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eServices Administrator's Guide

Security

4/4/2025

Security

Genesys makes the following security recommendations for deploying eServices:

- Put Web API Server in the DMZ.
- Put all other eServices components in the internal network.
- Open ports in the firewall between the DMZ and the internal network to allow Web API Server to connect with other eServices components. The following table lists each component and the port to open.

Port Types in Firewall

Server	Port
Configuration Server	Default port on `Server Info` tab
Message Server	Default port on `Server Info` tab
Solution Control Server	Default port on `Server Info` tab
Interaction Server	Default port on `Server Info` tab
Chat Server	Port specified by the `webapi-port` option in the `settings` section. If not specified, default port on `Server Info` tab.
E-mail Server	Port specified by the `webapi-port` option in the `settings` section
Stat Server	Default port on `Server Info` tab
Co-Browsing Server	HTTPS
UCS	Port specified by the `ucsapi` option in the `ports` section

- Open a port in the firewall to allow Solution Control Server to connect to the Local Control Agent (LCA) located on the host of Web API Server.
- Open ports in the firewall to allow SMS Server to connect to the SMSCs specified in the SMS Server’s configuration