



## CHAPTER 10

# Guest Account Notification

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When a guest account is created, the details of the account need to be passed from the sponsor to the guest. The Cisco NAC Guest Server provides a number of ways to do this:

- Manually reading the details to the guest from the screen.
- Printing the details out on paper.
- Sending the details in an email.
- Sending the details as an SMS text message.

Sponsors always have the option of reading and printing out guest account details to guests.

Email and SMS text message notification require email servers to be configured, but can be configured based upon policy.



**Note**

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Email and SMS guest account notification policies need to be configured globally, then enabled per user group for individual sponsor permissions.

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This chapter describes the following:

- [Configuring Email Notification](#)
- [Configuring SMS Notification](#)
- [Print Notification](#)

# Configuring Email Notification

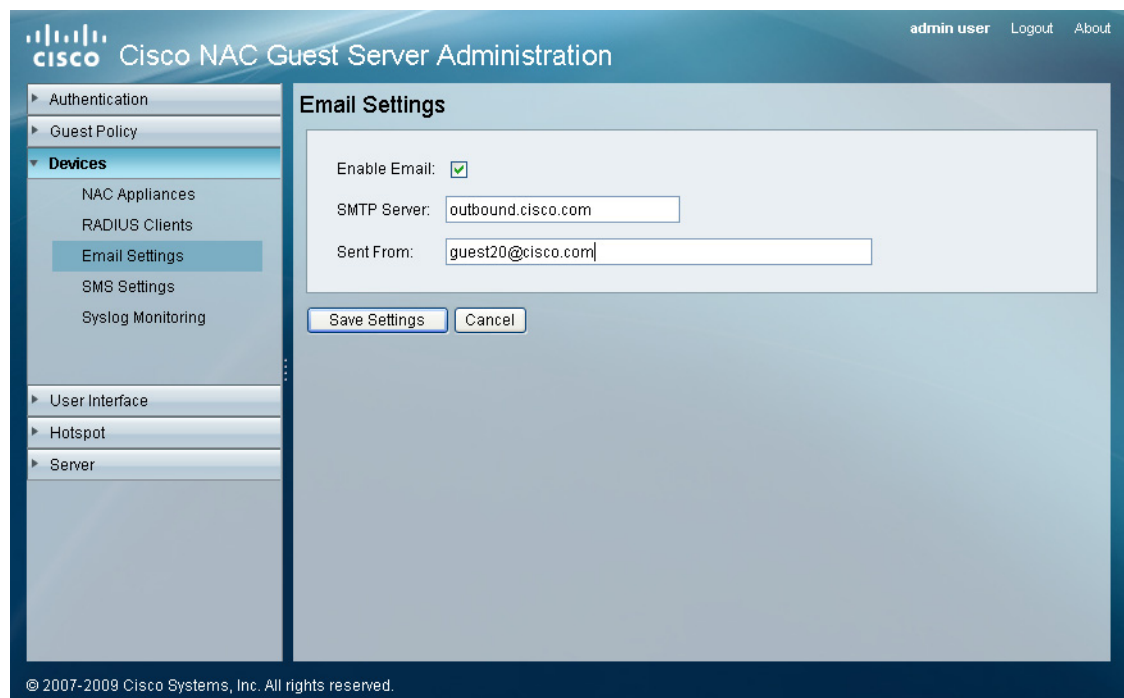
The following steps describe how to configure email settings for the Cisco NAC Guest Server to correctly deliver guest account details via email.


**Note**

Emails sent from Cisco NAC Guest Server v2.0.2 and later are encoded with the quoted-printable mime type.

**Step 1** From the administration interface, select **Devices > Email Settings** from the left hand menu.

**Figure 10-1** Email Settings



- Step 2** In the Email Settings page as shown in [Figure 10-1](#), check the **Enable Email** option to enable email functionality globally for the Cisco NAC Guest Server.
- Step 3** For SMTP Server, type the IP address of the outbound SMTP server to which you need to deliver email. If you enter localhost, or leave this field empty, the Cisco NAC Guest Server attempts to deliver the email directly to the guest's SMTP server.
- Step 4** In the Sent From field, type the email address from which you want guest notification emails to be sent (for example, host@company.com).
- Step 5** Click the **Save Settings** button.


**Note**

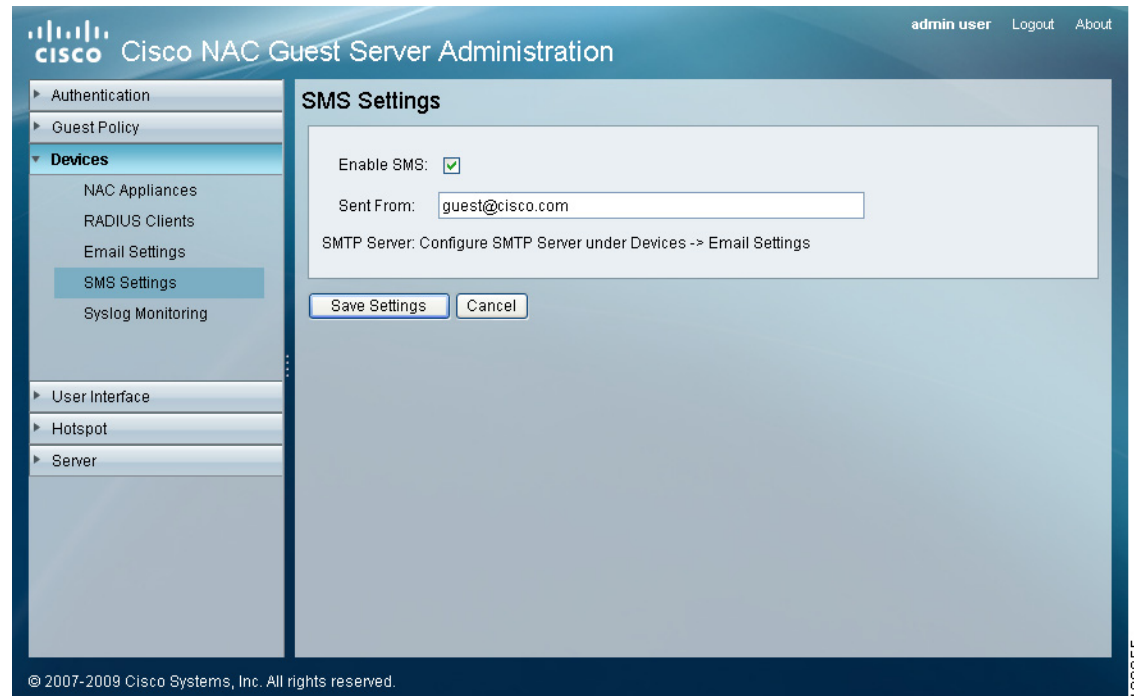
Refer to [Editing the Email Template, page 11-7](#) for additional details.

# Configuring SMS Notification

Short Message Service (SMS) is delivered through an SMS gateway service that supports SMTP (Simple Mail Transport Protocol) delivery. You need to have an internal SMS gateway service or subscribe to an external service to be able to deliver guest details via SMS.

- Step 1** From the administration interface, select **Devices > SMS Settings** from the left hand menu.

**Figure 10-2** SMS Settings



- Step 2** In the SMS Settings page as shown in [Figure 10-2](#), check the **Enable SMS** checkbox to globally enable SMS on the Cisco NAC Guest Server.
- Step 3** SMS requires an SMTP server to deliver the email to the SMS gateway. Go to **Devices > Email Settings** to configure the SMTP Server as described [Configuring Email Notification, page 10-2](#).
- Step 4** In the Sent From field, type the sending email address for the email to be sent to the SMS gateway.
- Step 5** Click **Save**.



**Note**

Depending on how details are routed to the SMS provider, you need to customize the SMS portion of the User Interface template to include the guest's mobile phone number in the correct format for your SMS gateway. See [Editing the SMS Template, page 11-8](#) for details.

# Print Notification

Print notification is configured as described in [Editing the Print Template, page 11-5](#).