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Genesys Skills Management System Overview and Operations

Firewall Requirements

4/11/2025

Firewall Requirements

The table below shows the ports that are needed to be open for Skills Management to be installed and operate correctly. This assumes that all prerequisite and integrated software is installed on its standard ports. It includes details for all supported WFMs - you should choose your appropriate WFM from the list and ensure the correct ports are open to that.

Port/Port Range	From	To	Purpose	Notes
80 or 443	End user's machines	Skills Management Web Server	Allow HTTP traffic from user's browsers to the server	Port 443 if HTTPS is being used, Port 80 otherwise. If HTTPS is used a valid certificate will be required on the server.
1433	Web Server	Skills Management Database Server	Allow SQL traffic between Web and Database Servers	If SQL server is running on a different port, please adjust accordingly.
2383 or 2382	Web Server	Database Server	Allow SSAS traffic between Web and Database servers	Needs 2383 open (if default instance) or 2382 (if named instance). SSAS is not required from version 9.0.000.00.
135, 5000-5020	Web Server	Skills Management Database Server	Allow RPC Traffic between Web and Database Servers so that Microsoft Distributed Transaction Co-ordinator (MSDTC) can run	RPC range can be configured more tightly if required (see: Configuring Microsoft Distributed Transaction Coordinator (DTC) to work through a firewall). MSDTC is not required from version 8.5.648.
80	Web Server	WFM Server (IEX)	Allow Skills Management to access the NICE TV4 web services	This is the default port for the TV4/ Smart Sync services. It may be configured differently in your environment.
80	Training Manager	WFM Server (IEX)	Allow Training	This is the default

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Port/Port Range	From	To	Purpose	Notes
	End user's machines		Manager to access the NICE TV4 Web services	port for the TV4/ Smart Sync services. It may be configured differently in your environment.
80	Web Server	WFM Server (Teleopti)	Allow Skills Management to access the Teleopti web services	This is the default for the Teleopti SDK. It may be configured differently in your environment
80	Training Manager End user's machines	WFM Server (Teleopti)	Allow Skills Management to access the Teleopti web services	This is the default for the Teleopti SDK. It may be configured differently in your environment
7610	Web Server	Genesys Server hosting the EWM Capture Point	Allow Skills Management to access the EWM Web Service Capture Point	This is the default Capture Point port. Your capture point may be configured differently.
5007	Training Manager End user's machines	WFM Server (Genesys)	Allow Skills Management to access the Genesys WFM services	This is the default port. It may be configured differently in your environment.
5007	Web Server	WFM Server (Genesys)	Allow Skills Management to access the Genesys WFM services	This is the default port. It may be configured differently in your environment.