

Current Status Interface Field

The Current Status screen has a new field added for version 4.16. This field 'INTERFACES' has a status field next to it. If the property is running interfaces that update this screen then the status will indicate either **OK** or **ERR**. If the status indicates **ERR** this is an indication that one or more interface *may not* be communicating with Maestro. This does not necessarily mean that the interface is absolutely not working. As well, if the interface status field indicates **OK** it is still possible that the interface is having troubles.

The status is determined from the last time a transaction was processed. If no transactions are processed in a user-defined number of minutes then it is *assumed* that the interface is not functioning properly.

If the user drills down from the INTERFACES status field a screen will display showing all of the interfaces which log into this screen and their status. Not all interfaces update this screen. Only interfaces which are available to run as a Maestro Windows Service program will update this screen.

Vendor	Instnc	Last Successful Trans processed through interface	Int Group	Interface Action	Status	TCP Connection Status
CALL ACCOUNTING	1	07/19/2007 07:40pm	CALL ACCT	RUNNING	OK	
INNLINK	1	07/19/2007 07:08pm	CRS	RUNNING	OK	
MICROS	2	07/19/2007 07:27pm	POS	RUNNING	OK	

Vendor is the name of the interface.

Instnc is the Instance of the interface. If the interface does not use instances then it will show as '1'.

Last Successful Trans processed through interface is the most recent date and time that a transaction was processed. Some interfaces, like voice mail for example, do not send Maestro very much data. For these interfaces, if Maestro sends a transaction to it and receives acknowledgement for the transaction the time stamp is updated. Or, if Maestro receives a transaction from the interface this time stamp is updated.

Int Group is the interface group of the interface. If the interface is one that handles different kinds of transactions, like Control, then the Interface Group will be an indication of the type of transaction.

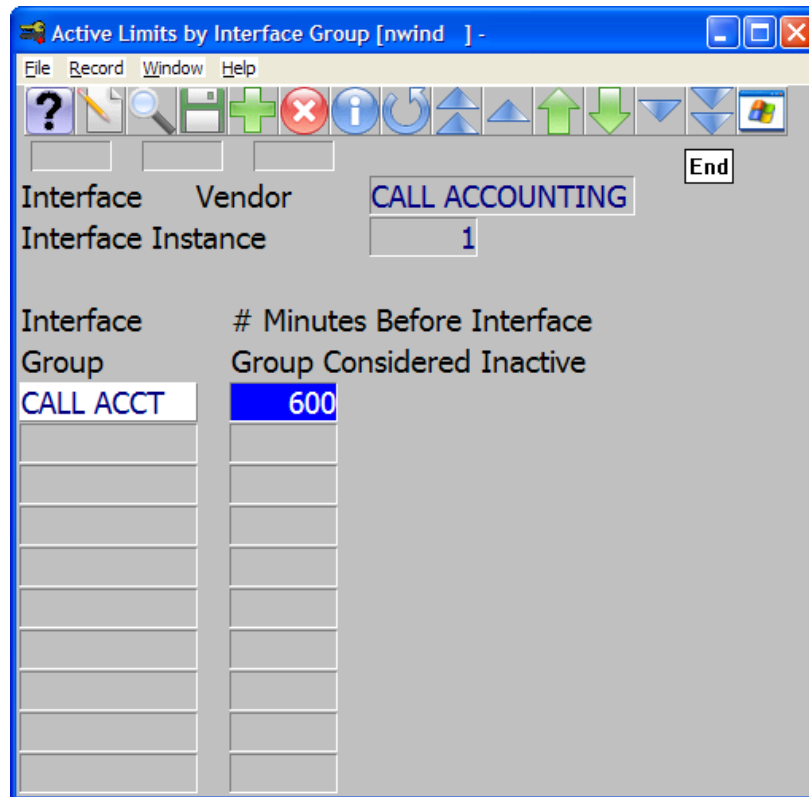
Interface Action is the last status that the user has set the interface to.

Status is Maestro's best guess as to whether there is an issue with this interface or not.

The Interface Activity Lookup screen also allows the user to stall an interface. Under Window is an option 'Interface Begin/End'. This program will see that the interface is currently running and will 'stop' it. It does not end the interface program but merely stops it from processing transactions. The interface will continue to run but will only check to see if the user has turned it back on. If the user chooses the 'Interface Begin/End' a second time the interface will start processing transactions again. The Interface Action will indicate 'End Interface' or 'Begin Interface' if the user has selected to stop/start the interface using this mechanism.

TCP Connection Status is the status of a TCP connection if the interface communicates by TCP. This is only for the Control interface. If the TCP connection goes down, this field will indicate **DOWN**.

The Active Limits by Interface Group allows the user to set the number of minutes before Maestro believes there could be an issue with the interface.



This screen is available from each interface which updates the Current Status INTERFACES status field. From each of the setup screens of the interfaces, select Window and choose 'Active Limits by Interface Group'. The example above shows the call accounting interface.

Interface Group is the type of interface. For a complete list of the Interface Groups see the list below.

Minutes Before Interface Group Considered Inactive is the number of minutes before Maestro will assume that the interface has stalled. Keep in mind that it could be an indication that the 3rd party device has stalled or the Maestro interface has stalled. It is also possible that there is nothing wrong but simply a lack of activity. For example, above the minutes is set to 600. This is 10 hours. If after 10 hours Maestro has not processed a call accounting transaction the Current Status INTERFACES field will show as **ERR**.

CALL ACCT	CALL ACCOUNTING
CRS	CENTRAL RESERVATIONS
DELPHI	DELPHI INTERFACE
ENERGY MGT	ENERGY MANAGEMENT
GAMES	GAMES
GENERAL	GENERAL PURPOSE
INTERNET	INTERNET
KEY CARD	KEY CARD
MINIBAR	MINIBAR
MOVIES	MOVIES
PBX	PBX
POS	POINT OF SALE
SAFE	SAFE
VOICE MAIL	VOICE MAIL