

Total Response Ports

Introduction

The Total Response Software configures to the SQL Server across a number of **ports**. For the software to work properly, the following information and ports need to have exceptions through the firewall and any endpoint security that may be blocking their access:

- LoginManager service configured to port 9000
- Login Service Port 9090
- Launcher service configured to port 8000
- CAD to API configured over port 5000
- Traffic between the Supervisor and Call Handler will typically be on port 11000 it is a TCP port
- The default port for SQL Server communication is TCP port 1433 (*see below for more information*). This port is used for the MSSQLSERVER instance by default.
- UDP port 1434 is utilized for specific connections. (*See below for more information*).

Key Points Regarding SQL Server Ports

TCP Port 1433:

Purpose: Used for SQL Server communication.

Default: SQL Server listens on this port by default.

Data Integrity: TCP ensures data integrity by creating a secure, authenticated connection before exchanging data streams.

Configuration: You can configure SQL Server to listen on a different port, but in most cases, port 1433 is used.

UDP Port 1434:

Purpose: Used by the SQL Server Browser Service.

Function: Helps clients discover SQL Server instances on the network.

Dynamic: Unlike TCP port 1433, UDP port 1434 is dynamically assigned.

To allow SQL Server access through the Windows Firewall, you can create rules to open these ports. Please leave the Ports OPEN. Any changes that need to be made including moving or changing a port please contact support@powerphone.com before making the change to ensure our software is configured correctly and will continue to work properly.