Lotus Traveler 8.5.2 – Summary and Installation

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Lotus Traveler is a mobile application that gives users a set of features similar to the core operations of Lotus Notes. This includes email (both plain and encrypted), attachments, calendar, contacts, and to-do list. These mobile items are synchronized with the users' server-based Notes mail file, so changes to the server copy are reflected on the mobile device, and vice-versa.

The mobile client portion of Traveler runs on major platforms, including iPhone, iPad, Android, Nokia Symbian, and Windows Mobile. The server portion of Traveler runs on Windows and Linux.

I recently installed Traveler 8.5.2 on a Windows Server 2003 machine. The installation process went smoothly and the product worked correctly after the installation. During this exercise, however, I picked up a few tips that should be useful to readers...

- A Traveler server is a Domino server, with the Traveler software installed on top of Domino.

- In general, the Traveler server should not contain user mail files. Traveler will communicate with each user's home server to get that data.

- The Traveler server should reside in the same Domino domain as the user mail servers, so it shares the same Domino Directory.

- There are three basic models for security between a mobile device and the Traveler server: HTTP (insecure), SSL (secure traffic and server authentication), and VPN (most secure).

- Lotus recommends that you never use the first security method, use the second only for testing, and prefer the third as the standard. I disagree. SSL is pretty darn secure for normal email, and starting VPN on a mobile device before checking email is counter-intuitive, at least to me.

So my advice for a standard Traveler installation is as follows.

1. Choose a machine name for the Traveler server as something like traveler.acme.com. Enter this name as a sub-domain of your acme.com DNS record, and point that sub-domain to the public IP address of the Traveler server.

2. Build a new Domino server with the latest release on traveler.acme.com. Place this server in the same Domino domain as your existing mail servers, so it is replicating NAMES.NSF with your other servers.

3. Allow server access to traveler.acme.com only to certain people (or groups) in the Domino Directory who will be using Traveler email. Do not allow anonymous server access.

4. Do not replicate user mail files to the Traveler server.

5. Stop the Domino process on the Traveler server.

6. Install the latest version of Lotus Traveler on the Traveler server.

7. Allow HTTP access to port 80 on the Traveler server. Make sure the http task is enabled on the ServerTasks line in the Domino NOTES.INI file.

8. Start the Domino process on the Traveler server, which should also start the Traveler tasks.

9. Test Traveler, with unsecure access to http://traveler.acme.com, from a mobile device, for an authorized user. Testing in this way allows you to work out any kinks, before implementing a secure access layer.

10. Buy an SSL server certificate from Verisign for traveler.acme.com. The least expensive option is $400 per year.

11. Stop the Domino process on the Traveler server. Install the latest Lotus Notes client software on the server machine. Start Lotus Notes, open the database CertSrv.nsf and follow the instructions there to install the SSL cert. (In general, you should not run the Notes client software on the server machine. But this is one situation where you must.) Exit the Notes client, and restart Domino on the server.

12. Enable SSL access to port 443 on Domino and disable HTTP access to port 80.

13. Test secure access to Traveler by navigating to https://traveler.acme.com from a mobile device for an authorized user.

For more information…

Things to do before installing the Traveler server software:
http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Before_you_install_LNT8521

Overview of network topology options:
http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Planning_your_network_topology_LNT8521

The "direct connect" topology that I used and recommend for most installations:
http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Direct_connection_LNT8521

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