

Email Integration Setup Quick Reference Guide Quick Reference Guide

Published Date: November 15

Introduction

In Maestro versions 5.1 and higher, users now have the ability to link their clerk code to an email account. Copies of trace and staff messages will be sent to the clerk's email account. Users also have the ability to send an alert to a guest's email account.

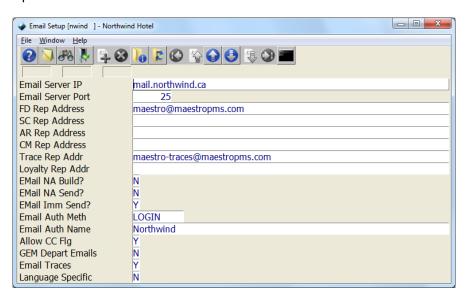
It is assumed that the reader:

- Is familiar with the Maestro User Interface
- Is familiar with Windows Server environment
- Has access to Global Maintenance

Maestro Setup

The setup for email distribution can be found in the Global Maintenance Module of Maestro.

Mail | Email Setup



NOTE: When you activate the email integration for trace messages for the first time, Maestro will send any traces from the previous 7 days that have not been emailed.

The other settings on the screen that need filled in order for the email traces to work are:





Email server IP	This can either be an IP address or the name
	of the mail server.
Email Server Port	The port number that Maestro will utilize to
	communicate with the mail server
FD\AR\CM\ Rep Address	Leave as is. This field is used for sending e-
·	confirmations.
Trace Rep Addr	This is the email account from which the trace
·	messages will be sent from. The email address
	does NOT need to be a valid email address.
Email NA Build?	Leave as is. These fields are not required and
Email NA Send?	are only used with e-confirmations.
Email Imm Send?	
Email Auth Meth	Email Authentication Method. An F8 look-up
NONE NONE	can be performed to select the appropriate
CRAM CRAM-MD5 PUBLIC KEY	method from the list. This is the password for
PLAIN PLAIN AUTHENTICATION	the Windows account to access the mail
LOGIN MICROSOFT LOGIN PROTOCOL	server.
SSL/TLS SECURE SOCKETS PROTOCOL	
	The password can be left blank (no password)
	although this can cause some challenges in
	Windows 7 / 2008 Server environment.
Email Auth Name	Email Authentication Name. A valid email
	account should be set-up for Maestro to use.
	Enter the user name (usually the first part of
	the email address before the @). The
	password can be set using the Window Set
	Password menu selection.
Allow CC Flg	Leave as is. This field is used with e-
	confirmations
GEM Depart Emails	Leave as is. This field is used with Maestro's
	Guest Experience Module
Email Traces	Should be set to a 'Y'. This is the master flag to
	turn email traces on and off.
Language Specific	Leave as is. This field is used with e-
	confirmations.

