



Akademia Lotus Software 2010

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Lotus Notes Traveler 8.5.1

Rafał Danecki | Lotus Collaboration Technical Leader

Central & Easter Europe, Middle East and Africa

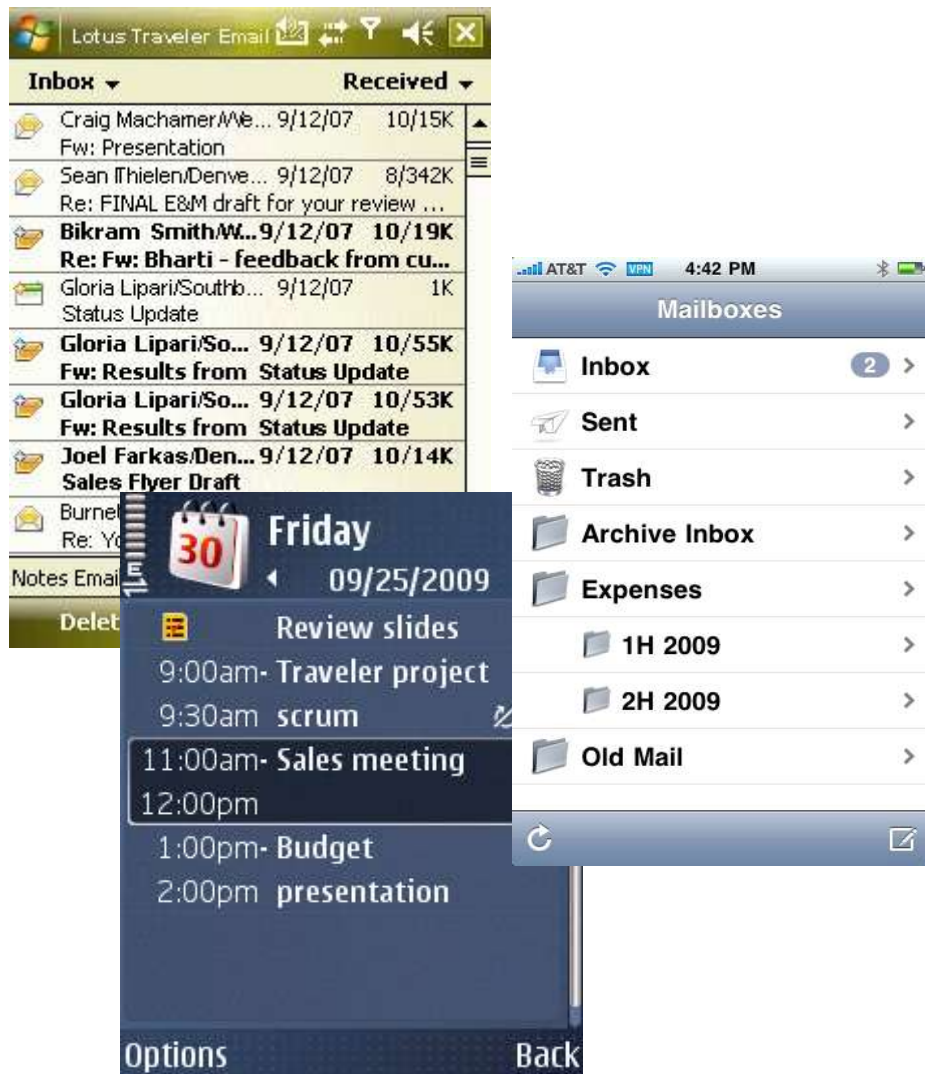
Rafal.Danecki@pl.ibm.com



Agenda

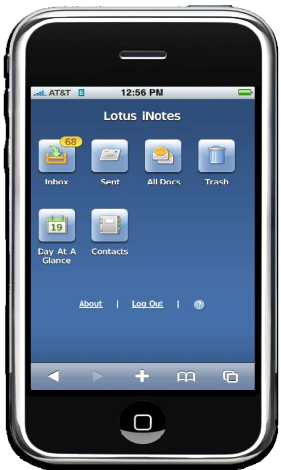
- Overview and Requirements
- Choosing a network topology
- Device Security Planning and Capabilities
- Installing the WM and Nokia clients
- Connecting an Apple iPhone
- Deployment Best Practices
- Top Known Requirements

Overview – IBM® Lotus® Notes® Traveler 8.5.1



- Automatic wireless delivery of Lotus Domino
 - Email and PIM Data
 - Security Settings
- 2-way synchronization
- Over the air client or profile installation
- Uses native device applications for best integration
- Works over all wired / wireless connections (CDMA, GPRS, GSM, WiFi, etc.)
- Administration support for device security policies and remote wipe

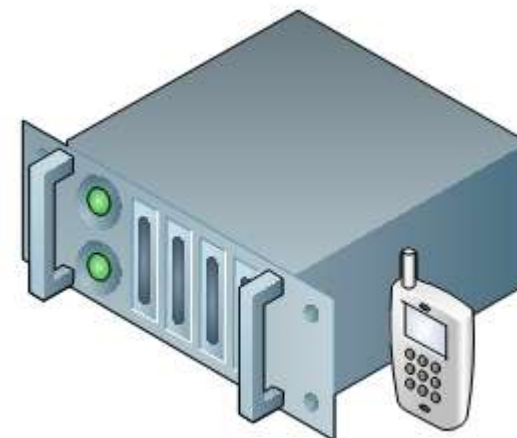
Requirements – Device Support



- Windows Mobile 5 / 6 / 6.1 Professional and Smartphone devices (touchscreen and non-touchscreen devices)
- Nokia manufactured Series 60 3rd edition, including feature pack 1 and feature pack 2
- Nokia Series 60 5th edition devices (touchscreen)
- Apple Devices (OS 3.0+)
 - iPhone
 - iPhone 3G
 - iPhone 3GS
 - iPod Touch

Requirements – Server

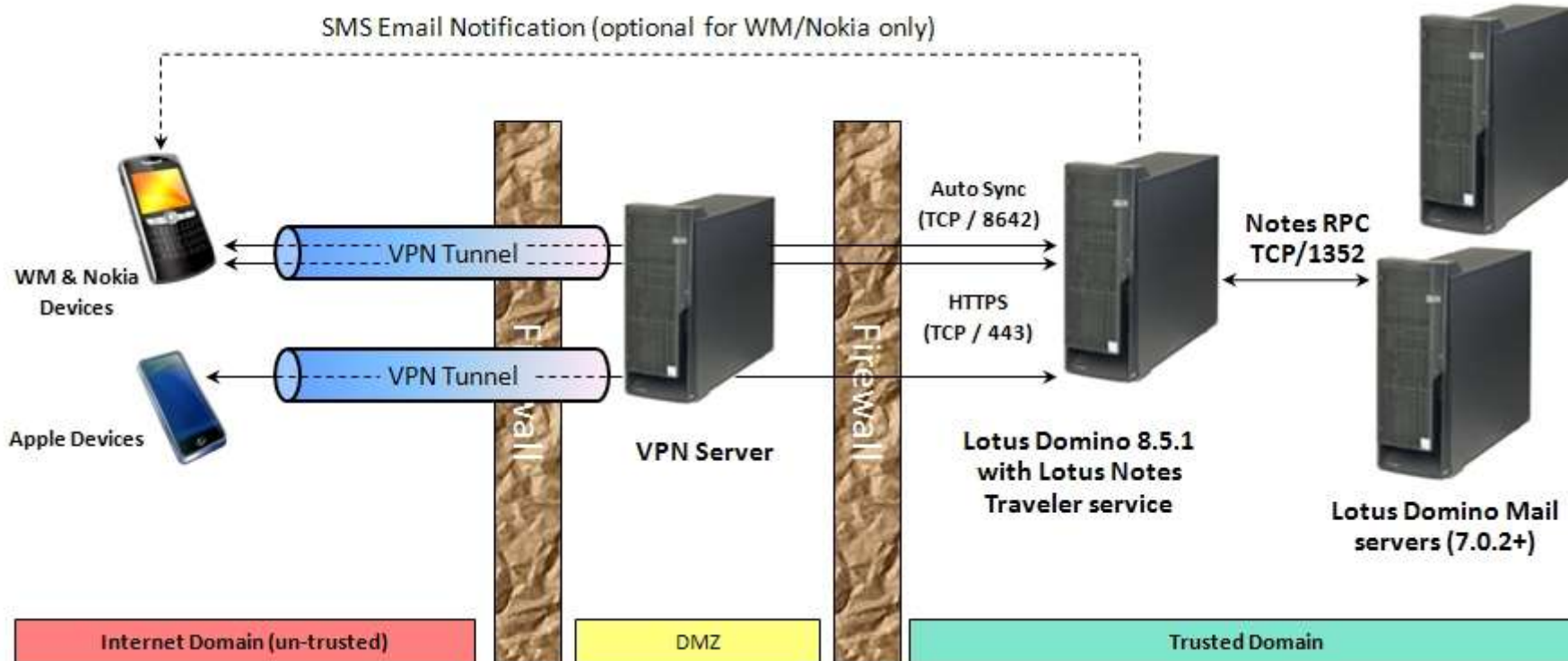
- Operating System
 - Windows 2003/2008 Server for Intel® 32-bit
 - Windows 2003/2008 Server for Intel 64-bit
- Current version requires Domino 8.5.1 Server, Enterprise or Messaging configurations, 32 or 64-bit
- Supports Domino partitioned installations
- Remote mail database support
 - Domino 7.0.2 servers or above
 - Operating system platform can be anything Domino supports
- Mail File Templates
 - Standard and iNotes 6.5 and above



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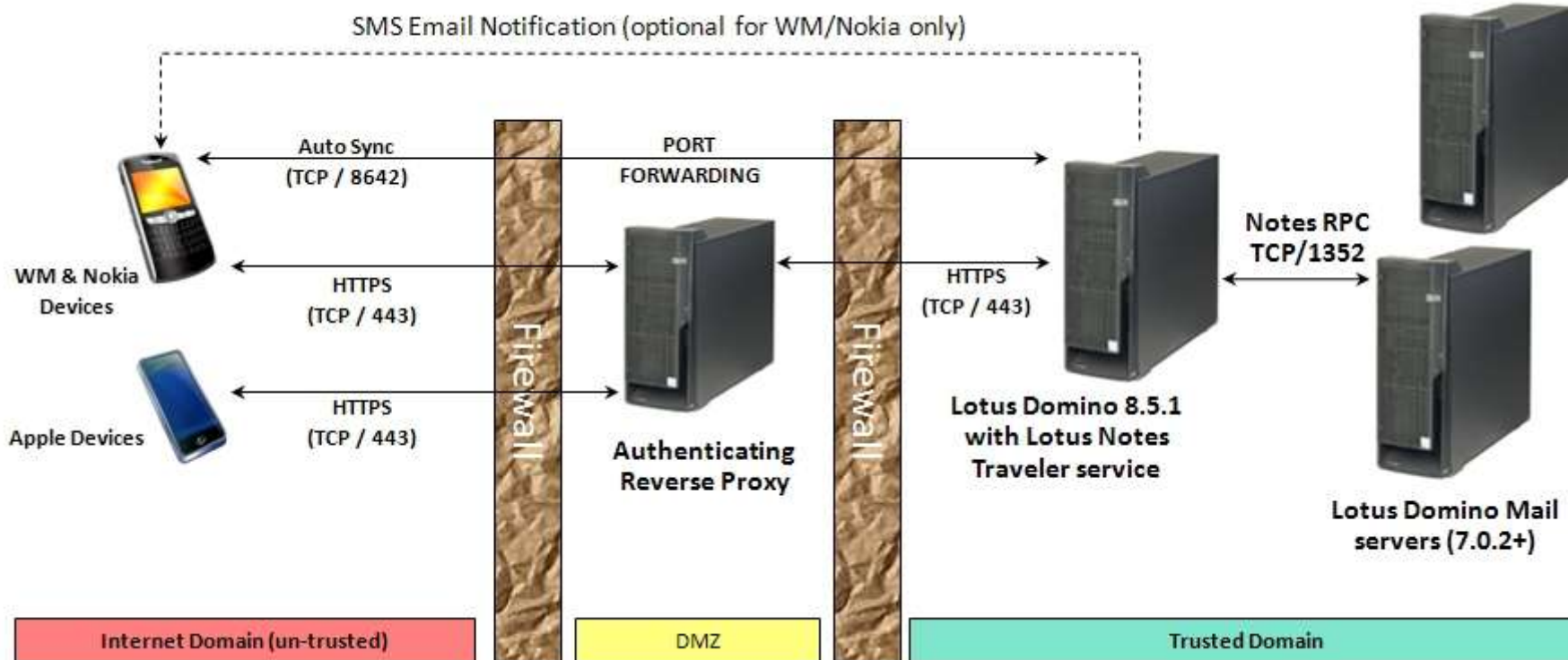
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Choosing a network topology



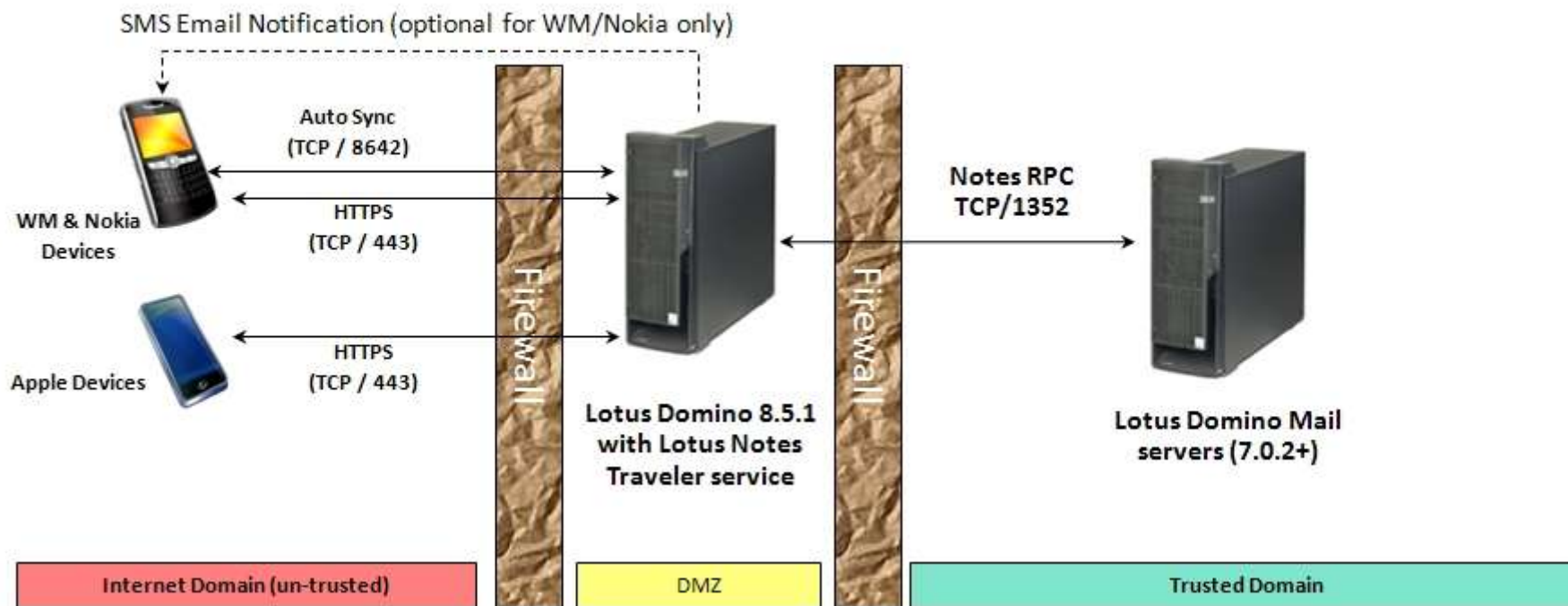
Virtual Private Network

Choosing a network topology



Reverse Proxy Configuration

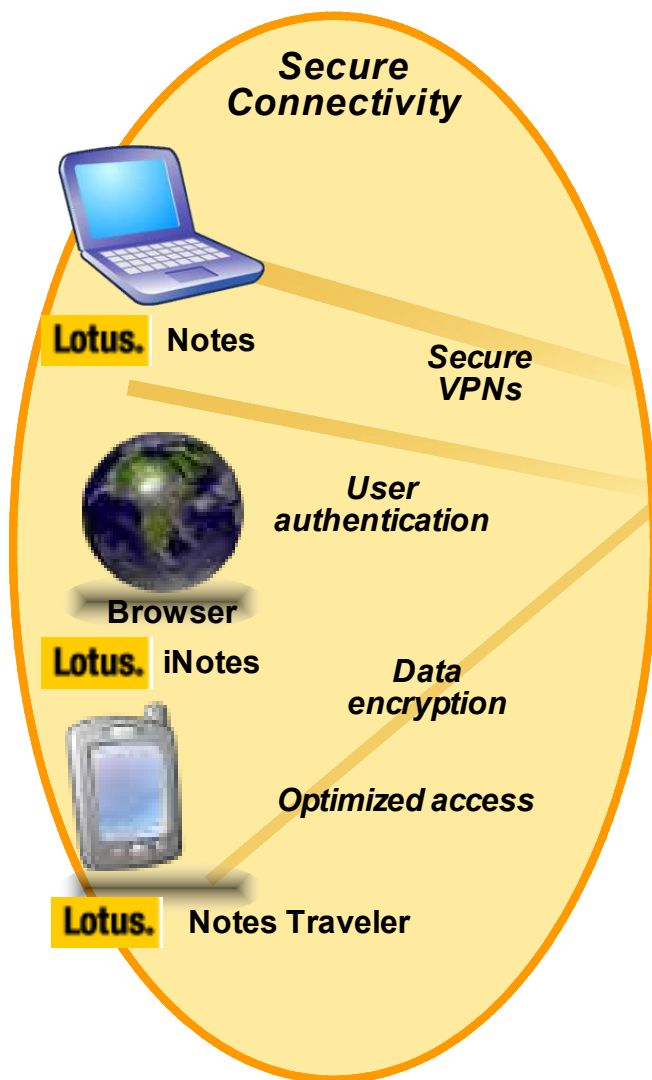
Choosing a network topology



Lotus Traveler in the DMZ

Lotus Mobile Connect

Secure Access to Information over transient networks



- **VPN solution supports all access points**
 - Desktop (client)
 - Handheld mobile device (client)
 - Browser (client – less)
- **Proven ROI - least cost routing & data optimization**
- **Secure end-to-end connect to corporate intranets**
 - Strong authentication and support for RSA Secure ID
 - End-to-end encryption- DES, Triple DES, RC5 and AES and FIPS 140-2 cert.
- **Linked value (integrated support)**
 - Lotus Notes Traveler, Lotus Sametime mobile
- **Supports multiple device platforms and devices**
 - Win32, Linux, Mac, Symbian, Windows Mobile, Apple iPhone (client-less)
- **Scalable and Reliable**
 - Supports gateway clustering, and can distribute across multiple sites

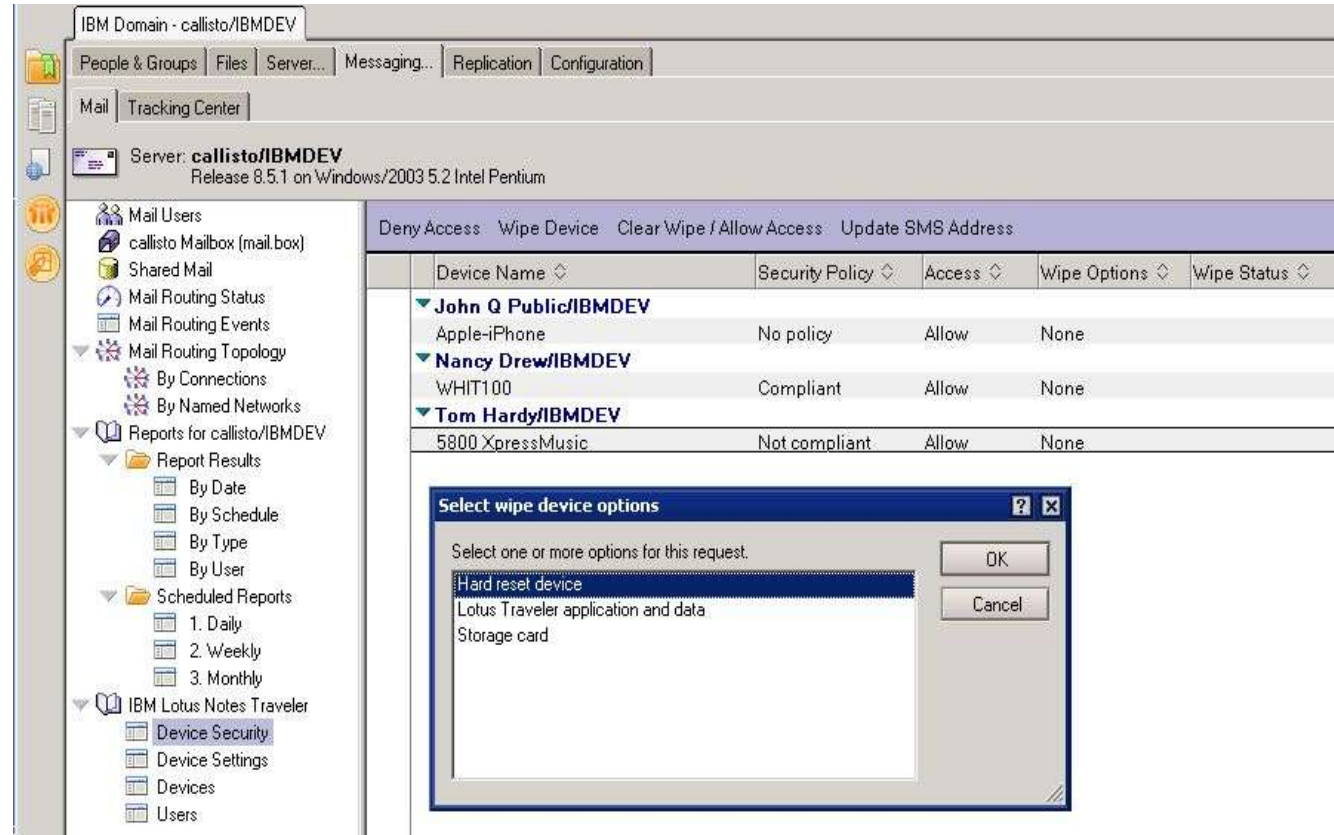
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Security Planning and Capabilities

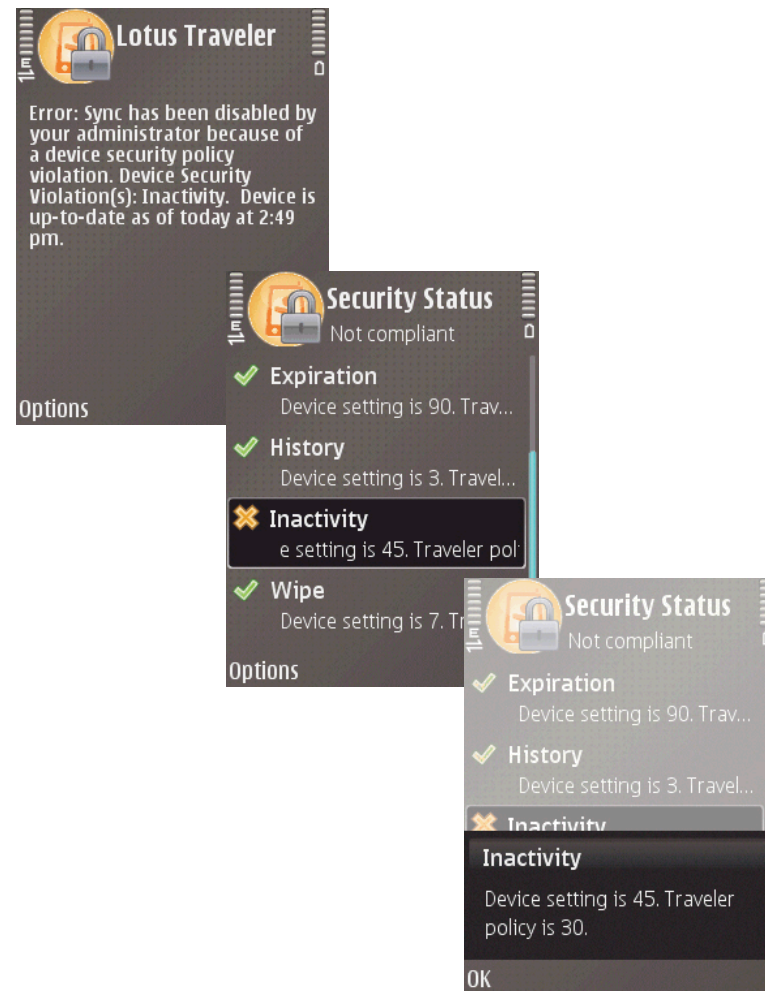
Remote Wipe

- Several wipe options available for WM/Nokia, Apple only supports hard reset
- Hard reset device action removes all data and applications on device
- Wipe commands are delivered over TCP and SMS push channels (no SMS support on iPhone)
- Wipe order remains in effect on the server until cancelled
- Hard Reset device is not supported on most Nokia N-series devices. Most N-series devices only support Lotus Traveler application/data and storage card wipe options.



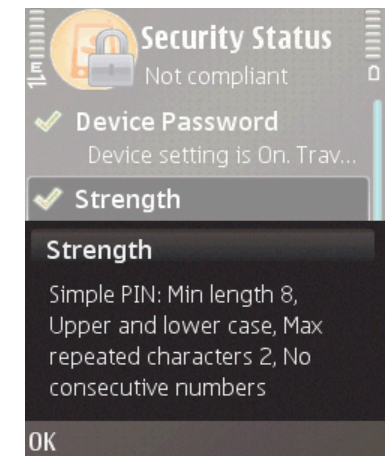
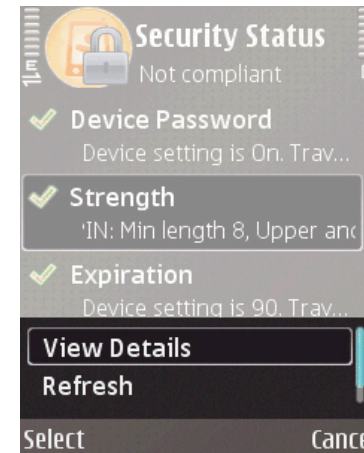
Security Planning and Capabilities

- Security policy enforcement is new for Lotus Traveler 8.5.1. Devices must first install Lotus Traveler Security enablement library from Nokia website <http://www.nokia.com/lotustraveler>
- Lotus Notes Traveler reads the server policy and compares it to the device settings
- If violations are detected, violation action is performed
 - Enforce
 - Disable sync
 - Report
- Device user is notified of the problem in any case, and can take corrective action



Security Planning and Capabilities

- Enhanced support for configurable password strength rules
- The following settings are associated with the device password:
 - Minimum password length
 - Password requires upper and lower case
 - Password requires alphanumeric characters
 - Password maximum repeated characters
 - No consecutive numbers allowed in password
 - Password history count (0-20)
 - Password expires after x (0-365) days



Security Profiles for Apple Devices

- **Enforcement** of security policies is not yet available in the Lotus Traveler server
- Security configurations can be created using iPhone Configuration Utility from Apple and then distributed to the Apple device using Lotus Traveler's device configuration webpage
- Merge the resulting profile.mobileconfig file with Lotus Traveler's data \traveler\cfg\client\Apple.xml file
- Removing the profile from device also removes all Mail/Calendar/Contacts synchronized with Lotus Traveler



Security Profiles for Apple Devices

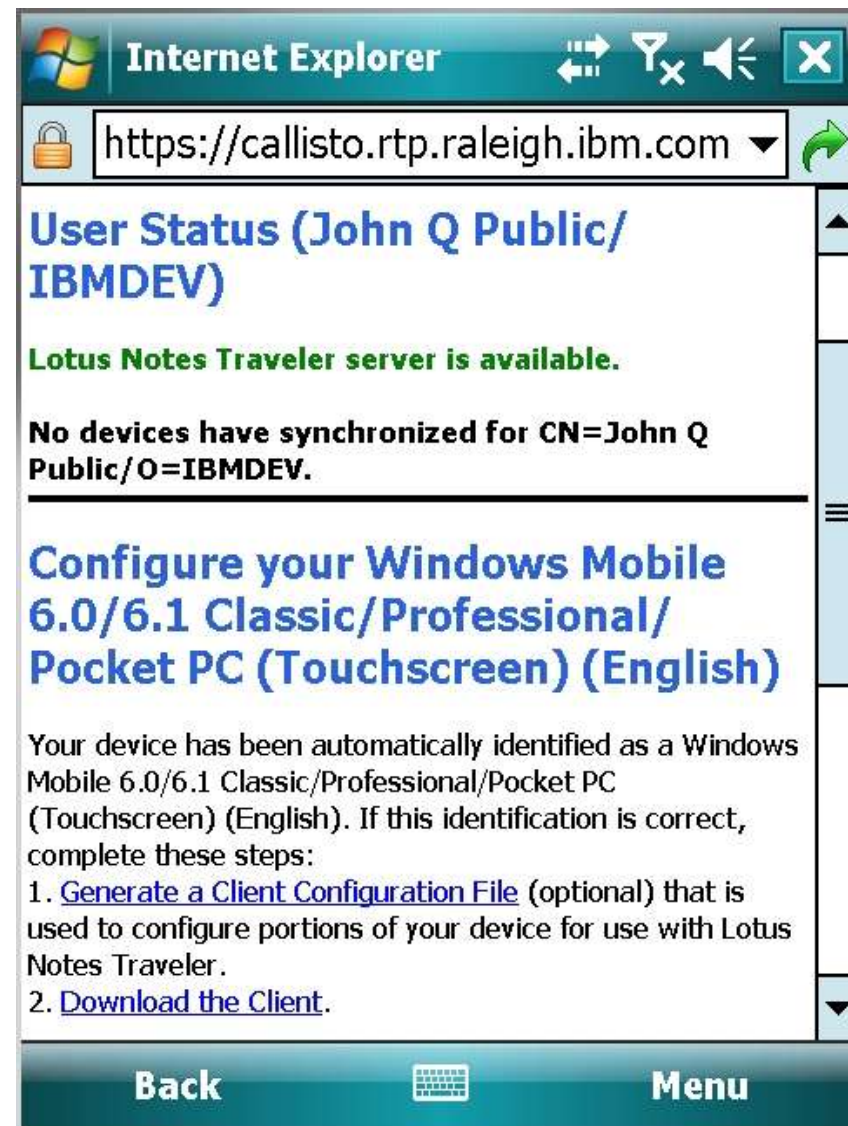
- Device Passcode Options
 - Require Passcode
 - Allow Simple PIN (permits ascending/descending/repeating sequences)
 - Require Alphanumeric
 - Minimum Passcode length
 - Minimum number of complex characters (non-alphanumeric)
 - Maximum Passcode age
 - Autolock timeout
 - Passcode history
 - Grace period for device lock (amount of time device can be locked without prompting for a passcode)
 - Maximum number of failed attempts
- Require passcode to remove profile
- Restrictions
 - Options for allowing camera, installing apps, YouTube, Safari, Explicit Content and screen capture

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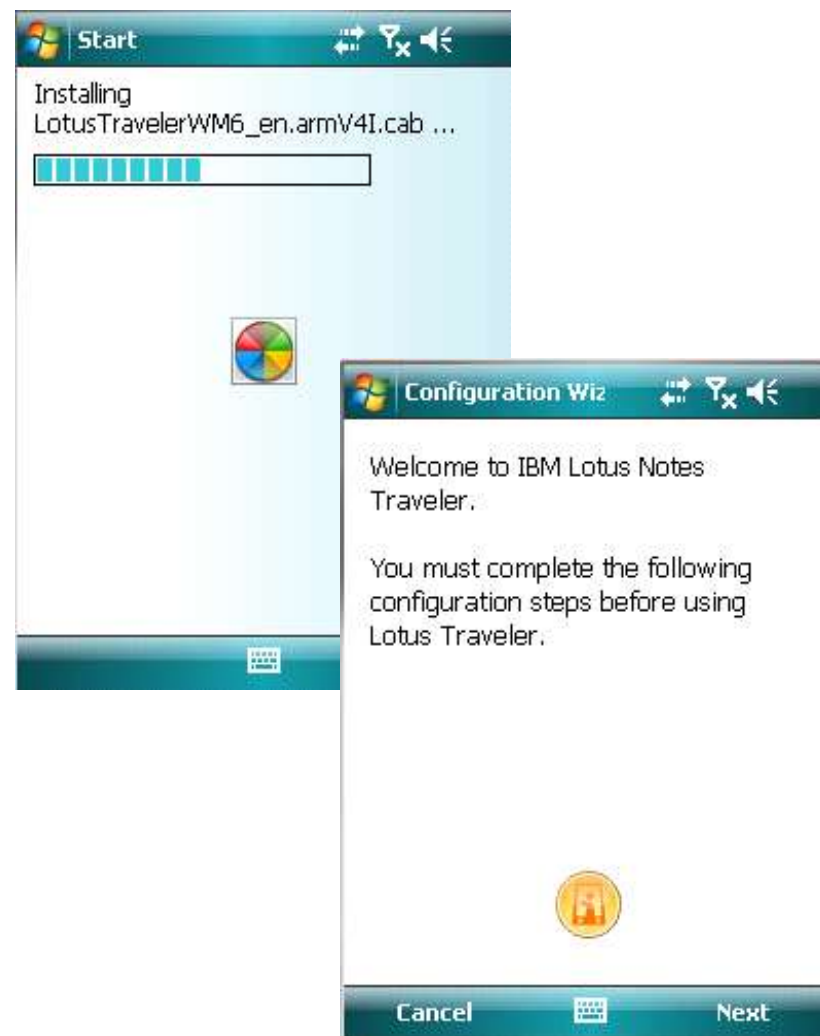
Installing WM and Nokia Devices

- Over the air install is done from the device by opening URL `https://traveler_server/servlet/travler`
- On the user website page, verify that there are no error messages indicating problem with your account
- If errors are detected, options to download or configure device will not be available.
- Lotus Traveler server automatically detects the device type – click the download link to begin download and installation



Installing WM and Nokia Devices

- Installs files to \Program Files\Lotus Traveler
- Program shortcuts added
- Immediately following installation, Traveler launches and walks the user through the registration wizard



Installing WM and Nokia Devices

- Wizard prompts the user for server connection information
- Screens are pre-filled if response file is present
- Advanced dialog provides option to change to non-standard connection settings

The image displays two screenshots of the Configuration Wizard dialog box. The top screenshot shows the main configuration screen with the following fields: User ID (jcollins), Password (masked with asterisks), and Server (hespera.rtp.raleigh.ibm.com). There is an "Advanced" button below the Server field. The bottom screenshot shows the Advanced dialog with the following fields: Auto sync port (8642), HTTP port (80), HTTPS port (443), Sync protocol (HTTP), and Servlet (/servlet/traveler). Both screenshots have a "Back" button on the left and a "Next" button on the right.

Installing WM and Nokia Devices

- The device attempts to register with the server. If there are any problems detected, they are reported to the user at this point.
- The device contacts the Lotus Traveler server and retrieves the user's device profile. The user is asked to identify which applications to keep updated with Auto Sync.



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Lotus Notes Traveler

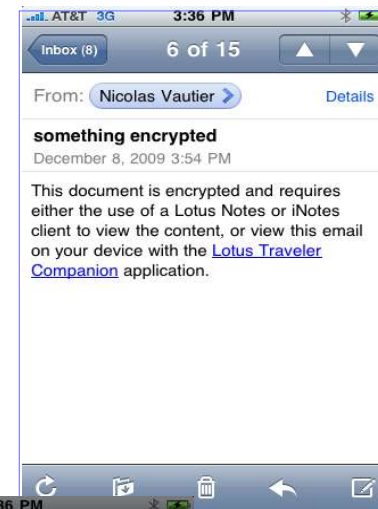
- iPhone invitation support

- Lotus Notes Traveler Server update
 - Included in 8.5.1 Fixpack 1
- Adds Attendee invitation handling on iPhone
 - Accept, Decline, Tentatively Accept



Lotus Notes Traveler Companion

- iPhone application
- Allows user to read Domino-encrypted mail
 - Built on same design as Nokia and Windows Mobile
 - Requires Notes ID to be accessible from Lotus Notes Traveler server (in ID vault or mail file)
 - Uses link inside mail to jump to Companion
 - User supplies Notes ID password
 - Lotus Notes Traveler server does decryption
 - Does not store encrypted mail on the iPhone
- Available for free from iTunes App Store
 - “As is”, unsupported
 - Licensed to end user, not part of enterprise license
 - Requires Lotus Notes Traveler server update
 - Included in 8.5.1 Fixpack 1



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Best Practices – Server OS

- Install Lotus Traveler on Windows 64-bit server
 - Access to > 2GB virtual memory is critical in larger mobile user populations (> 300)
 - Virtual memory is shared across all Domino processes and can exceed 2GB
 - Reduce memory overhead with notes.ini setting
NTS_BUFFER_POOL_SIZE_MB=256
- Avoid running multiple applications on the Lotus Traveler server
 - Some applications make server changes which are not compatible with Lotus Traveler (e.g. Disabling HTTP JVM)

Best Practices – Server Threads

- If enough server threads are not available, devices will fail to sync with 503 (Server not available) error
- Verify thread allocation matches expected number of active devices
 - For Apple devices, set HTTP Active Threads to 1.2 times active devices
 - Server Configuration | Internet Protocols | HTTP
 - NTSCConfig.xml
 - Set TSS_SYNC_THREADS = active devices
 - Set WORKER_THREADS = 2 * active devices
- Domino HTTP threads are allocated at startup, so do not allocate more threads than needed

Best Practices – Password Lockout

- If authenticating against corporate LDAP or system which locks out after 'n' failed password attempts, consider enabling Domino Internet Lockout database.
 - Typical failing scenario is that user changes backend intranet password every 'n' days and forgets to change on the device
 - Traveler on WM/Nokia devices stop retrying after 1 failure, but Apple devices continue to retry
- Lotus Mobile Connect HTTP Access feature is tuned to support this well, so is recommended as a front-end proxy

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Lotus Notes Traveler Top Requirements

- Linux server
- iPhone meeting invitations
- iPhone device management: password, password length, etc
- Corporate directory search for Nokia and Windows Mobile
- Single HTTP/S Data Channel (no ports needed beyond 80/443)
- Automatic client software update
- Scheduled sync
- Windows Mobile 6.5
- Android client

More Information

- Lotus Notes Traveler Product Page
 - <http://www.ibm.com/lotus/lotusnotestraveler>
- Latest Recommended Fixes
 - <http://www-01.ibm.com/support/docview.wss?rs=475&uid=swg24019529>
- Lotus Notes Traveler 8.5.1 Information Center
 - http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/topic/com.ibm.help.Int851.doc/LNT_overview.html
- Domino Wiki
 - <http://www-10.lotus.com/ldd/dominowiki.nsf/xpViewCategories.xsp?lookupName=Lotus%20Notes%20Traveler>
- Lotus Greenhouse
 - <http://greenhouse.lotus.com>

Lotus knows.

Smarter software for a Smarter Planet.

Questions?

Lotus knows.

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Thank you!!

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