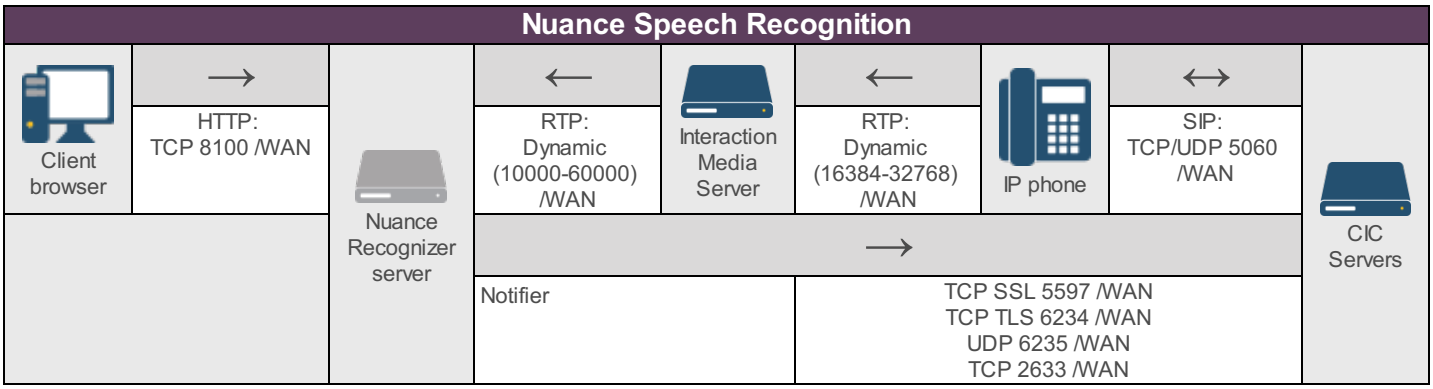
Interaction Media Server Interaction SIP Proxy		Mediant gateways		IRRCS		All servers	
HTTP	TCP 80 /WAN	HTTPS	TCP 443 /WAN	HPILO	TCP 443 /WAN	RDP	TCP 3389 /WAN
HTTPS	TCP 443 /WAN TCP 8443 /WAN TCP 343 /WAN TCP 4433 /WAN						
HPILO	TCP 443 /WAN						

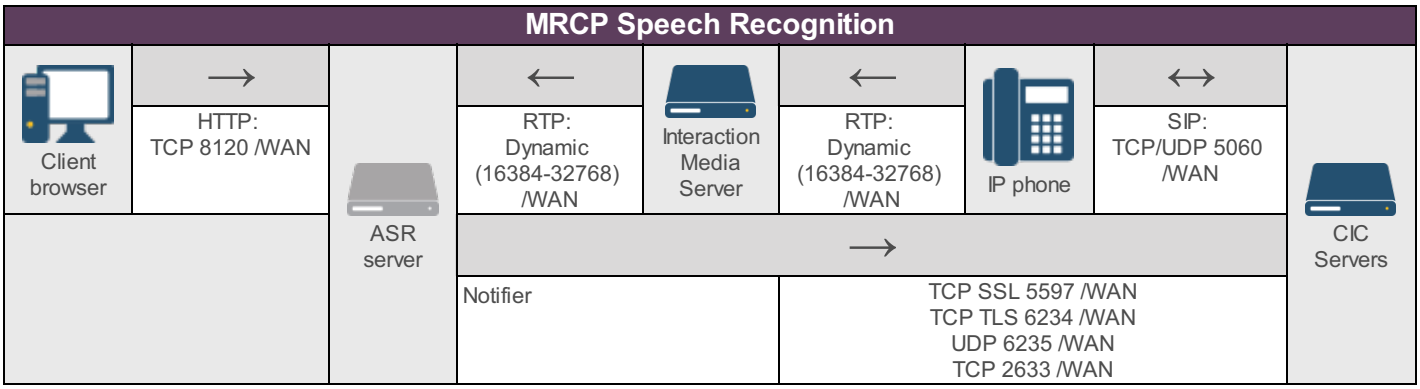
Speech Recognition

Note:

Ports must remain open for the entire path between named devices.



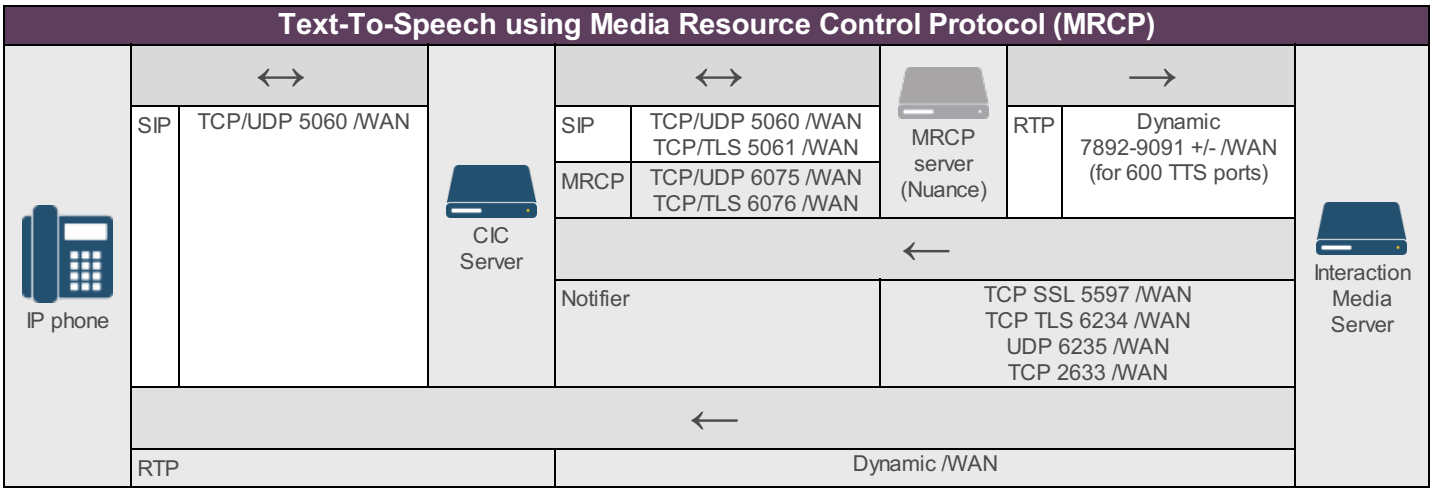


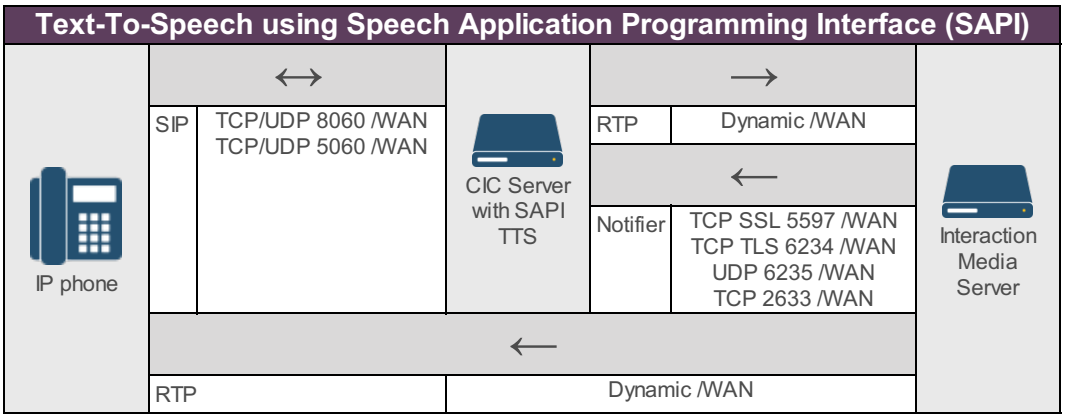


Text-to-Speech

Note:

Ports must remain open for the entire path between named devices.





Audiocodes Ports

Note:

Ports must remain open for the entire path between named devices.

You can customize port numbers during installation and configuration.

IP phone	→		Audiocodes gateway	←		Interaction Media Server
	RTP	Dynamic		Audiocodes	6000-9291	
	Audiocodes	6000-9291				

Single Sign-On

Note:

Ports must remain open for the entire path between named devices.

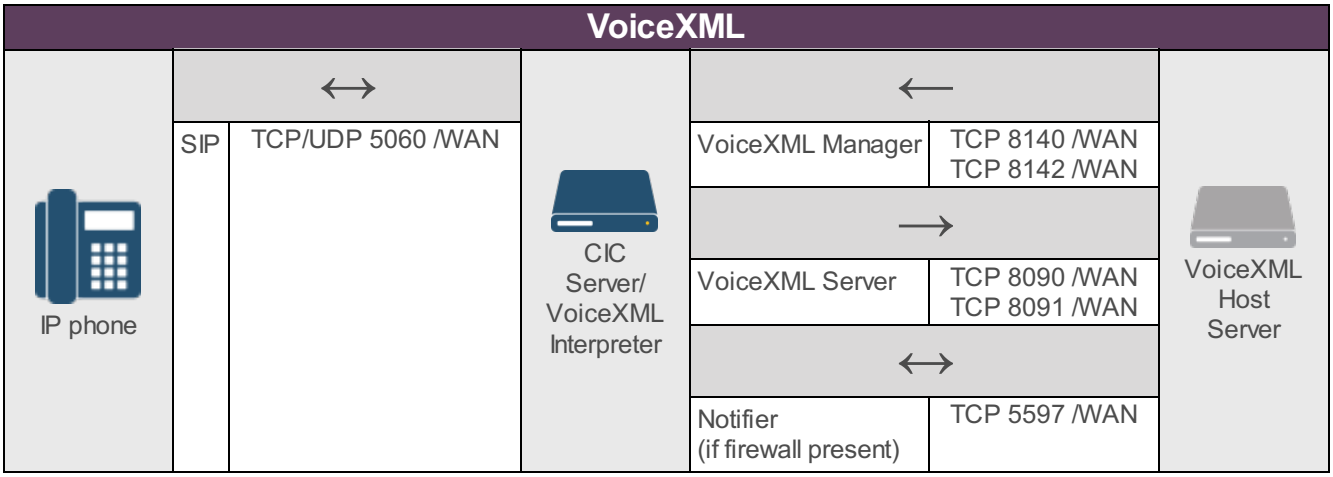
Single Sign-On: Microsoft AD FS Identity Provider											
Active Directory server	↔	-	WAN	AD FS (Identity Provider)	↔	HTTP	TCP 80 /WAN TCP 8081 /WAN	Workstation (User Agent)	↔	Session Manager	TCP 8019 /WAN	Service Provider
										Secure Token Server	TCP 8043 /WAN	
										MPLS	TCP/TLS 8043 /WAN	

Single Sign-On: Cloud Identity Provider						
Identity Provider	↔	HTTP	TCP 80 /WAN TCP 8081 /WAN	Workstation (User Agent)	↔	Session Manager	TCP 8019 /WAN	Service Provider
						Secure Token Server	TCP 8043 /WAN	
						MPLS	TCP/TLS 8043 /WAN	

VoiceXML

Note:

Ports must remain open for the entire path between named devices.



Change Log

Date	Changes
04-September-2019	IC-153485 - Added VoiceXML topic.
24-January-2019	• Changed "TCP 6235" to "UDP 6235" in all diagrams where present. • Added "TCP TLS 6234 /WAN" to all Notifer protocol entries in all diagrams where present. • Corrected "TCP 62356" to "UDP 6235" in Interaction Edge topic. • Added Off-Server Session Manager (OSSM) topic for ease of use.

19-October-2018	• Added a table for Screen Recorder Client in Client operations.
	• Added a table for Screen Recorder Client in Interaction Recorder Remote Content Service.
	• In Interaction Dialer:
	  ◦ Added ports and protocols for Switchover and Session Manager between the CIC server and the Central Campaign Server in Interaction Dialer.
	  ◦ Changed the direction arrow for "Notifier" between "CIC Servers" and "Central Campaign Server" to be bidirectional.
	  ◦ Added a table for Central Campaign Server Switchover.
	• In Single Sign-On:
	  ◦ Removed HTTP TCP 80/8081 between Workstation and Service Provider.
	  ◦ Added Session Manager TCP 8019 /WAN between Workstation and Service Provider.
	  ◦ Added Secure Token Server TCP 8043 /WAN between Workstation and Service Provider.

03-August-2018	Added "TCP 1434" for "Microsoft SQL" in the Database and CRM and Reports topics.

12-March-2018	• IC-146831 Update Port Map Diagram - Removed SMB connections to "Recording storage" for Interaction Administrator/Designer and Interaction Attendant in Client operations diagram.
	• IC-146316 HTTP Web Browser section on page 7 incorrect in port map doc - Changed bidirectional arrow from Workstations to Reverse Proxy to be unidirectional in Client operations diagram.
	• IC-145563 Port Map TR issues -
	  ◦ Changed definitions of HTTP and HTTPS acronyms in Introduction.
	  ◦ Changed definition of IIS acronym in Introduction
	  ◦ Removed IMAP/SMTP as viable protocols for Microsoft Exchange in Mail Server Integration diagram.
	  ◦ Added HTTPS TLS 443 /WAN, SMTP TLS 465 /WAN, and IMAP TLS 993 /WAN for IMAP/SMTP (Gmail) item in Mail Server Integration diagram. Removed previous protocols and ports for Gmail item in Mail Server Integration diagram.
	  ◦ Added TLS 445 /WAN to the Fileserver/Network share (IMS/FBMC) entry in Mail Server Integration diagram.
	  ◦ Changed IIS Web Server to Web Servers in Interaction Web Tools diagram.
	• Removed "Interaction Mobilizer" section as the product has reached End Of Life (EOL).

21-June-2017	Added Interaction Scripter .NET diagram. Interaction Scripter .NET uses HTTP/HTTPS to communicate with scripts hosted on a web server. If scripts are hosted on a network share, it uses SMB | TCP 445.
22-June-2017	Updated port diagram for the Interaction Recorder Remote Content Service. The arrow indicating communication between CIC server and Interaction Recorder Remote Content Service (IRRCS) is now bidirectional. As shown, port 8106 and 8107 need to be open from any IRRCS server to CIC server for the purpose of retrieving chat and email recordings.
10-April-2017	• Corrected title to "Interactive Update" for diagram in Client operations. • Updated HTTP web browser diagram in Client operations to reflect other CIC client web applications. • Added SMB protocol and ports for Interaction Attendant diagram in Client operations.
27-February-2017	• Updated Database and CRM diagram to indicate that the workstation object can represent Scheduled Report Clients and ICBM, if Internet Enabled Reporting is not used. • Divided Interaction Media Server, Interaction SIP Proxy, and Interaction Recorder Remote Content Service into separate sections and diagrams. • Added TCP 8102 and TLS 8103 for voice mail retrieval between CIC and Interaction Media Server in Interaction Edge> and Interaction Recorder Remote Content Service
26-January-2017	Corrected errors in the network port for recording retrieval for both Interaction Media Server and Interaction Recorder Remote Content Service in Interaction Recorder Remote Content Service diagram.
21-November-2016	• Create a separate port range for Polycom VVX-1500 IP telephones in IP Phone Operations. • COREWEBIC-1533 CIC Port Maps technical reference lists wrong ports for Interaction Connect - Corrected ports and protocols for Interaction Connect in Client operations.
24-August-2016	• Fixed errors in ports and protocol for Microsoft IIS and SOAP communications in Database and CRM. • DP-1859 - Interaction Recorder - HTTPs Support for Export, Playback and Archiving - Added ports 8106 and 8107 for Interaction Recorder Remote Content Service recording retrieval in Interaction Recorder Remote Content Service.
15-June-2016	IC-138212 - Corrected incorrect port number for HP ILO in Monitoring and Management.
22-April-2016	• Corrected erroneous instances of Session Manager to be monodirectional to the CIC server. • Modified instances of Notifier to be monodirectional. • Fixed incorrect labeling of port 3952 to use "Session Manager". • Fixed an error where a Session Manager connection for port 3952 included UDP as a protocol. • In the Interaction Dialer section, fixed an error where the DialerTranServer protocol extended to the Database server object instead of the Central campaign server object.
26-January-2016	• Updated "Copyright and trademark information" page. • IC-135118 Port 6235 needs added to th port map document • Added port 6235 /WAN for all Notifier connections in diagrams.

10-November-2015	Added Session Manager ION and relevant ports to IC Business Manager diagram in Client operations.
20-October-2015	• Updated cover page to reflect corporate rebranding. • Updated "Copyright and trademark information" page. • Recreated all diagrams to reflect corporate rebranding and to reduce complexity.
06-July-2015	Corrected "CaaS" and "TSRA" labeling errors in Single Sign-On map.
20-March-2015	Added Interaction Media Server Port Range to Interaction Media Server map.
10-March-2015	• Created separate port map for "Audiocodes Ports" • Corrected the Client operations port map. • Updated the IP Phone Operations diagram.
13-February-2015	Restored searchable diagrams and made minor updates.
28-November-2014	Corrected pagination and cleaned up some formatting issues.
06-November-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to PureConnect Product Information site URLs, and copyright and trademark information.

19-September-2014	• Added Appliance Monitor SNMP TCP 8096 /WAN and SNMP TLS 097/WAN between CIC Servers and Appliance Monitor Server in the Monitoring and Management diagram.
	• In Text-To-Speech using Media Resource Control Protocol (MRCP) and Text-To-Speech using Speech Application Program Interface (SAPI) maps:
	  ◦ Removed port ranges for third-party product using dynamic port ranges.
	  ◦ Removed ports 8088 and 8089 between Media Server and CIC Server.

28-May-2014	• Monitoring and Management - Changed the Switchover diagram to add UDP 8888 /WAN connection between the Primary CIC Server and Backup CIC Server. • Single Sign-On - Added diagrams for single sign-on using a customer-provided ADFS server or a cloud identify provider. • Interaction Dialer - Removed redundant connections for Session Manager between CIC Servers and Central Campaign Servers. • Client operations - Interaction Center Business Manager - Added TCP 8106 /WAN connection between CIC Servers and IRRCS. • Added acronyms for Terminal Services Remote Application (TSRA) and Active Directory Federation Services (ADFS) in Introduction.
02-April-2014	• Added Interaction SIP Bridge with port identifer HTTP TCP 8078 or HTTPS TCP 8079 /WAN in the SIP Communication diagram. • Changed the name of Polycom IP Phone/ISS to IP Phone throughout the document. • Changed the name of Screen Recorder Servers to Remote Content Servers in Monitoring and Management diagram. • Replaced the Exchange and Active Directory diagram with the Mail Server Integration diagram.