Lotus Notes Traveler 8.5.3

Fourth Edition

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About this edition

In keeping with IBM's commitment to accessibility, this edition of the product documentation is accessible.

Printing

When you print this document some of the style elements are removed to create a better print output. Here are a few tips about printing:

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You can highlight section of the document and then choose to only print the selected content

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Overview

IBM® Lotus Notes® Traveler provides automatic, two-way, over-the-air syncing between Lotus® Domino® servers and wireless handheld devices, including Android devices, Windows Mobile devices, Nokia S60 Third Edition devices, Nokia S60 Fifth Edition devices, Nokia Symbian^3 devices, and select mobile devices running the ActiveSync protocol, such as Apple devices. Lotus Notes Traveler syncs email, calendar, to-do, address book, and journal data in real time.

IBM Lotus Notes Traveler provides automatic, two-way, over-the-air synchronization capability between Lotus Domino servers and wireless handheld devices, including Android devices, Windows Mobile devices, Nokia S60 Third Edition devices, Nokia S60 Fifth Edition devices and select mobile devices running the ActiveSync protocol.

New mail messages from the Lotus Domino server arrive on your device automatically and can trigger a notification event, such as a tone or a device vibration. Updates made on the device, such as sending a new mail message or changing a calendar entry, sync with the server as soon as a network connection is available.

Lotus Notes Traveler provides a simple, easy-to-use interface with a minimal number of configuration settings. You can customize how much data is synced with the device to optimize the use of device memory.

The Lotus Notes Traveler 8.5.3 server is installed on a computer running Lotus Domino 8.5.3 and runs as a Lotus Domino server task. For basic configurations, the Lotus Notes Traveler component operates immediately following installation with minimal input required from an administrator. All day-to-day administrator activities are performed using the IBM Lotus Domino Administrator client and the Lotus Domino remote administration console. Lotus Notes Traveler uses the Domino directory to automatically look up and find users, so there is no manual enrollment procedure.

If you are an IBM Lotus Notes or Lotus iNotes® user, then you are already enabled as a Lotus Notes Traveler user. Mobile handheld device users only must install the client software depending on the device, and direct the device to a Lotus Notes Traveler server. The device automatically registers with the server and syncing begins immediately for the device.

The primary method for Lotus Notes Traveler clients communicating with the Lotus Domino server is through an over-the-air communication channel. Examples include, cellular General Packet Radio Service (GPRS), WiFi (802.11x) or 3G. The Lotus Notes Traveler client works with any secure virtual private network (VPN) installed on the device. It also provides integrated support with IBM Lotus Mobile Connect. By using Lotus Mobile Connect, you take advantage of the roaming and secure communication features that logically extend the enterprise network to the mobile device, regardless of the physical network that the device is using. The Lotus Notes Traveler client can connect using public GPRS or GSM (Global System for Mobile communications) networks and still maintain the security and presence of being on a company intranet. Data transmitted between the device and server is compressed to reduce the data traffic to a minimum, which is important over slow traffic links.

What's new in Lotus Notes Traveler 8.5.3

IBM Lotus Notes Traveler 8.5.3 delivers new features for its supported devices and for Lotus Notes Traveler server.

Android device support

Android installation improvements

- Lotus Mobile Installer is no longer a separate application. The features provided by Lotus Mobile Installer, such as automatic client updates, have been consolidated within the Lotus Notes Traveler client application.
- If you use the default browser on the Android device to connect and then download the Lotus Notes Traveler client for Android, the server and user ID fields will automatically be filled out during Lotus Notes Traveler installation. The Lotus Notes Traveler for Android client is now able to reuse the same information that was previously entered in your browser to prefill this connection information.

For more detailed information, see How do I Install the client on a Windows Mobile device?

Android mail enhancements

- A Select Text option has been added to the menu when viewing mail. By choosing this option, you can select text within the mail item and copy it to the device clipboard. This text can then be pasted into new Lotus Traveler mail messages or other applications that support the clipboard paste function.
- Android devices can now read and send Domino encrypted mail.
- When entering names or addresses in a new mail message, Lotus Notes Traveler will automatically try to fill in the information after a certain number of characters.
- The maximum file size options for auto-downloading mail attachments on an Android device have been raised to 25k, 100k, 500k, 2M, or 10M.
- Signatures for mail messages can now have multiple lines.

For more detailed information, see How do I create a message on a Windows Mobile device?

Android calendar enhancements

- When in the calendar week view, calendar events now display as much of the subject text as can fit within the view.
- You can now schedule, reschedule, modify or cancel meetings with attendees from your Android device.
- Lotus Notes Traveler for Android now recognizes and highlights telephone numbers and conference call access codes in the Subject, Location and Description fields of calendar entries and enables the user to dial them by simply tapping the string.

For more detailed information, see How do I create and manage calendar entries on a Windows Mobile device?

Android Home Page Widgets for mail and calendar

Home page widgets for Lotus Notes Traveler mail and calendar can now be added to your Android home screen. If you press and hold the home screen icon, then select to add a widget, you will now see the following widgets in the list:

- Traveler Calendar
- Traveler Mail

The new Android home page widgets for Mail allow for a scroll bar to cycle through messages, an unread mail count, and a shortcut button for creating a new message. The new Android home page widgets for Calendar implement a scroll bar to cycle through calendar entries, today's date information, and a shortcut button for creating a new calendar entry. Both types take advantage of the smooth scrolling feature available for Android OS 3.0 and later.

Android 3.0.x tablet menus

The Lotus Notes Traveler menus within each of the Traveler applications have been revised to better align with the navigation experience expected for Android 3.0.x tablets.

Apple device support

Selective application sync for Apple devices

Administrators using Lotus Notes Traveler settings as part of Domino policies can now use the **Enforce in child** policies feature to prevent Apple iOS devices from syncing certain applications. For example, if you deselect the **Mail application sync** option and the **Enforce in child** policies option is selected, then users of Apple devices with this policy will no longer be able to synchronize mail to their device. This option can be used for each application that is supported by iOS devices, which includes mail, calendar and contacts.

Note: Locking the device settings in this manner is only available as part of Domino policies. This feature is not available if you are using the default device settings that are defined in the `LotusTraveler.nsf` administration database.

For more detailed information, see Default device preference and security setting values.

Selective wipe on Apple devices

The capability to wipe only Lotus Notes Traveler Mail, Calendar and Contact data from an Apple iOS device is now available. For more detailed information, see Remote wipe.

Notes ID password caching on Apple devices

Apple devices now respect the security policy settings with respect to caching the user's Notes ID password. The Notes ID password will be cached securely on the device and the user will not have to re-enter their password until the "Auto lock period" (from the Administrator settings) expires or the device is locked. This feature requires the 2.0.3 version or later of Traveler Companion from the iOS App Store.

Reply and Forward indicators from Apple devices

When Apple iOS devices reply to or forward a Notes Domino mail from the device, the reply and forward indicators are now properly set on the server side mail database.

Nokia device support

Nokia Symbian^3 support

Lotus Notes Traveler client is now available for Symbian^3 devices in addition to S60 3rd and 5th edition devices.

Nokia Symbian^3 device encryption enforcement

Support for device encryption enforcement is now available for devices using Symbian Anna level software. If encryption is enforced on the Lotus Notes Traveler server, and the client detects that the device is not encrypted, it will be blocked from syncing until it is encrypted. If your device is not encrypted, you will be prompted with a link to the Nokia encryption panel to begin the configuration.

For more detailed information, see LINK TO COME.

HTML mail support on Nokia Symbian^3 devices

Lotus Notes Traveler 8.5.3 adds support for read-only HTML mail on Symbian^3 devices.

Lotus Notes Traveler server

Device level access control for new devices

A new security policy option called Device Approval is now available with Lotus Notes Traveler. This policy is disabled by default, but administrators can use it to require approval for new devices registering on the Lotus Notes Traveler server. See the **Device Access** tab on the default settings document.

For more detailed information, see Default device preference and security setting values.

Corporate lookup improvements

- When using the Name Lookup feature on your mobile device, group names on your corporate directory will also be returned in the search results.
- For name lookup searches that result in a return of more than 25 records, Lotus Notes Traveler for Android and Windows Mobile now indicates that some results were not returned and that the search should be refined.
- When using the Name Lookup feature on your mobile device, Domino mail-in database names will also be returned in the search results.
- In previous versions, when a mobile device did a search for a user using the Name Lookup application, that search was executed against the Domino directory on the Traveler server. This sometimes led to different results than a lookup search executed form the Notes client. This behavior is now configurable by setting the configuration key `NTS_TRAVELER_AS_LOOKUP_SERVER=true` in `notes.ini` on the Traveler server.

Policy for defining maximum number of devices

By default Traveler allows a user to provision multiple devices. New in 8.5.3 is the addition of a new policy that allows administrators to set/define a number of devices allowed per user and enforce it. If a user tries to access Lotus Notes Traveler with an additional device that causes the defined limit to be exceeded, the additional device is denied access.

For more detailed information, see Default device preference and security setting values.

Automatic log collection support upload

A new option now makes it easier for customers to upload support files to the IBM support file collection site ECURep. The new administrator command `tell traveler pmr <pmr_number> [log file list]` performs a `systemdump`, collects those log files into an archive, and automatically uploads them to IBM support.

For more detailed information, see Server logs.

Mail routing configuration no longer needed

Previous versions of the Lotus Notes Traveler server required that mail routing was configured and working in order for the server to process SMS push messages and meeting notices originating from the mobile device. In deployment scenarios where the Lotus Notes Traveler server is not running on the same Domino server as mail services, this is no longer required. The Lotus Notes Traveler server now uses the user's mail server's mail.box for all outgoing email messages.

Meeting notices sent from mobile devices

Previously, meeting notices, such as new meeting requests from the device or meeting acceptance notices, had their "Sent By" field as the Lotus Notes Traveler server address. This has been fixed so that calendar notices are now processed in a similar path to outgoing email and the notices now all originate from the mobile device user's identity.

Planning for installation and configuration

There are many installation and configuration considerations you should review before installing the IBM Lotus Notes Traveler server.

Choosing a deployment configuration

The IBM Lotus Notes Traveler server can be deployed using several different configurations.

The Lotus Notes Traveler server is installed and runs on an IBM Lotus Domino server. The server must have access to the mail files of mobile Lotus Notes Traveler users. These mail files are either located on the same server as the Lotus Notes Traveler server or they are hosted on remote Domino servers. Lotus Notes Traveler uses a Lotus Domino directory to find the home mail server for a Lotus Notes Traveler user. If the mobile users are not present in the local Domino directory (names.nsf), then Lotus Domino directory assistance must be configured so that these users can be found in remote Domino directories.

The Lotus Domino server that is hosting the Lotus Notes Traveler service must have the HTTP web server component installed. This component is installed by default when you install your Lotus Domino server.

Lotus Domino service provider configuration is not supported by Lotus Notes Traveler. Lotus Domino Service Provider setup does not allow servlets which are required for Lotus Notes Traveler to function.

For information about the types of network topologies to consider and details about local and remote mail files, see these topics:

Planning your network topology

Where to place your IBM Lotus Notes Traveler server in your network depends on the types of devices used and sync types. This section includes a list of possible scenarios and why one might be selected over another.

Windows Mobile, Nokia, and Android devices

The Lotus Notes Traveler client running on Microsoft Windows Mobile and Nokia devices uses a single communication channel for data syncing and push messages along with an optional SMS channel. The data sync channel uses HTTP or HTTPS to communicate with the server. This channel is always initiated from the mobile device. The channel should be secured either through a Virtual Private Network (VPN) or by using HTTPS so that all data sent is encrypted. The optional SMS channel is used to notify the mobile device of pending server changes. This short message is delivered to the device SMS mailbox and read by the Lotus Notes Traveler client. The Lotus Traveler client then carries out the command or begins a data sync.

Apple devices

Apple devices use either HTTP or HTTPS communication channels to sync with the Lotus Notes Traveler server. These devices do not support the SMS push channel.

Connection types and ports

The following table provides a summary of the connection types used by the mobile devices and the ports they use by default. Only one data sync channel is used but the mobile devices can support either HTTP or HTTPS.

Table 1. Connection types and default port numbers

Used for	Connection type	Default port	Notes
Data syncing	HTTPS	443	This connection type is best for data syncing. The port uses a secure channel for data transfer between the device and the server.
Data syncing	HTTP	80	The port uses an unsecured channel for data transfer between the device and the server.
Automatic syncing	TCP	8642	Port 8642 is only needed if you are using a Windows Mobile or Nokia client earlier than 8.5.2. Otherwise, the port is unused and can be ignored or disabled.

These topics describe different network topologies and give more specific information about why each might be used:

Using a virtual private network

The diagram in this topic shows a network topology that uses a Virtual Private Network (VPN) server as the secure access point to the company intranet from mobile devices.
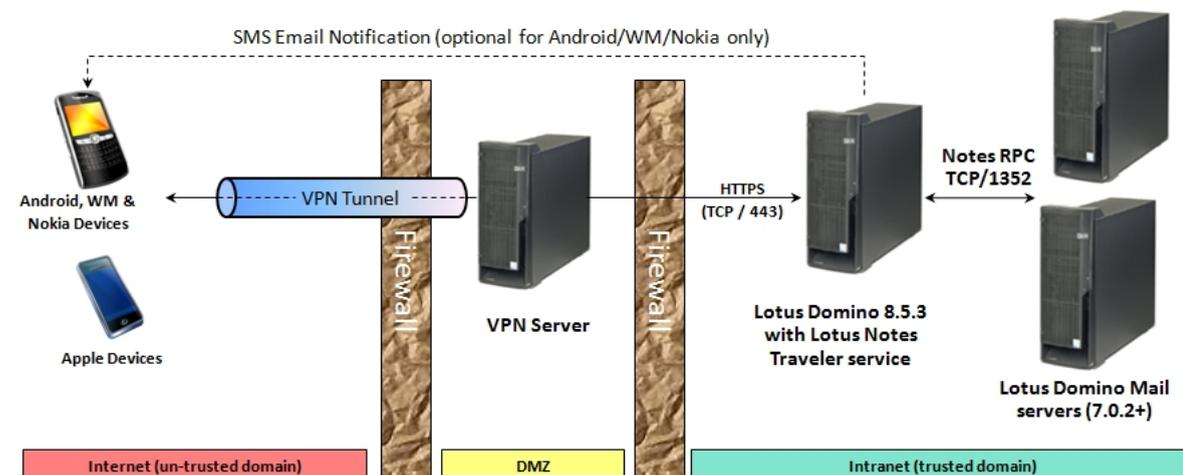
This solution allows for the most flexibility in terms of what applications can be connected by mobile devices and what protocols they are allowed to use. When you use a secure VPN tunnel between the mobile device and the company intranet, any applications that are running on the device can connect to any company server just as if it were running inside the company network. For example, you can use the device browser to open pages on an internal website or use instant messaging on the device that connects to internal messaging servers.

You might want to consider running the mobile device client connection with the HTTP protocol rather than the HTTPS protocol when you are using a VPN. The VPN typically provides a secure data channel. There is some performance gain using HTTP rather than SSL, because the mobile device and the IBM Lotus Notes Traveler server do not need to encrypt all data. However, this leaves the connection unencrypted between the VPN connection point and the Lotus Notes Traveler server.

The type of VPN server that must be installed depends on the mobile device. Most of the mobile devices support some form of IPSec or PPTP protocol, so network VPN appliances can be used by the mobile devices. IBM Lotus Mobile Connect provides mobile clients that support Windows Mobile and Nokia devices. It also offers a secure HTTP access solution for devices such as the Apple iPhone. For more information about the capabilities of Lotus Mobile Connect, see the IBM Lotus Mobile Connect page, which includes a link to Lotus Mobile Connect documentation.

For Apple iOS devices, a VPN connection must be manually started by the device user. This connection may disconnect after it is started and will not restart automatically. Therefore, using a VPN connection as the primary method for connecting Mail, Calendar and Contacts applications on iOS devices to the Lotus Notes Traveler server is not recommended. You should consider an SSL connection directly to the Lotus Traveler server or an intermediate proxy.

Using a reverse proxy

The diagram in this topic shows a network topology where a reverse proxy resides in your DMZ and provides authentication services for the mobile device clients.
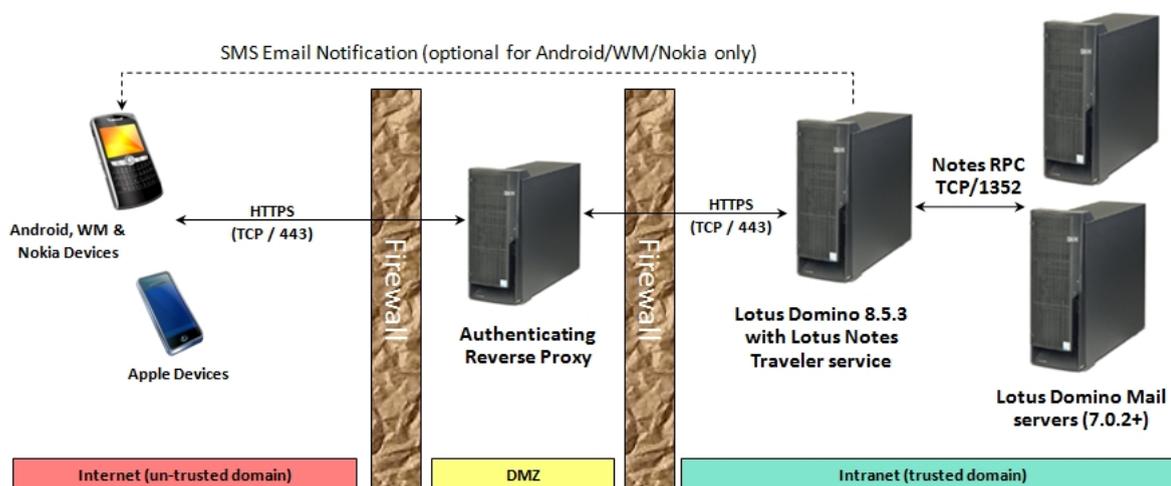
This network topology does not allow as much flexibility as the VPN topology. However, it still provides a secure network implementation that does not expose any of the Lotus Domino server infrastructure to the Internet or DMZ zones.

IBM Lotus Notes Traveler has been tested with several reverse proxy products, but most products providing a standard reverse proxy function should be adequate. These are some items to consider when selecting a reverse proxy:

- Verify that the reverse proxy is able to support a number of long-running HTTP connections equal to the mobile device clients that are in your network. When push is enabled on your mobile devices, they open an HTTP or HTTPS request to the server which remains open until a timeout occurs or new data arrives. This effectively means that the number of HTTP or HTTPS connections is equal to or slightly higher than the number of devices that are online. This model is different from a web browser, which typically opens a connection to retrieve a web page or image and then immediately closes the connection after the request is complete.
- If the reverse proxy is going to authenticate the mobile device credentials, it must be able to return an HTTP 401 response code for a failed authentication of the user credentials. The proxy must not return a user-oriented web page with an HTTP 200 (OK) response to the mobile devices. This is because the sync clients on the mobile devices are not able to interpret a user-oriented web page or form; instead, they rely on the standard Internet response codes that indicate authorization failure.
- Connections from the device to the Lotus Notes Traveler server use the HTTP GET, POST, and OPTIONS methods. Verify that all three methods are allowed.
- Ensure the HTTP OPTIONS response is coming from the Lotus Notes Traveler server and not the reverse proxy.
- Ensure an HTTP 449 response is not changed into a different HTTP response (for example, 500).
- Avoid HTTP 302 redirects, as the devices will often turn POSTs into GETs in response. As a result, the body that was in the POST will be missing because a GET, by definition, does not contain a body.

When using a reverse proxy, administrators must make sure that the addresses in the client configuration files are the proxy address and not the Lotus Notes Traveler address.

Tested environments

- IBM Lotus Mobile Connect 6.1. provides an HTTP access service that functions as a passthru for mobile devices using HTTP or HTTPS to a dedicated server resource inside the intranet. See the topic "HTTP access services" in the Lotus Mobile Connect documentation for more information.
- IBM Websphere Edge server version 6.1
- IBM Tivoli® Access Manager version 6.0

Direct connection

Use either the virtual private network or the reverse proxy solution to ensure the best overall security. However, it is also possible to use SSL from the mobile device to connect directly to the IBM Lotus Notes Traveler server inside the DMZ.

When using this configuration, take steps to ensure that the Lotus Domino server has been secured and does not contain unnecessary data. For example, it is not recommended to host user mail files on the Lotus Domino server in this configuration. Consider installing this Lotus Domino server in a Domino domain different from your production mail domain. This configuration has the advantage that no personal records for users are present in the local names.nsf, and directory assistance will be configured to remotely access the actual directory inside the production domain. For more information, see Supporting multiple Lotus Domino domains.
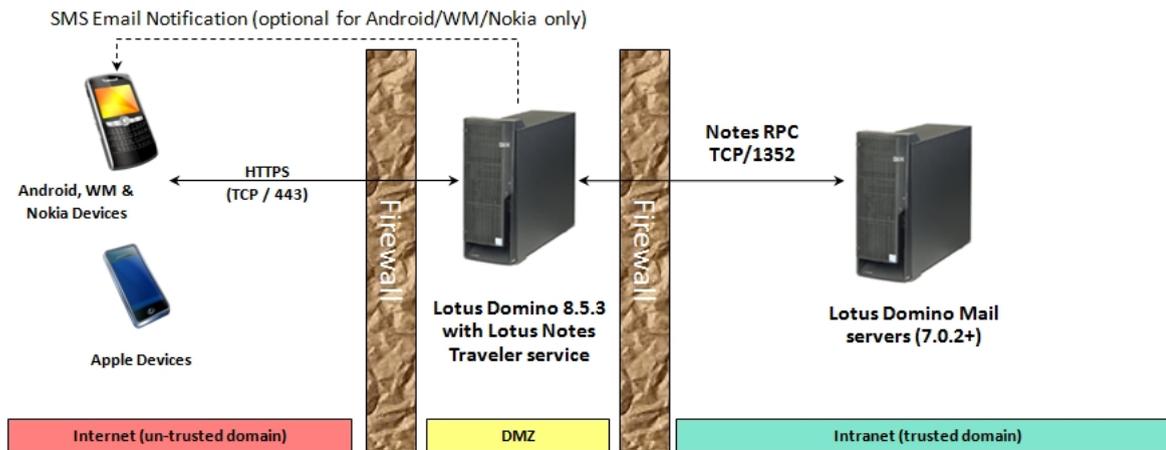
The Lotus Notes Traveler server sits inside your DMZ and should not contain any user mail files. You must open port 443 on the Internet-facing firewall to the Lotus Notes Traveler server for data syncing. Also, if you are using a Windows Mobile or Nokia device client earlier than 8.5.2, you must open port 8642 to the Lotus Notes Traveler server for auto sync. Then, on the intranet firewall, you must open up Notes® RPC port 1352 to each IBM Lotus Domino mail server that contains user mail files.

This configuration is shown using only HTTPS (SSL) connections between the device and the Lotus Notes Traveler server. While it is technically possible to connect the device to the server using HTTP (port 80), do not use this configuration.

Remote and local mail file considerations

IBM Lotus Notes Traveler user mail databases do not need to reside on the same Domino server as the Lotus Notes Traveler service. In a remote configuration, the Lotus Notes Traveler service looks up the Lotus Notes Traveler mail server name and file name of the user from the local names.nsf and remotely connects to that mail server when needed.

Remote mail databases

Make sure that the Lotus Notes Traveler server can physically connect to the remote servers. To verify this connection, from the Domino server console on the Lotus Notes Traveler server, enter this command:

`trace remote_server_name`

This command shows connection routing information that shows you if there are any problems with the route between the Lotus Notes Traveler server and the specified remote server.

Local mail databases

While it is possible to run the Lotus Notes Traveler service on the same Domino server that is hosting mail files, it is best to do this only for smaller installations. In general, the Lotus Notes Traveler service runs on a machine separate from other applications, such as IBM Lotus Sametime® or IBM Lotus Quickr®.

Mail routing

For invitation responses to flow correctly, mail routing must be configured on the Lotus Notes Traveler Domino server.

Remote mail database support

Lotus Notes Traveler server can connect to remote mail databases hosted by Domino 7.0.2 servers or above. The Domino remote mail server can be any operating system supported by Domino.

Mail file template support

Lotus Notes Traveler server supports standard and iNotes mail file templates, version 6.5 and above.

Supporting multiple Lotus Domino domains

Typically, the Lotus Notes Traveler server deploys in the same Domino domain as production mail servers. However, there are a number of reasons why you may want to separate your Lotus Traveler server domain and your production mail server domains.

- If you want to keep the Lotus Traveler server's directory (names.nsf) separate from production to prevent design changes from a higher level directory from synchronizing to a lower level directory server. In this environment, the directories would not sync unless it was explicitly enabled.
- To minimize the amount of data from the production servers that is accessible from the Lotus Notes Traveler server.

There are several items you must consider to make this possible. This checklist applies to any Lotus Notes Traveler installation. However, when installing in the same Domino domain, many of these items typically work without any additional configuration.

- The Lotus Notes Traveler server must be able to physically connect to mail servers in the other domains. Use the Domino server `trace` command on the Lotus Notes Traveler server to verify that a physical connection can be made between the servers. For example, from within the Domino administrator console, use the command `trace test_server/your_domain`, where *test_server* and *your_domain* are the actual identifiers of the mail server and domain.
- The server ID file used by the Lotus Notes Traveler server must be cross-certified with any other Domino domains that the Lotus Notes Traveler server needs a connection to.
- The remote mail servers must grant server access to the Lotus Notes Traveler server. You can verify this using the Domino Administrator client. On the remote mail server, open the server configuration document, click the **Security** tab, and verify that this server is not restricted in the **Server Access** section.
- The Lotus Notes Traveler service queries the Domino directory service whenever mobile users register with or connect to the Lotus Notes Traveler server. The Domino directory must return the home mail server and the mail file path name for each user that registers with the Lotus Notes Traveler server. If the Lotus Notes Traveler server is in the same domain as the mail users, then typically the local names.nsf is already populated with person records for each user and this information is available by default. However, if the users are in other domains, then you must either configure Domino directory assistance to find these other users or otherwise ensure that their person records are available in the local names.nsf.
- If you plan on implementing mobile security policies, use Lotus Notes Traveler default settings to define security policies. See Default device preferences and security settings). Use these settings instead of Lotus Notes Traveler settings that are part of the Domino admin policy setup. Otherwise you must define the Lotus Notes Traveler settings separately in every different Domino domain for them to work correctly. If you are using Lotus Notes Traveler default settings, then these settings and security policies apply to any user that connects to the Lotus Notes Traveler server regardless of the Domino domain that the user belongs to. For more information, see Assigning device preferences and security settings to devices.

Server capacity planning

Many factors can affect capacity planning for your IBM Lotus Notes Traveler server deployment, such as Lotus Domino tasks, the number of users, and the capabilities of the server hardware.

Consider these capacity planning factors:

- IBM Lotus Domino tasks including Lotus Notes Traveler, IBM Lotus Sametime and IBM Lotus Quickr impose additional memory and processing loads on a Domino server.
- The number of users affects the amount of memory used by Lotus Notes Traveler.
- The physical capabilities of the server hardware, including processing speed, memory, and I/O bandwidth, affect server capacity.
- The operating system architecture effects the maximum number of users possible on a single Lotus Notes Traveler server. On 32-bit operating systems, there is an architectural limit of 3 GB of memory per process. Since Lotus Notes Traveler runs as a Domino task, any Domino shared memory allocated reduces the amount of memory available to Lotus Notes Traveler, thus memory is often the limiting factor on a 32-bit operating system. On 64-bit operating systems, the memory limits are much higher and in general the processing power or I/O bandwidth becomes the limiting factor.

Consider these best practices:

- When possible, run Lotus Notes Traveler on a Domino server separate from the mail server and servers running other Domino tasks.
- When possible, use a 64-bit rather than a 32-bit operating system to host the Lotus Notes Traveler server.
- If running at or near capacity for a given Lotus Notes Traveler server, add an additional Lotus Notes Traveler server and adjust the load across servers. Different Lotus Notes Traveler servers can be used to access mail files on the same set of Domino mail servers.

It is difficult to say exactly what the maximum capacity is for a given environment. Evaluate the capacity planning factors and follow the best practices to get the most out of your Lotus Notes Traveler deployment. IBM Techline offers assistance for sizing Lotus Notes Traveler and Lotus Domino installations and deployments. Please contact your IBM Sales Representative for more information about this service.

Tip: For performance tuning information, see Tuning performance of the server.

Note: IBM often publishes performance data on its developerWorks® site. Search for `Traveler performance` on the site to see the latest published performance analysis for Lotus Notes Traveler.

Clustering and failover

The IBM Lotus Notes Traveler server task itself cannot be clustered to support a high-availability environment. The Lotus Notes Traveler service does recognize that a remote mail file is clustered or has additional replicas defined otherwise, and it switches over to sync mail from replicas if the primary mail server of the user is down.

The Lotus Traveler service detects mail file replicas by reading the replica entries in the Lotus Domino cluster directory database (`cldbdir.nsf`) on the mail server of the user. This database must grant at least reader access to the Lotus Notes Traveler server. Otherwise, the Lotus Traveler server never fails over the connection to an alternate server for mobile users if their primary Domino mail server is down.

It is possible to set up multiple Lotus Notes Traveler servers. Each could have the same access to all the mail files of a user on remote servers. If a Lotus Notes Traveler server is not responsive, the user can manually reconfigure the device client settings to point to another Lotus Notes Traveler server. However, after a device switches to a new server, the sync anchors do not match between the server and device. The protocol initiates a sync refresh, where all of the data on the device is replaced by a fresh copy of the data from your mail database. Internally, the Lotus Notes Traveler server keeps track of each piece of data that is on a device. If a device switches to another server, then this history is lost. This is because these tracking databases are not on the network or shared between Lotus Notes Traveler servers.

Downlevel Domino directory servers

If you are installing IBM Lotus Notes Traveler into a Lotus Domino domain that is running with a Lotus Domino directory template older than the version shipped with your version of Lotus Notes Traveler, upgrade the design of the directory server template before installing the Lotus Notes Traveler server in the domain.

Important: Even if the Lotus Domino domain directory server itself is not running at the current level, it supports an upgraded design of the directory.

Also, when setting up replication of the local directory on the Lotus Notes Traveler server, select to allow the directory to replicate in both directions between the Lotus Notes Traveler server and the Lotus Domino directory server. This should be done only after the design of the Lotus Domino directory has been upgraded.

If your network administration does not allow the master Lotus Domino directory to be upgraded, then install the Lotus Notes Traveler server into a separate, stand-alone domain. However, this requires additional setup, including configuring Lotus Domino directory assistance so that the Lotus Notes Traveler server can locate the home mail servers of mobile users. See Supporting multiple Lotus Domino domains for more information.

Setting auto sync options

You can use auto sync options to maximize the battery life of mobile devices.

Configuring scheduled sync

One method for conserving battery life on mobile devices is to reduce the amount of time that they stay connected to the Lotus Notes Traveler server. You can also reduce the frequency which the device syncs with the server. These features are possible using scheduled sync.

Apple devices

Scheduled sync options can be found in the **Settings** application on the device, under **Mail, Contacts and Calendar > Fetch New Data**. If **Push** is turned on, the device attempts to stay connected to the server and syncs as soon as new data is available. If you disable push, then you can set the Fetch schedule to every 15, 30 or 60 minutes. You can also turn off the schedule completely by setting the Fetch schedule to Manual mode.

Windows Mobile, Nokia, and Android devices

Scheduled sync settings are available from the settings display of the Lotus Notes Traveler application. Select the settings for **Auto Sync**, and then select **Schedule**. You can set the behavior for two time periods; a peak time schedule and an off-peak schedule. The sync settings can be any of the following:
- Always connected
- Manual
- Every 15 minutes
- Every 30 minutes
- Every hour
- Every 2 hours

If you specify a different sync setting for peak and off-peak times, then you must specify the peak time period. You can define the days of the week for the peak time and when the peak time should start and stop. For example, you might define the sync behavior to be **Always Connected** between your working hours (Monday – Friday, 8 a.m. to 6 p.m.), then define your off-peak setting as **Every 2 hours**.

Note: Even when the sync behavior schedule is set to manual, changes made on the device, such as sending an e-mail or updating a contact, are synced immediately, or as soon as there is a connection available to the server.

Using SMS mode for auto sync

You can set IBM Lotus Notes Traveler to use SMS (Short Message Service) mode for auto sync, which can increase battery life. This topic does not apply to Apple devices.

By default, Lotus Notes Traveler maintains a HTTP or HTTPS connection between a device and server that allows both to stay in sync with each other. Depending on several factors (such as network provider, Network Address Translation (NAT) timeouts, and device characteristics maintaining this connection can burden the battery of the device. Using SMS mode for auto sync can decrease the burden on the battery and increase the amount of time between battery recharges.

Attention: Do not perform these steps unless you know that you have an unlimited SMS plan. Otherwise this can result in an expensive phone bill.

To conserve battery life with SMS mode for auto sync on Windows Mobile and Nokia devices:
1. On the device, go into the Lotus Notes Traveler settings and select **Auto Sync**.
2. Enter the SMS email address information. This is usually your phone number, followed by the @ symbol, and then a carrier-specific domain, for example:
   - 9195555309@messaging.sprintpcs.com
   - 9195552143@txt.att.net
   For more information, see the Wikipedia article, "List of carriers providing SMS transit".
3. For Nokia devices:

- Set **SMS notifications** to **On**.

For Windows Mobile devices:
- Select **Enable SMS notifications**.
4. Click **Done**.

After following these steps, Lotus Notes Traveler stops maintaining a constant connection to the server. It also starts using SMS to notify the device of server-side changes. These SMS messages are received in silent mode by Lotus Notes Traveler on the device so that they do not interfere with your use of SMS messaging.

Setting the SMS message sender address

If your mobile devices are not receiving SMS messages sent by the Lotus Notes Traveler server, it may be because the mobile carrier for the device is ignoring the SMS message. By default, the email address set in the outgoing message FROM field is set to the same address as the TO field. Some carriers treat this as an invalid SMS email message. To make this work, tell the Lotus Notes Traveler server to use a different FROM address by setting an internal configuration value. The Lotus Notes Traveler server administrator must first edit the file \traveler\cfg\NTSConfig.xml. In the top portion of the file, add a new entry similar to the following:

```
<PROPERTY NAME="SMS_SENDER_ADDRESS" VALUE="some_email@your.company,com"/>
```

Use a valid email address as the SMS_SENDER_ADDRESS value (not the example given above). Save the file and restart the Lotus Notes Traveler server. This procedure is only required if you are having problems receiving SMS messages.

Setting the heartbeat algorithm maximum interval

Normally, it is not necessary to modify the maximum interval. However, if you know the network timeout values specific to your environment, then some efficiency may be gained by customizing it.

It is possible for the connection between a device and server to time out without the device being notified of the outage. In this case, changes on the server that need to be pushed to the client are not pushed until a later time. The heartbeat interval prevents the time out and maintains the connection, but it can also decrease battery life.

By automatically adjusting the heartbeat interval to slightly less than the smallest timeout, Lotus Notes Traveler can automatically maintain the connection.

Although the heartbeat interval for each connected client is automatically adjusted by Lotus Notes Traveler to be optimal, the configuration parameters can be tweaked to slightly improve operation. By default, the **Heartbeat Algorithm Maximum Interval** is set to 15 minutes in the Lotus Notes Traveler server configuration document. If you have devices earlier than Lotus Notes Traveler 8.5.2 that use TCP push, leave the max at 15 minutes. But, if you are running all devices on Lotus Notes Traveler 8.5.2 or later using HTTP push, there are advantages to increasing the maximum setting to 30, 45, or 60 minutes.

If you do modify the heartbeat algorithm maximum interval, set it to a number slightly less than the timeout of the underlying network connection for all users, if known. For example, if all Lotus Notes Traveler clients are connecting over a VPN that has an idle timeout of 30 minutes, then set the maximum heartbeat interval to 28 or 29 minutes.

Apple devices use a different heartbeat algorithm (the ActiveSync algorithm). The ActiveSync algorithm uses the Lotus Notes Traveler minimum and maximum intervals, so these apply to all devices. The other Lotus Notes Traveler heartbeat algorithm settings apply only to other devices.

Language support

English is used when the device or browser locale is unsupported.

Table 2.

Language	Server	Servlet	Client for Windows Mobile	Client for Nokia s60	Client for Android
Arabic	No	Yes	No	Yes	No
Catalan	Yes	Yes	Yes	Yes	No
Chinese (Simplified)	Yes	Yes	Yes	Yes	Yes
Chinese (Traditional)	Yes	Yes	Yes	Yes	Yes
Czech	Yes	Yes	Yes	Yes	No
Danish	Yes	Yes	Yes	Yes	No
Dutch	Yes	Yes	Yes	Yes	No
English	Yes	Yes	Yes	Yes	Yes
Finnish	Yes	Yes	Yes	Yes	No
French	Yes	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes	Yes
Greek	Yes	Yes	Yes	Yes	No
Hebrew	No	Yes	No	Yes	No
Hungarian	Yes	Yes	Yes	Yes	No
Italian	Yes	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes
Korean	Yes	Yes	Yes	No	Yes
Norwegian-Bokmal	No	Yes	Yes	Yes	No
Polish	Yes	Yes	Yes	Yes	No
Portuguese	Yes	Yes	Yes	Yes	No
Portuguese (Brazilian)	Yes	Yes	Yes	Yes	No
Russian	Yes	Yes	Yes	Yes	No
Slovak	Yes	Yes	Yes	Yes	No
Slovenian	Yes	Yes	No	Yes	No
Spanish	Yes	Yes	Yes	Yes	Yes
Swedish	Yes	Yes	Yes	Yes	No
Thai	Yes	Yes	No	Yes	No
Turkish	Yes	Yes	Yes	Yes	No

Note: When Lotus Notes Traveler is installed on a system with a Thai locale, you must add the following line to the Notes.ini of the Lotus Notes Traveler server. This addition is because the Java for Lotus Notes Traveler uses the Gregorian calendar (and not the Buddhist calendar).

```
NTS_Java_Parms=-Duser.language=th.US
```

Planning for security

This section provides information about each Lotus Notes Traveler security option and how they can be applied by device type. You can use this information to plan your security configuration for Lotus Notes Traveler on your devices.

Table 3. Supported security options in Lotus Notes Traveler 8.5.3

Security Option	Lotus Notes Traveler 8.5.3 Support			
	Apple	*Nokia*	*Windows Mobile*	*Android*
Encrypted data in transit (through HTTPS)	Supported	Supported	Supported	Supported
Domino encrypted mail	Supported	Supported	Supported	Not supported

	With Lotus Notes Traveler companion application available from the Apple iTunes store			
Remote wipe	Supported Device wipe and Lotus Notes Traveler wipe options	Supported Device wipe and Lotus Notes Traveler wipe options	Supported Device wipe and Lotus Notes Traveler wipe options	Supported (Device wipe requires Android 2.2)
Encrypted data at rest	Supported with Domino policies. Whole devices can be encrypted, and enabled and enforced with the security policies in Lotus Notes Traveler. iPhones that do not support hardware encryption can be blocked. iPhone 3GS, iPhone 4 and the iPad support hardware encryption. First-generation iPhone and iPhone 3G do not. Domino policies that administrators can use to force the enablement of encryption and block unencrypted phones are: • Prohibit unencrypted devices • Prohibit devices incapable of security enablement	Only supported on Symbian^3 devices. Enforceable using Domino policies or Lotus Notes Traveler device preferences and security settings. Storage cards can be encrypted.	Storage cards can be encrypted. Data in native PIM and e-mail applications is not encrypted, except for Domino encrypted mail.	Supported
Password monitoring to allow or deny access	Supported with Domino policies. Domino Policies that administrators can use to manage passwords are: • Device password • Prohibit ascending, descending, and repeating sequences • Require alphanumeric value • Minimum password length • Minimum number of complex characters • Password expiration period • Password history count • Auto lock period (maximum) • Wrong passwords before wiping device	Supported with Domino policies or Lotus Notes Traveler device preferences and security settings	Supported with Domino policies or Lotus Notes Traveler device preferences and security settings	Supported with Domino policies or Lotus Notes Traveler device preferences and security settings. Requires an Android 2.2 device. Security policies that administrators can use to manage passwords are: • Device password • Require alphanumeric value • Minimum password length • Auto lock period (maximum) • Wrong passwords before wiping device

For additional information on defining security polices, refer to Assigning device preferences and security settings to devices. For additional information on remotely wiping a device, refer to Remote wipe.

Moving Lotus Notes Traveler to a new server

This topic outlines how to move an active Lotus Notes Traveler server from one physical machine to another with a minimum of service downtime.

A typical reason for running this procedure is that the number of users and devices has outgrown the capacity of the current Lotus Notes Traveler server system. The procedure in this topic assumes:
• Both servers are running the same operating system (either Windows or Linux).
• "Traveler A" is the name of the server that is currently active, with hostname travelera.company.com.
• "Traveler B" is the new server.

Note: For information on migrating the Domino server from 32-bit to 64-bit, review this technote.

1. Install the operating system, Domino, and the Lotus Notes Traveler application on the Traveler B server. Ensure that the versions of Lotus Domino and Lotus Notes Traveler are the same as those on the Traveler A server. Do not attempt to migrate to a new level at the same time as a server move.
2. Shut down the Traveler A server and quit Domino.
3. Copy the contents of the Domino data directory from Traveler A to Traveler B.
4. Power off the Traveler A server.
5. Change the hostname and IP address of the Traveler B server to match the hostname and IP address of the Traveler A server.
6. Start the Traveler B server.

The Traveler B server now runs with the exact same data the Traveler A server was using before it was shutdown. Service will also resume for the mobile clients.

Installing the Lotus Notes Traveler server

The following topics describe options for installing and uninstalling the server:

Lotus Notes Traveler 8.5.3 must be installed on a Domino 8.5.3.x server. For detailed system requirements see this article:
http://www.ibm.com/support/docview.wss?uid=swg27019476|Lotus Notes Traveler 8.5.2 System Requirements.

Before you install

There are IBM Lotus Domino setup items and Linux operating system considerations when planning the IBM Lotus Notes Traveler server installation.

For detailed system requirements, see this article: http://www.ibm.com/support/docview.wss?uid=swg27019476|Lotus Notes Traveler 8.5.2 System Requirements.

Lotus Domino setup considerations
• The Domino server that hosts Lotus Notes Traveler must have access to user mail servers and Manager plus delete access to mail files. This access is granted by adding this server to the **LocalDomainServers** group.

- In a multi-domain environment, the Domino server hosting Lotus Notes Traveler might need to be cross certified with the other Domain mail servers for access to be granted.
- Each user must have an HTTP password, or directory assistance must be configured so that the user ID and password can be validated.
- Each user should have an Internet address specified in their person document. In general, mobile devices work better with Internet addresses than with Domino style addresses.
- Each user must be in the local `names.nsf` database of this Domino server or directory assistance must be configured so the users can be found.
- If you are using Internet Site documents and plan on syncing Apple devices, ensure that the **Options** command is enabled on the **Configuration** tab of the Internet Site document. This is required to register and sync Apple devices.
- Set **More name variations with lower security** in the Internet authentication parameter on the **Security** tab of the server document. This action resolves many login issues.
- Review the Lotus Domino documentation before installing Lotus Notes Traveler. In particular, read the sections on SSL, directory assistance, Lotus Domino domains, and Lotus Domino mail router. These are Lotus Domino functions and not controlled by Lotus Notes Traveler.
- Lotus Notes Traveler requires the following `notes.ini` parameters during startup. Review them and be sure that they have the correct values, or Lotus Notes Traveler can fail to start.
    - `NotesProgram`
    - `Directory`
    - `ServerName`
    - `Domain`

Installing on Linux

- You must run the Lotus Notes Traveler installation application as the root user.
- An expired password can cause the installer to hang due to the fact that the Linux operating system prompts the installation application to change the password.
- Running the installer as a user other than root user may cause the install application to hang. In addition, the server may not be able to start after installation due to incorrect file permissions.
- If you login to a Linux system as a non root user and SU to root, you may see an error trying to launch the Lotus Notes Traveler installer in UI mode, similar to `java.lang.noclassdeffounderror sun awt x11graphicsenvironment`. This depends on the system configuration, but you can work around by either logging in to the system using the root user or simply running the installer in silent mode (for more information, see Installing in silent mode on Windows operating systems).

Before you upgrade the server

Follows these steps when upgrading the Lotus Notes Traveler server.

Note: For detailed system requirements, see this article: http://www.ibm.com/support/docview.wss?uid=swg27019476|Lotus Notes Traveler 8.5.2 System Requirements.

In general, you should upgrade both Domino and Lotus Notes Traveler at the same time. Upgrading in this way is required for major releases. For maintenance releases, ensure you are operating at the latest available maintenance level. For information on migrating the Domino server from 32-bit to 64-bit, review this technote.

1. Shut down both Domino and Lotus Notes Traveler.
2. Remove `TRAVELER` from the `ServerTasks` list in the `notes.ini` file to prevent Traveler from starting. Leaving `TRAVELER` in the `notes.ini` can result in errors on the console due to a mismatch in version levels. These errors will continue to display until both products are upgraded.
3. Install the new Domino server.
4. Start Domino and allow it to complete any migration tasks.
5. Shut down the Domino Server.
6. Install the new Lotus Notes Traveler server (it automatically adds `TRAVELER` back to `notes.ini`)
7. Start the Domino server, and Lotus Notes Traveler starts automatically.

There are additional configuration items to consider after upgrading the Lotus Notes Traveler server:

- All network traffic is now over HTTP or HTTPS. As a result, HTTP threads may be insufficient for your needs. See Tuning performance of the server for details.
- If all Windows Mobile and Nokia devices are running Lotus Notes Traveler Client 8.5.2 or later, then the TCP Push port (8642 by default) can be disabled. To disable it, set **Port for TCP connections** to **0** on the **Lotus Traveler** tab of the server document.
- It is no longer necessary to modify the `Apple.xml` for proper configuration of Apple devices. Instead, review the following two bullets to be sure your server is configured correctly, then delete `Apple.xml` and allow it to be recreated from the `AppleTemplate.xml` file. This file is not automatically migrated, as it may have been modified by the Administrator.
    - Set any required Apple security settings in the `LotusTraveler.nsf` database. See Default device preferences and security settings for details.
- For version 8.5.3 and later releases it is not necessary to use `DirectoryAssistance` for use with the Corporate lookup function. Corporate lookup will be executed against the user's mail server.

Installing the server on Windows operating systems

Installation files are located on the IBM Lotus Notes Traveler Server DVD. The DVD is included with the IBM Lotus Domino DVD media kit, or in the Lotus Notes Traveler installation application from your IBM Passport Advantage® or PartnerWorld® account.

1. Ensure that you first stop the Domino server before installing Lotus Notes Traveler.

2. If installing from a DVD, insert the DVD into the DVD-ROM drive of the target system. If autorun is enabled for the system then the Common Launchpad starts automatically. If autorun is disabled, navigate to the DVD content and double-click `launchpad.exe`.

3. If installing from an installation application, run the downloaded file, usually `partnumber.exe`.

4. Review and accept the license agreement.

5. Specify the directories in which the Domino program files and data files are located. If the Notes.ini file is not present in the Domino `Program files` directory, you might also be prompted to enter it.

    Note: When installing on a partitioned Domino server, you can install Lotus Notes Traveler on one or more of the Domino partitions. The installation window pre fills with all partitions detected by the installer. Add or remove partitions from the window as needed. The same installation options are used for all partitions indicated. In addition, you can add or remove partitions at a later time by either running the installer again or running the uninstaller.

6. Select **Set User Home Page as default website for this server**.

    The user home page is a useful starting place for users. It provides status information, links to client software, and user management options. If the user home page is set as the default website for this server, it can be viewed by pointing any browser to `http://hostname`. If the user home page is not set as the default, it can be viewed by pointing the browser to `http://hostname/servlet/traveler`. This setting takes effect the first time Lotus Notes Traveler is started and can be manually changed at a later time. See the `NTS_WEBSITE_HOME` parameter in Notes.ini settings for more information. Select **Next**.

7. Configure the Client Connection URL by indicating whether clients connect directly to the Lotus Notes Traveler server or connect through a proxy. If the URL is not currently known, select **Configure later**. Select **Next**.

8. Specify the external server URL in the field, and select **Next**. The URL is validated. Note any warning dialogs and continue.

9. Review your selections. If any changes are needed select **Previous** to update the selections, otherwise select **Install** to continue.

10. Select **Finish** when the installation is completed. If any errors or warnings are reported, review the installation log and contact IBM Support to resolve any problems.

Installing the server on Linux operating systems

Installation files are located on the IBM Lotus Notes Traveler Server DVD. The DVD is included with the IBM Lotus Domino DVD media kit, or in the Lotus Notes Traveler installation application from your IBM Passport Advantage or IBM PartnerWorld account.

1. Ensure that you first stop the Domino server before installing Lotus Notes Traveler.

2. If installing from a DVD, insert the DVD into the DVD-ROM drive of the target system. Navigate to the DVD content and run `launchpad.sh`.

3. If installing from an installation application, extract the tar file to a temporary location then run `TravelerSetup`.

4. Review and accept the license agreement.

5. Select **Install multiple partitions** to install on Lotus Notes Traveler on multiple Domino partitions. Leave cleared if the Domino server is not partitioned or if you want to install on only one Domino partition.

6. Specify the directories in which the Domino program files and data files are located. You might also be prompted to enter the directory for the `Notes.ini` file if it is not present in the Domino program files directory.

   Note: When installing on a partitioned Domino server, you can install Lotus Notes Traveler on one or more of the Domino partitions. The installation window pre fills with all partitions detected by the installer. Add or remove partitions from the window as needed. The same installation options are used for all partitions indicated. In addition, you can add or remove partitions at a later time by either the installer again or running the uninstaller.

7. Enter the values for the Domino user name and groupname. These are existing users and groups on the Linux server used to run the Domino server, which are set up before installing and running the Domino server.

8. Select **Set User Home Page as default website for this server**.

   The user home page is a useful starting place for users. It provides status information, links to client software, and user management options. If the user home page is set as the default website for this server, it can be viewed by pointing any browser to `http://hostname`. If the user home page is not set as the default, it can be viewed by pointing the browser to `http://hostname/servlet/traveler`. This setting takes effect the first time Lotus Notes Traveler is started and can be manually changed at a later time. See `NTS_WEBSITE_HOME` parameter in [Notes.ini settings](#) for more information.

9. Configure the Client Connection URL by indicating whether clients connect directly to the Lotus Notes Traveler server or connect through a proxy. If the URL is not currently known, select **Configure later**. Select **Next**.

10. Specify the external server URL in the field, and select **Next**. The URL is validated. Note any warning dialogs and continue.

11. Review your selections. If any changes are needed select **Previous** to update the selections, otherwise select **Install** to continue.

12. Select **Finish** when the installation is completed. If any errors or warnings are reported, review the installation log and contact IBM Support to resolve any problems.

Installing using a customized JVM on Windows operating systems

You might want to use a customized Java virtual machine (JVM) during the installation. For example, if your custom JVM has been enabled to work with a screen reader, such as JAWS for Windows. Make sure that you use Java 1.6 or later.

1. Locate the IBM Lotus Notes Traveler installation application.

2. From a command prompt, change the directory to the location of the installation application.

3. Launch the installation application using the `LAX_VM` option to specify which JVM to use:

   `installername.exe LAX_VM fully-qualified java.exe path`

   For example, `TravelerSetup.exe LAX_VM C:\Program Files\IBM\Java50\bin\java.exe`

Installing using a customized JVM on Linux operating systems

You might want to use a customized Java virtual machine (JVM) during your Linux installation. For example, if your custom JVM has been enabled to work with a screen reader, such as JAWS for Windows. Make sure that you use Java 1.6 or later.

1. Locate the IBM Lotus Notes Traveler installation application.

2. On a command line, change the directory to the location of the installation application.

3. Launch the installation application using the `LAX_VM` parameter to specify which JVM to use:

   `./installername LAX_VM fully-qualified java path`

   For example, `./TravelerSetup LAX_VM /opt/ibm/java-i386-60/bin/java`

Installing in silent mode on Windows operating systems

Follow these steps to perform an automated installation of the IBM Lotus Notes Traveler server.

1. Locate the Lotus Notes Traveler installation application, either from the DVD or from the download location for your IBM Passport Advantage account.

2. Verify the settings in the `installer.properties` file, using the Table 1 below. On Windows ,create this file or use the sample included in the `extras` folder of the DVD media.

3. Run the following command: `installer.exe -i SILENT -l locale -f installer.properties`. Locale values are provided below, in Table 2.

4. **Important:** To determine if the installation succeeded, you must review the installation logs. First, check `DOMINO_DATA_DIRECTORY_1/IBM_TECHNICAL_SUPPORT/traveler/logs/TravelerInstall.log` for any warnings or recoverable errors. If this file does not exist or the timestamp is old, then likely a unrecoverable error occurred. All unrecoverable errors are written to `InstallError.log` in the directory containing the installation application.

   Note: When an installation is a silent installation, then the uninstall operation is silent by default. A silent uninstallation does not require a properties file; it uninstalls all Lotus Notes Traveler files from all Domino partitions in which they were installed.

Table 4. Installer properties

Property	Choices	Description
ACCEPT_LICENSE	*true* | *false*	Set to *true* if you agree to the terms of the license agreement. If set to *false*, the application is not installed.
DOMINO_PROGRAM_DIRECTORY	*Fully qualified path*	Path to the IBM Lotus Domino program directory, where the `nserver.exe` file exists.
DOMINO_DATA_DIRECTORY_1	*Fully qualified path*	Path to the Domino data directory, where `names.nsf` exists. **Note:** If you are using a partitioned Domino installation, specify additional partitions by incrementing this parameter. For example, for a second partition, specify `DOMINO_DATA_DIRECTORY_2=Fully-qualified path`.
DOMINO_NOTESINI_DIRECTORY_1	*Fully qualified path*	Path to the `notes.ini` file for this instance of the Domino server. **Note:** If you are using a partitioned Domino installation, specify additional `notes.ini` files corresponding to data directories by incrementing this parameter. For example, for a second directory, specify `DOMINO_NOTESINI_DIRECTORY_2=Fully-qualified path`.
NTS_SET_EXTERNAL_URL	*Fully qualified path*	The fully qualified URL that Lotus Notes Traveler clients use to connect to the Lotus Notes Traveler server. This URL is either the address of the server or a proxy server. If this URL is currently unknown, it should be configured on the **Lotus Traveler** tab of the Domino server document later. It is recommended that clients always communicate with the Lotus Notes Traveler Server over a secure connection. Consider specifying SSL communications by using a URL that begins with `https://`. Note that SSL must be setup and configured on the target server before clients can communicate with the Lotus Notes Traveler server.

NTS_WEBSITE_HOME	0 | 1	When set to 1 during startup, Lotus Notes Traveler sets the user home page as the default website for the Domino server. This location is a useful starting place for users because it provides status information, links to client software, and user management options.
		If the Lotus Notes Traveler user home page is set as the default, it can be viewed by pointing any device browser to `http://hostname`. If the user home page is not set as the default, it can be viewed by pointing any device browser to `http://hostname/servlet/traveler`. This setting takes effect the first time Lotus Notes Traveler is started and can be changed manually at a later time.
OVERRIDE_BACKREV	true | false	This optional property applies only to downgrade installations. If a newer version is already installed, *false* is the default value and the installation is not allowed. Set to *true* to override the default and downgrade the Lotus Notes Traveler server using silent installation.

Table 5. Locale values

Language	Value
Brazilian Portuguese	pt_BR
Catalan	ca
Czech	cs
Danish	da
Dutch	nl
English (default)	en
Finnish	fi
French	fr
German	de
Greek	el
Hungarian	hu
Italian	it
Japanese	ja
Korean	ko
Polish	pl
Portuguese	pt
Russian	ru
Simplified Chinese	zh_CN
Slovak	sk
Slovenian	sl
Spanish	es
Swedish	sv
Thai	th
Traditional Chinese	zh_TW
Turkish	tr

Installing in silent mode on Linux operating systems

Follow these steps to perform an automated installation of the IBM Lotus Notes Traveler server.

1. Locate the Lotus Notes Traveler installation application, either from the DVD or from the download location for your IBM Passport Advantage account.
2. Verify the settings in the `installer.properties` file, using Table 1 below. A pre filled sample is provided with the e-assembly.
3. Verify the locale setting in the `silentInstall` script included in the e-assembly. Locale values are provided below, in Table 2.
4. Launch the `silentInstall` script file included in the e-assembly: `./silentInstall`
5. **Important:** To determine if the install succeeded, you must review the installation logs. First, check `DOMINO_DATA_DIRECTORY_1/IBM_TECHNICAL_SUPPORT/traveler/logs/TravelerInstall.log` for any warnings or recoverable errors. If this file does not exist or the timestamp is old, then likely a unrecoverable error occurred. All unrecoverable errors are written to `InstallError.log` in the directory containing the installation application.

Note: If an installation is a silent installation, then the uninstall operation is silent by default. A silent uninstallation does not require a properties file; it uninstalls all Lotus Notes Traveler files from all Domino partitions in which they were installed.

Table 6. Installer properties

Property	Choices	Description
ACCEPT_LICENSE	true | false	Set to *true* if you agree to the terms of the license agreement. If set to *false*, the application is not installed.
DOMINO_PROGRAM_DIRECTORY	*Fully qualified path*	Path to the IBM Lotus Domino program directory, where the `nserver.exe` file exists.
DOMINO_DATA_DIRECTORY_1	*Fully qualified path*	Path to the Domino data directory, where `names.nsf` exists. **Note:** If you are using a partitioned Domino installation, specify additional partitions by incrementing this parameter. For example, for a second partition, specify `DOMINO_DATA_DIRECTORY_2=Fully-qualified path`.
DOMINO_NOTESINI_DIRECTORY_1	*Fully qualified path*	Path to the `notes.ini` file for this instance of the Lotus Domino server. **Note:** If you are using a partitioned Domino installation, specify additional `notes.ini` files corresponding to data directories by incrementing this parameter. For example, for a second directory, specify `DOMINO_NOTESINI_DIRECTORY_2=Fully-qualified path`.
LINUX_USER_NAME	*Linux username*	This property is the user name that the Lotus Domino server uses. It is required to set file permissions correctly during the installation process. Leave blank to automatically detect it during installation.
LINUX_GROUP_NAME	*Linux groupname*	This is the primary group of the Linux user that the Domino Server runs under. It is required to set file permissions correctly during the installation process. Leave blank to auto detect this value during installation.
NTS_SET_EXTERNAL_URL	*Fully qualified path*	The fully qualified URL that Lotus Notes Traveler clients use to connect to the Lotus Notes Traveler server. This URL is either the address of the server or a proxy server. If this URL is currently unknown, it should be configured on the **Lotus Traveler** tab of the Domino server document later. It is recommended that clients always communicate with the Lotus Notes Traveler Server over a secure connection. Consider specifying SSL communications by using a URL that begins with `https://`. Note that SSL must be setup and configured on the target server before clients can communicate with the Lotus Notes Traveler server.
NTS_WEBSITE_HOME	0 | 1	When set to 1 during startup, Lotus Notes Traveler sets the user home page as the default

		website for the Domino server. This is a useful starting place for users because it provides status information, links to client software, and user management options.
		If the Lotus Notes Traveler user home page is set as the default, it can be viewed by pointing any device browser to `http://hostname`. If the user home page is not set as the default, it can be viewed by pointing any device browser to `http://hostname/servlet/traveler`. This setting takes effect the first time Lotus Notes Traveler is started and can be changed manually at a later time.
OVERRIDE_BACKREV	*true* | *false*	This optional property applies only to downgrade installations. If a newer version is already installed, *false* is the default value and the installation is not allowed. Set to *true* to override the default and downgrade the Lotus Notes Traveler server using silent installation.

Table 7. Locale values

Language	Value
Brazilian Portuguese	pt_BR
Catalan	ca
Czech	cs
Danish	da
Dutch	nl
English (default)	en
German	de
Finnish	fi
French	fr
Greek	el
Hungarian	hu
Italian	it
Japanese	ja
Korean	ko
Polish	pl
Portuguese	pt
Russian	ru
Simplified Chinese	zh_CN
Slovak	sk
Slovenian	sl
Spanish	es
Swedish	sv
Thai	th
Traditional Chinese	zh_TW
Turkish	tr

Uninstalling Lotus Notes Traveler

To uninstall IBM Lotus Notes Traveler from an IBM Lotus Domino server, use the Lotus Notes Traveler uninstallation program.

Uninstalling Lotus Notes Traveler server does not mean the Lotus Notes Traveler client is uninstalled from devices. You must first uninstall the Lotus Notes Traveler client to remove Lotus Notes Traveler from all devices. For more information, see How do I uninstall the client on a Windows Mobile device? for Windows Mobile devices, How do I uninstall the client on a Nokia device? for Nokia S60 devices, and How do I delete my account? for Apple devices.

1. Stop the Lotus Domino server, using either the IBM Lotus Notes administrator client or the Lotus Domino console by issuing the following command: `quit`
2. Navigate to `Domino program directory/_uninst/traveler`.
3. Launch `TravelerUninstall`.

   Note: If the installation was performed in silent mode, then the uninstallation is automatically silent. To manually run a silent uninstall, enter the following command from a command line: `TravelerUninstall -i silent`.

4. If uninstalling from a partitioned Domino server, select all the partitions from which to uninstall Lotus Notes Traveler. Only the partitions that have Lotus Notes Traveler are displayed.
5. Some portions of the IBM HTTP Server configuration are not removed during uninstallation. This includes any changes that were made to the Server document or Internet Site documents. If the server will continue to host web content, reconfigure the HTTP settings including the home page for the server.

Configuring Lotus Notes Traveler server

The IBM Lotus Notes Traveler configuration settings are part of the Domino server document. The first time that the Lotus Notes Traveler server is started, it performs any necessary configurations. You might want to perform additional configurations beyond the basics. The following topics describe additional configuration options.

Lotus Notes Traveler server settings

You can configure a variety of Lotus Notes Traveler server settings, including server document settings and notes.ini settings.

Server document settings

To display the IBM Lotus Notes Traveler server document, open the IBM Lotus Domino Administrator client, click **Configuration tab** > **Server** > **Current Server Document** > **Lotus Traveler**.

Note: All changes to the server document settings, except log settings, require a restart of the Lotus Notes Traveler server.

Table 8. Basics settings

Setting	Default value	Description
Maximum Memory Size	512 MB	This is the maximum amount of memory that is allocated to the Lotus Notes Traveler server task.
External URL	Blank	If mobile devices connect to the Lotus Notes Traveler server through an external reverse proxy, then enter the complete URL used by the clients to connect to the server here. The URL should include the scheme (HTTP or HTTPS), the server host name, the port number (if not a default port) and the path such as `/servlet/traveler`. This value is used by the Lotus Notes Traveler server for various tasks, such as the URL that is inserted into Apple profile. This field can be left blank if there are no external proxies used by the mobile devices. If the server allows both HTTP and HTTPS and HTTP is redirected to HTTPS, then the External URL should be the HTTPS version and not the HTTP version.
IPC Socket Ports	50125 50126	TCP ports that are used for communications between the Lotus Notes Traveler HTTP servlet and the Lotus Notes Traveler server task. This communication is only on the local system so no external firewalls ever see this traffic.

Table 9. Lotus Traveler access settings

Setting	Default value	Description
Access server	Blank	Controls access to the Lotus Notes Traveler server for users with Person documents in either the primary directory of this server or any secondary directories that are trusted for credentials using Domino directory assistance. You can also select individual names of users, servers, and groups to allow access to the Lotus Notes Traveler server. The default blank value means that all certified users and servers can access the Lotus Notes Traveler server except any listed in the **Not access server** field. Separate multiple names with commas or semicolons. To specify all members of a branch of a hierarchical name tree, enter an asterisk followed by a forward slash and certifier name, for example, */Sales/Acme.
Not access server	Blank	Select names of users, servers, or groups who should not have access to the Lotus Notes Traveler server. The default blank value means that no users are denied access. You can also use the **Access server** field to deny access; entering names in the **Access server** field automatically denies access to those not listed in the field. Separate multiple names with commas or semicolons. To specify all members of a branch of a hierarchical name tree, enter an asterisk followed by a forward slash and certifier name, for example, */Sales/Acme.
Remote user commands	Disabled	Allows Lotus Notes Traveler users to issue remote user commands from the Lotus Notes Traveler user home page.
User managed security	Enabled	This controls whether the user has access to user managed security commands.

Table 10. Log settings

Setting	Default value	Description
Logging level	Informational	This defines how much detail Lotus Notes Traveler includes in log files. The possible values are listed below in order from the least amount of logging to the most verbose: • Severe – Only the severe messages are logged. • Warning – Warnings and severe messages are logged. • Informational – Informational, warning, and severe messages are logged. • Fine - In addition to severe, warning, and informational messages, low level tracing is logged. • Finer - In addition to severe, warning, and informational messages, medium level tracing is logged. • Finest - In addition to severe, warning, and informational messages, high level tracing is logged. This includes XML logs (SyncML and ActiveSync).
Package log filter	*	This field allows you to enable logging for certain Lotus Notes Traveler components. Do not modify this parameter unless instructed to do so by Lotus Notes Traveler Support for troubleshooting purposes.
Maximum file size	50 MB	This is the maximum size of a single activity log file. Use this parameter with maximum number of activity log files to indicate the total disk space to use for logging.
Maximum number of activity log files	10	This is the maximum number of activity log files to keep on disk. Once this number is reached, each new log file created removes the oldest log file from the file system.
Fields logged - privacy	Subject; Location; Address; Phone Number	Fields specified in this parameter are logged for troubleshooting purposes. Possible values are: • Other – Logs all fields not specified below. • Body – Logs the body field of data being synced. • Subject – Logs the subject field of data being synced. • Address – Logs the address field of data being synced. • Phone Number – Logs the phone number field of data being synced. • Location - Logs the location field of data being synced.

Table 11. Auto Sync settings

Setting	Default value	Description
Monitor polling interval	3 seconds	How frequently a user mail database is checked for changes when it is actively being monitored for Auto Sync. This check is made between the Lotus Notes Traveler server and the user mail database.
Port for TCP Connections	8642	This TCP port is used for Auto Sync communications between version 8.5.1 and earlier Lotus Notes Traveler servers and clients. If you are using an 8.5.2 version or later client, this port is not used and can be disabled. If you are using a

		version earlier than 8.5.2, this port must not be used by other applications on this server. If the Lotus Notes Traveler server is behind a firewall, this port must be open on the firewall or the Lotus Notes Traveler client must use a VPN to tunnel through the external firewalls. To disable the Auto Sync TCP port, set the port value to 0.
Heartbeat algorithm	Indefinite Detection	The algorithm to use when sending the connection keep alive message. The keep alive message is sent only if there is no other Auto Sync activity. Indefinite Detection is the only supported option. Do not change this value.
Heartbeat initial interval	30 seconds	The initial interval to use for keepalive polling. This value should not be shorter than any network timeout values and not shorter than the minimum interval specified below.
Heartbeat algorithm minimum interval	30 seconds	The minimum interval allowed for keepalive polling. The heartbeat algorithm is not allowed to calculate a value smaller than this value.
Heartbeat Algorithm Maximum Interval	15 minutes	The maximum interval allowed for keepalive polling. The heartbeat algorithm is not allowed to calculate a value greater than this value. If you are using a Windows Mobile or Nokia client version 8.5.2 or later, you might want to increase the maximum, but keep it still less than your network/VPN timeout.
Heartbeat Retry Interval	30 minutes	How long to use the optimal keepalive interval before calculating a new optimal value.
Device Offline Timeout	24 hours	If a user is inactive for a time greater than this value, the user mail database is no longer actively monitored. The user can still access the Lotus Notes Traveler server by activating the device or starting the Lotus Notes Traveler client. As soon as the device is detected by the server after this timeout, the server resumes active monitoring of the mail database.
User Cleanup Timeout	30 days	If a user is inactive for a time greater than this value, the user is purged from the Lotus Notes Traveler database. The user can still connect by activating the Lotus Notes Traveler client, but the client must register again with Lotus Notes Traveler server. The data must also sync as if it is from a new user.

Notes.ini settings

These IBM Lotus Notes file can be used to change or override Lotus Notes Traveler default values. For most installations, changing these settings is unnecessary. They are provided here for your reference in cases where the default values are not compatible with an existing system.

Table 12. Server configuration settings

Parameter	Value	Description
NTS_AUTO_CONFIG	Set to true during installation.	If set to true the Lotus Notes Traveler server configures and starts or restarts (if necessary) the HTTP server during startup. This value is assumed to be true unless set to false.
NTS_WEBSITE_HOME	Set to /servlet/traveler if **Set User Home Page as default website for this server**. was selected during installation.	If NTS_WEBSITE_HOME is set, during startup the Lotus Notes Traveler server uses the value specified to set the home URL for the HTTP server. The value set by default for the installation is /servlet/traveler which is the URL for the user home page. You can set the URL to whatever you want to be the default for your HTTP server. You can also remove the parameter and Lotus Traveler does not modify the Home URL.
NTS_IPC_TCP_Port=*portnumber*[, *host address*]	Not in Notes.ini file by default. The Lotus Notes Traveler server uses 50125 as the default port number. The host address uses the first address in the Domino HTTP server host name list or uses all addresses if the HTTP server host name list is empty or not enabled.	Interprocess socket connection between the Lotus Notes Traveler server and its HTTP server servlet. This is the port used by the Lotus Notes Traveler server task for incoming requests from the web servlet. Add this Notes.ini setting to override the default port number and, optionally, the host address.
NTS_AUTOSYNC_TCP_PORT=*portnumber*[, *host address1* [, *host address2* [. . .]]]	Not in Notes.ini file by default. The Lotus Notes Traveler server uses 8642 as the default port number. The host address list uses the Domino HTTP server host name list or uses all addresses if the HTTP server host name list is empty or not enabled.	TCP port number and host addresses that device clients can use to register with the Lotus Notes Traveler Auto Sync server. Add this Notes.ini setting to override the default port number and, optionally, the HTTP server host name list.
NTS_IPC_TCP_Port2=*portnumber*[,*host address*]	Not in Notes.ini by default. The Lotus Notes Traveler server uses 50126 as the default port number. The host address uses the first address in the Domino HTTP server host name list or uses all addresses if the HTTP server host name list is empty or not enabled.	Interprocess socket connection between the Lotus Notes Traveler server and its HTTP server servlet. This is the servlet listening port number. Add this Notes.ini setting to override the default port number and, optionally, the host address.
NTS_Encryption_Enabled	Not in Notes.ini file by default. The default	Enabling this feature allows mobile users to read

	value is `true`.	and send encrypted mail messages from their mobile devices. This requires that users load their Notes ID files into their mail files. If encryption is disabled, users cannot send encrypted mail and cannot view it on their devices. **Note:** If you modify this setting, and you already have Lotus Notes Traveler 8.5 or 8.5.1 clients registered with the Lotus Notes Traveler server, then it is important to notify the client devices that the encryption status on the server has changed. To instruct all of the Lotus Notes Traveler clients to retrieve their configuration setting from the server, issue the following console command: `tell traveler push flagsAdd serviceability configGet * *`
NTS_Encryption_Requires_SSL	Not in Notes.ini file by default. The default value is `false`.	Controls whether SSL is required to read encrypted mail on the mobile device.
NTS_Encryption_Allow_Delete_IDFILE	Not in Notes.ini file by default. The default value is `false`.	If enabled, users are able to delete their Lotus Notes ID from their mail database using the Lotus Notes Traveler Notes ID management web page.
NTS_Java_Parms=-Xms96m -Xmx512m	Not in Notes.ini by default.	In some cases, the Java maximum heap size value in the server document can be inaccessible during the startup phase of Lotus Notes Traveler. In this case use -Xms###m to specify the minimum heap size and -Xmx###m to specify the maximum heap size in MB.
NTS_ENABLE_WEB_CLIENT_INSTALL	Not in Notes.ini file by default. The default value is `true`.	Controls whether the client installation and configuration parts of the servlet page are shown.
NTS_ENABLE_WEB_REPORT_PROBLEM	Not in Notes.ini file by default. The default value is `true`.	Controls whether the problem report part of the servlet page is shown.
NTS_EXTERNAL_URL	Not in Notes.ini file by default. The default value is blank.	This is the complete URL, including `https://`, server name, the port number (if not the default), and the servlet path (`/servlet/traveler`) that the device uses to get to the server. This can be a proxy or redirected address. This is used by the server so that links are correctly formatted for the device to get to the server as it does for syncing. This is also in the server document and is overridden by notes.ini if specified.
NTS_ENABLE_USER_MANAGE_SECURITY	Not in Notes.ini file by default. The default value is `true`.	Controls whether the Manage Security part of the servlet page is shown. If enabled, users can manage their own devices for wipe requests and other related security actions. A system administrator can always perform these operations on the server. This controls whether the users can do the actions themselves.
NTS_ENABLE_WEB_MANAGE_NOTES_ID	Not in Notes.ini file by default. The default value is `true`.	Controls whether the Manage the Notes ID section of the servlet page is shown.
NTS_EXTERNAL_HTML_ROOT_URL	Not in Notes.ini file by default. The default value is the empty string.	This is the complete URL, including https://, server name, the port number (if not the default), and the file path (/) that the device uses to get to the server for HTML content. This can be a proxy or redirected address. This is used by the server so that links are properly formatted for the device to get to the server as it does for static HTML pages and files.
NTS_TRAVELER_AS_LOOKUP_SERVER	Not in Notes.ini by default. The default value is `false`.	If set to `false`, all device name lookup requests are executed against the Domino directory configured on the user's mail server. If set to `true` all name lookup requests execute against the Domino directory configured on the Lotus Notes Traveler server.
NTS_BAN_DOC_LIMIT=number	Not in Notes.ini by default. The default value is 2.	Determines the number of crashes associated with a Notes document before it is banned. A setting of 0 will disable crash protection.

Manually configuring the HTTP server

This topic includes a complete list of all Domino HTTP configuration changes required to successfully start and run IBM Lotus Notes Traveler. In general it is not necessary to make any manual configuration changes to the Domino server. However, in some environments the Lotus Notes Traveler server may not have write access to the Domino server document. In this case, add `NTS_AUTO_CONFIG=false` to the Notes.ini file to suppress any error messages, and then make the required changes to the server document as specified in this topic.

1. Open `Notes.ini` and set the following parameters:
   - `JavaUserClassesExt=NTS_CLASSES`

     Note: `JavaUserClassesExt` is a comma-separated list.

   - `NTS_CLASSES=Domino Program Directory\traveler.jar`

     For example: `NTS_CLASSES=C:\Program Files\IBM\Lotus\Domino\traveler.jar`

2. Open `servlets.properties` located in the Domino data directory. If the file is missing, create the file. Set the following parameters:
   - `servlet.traveler.code=com.lotus.sync.servlet.TravelerServlet`
   - `servlets.startup=traveler`

     Note: `servlets.startup` is a space separated list.

3. Open `httpd.conf` located in the Domino data directory. Ensure that the following lines are included in the file:

```
AddType .sisx x-epoc/x-sisx-app # Symbian S60 applications
AddType .cab application/vnd.ms-cab-compressed # Windows Mobile installation file
AddType .apk application/vnd.android.package-archive # Android installation file
```

4. Open the Domino server document in edit mode.

5. Click **Internet Protocols** > **HTTP**.
6. Optional: Set **Home URL** to `/servlet/traveler` if you want the Lotus Notes Traveler user home page to be the default site for this server.
7. Click **Domino Web Engine**.
8. Set **Java servlet support** to **Domino Servlet Manager**.
9. Set **Class path** to an existing directory or create the specified directory.

> **Note:** This step is not required for Lotus Notes Traveler, however the Domino Servlet Manager displays an error if this directory does not exist.

10. Complete these steps if the server is configured to use Internet site documents:
    a. Open the Internet site document for Web Protocol in edit mode.
    b. Click **Basic**.
    c. Either set the **Use this web site to handle requests which cannot be mapped to this site** to **Yes**, or set the **Host names or addresses mapped to this site** with the host name that the Lotus Notes Traveler client uses to connect to this server.
    d. Click **Configuration**.
    e. Optional: Set **Home URL** to `/servlet/traveler` if you want the Lotus Notes Traveler user home page to be the default site for this server.
    f. For **Allowed Methods**, select **GET**, **POST**, and **OPTIONS**.
11. Restart the HTTP server.

> **Tip:** For information about changing HTTP threads or other performance tuning information, see Tuning performance of the server.

Tuning performance of the server

This topic describes memory, thread, and ActiveSync timeout considerations for the performance of the IBM Lotus Notes Traveler server.

Memory

If you are running the Lotus Notes Traveler server on a 32-bit Microsoft Windows operating system, then you may need to take steps to reduce the memory usage by the core Domino server. In this environment, dedicate the server to running Lotus Notes Traveler and do not run other Domino applications on it. You should reduce the amount of memory that Domino pre-allocates to the shared memory buffer pool by adding the following line to the Notes.ini in your Domino server program directory:

```
NSF_BUFFER_POOL_SIZE_MB=256
```

If this line is not present, then the Domino server pre-allocates 512 MB of shared memory for buffers, which does not leave enough memory for other applications running on the server. To determine if your Lotus Notes Traveler server is running low on available memory, see the Mem Show section of the topic Tell command considerations and examples.

On Windows 64 bit servers, increase the HTTP Maximum Cached users parameter to match the number of expected syncing devices. This value is present in the Domino server document and can be changed using the Domino Administrator client.

HTTP threads

The Domino HTTP server task must have enough threads to handle the number of HTTP requests from mobile devices accessing the Lotus Notes Traveler service. You can adjust the number of HTTP server threads using the Lotus Notes Administrator client and modify the server document for the Lotus Notes Traveler server. In the server document, click **Internet Protocol**, then click **HTTP** and change the Number of active threads value.

To determine the optimal number of HTTP threads to allocate for Lotus Notes Traveler, take the number of devices and multiply by 1.2. For example, if you have 250 mobile devices, then your HTTP active threads value should be at least 300 (1.2 times 250). The HTTP server task allocates all of these threads at startup time and keeps them active as long as the server is started. Do not over-allocate HTTP threads as this causes the Domino server to run out of memory.

Threads

Lotus Notes Traveler is a multi-threaded Domino task. Lotus Notes Traveler threads are dynamically tuned. In most case the administrator is unlikely to have to change these values. If these threads values are tuned it is important to balance the number of threads added and the additional memory required to handle the extra threads. Threads within the Lotus Notes Traveler server task are allocated only when needed, but when they are needed, there must be enough memory to allocate for the threads to start. Allocating too many threads can cause the system to crash due to out-of-memory errors.

The administrator can still manually tune the following thread pools:

- Prime sync threads - Determines if changes to user mail files must be synced to user devices (the default is 20 threads and is specified in `<Domino data directory>\traveler\cfg\NTSConfig.xml` as the value for `TSS_PRIMESYNC_THREADS`).
- Device sync threads - Syncs data between Domino mail servers and user devices (default is 5000).
- Worker threads - Used internally in the device synchronization process (default is 5000).
- HTTP threads - Used by the HTTP task, one per HTTP connection (the default is 100 on Windows 32-bit machines, and 400 on Windows 64-bit machines). This should be 1.2 times the number of devices.

Logging

When debugging a specific problem, the Lotus Notes Traveler server should only be run at a logging level of FINEST. For problems that affect all users, the overall level should still be FINEST. But if the problem is specific to only a few users, then run only those users at the FINEST level, leaving the other users at the system level.

By default, all Traveler log files are contained in `<Domino data dir>/IBM_TECHNICAL_SUPPORT/traveler/logs`. If you want to move the log files to another location, modify the path information found in the `/cfg/NTSLogging.properties` and `/cfg/NTSServletLogging.properties` files. However, ensure that you place the files either under the `IBM_TECHNICAL_SUPPORT` directory or outside the Domino directory tree completely. Do not place the files in the Domino directory tree except under the `IBM_TECHNICAL_SUPPORT` directory tree. This is because, when starting or taking an NSD, Domino views all files in the Domino directory tree except for those under the `IBM_TECHNICAL_SUPPORT` directory. As a result, startup and NSD times can potentially be long if there are numerous files in the Domino directory. The Traveler logs, especially if the FINEST level is being used, can include numerous files.

The following Tell commands are available through the Domino console, and allow a user to exist at a different logging level than the system. For example, the system could be set at the FINER level while the user could be at FINEST until you resolve and remove the problem (which would set them back to the system level of FINER).

Command	Result
Log AddUser *level user*	Logs records for this user at the specified log level. This level overrides the system log level until this user is removed from the list.
Log RemoveUser *user*	Removes a user from the list of users that are logging at a level different from the system level. This use resumes logging at the system level. Remove all users by specifying *.

Customizing Address Cache User Allowances

If you want to customize the maximum numbers of users allowed into the Address Cache, you can do so my modifying the NTSConfig.xml file. Look for the `<PROPERTY NAME="TSS_ADDRESSCACHE_MAX_ENTRIES" VALUE="3000"/>` in the `<COMPONENT COMPONENT_TYPE="TrueSyncServer">` section of the file. Depending on the data traffic, you may want to increase the max entries number to avoid a high number of look ups. `Systemdump` includes this data, allowing you to determine if the cache is full, as well as which users are included.

Enabling session authentication

Performance can be enhanced by enabling single-server or multi-server session-based name-and-password authentication for web users. This allows the IBM Lotus Notes Traveler client to log in once per session instead of logging in for each device-to-server communication. The session authentication parameter can be found by clicking **Internet Protocols** > **Domino Web Engine** in the server document (if not using Internet site documents), or by clicking the **Domino Web Engine** tab of the Internet site document for Web Protocol (if using Internet site documents).

Before enabling session authentication, make sure that you review the "Session Authentication" topic in the latest version of the Domino Administrator documentation in this information center. Review the session authentication details, and make sure that it is the correct option for your environment.

Physical locations of servers

The utilization of high speed connections for servers is recommended. In addition, you should endeavor to physically place the Traveler servers as close to the mail servers as possible. Slow speeds across the connections can result in timeout errors.

Tuning active HTTP threads for Lotus Notes Traveler

Lotus Notes Traveler devices utilize Domino web server HTTP threads when communicating with the server.

If the number of active HTTP threads is insufficient, the following problems may occur:
- Apple device users may experience "Cannot connect to server" messages or slow responsiveness when opening, sending, or synchronizing email, contacts, or calendar items and when downloading email attachments
- Other device users may see error 503 (Server busy) messages in the Notes Traveler client interface, experience sync failures, and general slow responsiveness
- Server CPU and memory utilization may increase to abnormal levels

The number of active HTTP threads needed for Traveler is calculated this way: 1.2 x Number of registered devices = Number of needed active HTTP threads

Default HTTP thread values activated by Lotus Notes Traveler

Lotus Notes Traveler will set the active HTTP threads to a default value depending on the architecture of the Domino instance.

For 32-bit Domino installations, 100 HTTP threads are allocated. This is done using the following notes.ini parameter, added automatically during Notes Traveler installation:

```
NTS_MAX_HTTP_THREADS=100
```

For 64-bit Domino installations, 400 HTTP threads are allocated. This is done via the following notes.ini parameter, added automatically during Notes Traveler installation:

```
NTS_MAX_HTTP_THREADS=400
```

These parameters are used to set the HTTP Number active threads value in the Server document during Traveler startup if `NTS_AUTO_CONFIG=true` is also present in notes.ini and the Traveler Server ID has appropriate ACL access to names.nsf.

How to determine the number of Notes Traveler devices

At the Domino console on the Traveler server, run the following command:

```
tell traveler stat show
```

In the output displayed by the command, find `Push.Devices.Total`, which is the total number of devices registered with the server. For example:

```
Push.Devices.Total = 225
```

This indicates that 225 devices are registered for synchronization with the Notes Traveler server and that at least 270 HTTP threads are needed (1.2 x 225 = 270).

If the console output is scrolling too quickly to find this information, the info can be dumped to a file by doing the following:
1. Run the console command `tell traveler systemdump stat`.
2. Open `\data\IBM_TECHNICAL_SUPPORT\traveler\logs\dumps\systemdump.log`.
3. Search for `Push.Devices.Total`.

How to determine the current number of active HTTP threads

The current number of active HTTP threads allocated by the Domino web server at startup can be found in the Server document on the Internet **Protocols > HTTP** tab in the **Number active threads** field.

When using the systemdump file to find the current number of active HTTP threads, search for this setting:

```
MaxActiveThreads
```

For example, this would be the line as found in a systemdump:

```
Name: HTTP_MaxActiveThreads Type: Number/number list Size: 10 Value: 100
```

How to change the number of active HTTP threads

The number of active HTTP threads can be changed in the Server document on the Internet **Protocols > HTTP** tab in the **Number active threads** field.

To make this change effective, stop and restart HTTP (console command: `restart task http`).

CAUTION:

Allocating too many active HTTP threads will result in unnecessary server memory consumption, so it is recommended to only allocate the necessary number of HTTP threads needed for proper Notes Traveler operation, as described here. If other HTTP applications are running on the Traveler server (for example, iNotes or Sametime), the number of threads needed for Lotus Notes Traveler will need to be added to the threads used by these applications.

Configuring ports for a partition

IBM Lotus Notes Traveler supports running on multiple Domino partition servers on the same physical machine. The server must be configured to avoid port conflicts among the partition instances.

When you set up a Domino partitioned server, it is best to assign a separate IP address to each partition. You should also use a separate NIC for each partition. Using a separate NIC for each address can make the I/O much faster. And since each partition uses a separate address, port conflicts are avoided. For information about setting Domino to bind to separate IP addresses, see the topic "Partitioned servers and IP addresses" in the latest version of the Domino Administrator documentation.

If you are not going to use a separate IP address for each Domino partition, then use port mapping and configure your Lotus Notes Traveler partitions to use unique port numbers for its services.

Use the following steps to configure unique port numbers:

1. For each Domino partition, open the Domino Administrator client and connect to the Domino server.
2. Click **Configuration** > **Server** > **Current Server Document**.
3. Click **Edit Server**.
4. Click **Ports** > **Internet Ports** > **Web**, and enter a port number in the **TCP/IP port number** field.

   Note: The port value must be unique. For example, if you have two partitions, use 80 and 81.

5. Click the **Lotus Traveler** tab, and enter port numbers in the **IPC Socket Port** field.

   Note: These two values must be unique. For example, if you have two partitions use 50125, 50126 on the first partition, and 50127, 50128 on the second partition.

6. If you are using a pre-8.5.2 version Windows Mobile or Nokia client, enter a port number in the **Port for TCP Connections** field.

   Note: The port value must be unique. For example, if you have two partitions, use 8642 and 8643.

7. Click **Save and Close**.
8. Restart Lotus Notes Traveler and the HTTP server.

   Note: The client also requires configuration changes if the ports are changed from the default values for users that connect to the particular Domino partition. See Customizing the device configuration process for more details on device settings.

Securing the connection

It is recommended that you secure the HTTP traffic to and from the IBM Lotus Notes Traveler server. The traffic can be secured by enabling SSL for the Domino HTTP server or using a VPN.

Once SSL is enabled, you use URL patterns like HTTPS://*hostname* to access the server instead of HTTP://*hostname*. You can use Domino self-signed SSL certificates or SSL certificates purchased from a certificate authority to configure SSL on the Domino HTTP server.

Once configured you also must make sure the Lotus Notes Traveler devices are properly configured to use SSL. For more information, see the following:

* The "SSL security" section of topics in the latest version of the Domino Administrator documentation.
* How do I enable SSL support on a Windows Mobile device?
* Enabling SSL support on Nokia S60 devices
* Creating an account for an Apple device manually

Setting the external server URL for apple devices

The URL for Apple profiles should be specified using the External Server URL field, which can be found in the Server document on the Lotus Traveler tab.

This field should specify the complete path to the Traveler servlet, including `http://` or `https://`, any port numbers if non-default values are in use, and should end in `/servlet/traveler`.

The URL is case-sensitive and must be entered in all lower-case. For example:

```
http://traveler.ibm.com/servlet/traveler
```

This URL sets the Lotus Notes Traveler servlet URL in the Apple profile downloaded from the Lotus Notes Traveler servlet page, and is set in the Apple device's configuration as the URL through which to perform all Lotus Notes Traveler transactions and data synchronization. The URL is also used by other Lotus Notes Traveler components, such as the Lotus Notes Traveler Companion application for reading encrypted mail on Apple devices. This value should be a URL that Lotus Notes Traveler users can always access, whether on an internal network or the internet, and should not change.

If there is a reverse proxy in use, the URL should be set using this reverse proxy name. If there is a DNS name or IP that is used to route external traffic to the Lotus Notes Traveler server from the internet, the URL should be set using this DNS name or IP address.

After making a change to the external server URL in the server document, restart the Lotus Notes Traveler task. The external server URL field will only be present if the server's address book is at the 8.5.2 template level or above. If the field is not present in the server document because the address book is on an older template version, the external server URL can be set in `notes.ini` with this parameter: `NTS_EXTERNAL_URL`. For example:

```
NTS_EXTERNAL_URL=https://traveler.ibm.com/servlet/traveler
```

If `NTS_EXTERNAL_URL` is added to or changed in `notes.ini`, restart the Lotus Notes Traveler task to make the change effective.

Note: The `NTS_EXTERNAL_URL` parameter in `notes.ini` will take precedence over the external server URL field in the Server document. If `NTS_EXTERNAL_URL` was added to `notes.ini` while using Traveler version 8.5.1, ensure that the value is correct as described in this article, as this parameter's usage has changed in versions 8.5.2 or later. Problems may occur due to an incorrect URL setting that were not experienced in version 8.5.1.

Configuring corporate look up for devices

The corporate look up feature of Lotus Notes Traveler allows mobile users to search for and find information about other users in the Domino directory. It also allows them to find information using remote directories if directory assistance is configured. This is useful when a user must contact another person in the organization who is not in the contact list of the user.

The corporate look up feature works automatically for customers using the default Domino directory to provide the names, telephone numbers, and email addresses. However, customers that use a Domino directory may still find it useful to customize the corporate look up results as described below. Companies configure their corporate directories in different ways. What contact information is important varies from one company to another, as do the fields in which that information is stored within the directories.

Corporate lookup settings

Many customization settings can be applied to the corporate look up feature.

Configuring how many characters are typed before the query is performed

To improve performance, a default of three characters must be typed before the actual look up initiates. You can configure this value by setting `NAME_LOOKUP_MIN_LENGTH` in the `TrueSyncServer` section of the `NTSConfig.xml` file.

Configuring which items should be retrieved from the directory

The items to retrieve from the directory are configured by modifying the `nameLookupItems` property in `data\traveler\cfg\NTSConfig.xml`. By default, corporate look up retrieves these items, which are used in the Domino Names and Address Book:

* `ListName`
* `Type`
* `FullName`
* `LastName`
* `FirstName`
* `MiddleInitial`
* `Title`
* `Suffix`
* `OfficeStreetAddress`
* `OfficeCity`
* `OfficeState`

- OfficeZIP
- OfficeCountry
- StreetAddress
- City
- State
- Zip
- Country
- JobTitle
- CompanyName
- Department
- InternetAddress
- CellPhoneNumber
- PhoneNumber
- OfficePhoneNumber
- WebSite

You may add other items that come from either the Domino Directory or external directories configured in directory assistance. The field names of the Domino Directory can be found by viewing the `$Users` view of the Domino Directory. The column names are the field names returned. For external directories, contact your administrator to determine the field names or use a third-party tool like `LDAPBrowser` to determine the field names.

Modifying the behavior of the search performed by the Domino server

To modify the behavior of the search performed by the Domino server, the `nameLookupFlags` attribute can be changed. Possible values are `0, 8, 32, 40` where:
- `0` means that the look up will not match partial names and will stop searching once a match is found.
- `8` means that the look up will match partial names but again will only return the first value found.
- `32` will not match partial names, but will perform an exhaustive search of all directories including ones specified in directory assistance and will return all results.
- `40` (default) will match partial names and perform an exhaustive search of all directories.

Configuring the maximum number of results to return to the client

The maximum number of search results to return to a client can be configured by modifying the `NAME_LOOKUP_MAX_RECORDS` property in `data\traveler\cfg\NTSConfig.xml`.

By default, this value is set to `30`, ensuring that the number of records sent to the device is limited.

Directory Assistance Considerations

When using an LDAP directory through directory assistance, other configurations can be made within the directory assistance configuration to affect the behavior of the query performed. For example, the "mail filter" query under the LDAP tab in a directory assistance LDAP entry can be changed to tell directory assistance which attributes in LDAP should be searched. For more information, see the Directory Assistance documentation for Lotus Domino.

Customizing the ActiveSync XSLT file

Once you know what fields are being returned from your look up, you can map them to fields on the device.

Mapping is done by customizing the file `nameLookup-AS.xslt` located in `data\traveler\cfg\namelookupTemplate`. By default, this file is configured to map the standard Domino Directory fields to the device fields. The fields that can be used/understood by the device are defined by the ActiveSync protocol. Currently only these fields are defined:
- DisplayName
- Phone
- Title
- Company
- Alias
- FirstName
- LastName
- HomePhone
- MobilePhone
- EmailAddress

To change the field mapping to use a different field for an email address:

```
<xsl:call-template name="MapField"></xsl:call-template>

<xsl:with-param name="OldValue"></xsl:with-param>

<xsl:value-of select="LDAPemailaddress"></xsl:value-of>


<xsl:with-param name="NewName">EmailAddress</xsl:with-param>
```

To display the last name before the first name:

```
<xsl:element xmlns="GAL:" name="DisplayName"></xsl:element>

<xsl:value-of select="concat(LastName, ', ', FirstName)"></xsl:value-of>
```

Extensive changes to the XSLT file should not be necessary. However, if you need more information about XSLT, see http://www.w3.org/TR/xslt.

Customizing the SyncML XSLT file

Put your short description here; used for first paragraph and abstract.

INFO TO COME

Administering Lotus Notes Traveler

The IBM Lotus Notes Traveler server component functions as a Domino server add-in task and responds to Domino server console commands. Topics in this section describe common administrative tasks for administering a Lotus Notes Traveler server.

Starting and stopping the server

The IBM Lotus Notes Traveler server and the HTTP server automatically start if you accept the default settings during installation. Use the commands in this topic to manually start or stop the Lotus Notes Traveler server.

To start the Lotus Notes Traveler server, enter this command on the Domino Console:

```
load traveler
```

To stop the Lotus Notes Traveler server, enter one of these commands on the Domino Console:

```
tell traveler shutdown
```

```
tell traveler quit
```

Note: The shutdown command waits for any pending syncs to complete and then quits. The quit command does not wait for any pending syncs to complete and quits immediately.

To restart the Lotus Notes Traveler server, enter this command on the Domino Console:

```
restart task traveler
```

Note: By default, Lotus Notes Traveler validates its configuration settings and automatically adjusts the configuration when it is started. If you do not want Lotus Notes Traveler to automatically configure the HTTP server at startup, then add the parameter setting NTS_AUTO_CONFIG=false to the Notes.ini file. If you add this line, you must start the HTTP server manually.

HTTP and the `quit` command

When HTTP receives a `quit` command, it waits for any existing connections to close before it initiates the shutdown sequence, which includes instructing the Traveler servlet to clean up. Before all the existing connections are closed, there is no notification from HTTP to the Traveler servlet that a `quit` is pending. As a result, the Traveler servlet has no knowledge of the `quit` command and does not abort its connections. Often, there are HTTP connections pending for Traveler. Most likely, these connections are for Auto Sync, which means they may have long timeouts (minutes rather than seconds).

When Traveler shuts down, it sends an IPC message to the Traveler servlet so that the Traveler servlet can close any pending questions. To avoid this long wait time for an HTTP `quit` command, shut down Traveler first. This causes the message to be sent to the Traveler servlet, and the Traveler servlet closes all of its pending connections. The HTTP quit is much faster because there are no Traveler connections holding up the shutdown.

Assigning device preferences and security settings to devices

There are different ways to assign settings that determine how users work with the IBM Lotus Notes Traveler server. You can use the built-in set of default device preferences and security settings that Lotus Notes Traveler provides, which is simpler. Or you can create a Lotus Notes Traveler policy settings document, which provides greater flexibility and control but is more complex to configure.

If you are using a Lotus Notes Traveler policy settings document, the template of the address book on the Lotus Notes Traveler server should be no earlier than version 8.5.2.

Note: When the policy or default settings have been created for your Apple devices, remove the com.apple.mobiledevice.passwordpolicy <dict> from the /traveler/cfg/client/Apple.xml file. This is because the security enhancements are enforced in the sync flow rather than through Apple.xml. This avoids contradictions in the two settings, prevents users from getting around the settings by manually creating the account, allows the settings to be more personalized to individual users or subsets of users, and allows the security settings to be dynamic without user interaction.

Note: Lotus Notes Traveler defined device security settings apply to Apple devices. However, the device preference settings (Sync settings, filter settings, and device settings) do not apply to Apple devices.

Default device preferences and security settings

IBM Lotus Notes Traveler provides a built-in set of default device preferences and security settings that an administrator can modify for use when a device initially registers with Lotus Notes Traveler. Users can then modify their device preferences from their Lotus Notes Traveler device clients.

Note: Device security settings are set by an administrator only and define the security policy for devices and what action to take when a device is not compliant with the policy.

The Lotus Notes Traveler administration database contains a default device settings document that initializes with the Lotus Notes Traveler built-in defaults for device preferences and device security settings. Device preferences control how and what data is synced with devices, and security settings define the security policy for devices.

Lotus Notes Traveler releases before 8.5.1 require an administrator to use IBM Lotus Domino policies to modify the Lotus Notes Traveler default preferences and to define security settings. Lotus Notes Traveler 8.5.1 or later administrators should modify the default device settings document to change the default settings and use Domino policies only when there is a need to override these defaults for particular users or groups. If settings and security policies are defined for a user in both a Domino policy and in the Lotus Notes Traveler default settings document, the Domino policy settings are used.

Domino policies provide additional flexibility and functionality but are more difficult to use than the default device settings document in some environments. The advantages of using Domino policies include:

- The ability to assign different device preferences and security settings by user, group, or organization – The default settings document does include a mechanism to include or exclude users, groups, and organizations, but it is much more limited than Domino policies. Users to which the default settings document does not apply receive the Lotus Notes Traveler built-in defaults if they do not have a Domino policy. These hard-coded defaults are the same as the default settings document. With Domino policies, you can define different settings for every user. The limited include/exclude support of the default settings document allows you to have two sets of defaults: those defined in the default settings document, and the built-in Lotus Notes Traveler defaults.
- The ability to lock individual device preferences for a user – An administrator can select individual device preferences to lock in a Domino policy. Locking a device preference forces the device preference value to be updated on the device and prevents the user from changing its value using the device client.

Domino policies are more difficult to manage in the following environments:

- Multiple Domino domain environments – When a Domino policy applies to users in different Domino domains, you must create and maintain the policy in each Domino domain. The Lotus Notes Traveler default settings document only needs to be defined on the Lotus Notes Traveler server. It does not need to be replicated to the various user mail files. As a result the single default settings document can apply to all Lotus Notes Traveler users syncing through that Lotus Notes Traveler server regardless of the Domino domain of the user.
- Mixed Domino server levels – The Domino administration server on which a Domino policy for Lotus Notes Traveler users is created must be at least a Domino 8.0.1 server. Use the server level of the Domino Lotus Notes Traveler server or higher. A Domino 8.0.1 or later server with the directory template level of the Lotus Notes Traveler server or higher could be used instead. Domino policies must get replicated from the administration server to the mail servers of the users to which the policies apply. The admin g task then pushes the policy settings to the mail files of the users. Domino 8.0.1 is the first server level with adminp task support for Lotus Notes Traveler policy settings. Lotus Notes Traveler can support policies on Domino servers before 8.0.1 but their directory template should be upgraded to use the Domino 8.0.1 directory template level or later. Using the Lotus Notes Traveler default settings support allows you to avoid the preceding server level and directory template level requirements if your Domino environment contains prior server levels that you do not want to upgrade.

Note: Lotus Notes Traveler defined device "Security" settings apply to Apple devices. However, the device preference settings (filter settings and device settings) do NOT apply to Apple devices.

Note: Default device preference settings for "Sync", "Filter", and "Device" are pushed to a device only when the device initially registers and do not apply to devices that are already registered . However, the default device "Security" settings are pushed to a device when the device initially registers and whenever a default "Security" setting is changed by an administrator.

Note: The use of multiple device settings documents is not supported. If you need security settings that differ from user to user, you must use Domino policies instead of the device settings document. This is because Lotus Notes Traveler caches the settings from the document at startup and only reads updates from that document. If you try to use multiple settings documents, Lotus Notes Traveler uses only the first document it finds. This may or may not be the same document used on the previous startup.

Note: Nokia security settings apply only to Nokia security-enabled devices. They do not apply to Nokia N-series devices. You may need to install the Nokia security enablement library on the device to enable it for security. This library can be obtained from Nokia's IBM Lotus Notes Traveler site. From the site, select the "More info" tab to download the security enablement library for Nokia devices.

Modifying default device preferences and security settings

Use these steps to modify the default device preferences, which control how and what data is synced with devices. You can also use the steps to modify default "Security" settings, which define the security policy for devices.

To modify default device preferences and security settings, perform the following procedure:
1. From the Domino Administrator client 8.5 or later, click the **Messaging** tab and then the **Mail** tab.
2. Expand the **IBM Lotus Notes Traveler** twisty.
3. Open the **Device Settings** view.
4. Click **Edit Settings**.

5. Click the **Preferences** tab.
6. Click one or more sub-tabs, and modify the wanted settings. For information about the settings, see Default device preference and security setting values.
7. Click the **Assignment** tab.
8. Modify the include/exclude user lists only if you want to limit the users to which the default settings apply. Leave these lists blank so that the defaults apply to all users.

   The primary purpose of the include/exclude list is to allow administrators to exclude a limited number of users from the device settings. Any users excluded use the device settings built into the Lotus Notes Traveler server itself. These built-in settings are the same as the initial default device settings, which are all set to off. Adding any entries (names, groups, or organizations) to the exclude list excludes those users from the default device settings. Adding any entries to the include list means that the default device settings apply only to the users in the list, and all others are excluded. The exclude list takes precedence if any users are in both lists.

9. Select **Save and Close**.

Default device preference and security setting values

The default device settings for users come from the Lotus Notes Traveler administration database default device settings document. Users can change their device preference settings from their devices, but only an IBM Lotus Notes Traveler administrator can change device security settings. A Domino policy containing Lotus Notes Traveler settings (a Lotus Notes Traveler Domino policy) can be used to override the default device settings for individual users, groups, or organizations.

Note: The values in the following table apply only to Windows Mobile, Nokia, and Apple devices; they do not apply to Android devices.

Table 13. Default Preferences > Sync settings

Setting	Description	Default value
Synchronize	Specifies the Lotus Notes items that should be synced to the Lotus Notes Traveler client.	All of the following are selected by default: Email, Calendar, ToDo, Contacts, and Journal. • For Windows Mobile devices, if either email or Calendar are selected, both email and Calendar sync. • For Nokia devices, if either Calendar or ToDo are selected, both Calendar and ToDo sync.

Table 14. Default Preferences > Filter Settings

Setting	Description	Default value
Email Body Truncation	Enables email body truncation. Characters beyond the default character value in the email body are truncated from the email body.	Enabled and 2000 characters
Maximum email Attachment Size Allowed - Administrator	Specify the maximum combined size of all attachments in a document that can be synced to a device. This size is an administrator setting that Notes client users cannot change.	4000 KB
Email Attachments	Enables automatic syncing of file attachments to the mobile device. For Android devices, this setting also controls the automatic syncing of embedded email images.	Disabled
Email Attachment Size	Automatically download file attachments smaller than this size. For Android devices, this setting also applies to embedded email images.	100 KB
Email Date Filter	Enables filtering email by the number of days specified.	Enabled and 5 days
Email Importance	Enables filtering by an importance value.	Disabled
Calendar Date Filter Past Events	Enables filtering of past calendar events by the length of time specified.	Enabled and 1 week
Calendar Date Filter Future Events	Enables filtering of future calendar events by the length of time specified.	Enabled and 3 months
Journal Date Filter	Enables filtering of journal dates by the length of time specified.	Enabled and 1 week
ToDo Status	Enables display of only to do items with a status of incomplete	Enabled

Table 15. Default Preferences > Device Settings

Setting	Description	Default value
Device logging	Sets the logging level.	Off
Device Log File Size Maximum	Sets the maximum log file size.	2000 KB

Table 16. Default Preferences > Security Settings > Windows Mobile

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Password Type, Inactivity Timeout (maximum), Password History Count, Password Expiration Period, and Wrong passwords before wiping device.	Disabled
Password Type	Set to either Strong Alphanumeric or Simple PIN. Strong Alphanumeric requires at least eight characters, with at least one alphabetic, one numeric, and one uppercase character. Simple PIN is a numeric password of at least four digits.	Simple PIN
Inactivity Timeout (maximum)	Specifies the maximum device inactivity time until the device locks due to inactivity.	30 minutes
Wrong passwords before wiping device	Enables wiping of the device after a specified number of incorrect passwords are entered.	Disabled and 7 incorrect password attempts

Storage card encryption	Enables encryption of all data on device storage cards is encrypted.	Disabled
Prohibit devices incapable of security enablement	Prevents devices which cannot support remote wipe or security profiles from syncing with the Lotus Notes Traveler server.	Disabled

Note: The settings in the following table apply only to Nokia security-enabled devices. They do not apply to Nokia N-series devices. You may need to install the Nokia security enablement library on the device to enable it for security (Symbian^3 devices do not need the security enablement library because the library is built into the device). This library can be obtained from Nokia's IBM Lotus Notes Traveler site. From the site, select the "More info" tab to download the security enablement library for Nokia devices.

Table 17. Default Preferences > Security Settings > Nokia

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Minimum password length, Maximum times character repeats, No adjacent numbers, Require alphanumeric, Upper, and lower case. The Violation Action you select for this option applies to all sub-settings (except for **Wrong passwords before wiping device** - if **Wrong passwords before wiping device** is enabled, then the violation actions for **Require device password** must be **Enforce**).	Disabled
Minimum password length	Smallest number of password characters allowed. Range is 4-16.	4
Maximum times character repeats	The maximum times a specific character can repeat in a password.	0
No adjacent numbers	Prevents the creation of passwords with adjacent numbers.	Disabled
Require alphanumeric	When enabled, both alphabetic characters and numbers are required in the password.	Disabled
Upper and lower case	Requires the use of both upper and lower case characters in a password.	Disabled
Inactivity Timeout (maximum)	Specifies the maximum device inactivity time until the device locks due to inactivity.	30 minutes
Wrong passwords before wiping device	Enables wiping of the device after a specified number of incorrect passwords are entered.	Disabled and 7 incorrect password attempts
Prohibit unencrypted devices	Allows only devices that have encrypted phone and mass storage to sync with the Lotus Notes Traveler server.	Disabled
Storage card encryption	Requires the encryption of all data on device storage cards to be encrypted.	Disabled
Prohibit devices incapable of security enablement	Prevents devices which cannot support remote wipe or security profiles from syncing with the Lotus Notes Traveler server. If the value is set to Enabled, the "Require device password" setting above is automatically changed to "Enforce".	Disabled
Password expiration period	Number of days after which the device password must be changed. Range is 0-365 days.	0 days
Password history	The number of unique passwords required before reuse of a password is allowed. Range is 0-20.	0

Table 18. Default Preferences > Security Settings > Android

Setting	Description	Default value
Require device password	Enables the requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Require alphanumeric value, Minimum password length, Auto lock period (maximum), Wrong passwords before wiping The Violation Action you select for this option applies to all sub-settings (except for Wrong passwords before wiping device - if you enable Wrong passwords before wiping device, then the violation action for Require device password must be Enforce). The default violation action is Report.	Disabled
Require alphanumeric value	When enabled, both alphabetic characters and numbers are required in the password.	Disabled
Minimum password length	Smallest number of password characters allowed. Range is 4-16.	4
Auto lock period (maximum)	Number of minutes before device automatically locks when it is not being used. Range is 1-60 minutes.	30 minutes
Wrong passwords before wiping device	Enables device to hard reset itself after the selected number of consecutive failed device password login attempts occur.	Disabled
Prohibit devices incapable of security enablement	Prevents all devices which do not have the required security features from syncing with the Lotus Notes Traveler server. If set to disabled, all devices, with and without security features, can sync data. Lotus Notes Traveler uses the Device Administrator feature added in Android 2.2. In order to enable this feature, the end user must agree to enable the device administrator on the device. If this checkbox is checked, Android devices with an OS version less than 2.2 will not allowed. In addition, Android OS 2.2 devices where the end user has not enabled the device administrator profile for Lotus Traveler will not be allowed.	Disabled

Note: For Apple device security settings, the only possible Violation Action is **Enforce**.

Table 19. Default Preferences > Security Settings > Apple

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Prohibit ascending, descending and repeating sequences, Require alphanumeric value, Minimum password length, Minimum number of complex characters, Auto lock period (maximum), Password expiration period, Password history, Wrong passwords before wiping device, Prohibit unencrypted devices. The Violation Action of **Enforce** applies to all sub-settings for this field.	Disabled
Prohibit ascending, descending and repeating sequences	Prohibits the use of ascending, descending and repeating sequences.	Disabled
Require alphanumeric value	When enabled, both alphabetic characters and numbers are required in the password.	Disabled
Minimum password length	Smallest number of password characters allowed. Range is 4-16.	4
Minimum number of complex characters	Smallest number of non-alphanumeric characters required. Range is 0-4 characters.	0
Auto lock period (maximum)	Number of minutes before device automatically locks when it is not being used. Range is 1-60 minutes.	30 minutes
Password expiration period	Number of days after which the device password must be changed. Range is 0-730 days.	90 days
Password history	The number of unique passwords required before reuse of a password is allowed. Range is 0-50.	0
Wrong passwords before wiping device	Enables device to hard reset itself after the selected number of consecutive failed device password login attempts occur.	Disabled
Prohibit unencrypted devices	When enabled, only devices that support onboard data encryption are allowed to sync with the Lotus Notes Traveler server.	Disabled
Prohibit camera	Disables the camera on the device.	Disabled
Prohibit devices incapable of security enablement	Prohibit devices incapable of security enablement. Prevents all devices which do not have the required security features from syncing with the Lotus Notes Traveler server. If set to "disabled", all devices, with and without security features, can sync data. However, as many of the security features as possible will still be enforced on every device. The security features that a device includes depends on the version of the ActiveSync protocol that the device has implemented. Apple OS 2 devices implement ActiveSync 2.5. Apple OS 3 and iOS4 devices implement ActiveSync 12.1. Other, non-supported ActiveSync devices may have implemented ActiveSync 12.0. ActiveSync 2.5 does not include "Prohibit unencrypted devices", "Prohibit camera", "Minimum number of complex characters", "Prohibit ascending, descending and repeating sequences", "Password expiration period", or "Password history count". ActiveSync 12.0 does not include "Prohibit unencrypted devices", "Prohibit camera", or "Minimum number of complex characters". ActiveSync 12.1 includes all of the settings available through Lotus Notes Traveler. A device is considered "unsecured" if any of the security features it does not include are enabled in the security policy.	Disabled

Note: Several of these settings have a violation action that must be configured. The violation action executes on the device if the local device security setting does not match the security policy. The default violation action is Report.

Table 20. Violation action settings

Setting	Description
Report	If the setting is not compliant, the violation is reported to Domino Domain Monitor (DDM) on the Lotus Notes Traveler server. The mobile device user is notified on the Lotus Notes Traveler status screen with a security lock icon and a message.
Disable Synchronization	If the setting is not compliant, the violation is reported to the Lotus Notes Traveler server and any further syncing with the server is disabled. Syncing can be re-enabled only by fixing the security policy violation.
Enforce	The Lotus Notes Traveler client forces the setting on the device to match the setting in the security policy. For settings such as the device password, the mobile device user is prompted to enter a password for the device. If at any time the settings are detected to be non-compliant, the violation is reported to DDM on the server and syncing is disabled on the mobile device until the violation is corrected.

Table 21. Default Assignment settings

Setting	Description	Default value
Include users	The names of users or groups to which the default device preference settings apply.	Blank, which means all users. To specify all members of a branch of a hierarchical name tree, use an asterisk (*) followed by a forward slash and certifier name, for example, */Sales/Acme.
Exclude users	The names of users or groups to which the default device preference settings do not apply.	Blank, which means no users.

		Use an asterisk (*) to indicate all users. To specify all members of a branch of a hierarchical name tree, use an asterisk followed by a forward slash and certifier name, for example, */Sales/Acme.

Table 22. Default Preferences > Device Access

Setting	Description	Default value
Require approval for device access	Selecting this setting will make all new devices able to register, but not sync data with Lotus Notes Traveler. The device will be in a locked state until approved by the Administrator.	Deselected
Number of devices to allow per user before approval is required	This setting allows the Administrator to auto approve a given number of devices per user. The number refers to registered devices per user and is not time sensitive. For example if set to 1, the first device to register for a user will not require approval, but any new devices will. Completely deleting a device from the database and security record removes it from being considered in this calculation.	1
Optional: Addresses to notify when approval action is pending	This allows an Administrator to be notified when an approval action is required. The notification would include the User ID, Device ID, Device Type, and date of registration. The notification list can include users, groups and Mail-In DBs. The registering user will always receive a notification when a device registers and requires approval. This is done to reduce PMRs. The e-mail copy sent to the administrator includes a link to `LotusTraveler.nsf`.	Blank, which means no addresses

Creating a Lotus Notes Traveler policy settings document

Use the IBM Lotus Notes Traveler policy settings document to define device preferences and security settings for syncing Domino user mail database data with their mobile devices. You can sync email, calendar, to-do, contacts, and journal data. Auto Sync technology is used to deliver updates to devices as they occur in real time.

Note: To take advantage of the latest settings, the template of the address book on the Lotus Notes Traveler server should be no earlier than version 8.5.2.

To create a Lotus Notes Traveler policy settings document, follow these steps:

1. Make sure that you have Editor access to the IBM Lotus Domino directory and one of these roles:
   - PolicyCreator role to create a settings document
   - PolicyModifier role to modify a settings document
2. From the Domino Administrator client, click the **People & Groups** tab, and then open the Settings view.
3. Click **Add Settings**, and choose Lotus Traveler.
4. On the **Basic** tab, assign a name to the policy settings document and add a description.
5. Complete these fields on the **Preferences > Sync** tab:

   Important: The following settings do not apply to Apple devices.

Table 23. Sync preferences

Field	Action
Synchronize	Specify one or more PIM types to sync with the device: Email, calendar, to-do, contacts, or journal. • For Windows Mobile devices, if either email or calendar are selected, both email and calendar sync. • For Nokia devices, if either calendar or to-do are selected, both calendar and to-do sync.

6. Complete these fields on the **Preferences > Filter Settings** tab:

   Important: The following settings do not apply to Apple devices.

Table 24. Filter Settings preferences

Field	Action
Email Body Truncation	Click to enable the email body truncation filter. When enabled, you can select the maximum number of email characters, in thousands of characters, to sync to the device. Specify how many characters from the body of the email are synced to the device before the email is truncated.
Maximum email Attachment Size Allowed - Administrator	Specify the maximum combined size of all attachments in a document, in KB, that can be synced to a device. This administrator setting is one that Lotus Notes client users cannot change, and this setting is always locked.
Email Attachments	Click to enable attachments to sync with the device.
Email Attachment Size	Select the total combined size of attachments in a document, in KB, allowed to sync with the device. The value you specify cannot exceed the value in the **Maximum Email Attachment Size Allowed - Administrator** field.
Email Date Filter	Click to enable the email data filter, and select the number of days to keep a mail message on the device. If the filter is not enabled, all messages are synced.
Email Importance	Click to enable syncing for mail messages of high importance only.
Calendar Date Filter - Past Events/Future Events	Specify the date ranges of calendar events to sync. A repeating event is included when any of its instances are within a date range. All dates from a repeating entry display on the device calendar. When all instances of a calendar event fall outside the past event date range, it is removed from the device. Specify a date range for past events and one for future events as described below. • **Past Events** -- click to enable the filter for past events. Select the length of time (how far into the past), calendar entries are to be synced. When the filter is not enabled, all past events sync. • **Future Events** -- click to enable the filter for future events. Select the length of time (how far into the future), calendar entries are to be synced. When the filter is not enabled, all future events will sync.
Journal Date Filter	Click to enable the journal date filter, and select the amount of time to keep a journal entry on the device. Entries are removed from the device when their modified date is older than the filter range.
ToDo Status	Select **Incomplete Status Only** to sync only to-dos that have a status of **Incomplete**.

7. Complete these fields on the **Preferences - Device Settings** tab:

   Important: The following settings do not apply to Apple devices.

Table 25. Device Settings preferences

Field	Action
Device Logging	Select **On** to enable device logging, or select **Off** to disable device logging.
Maximum Device Log File Size	Specify the maximum size, in KB, of the log file.

8. From the **Preferences - Security Settings** tab, select the tab for your device (Windows Mobile, Nokia, or Apple), and configure its settings:

Note: If your Domino directory template is version 8.5.2 or earlier, you will not see the tab used to define the security settings for Android devices. The user interface will be delivered in a future template version. However, for this situation, Lotus Traveler is designed to pick up the security settings that have been defined for Apple devices in this Traveler Settings document and to apply those settings to Android devices. Note that Android devices only support a subset of the security policy features that Apple devices support. See Table 6 under the topic Default device preference and security setting values for a complete list of the Android device security policy capabilities.

Table 26. Windows Mobile Security Settings

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Password Type, Inactivity Timeout (maximum), Password History Count, Password Expiration Period, and Wrong passwords before wiping device.	Disabled
Password Type	Set to either Strong Alphanumeric or Simple PIN. Strong Alphanumeric requires at least eight characters, with at least one alphabetic, one numeric, and one uppercase character. Simple PIN is a numeric password of at least four digits.	Simple PIN
Inactivity Timeout (maximum)	Specifies the maximum device inactivity time until the device locks due to inactivity.	30 minutes
Wrong passwords before wiping device	Enables wiping of the device after a specified number of incorrect passwords are entered.	Disabled and 7 incorrect password attempts
Storage card encryption	Enables encryption of all data on device storage cards is encrypted.	Disabled
Prohibit devices incapable of security enablement	Prevents devices which cannot support remote wipe or security profiles from syncing with the Lotus Notes Traveler server.	Disabled

Note: The settings in the following table apply only to Nokia security-enabled devices. They do not apply to Nokia N-series devices. You may need to install the Nokia security enablement library on the device to enable it for security (Symbian^3 devices do not need the security enablement library, because it is built-in to the device). This library can be obtained from Nokia's IBM Lotus Notes Traveler site. From the site, select the "More info" tab to download the security enablement library for Nokia.

Table 27. Nokia Security Settings

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Minimum password length, Maximum times character repeats, No adjacent numbers, Require alphanumeric, Upper and lower case. The Violation Action you select for this option applies to all sub-settings (except for **Wrong password** - if **Wrong password** is enabled, then the violation actions for **Require device password** must be **Enforce**).	Disabled
Minimum password length	Smallest number of password characters allowed. Range is 4-16.	4
Maximum times character repeats	The maximum times a specific character can repeat in a password.	0
No adjacent numbers	Prevents the creation of passwords with adjacent numbers.	Disabled
Require alphanumeric	When enabled, both alphabetic characters and numbers are required in the password.	Disabled
Upper and lower case	Requires the use of both upper and lower case characters in a password.	Disabled
Inactivity Timeout (maximum)	Specifies the maximum device inactivity time until the device locks due to inactivity.	30 minutes
Wrong passwords before wiping device	Enables wiping of the device after a specified number of incorrect passwords are entered.	Disabled and 7 incorrect password attempts
Storage card encryption	Requires encryption of all data on device storage cards is encrypted.	Disabled
Prohibit devices incapable of security enablement	Prevents devices which cannot support remote wipe or security profiles from syncing with the Lotus Notes Traveler server.	Disabled
Prohibit unencrypted devices	Allows only devices that have encrypted phone and mass storage to sync with the Lotus Notes Traveler server.	Disabled

Note: For Apple device security settings, the only possible Violation Action is **Enforce**.

Table 28. Apple Security Settings

Setting	Description	Default value
Require device password	Enables requirement that devices have screen lock passwords. This option must be selected to use any of these sub-settings: Prohibit ascending, descending and repeating sequences, Require alphanumeric value, Minimum password length, Minimum number of complex characters, Auto lock period (maximum), Password expiration period, Password history, Wrong passwords before wiping device, Prohibit unencrypted devices. The Violation Action of **Enforce** applies to all sub-settings for this field.	Disabled
Prohibit ascending, descending and repeating sequences	Prohibits the use of ascending, descending and repeating sequences.	Disabled
Require alphanumeric value	When enabled, both alphabetic characters and numbers are required in the password.	Disabled
Minimum password length	Smallest number of password characters allowed. Range is 4-16.	4
Minimum number of complex characters	Smallest number of non-alphanumeric characters required. Range is 0-4.	0
Auto lock period (maximum)	Number of minutes before device automatically locks when it is not being used. Range is 1-60 minutes.	30 minutes
Password expiration period	Number of days after which the device password must be changed. Range is 0-730 days.	90 days
Password history	The number of unique passwords required before reuse of a password is	3

	allowed. Range is 0-50.	
Wrong passwords before wiping device	Enables device to hard reset itself after the selected number of consecutive failed device password login attempts occur.	Disabled
Prohibit unencrypted devices	When enabled, only devices that support onboard data encryption are allowed to sync with the Lotus Notes Traveler server.	Disabled
Prohibit camera	Disables the camera on the device.	Disabled
Prohibit devices incapable of security enablement	Prevents devices which cannot support remote wipe or security profiles from syncing with the Lotus Notes Traveler server. If left disabled, any devices without security support can sync data. An Apple device is considered secured or unsecured by the level of the ActiveSync protocol it uses, and whether any of the enabled security settings are not supported by that protocol level. Protocol 2.5 level does not support "Prohibit unencrypted devices", "Prohibit ascending, descending and repeating sequences", "Password expiration period", "Password history", "Prohibit camera", or "Minimum number of complex characters". Protocol 12.0 level does not support "Prohibit unencrypted devices", "Prohibit camera", or "Minimum number of complex characters".	Disabled

Note: Each of the security settings have a violation action that must be configured. If the local device security setting does not match the security policy, the violation action runs on the device.

Table 29. Violation action settings

Setting	Description
Report	If the setting is not compliant, the violation is reported to Domino Domain Monitor (DDM) on the Lotus Notes Traveler server. The mobile device user is notified on the Lotus Notes Traveler status screen with a security lock icon and a message.
Disable Synchronization	If the setting is not compliant, the violation is reported to the Lotus Notes Traveler server and any further syncing or data exchange with the server is disabled. Syncing can be re-enabled only by fixing the security policy violation.
Enforce	The Lotus Notes Traveler client forces the setting on the device to match the setting in the security policy. For settings such as the device password, the mobile device user is prompted to enter a password for the device. If at any time the settings are detected to be non-compliant, the violation is reported to DDM on the server and the mobile device user and syncing is disabled until the violation is corrected.

9. Click the **Comments** tab, and specify or modify comments regarding this policy settings document.
10. Click the **Administrator** tab, and enter or select the owners and administrators of this document.
11. Click **Save and Close**.
12. Add the settings document to either an existing or new policy document. For more information about policies, see the Policies topic in the latest Domino Administrator section of this information center.

    Note: The policy change is not pushed to affected user mail databases immediately. The admin process task performs this push operation periodically, every six hours by default. To update immediately, run the Domino Console command `tell adminp process traveler` on the mail servers that are hosting users affected by the new policy.

When a mobile device registers for the first time with the Lotus Notes Traveler server, the device settings match those from the administrator-defined policy. If no policy has been defined for the user, then the Default device preference and security setting values are used. After registration is complete, the mobile device settings are saved in the mail database of the user as a device profile. If the user later registers a new device, then its default settings come from the current effective policy, if any. Those settings are saved to unique device profiles in the mail database for the user.

Once a device has registered with the server and has received settings from the device profile, the device preferences cannot be changed by an administrator unless the settings are locked. If the policy administrator locks a setting or changes the value of a locked setting, then this change is synced to the mobile device immediately. A mobile device user cannot change setting values from the device for settings that are locked by a policy. Unlike device preferences, any security setting changes made by the administrator are synced to the mobile device.

Note: Any settings not included in the Domino policy get their value from those defined in the Default device preference and security setting values.

Note: Lotus Notes Traveler defined device security settings apply to Apple devices. However, the device preference settings (Sync settings, filter settings, and device settings) do not apply to Apple devices.

Remote wipe

If a mobile device is lost or stolen, an administrator can issue a remote wipe command to remove all sensitive data from the device. You can remove the IBM Lotus Notes Traveler application and data from the device and, depending on the device, restore the device to the factory default settings.

1. Before wiping a device, make sure that you do not add the user to the deny list. This is because the device must be able to connect to receive the wipe command. The deny list has no exceptions so the user must have access until after the wipe has taken place.
2. From the Domino Administrator client 8.5 or later, click the **Messaging** tab, and click the **Mail** tab.
3. Expand the **IBM Lotus Notes Traveler** twisty.
4. Open the **Device Security** view.
5. Select the device.
6. Select the **Wipe Device** action.
7. Select one or more of these options:
   - **Hard Reset Device** – This option restores the device to factory default settings, and removes the Lotus Notes Traveler application and all PIM and mail data that was synced with Lotus Notes Traveler.
   - **Lotus Traveler Application and Data** – This option removes the Lotus Notes Traveler application and all PIM and mail data that was synced with Lotus Notes Traveler.
   - **Storage Card** – This option removes any data that is present on storage cards loaded in the device.

General remote wipe considerations:

Note: The wipe command is enacted on the device the next time it connects. If the device is connected at the time, the wipe occurs immediately. If the device is not connected and an SMS address has been provided (or added on the server), then an SMS message is sent (in addition to push) to tell the client to check in with the push or accept the action if it cannot log in. This SMS message travels over the cellular network, and is received almost immediately if the device is able to receive text messages (the phone is on and connected to the cellular network).

Note: The user (and not the admin) can perform these Remote Wipe actions from the **Manage Security** section of the **Lotus Notes Traveler User Home Page**, assuming that the system administrator allows it.

Apple remote wipe considerations:

Note: Apple devices support only the **Hard Reset Device** and **Lotus Traveler Application and Data** options and do not use SMS for remote wipe.

Note: For Apple devices, the **Lotus Traveler Application and Data** option occurs during a sync. As a result, the device must be able to connect with the server for the data removal to occur. The mail server must be accessible and the ACL must still be correct for the sync that is erasing all the data to work. The **Lotus Traveler Application and Data** option will remove all data and erase all calendar and contact information. In addition, all mail folders (and their contents) will be erased, except for the Inbox which is left with a message stating that the device has been wiped and provides instructions on how to remove the account. The Lotus Notes Traveler account is not deleted or modified in any way, but if the device tries to sync, it will get an access denied response.

Nokia remote wipe considerations:

Note: For some Nokia devices, this feature requires installation of a Nokia security enablement library. This library can be obtained from the Nokia IBM Lotus Notes Traveler site.

Note: Nokia N-Series devices support only the **Lotus Traveler Application and Data** option. Only supported options display for the selected device.

Windows Mobile remote wipe considerations:

Note: Some older Windows Mobile devices running Windows Mobile version 5 without the Microsoft Messaging and Security Feature Pack upgrade do not hard reset when they receive the reset command from the Lotus Notes Traveler server. Instead these devices reboot. If this happens, then the Lotus Notes Traveler client detects that the hard reset command failed and executes a wipe of the Lotus Notes Traveler application and data.

Clearing a wipe request

If a lost device is found you may need to cancel a wipe request to reset it. You also need to unlock a user account after a wipe command has been issued.

1. From the Domino Administrator 8.5 client or later, select the **Messaging** tab, and select the **Mail** tab.
2. Expand the **IBM Lotus Notes Traveler** twisty.
3. Open the **Device Security** view.
4. Select the device.
5. Select the **Clear Wipe/Allow Access** action.

   Tip: To clear a wipe request from the Domino Console, obtain the device ID, if necessary, by entering this command: `tell traveler show` *`username`*. Copy the resulting device ID, a long, unique number, from the results to paste during the next step. Then enter this command: `tell traveler security flagsRemove all` *`deviceid username`*.

This procedure, like the remote wipe itself, can also be done through the Manage Security section of the Lotus Notes Traveler User Home Page.

Updating an SMS mail address

For a wipe command to be sent over Short Message Service (SMS), the SMS mail address must be correctly specified.

1. From the Domino Administrator 8.5 client or later, select the **Messaging** tab, and select the **Mail** tab.
2. Expand the **IBM Lotus Notes Traveler** twisty.
3. Open the **Device Security** view.
4. Select the device.
5. If the SMS address is missing or incorrect, select the **Update SMS Address** action.

   Note: Updating the SMS mail address from the Domino Administrator client does not affect the device configuration. This action allows the administrator to configure or change what SMS address is used for a device remote wipe action.

User managed security

With user managed security, users can remotely wipe or lock their own devices without the help of an administrator. They can also "clear" their own actions (for example, canceling a wipe request or unlocking a device).

Users can only perform their own security actions if **User Managed Security** has been set to **Enabled** on the Traveler tab of the Server document by the Administrator. In addition, users cannot undo any changes requested by the administrator. For example, if the admin requested a "Lotus Traveler Application and Data", the user could not "clear" that request. The only thing the user could do would be to "upgrade" the request to a "hard reset device". Similarly, if the admin had done a "hard reset device", the user could do nothing.

You can perform these actions from the **Manage Security** section of the **Lotus Notes Traveler User Home Page**.

Controlling access to Lotus Notes Traveler

When a user leaves the company or a device is lost or stolen, you must remove or restrict access to the IBM Lotus Notes Traveler server. This section covers methods for removing and restricting access.

Denying or allowing access to a device

An administrator can prevent individual devices that are registered with IBM Lotus Notes Traveler from syncing by using the **Deny Access** action in the Lotus Notes Traveler administration database.

This may be a temporary action while a user looks for a lost device before issuing a remote wipe for the device, upgrading the device to a requested level, or updating the device security settings to meet company policy. The **Deny Access** action can be used to permanently prevent access by individual devices that are not wanted for reasons such as security, functionality, or performance. This will still allow the user to access other devices.

1. From the Domino Administrator 8.5 client or later, click the **Messaging** tab, and click the **Mail** tab.
2. Expand the **IBM Lotus Notes Traveler** twisty.
3. Open the Device Security view.
4. Select the device.
5. Do one of the following:
   - To deny access to the device, select the **Deny Access** action.
   - To re-enable access to a device that has been denied access, select the **Clear Wipe/Allow Access** action.

Restricting access using server document access fields

An administrator can define which users are allowed to connect to the IBM Lotus Notes Traveler server, or create explicit denial lists for users that should be denied access to the server.

1. From the Domino Administrator client, select the Lotus Notes Traveler server document.
2. Click **Edit Server**.
3. Click the **Lotus Traveler** tab.
4. Populate either the **Access Server** or **Not Access Server** field with the names of users and groups.

Table 30. Server access fields

Field	Description
Access Server	Select the option **users listed in all trusted directories** to allow access to Lotus Notes Traveler only to people that have person documents in either the primary directory of this server or any secondary directories that trusted credentials using Domino directory assistance.
	You can also select individual names of users and groups to allow access to this Lotus Notes Traveler server. A blank entry means that all users can access Lotus Notes Traveler except any who are listed in the **Not Access Server** field.
Not Access	Select the names of users and groups that should be denied access to this Lotus Notes Traveler server. A blank entry means that no users are denied access.

Server	**Note:** Entering names in the **Access Server** field automatically denies access to those names not listed.

5. Click **Save & Close**.

Note: Users defined as Domino 'Full Access Administrators' have access to Lotus Notes Traveler regardless of how the **Not Access Server** or **Access Server** fields are configured.

Note: Users denied access to Domino through the Domino **Not Access Server** or **Access Server** fields under the Security tab of the server document cannot access Lotus Notes Traveler.

Requiring approval for device access

Lotus Notes Traveler gives administrators the ability to require approval before a user's device can sync data.

In addition the Administrator can specify a certain number of devices per user that can sync without approval. This function applies to all devices supported by Lotus Traveler.

Administrator settings

Administrators can control the approval settings from the `LotusTraveler.nsf` Default Settings form and the Domino Policy document for Lotus Notes Traveler. The following settings are available:
- **Require approval for device access:** Selecting this setting enables the feature. Once selected, all new devices will be able to register but not sync data with Lotus Notes Traveler until approved. Essentially the device will be in a locked state until approved by the administrator.
- **Number of devices to allow per user before approval is required:** This setting allows the administrator to auto approve a given number of devices per user. The number refers to registered devices per user and is not time sensitive. For example, if set to 1, the first device to register for a user will not require approval. If the user already has a device registered, then any new devices that register will need approval to sync data. See the tell commands information below for information on how to remove a device from the database.
- **Addresses to notify when approval action is pending (optional):** This allows an Administrator to be notified when an approval action is required. The notification includes the User ID, Device ID, Device Type, and date of registration. The notification list can include users, groups and Mail-In DBs. The registering user will always receive a notification when either a device registers and requires approval. The end user will again be notified when the Administrator approves or denies access for the device.

Approving or denying a device using the Lotus Notes Traveler admin database (LotusTraveler.nsf)

The Device Security view shows the approval state of all devices. The **Approval** column reports the current device approval state. This column is sortable. The **Approval** button allows both "approve" and "deny" actions for a given device, and can be taken against one or more selected devices. The reported states in this view are:
- **Not Required:** The setting was not enabled when this device connected.
- **Approved:** Device has been approved for access.
- **Auto Approved:** Device Approval was enabled, but when this device registered was under the set number of devices limit.
- **Denied:** Device has been denied access.
- **Pending:** Approval for this device is pending (sync not allowed in this state)

Double clicking a device in the view displays the device information screen. This screen shows the Approval state with an approver ID if appropriate and the time of the approval action.

Approving or denying a device using tell commands

The following tell commands can be used to manage device approval.
- `tell traveler security approve device user`
- `tell traveler security approval deny device user`

Removing the Internet password from the person document of a user

An Internet password is required to authenticate with the IBM Lotus Notes Traveler server. By removing the password from a person document, authentication fails and access is denied.

1. From the Domino Administrator client, click the **People & Groups** tab.
2. Click **People**.
3. Select the user.
4. Click **Edit Person**.
5. On the **Basics** tab, for Internet password, click **Enter Password**. The **Enter HTTP Password** dialog box opens.
6. Do not enter a password, and click **OK** to close the dialog box.
7. Click **Save & Close** to update the document.

Restricting access by device category

An administrator can restrict access to devices that do not support device security using Lotus Traveler or devices by their user agent value.

The setting **Prohibit devices incapable of security enablement** can be enacted by device category (Windows Mobile, Nokia, or Apple) to prevent devices that do not support security enablement from syncing with Lotus Notes Traveler. Security enablement includes the ability of Lotus Traveler to remotely wipe a device, as well as the ability to enforce usage of a device password. This setting is defined in both the Default device preference and security setting values and the Domino Lotus Traveler policy settings document (described in Creating a Lotus Notes Traveler policy settings document).

The meaning of 'Prohibit devices....' differs by device category:
- **Window Mobile:** Enabling **Prohibit devices incapable of security enablement** prevents Windows Mobile devices running a Lotus Notes Traveler client before Lotus Notes Traveler 8.5 from syncing with the Lotus Notes Traveler server. Clients before 8.5 do not support remote wipe or the Lotus Traveler device security settings.
- **Nokia:** Enabling **Prohibit devices incapable of security enablement** prevents Nokia devices meeting the following criteria from syncing with the Lotus Traveler server:
  - Nokia devices running a Lotus Traveler client before Lotus Traveler 8.5.1
  - Nokia devices that do not support the Nokia security application
  - Nokia devices that do support the Nokia security application but do not have it installed
- **Apple:** Whether an Apple device is secured or unsecured is determined by the level of the ActiveSync protocol it uses and whether any of the enabled security settings are not supported by that protocol level.

  Protocol level 2.5 does not support "Prohibit unencrypted devices", "Prohibit ascending, descending and repeating sequences", "Password expiration period", "Password history", "Prohibit camera", or "Minimum number of complex characters".

  Protocol 12.0 level does not support "Prohibit unencrypted devices", "Prohibit camera", or "Minimum number of complex characters".

  For example, if you enable **Require device password** and **Prohibit unencrypted devices** then only an Apple device using ActiveSync 12.1 or later would be able to sync with the Lotus Traveler server.

When a device is unable to sync with the server due to **Prohibit device incapable of security enablement**, a status of "403 (Forbidden)" is returned to the device. Also, the value "Prohibit" appears in the `LotusTraveler.nsf` device security view and device document Access field.

The following expressions in the Lotus Notes Traveler `NTSConfig.xml` file define which devices can be restricted from syncing with Lotus Notes Traveler by user agent value or ActiveSync protocol level:
- `AS_PROTOCOL_VERSIONS` - specifies the ActiveSync Protocol versions that the server supports. The server supports 2.5, 12.0, and 12.1. Apple OS 2.x devices only support AS 2.5, thus if you want those devices to be allowed you must include 2.5 in this list. If you would like to block Apple OS 2.x devices, you

may remove 2.5 from this list. Apple OS 3.x devices support 12.1, so you should always include that version in the list. Non-Apple devices may not support 12.1 while supporting 12.0, which is between 2.5 and 12.1. These values are comma-separated and must not contain spaces. For example:

```
<PROPERTY NAME="AS_PROTOCOL_VERSIONS" VALUE="2.5,12.0,12.1"/>
```

- AS_PROVISION_EXEMPT_USER_AGENT_REGEX - specifies the User-Agent regular expression for devices that are exempt from using the ActiveSync Provision command. If a device does not use the Provision command, there is no ActiveSync security enforced and remote wipe will not work. The default is "", which means that no devices are exempt from Provision and all devices are forced to Provision properly. Only add User-Agents to this regular expression if Provision does not work on the device (normally a bug in the ActiveSync implementation on the device and not controlled by Traveler). For example:

```
<PROPERTY NAME="AS_PROVISION_EXEMPT_USER_AGENT_REGEX" VALUE=""/>
```

- ALLOWED_USER_AGENT_REGEX - the regular expression for User-Agent HTTP headers that are allowed to sync data. The default is ".*", which allows all devices to sync.

```
<PROPERTY NAME="ALLOWED_USER_AGENT_REGEX" VALUE=".*"/>
```

The following tables list user agents by device for both 8.5.2 and pre-8.5.2 Lotus Notes Traveler clients. Windows Mobile and Nokia user agents change with each new Lotus Notes Traveler release. Apple, however, updates their user agent values with each OS update. As a result, there are many more variations of Apple user agents than for Windows Mobile or Nokia.

Table 31. Lotus Notes Traveler 8.5.3 user agents by device

Device	User agent
Windows Mobile	Lotus Traveler WM 8.5.3.0
Nokia	Lotus Traveler Nokia 8.5.3.0
Android	Lotus Traveler Android 8.5.3.0
Apple iPhone (OS 4)	Apple-iPhone2C1/801.306
Apple iPhone (OS 3.1.2)	Apple-iPhone/704.11
Apple iPhone (OS 3.0)	Apple-iPhone/701.341
Apple iPhone (OS 2)	Apple-iPhone/508.11
Apple iPod (OS 2)	Apple-iPod/508.110001
Apple iPad (OS 3)	Apple-iPad/702.367

Table 32. Lotus Notes Traveler 8.5.2 user agents by device

Device	User agent
Windows Mobile	Lotus Traveler WM 8.5.2.0
Nokia	Lotus Traveler Nokia 8.5.2.0
Android	Lotus Traveler Android 8.5.2.1
Apple iPhone (OS 4)	Apple-iPhone2C1/801.306
Apple iPhone (OS 3.1.2)	Apple-iPhone/704.11
Apple iPhone (OS 3.0)	Apple-iPhone/701.341
Apple iPhone (OS 2)	Apple-iPhone/508.11
Apple iPod (OS 2)	Apple-iPod/508.110001
Apple iPad (OS 3)	Apple-iPad/702.367

Table 33. Lotus Notes Traveler Pre-8.5.2 user agents by device

Device	User agent
Windows Mobile	IBM SyncML Client
Nokia	SyncML HTTP Client
Apple iPhone (OS 4)	Apple-iPhone2C1/801.306
Apple iPhone (OS 3.1.2)	Apple-iPhone/704.11
Apple iPhone (OS 3.0)	Apple-iPhone/701.341
Apple iPhone (OS 2)	Apple-iPhone/508.11
Apple iPod (OS 2)	Apple-iPod/508.110001
Apple iPad (OS 3)	Apple-iPad/702.367

There are many possible examples where different User-Agent portions are combined. Here are a few:
- "Apple" - all Apple devices are allowed to sync, but no other devices.
- "(IBM SyncML Client)|(Lotus Traveler WM)" - All Windows Mobile devices (old and new) are allowed to sync, but no other devices.
- "(Nokia SyncML HTTP Client)|(Lotus Traveler Nokia)" - All Nokia devices (old and new) are allowed to sync, but no other devices.
- "Lotus Traveler * 8.5.2" - Only 8.5.2 Windows Mobile and Nokia clients are allowed to sync, but not Apple devices.
- "(Apple)|(Lotus Traveler WM)" - Only Apple and 8.5.2 Windows Mobile clients are allowed to sync, but not Nokia devices.
- "Apple-iPhone/7" - only Apple iPhones (not iPods or iPads) using OS 3 are allowed to sync (Windows Mobile and Nokia devices are not allowed either).
- "Lotus Traveler Android" - Only Android devices are allowed to sync.

Deleting a user from Lotus Notes Traveler

An administrator can remove old or invalid users from the IBM Lotus Notes Traveler administrator UI and database. This should only be done for users where access is already restricted using a Lotus Notes Traveler or Domino server access list, or who are no longer listed in the Domino directory.

Traveler users inactive for longer than one month will be removed by the database automatically. To completely remove a user from Lotus Notes Traveler:

1. Run the following command:

```
tell traveler delete * <username>
```

2. Run the following command:

```
tell traveler security delete * <username>
```

Note: If the user has already been deleted from the Domino Directory, then the full user name must be specified. For example:

```
tell traveler delete * "CN=John Doe/OU=Raleigh/O=IBM"
```

The above two steps should completely remove the user, but you can verify with these additional steps:

3. Open LotusTraveler.nsf and verify that there are no entries for the user.
4. Open ntsclcache.nsf and verify that there are no entries for the user.

Note: The Lotus Notes Traveler service should be restarted for all deletes to display properly. Use the console command restart task traveler.

Note: Any Remote Wipe commands performed on users/devices must be cleared before the entries can be deleted.

For information about deleting a user from the Domino server, see the topic "Deleting a User" in the Domino Administrator documentation.

Viewing user and device information

There are four views an administrator can access that provide useful information. These views include which users have registered with the IBM Lotus Notes Traveler server, device security policy compliance status, remote wipe status, connection status, and build level. Use the steps in this topic to access user and device information.

1. From the Domino Administrator 8.5 client or later, open a Domino server running the Lotus Notes Traveler service.
2. Select the **Messaging** tab, and select the **Mail** tab.
3. Expand the **IBM Lotus Notes Traveler** twisty.
4. Select from these views:
   - Device Security
   - Device Settings
   - Devices
   - Users

See the following tables for details about each view.

Table 34. Device Security view

Column	Information displayed
Device Name	The name of the device as reported by the device firmware.
User	The Domino name of the user.
Approval	Allows administrators to require approval for new devices registering on the Lotus Notes Traveler server.
Security Policy	The status of the security policy for this device. Values include No policy, Compliant, Compliant - limited, and Not compliant. The value Not Supported is for device client levels before 8.5. Additional details about security policy compliance status for a device are available by opening the device document in the Device Security view.
Access	The user's current allow or deny state. The values are Allow, Deny, or Prohibit. Deny is used when a remote wipe or deny access action has been taken. Prohibit indicates that the setting 'Prohibit devices incapable of security enablement' is enabled and the device is incapable supporting remote wipe or the requested security settings.
Wipe Options	The wipe operations that were specified for the wipe request.
Wipe Status	Values such as Confirmed, Pending, and Error. Additional time and date information is available by opening the device document in the Device Security view.
Action Date	The date and time that a wipe operation was requested for the device.
SMS Address	The device SMS email address (blank if one has not been specified).

Table 35. Device Settings view

Column	Information displayed
Type	Lotus Traveler Device Settings. There is only one document in this view for the default device settings.
Setting Name	Default.
Description	Lotus Traveler Device Settings.

Table 36. Devices view

Column	Information displayed
Connection State	Connected or Disconnected.
Auto Sync Type	The connection model used by the device for receiving notifications from Lotus Notes Traveler. Options include HTTP, TCP, SMS, and ActiveSync.
Device Name	The name of the device as reported by the device firmware.
Last Sync Time	The most recent date and time the device was synced.
OS Type	The device platform type. For example, PocketPC/5 is a PocketPC version 5 device. Smartphone/6 is a Windows Mobile 6 Standard device.
Build Level	The Lotus Notes Traveler client version and build number that is running on this device. The build level is always blank for Apple devices.
User	The Domino name of the user.

Table 37. Users view

Column	Information displayed
User Name	The Domino name of the user.
User State	Online or Offline. Online means that at least one mobile device has connected to the server within the last 24 hours. Once 24 hours expires without any activity, the user moves to the Offline state. When offline, the mail file of the user is no longer monitored for changes. If the user stays in the Offline state for longer than the user reap interval, the user and all devices are automatically cleaned and removed from the Lotus Notes Traveler server.
Mail Server	The mail server currently being monitored for server-side data changes. This server may be different than the home mail server of the user if a server failover has been detected.
Mail File	The mail file name of the user.

Using the LotusTraveler.nsf database

When using the `LotusTraveler.nsf` database, there are several important factors to be aware of.

The following is a set of best practices for using the `LotusTraveler.nsf` database.

1. Is deleting documents from the `LotusTraveler.nsf` database the correct way to remove configurations for users and devices?

    No. Deleting documents from the `LotusTraveler.nsf` is not the correct way to delete users.

    The Traveler task itself maintains the "master data" (in the embedded Derby DB found in `/data/traveler/ntsdb`). Other tasks can change the master data by making requests for the change. They are then notified when changes are made in the master data. This includes the `LotusTraveler.nsf` and the Servlet home page. `LotusTraveler.nsf` is updated by the Traveler task whenever any data that `LotusTraveler.nsf` uses is updated. The data does NOT flow the other way except for the actions in the `LotusTraveler.nsf` which have buttons at the top of the Views (deny access, remote wipe). These buttons operate by making tell commands to Lotus Notes Traveler and updating the data, which then updates `LotusTraveler.nsf`. For example, if the "deny access" action is executed for a device, `LotusTraveler.nsf` is unchanged and the "tell traveler security" call is made to Traveler. When Traveler gets the tell command, it executes it and updates `LotusTraveler.nsf` with the new state. Thus, `LotusTraveler.nsf` is updated but indirectly instead of directly.

    For more information, see Deleting a user from Lotus Notes Traveler.

2. If I delete a document for a user or device in the `LotusTraveler.nsf`, does that entry still exist in the Traveler application even though it is no longer viewable?

    Yes. If you delete entries from the `LotusTraveler.nsf` (or delete the `LotusTraveler.nsf` database itself), they will be recreated by the Traveler task over time. As values change in the Traveler task, they are sent to `LotusTraveler.nsf`, which stores the new data by creating new entries for the ones that are now missing. As a result, over time, your `LotusTraveler.nsf` will be repopulated with the same data it had before (plus any new changes).

3. Should all Traveler user and device configuration changes and deletions be done from the server console, using the "tell traveler" commands?

    Yes. Everything should be done using the tell commands. The tell commands can be executed in various ways:
    a. Tell commands on the Domino console.
    b. Using the action buttons in `LotusTraveler.nsf`.
    c. Using the Lotus Notes Traveler User Home Page (`/servlet/traveler`)

4. What are the recommendations for creating correct ACL entries in the `LotusTraveler.nsf` database?

    For the system administrator, the ACL should be set to Manager status with every setting underneath Server checked except **Delete documents**. Roles are not used and can be ignored. Additionally, the admin user (person) must have the right to execute remote tell commands. If you are using an older Traveler version, you may have migrated with an ACL that allows everything. In later releases, the ACL is setup with Delete turned off to avoid confusion in regards to deleting records.

5. When using console commands such as `tell traveler security allstatus`, why does the system show old device IDs for users who no longer have those devices?

    `tell traveler delete <device> <user>` is the proper way to delete a device. This command deletes all knowledge that the Traveler server has of the device, except for the security record. Because of the importance of the security information, it is not cleaned by the `delete` command. In addition, Traveler auto-deletes devices that have not been used in a certain number of days (this setting is on the Lotus Traveler tab in the Server document). This is another reason security information is kept separate from `delete`, so that the device cannot return after being auto-deleted without security actions. The admin must separately clear the security actions for them to be cleared. Youou can clear the security actions in `LotusTraveler.nsf` or with tell commands, but not in the servlet.

6. If I want to transition a device from one user to another, what is the correct way to remove the current user from the device before allocating it to the new user?

    The correct way is to run the following two tell commands:

    ```
    tell traveler security delete <dev> <olduser>
    tell traveler delete <dev> <olduser>
    ```

7. When deleting a user, why does `delete` or `reset` not also clear the security record?

    Because an auto-delete can happen after a specified number of days, it cannot clear the security state. Also, if user commands are enabled in the servlet (the server document), a user could delete the device to circumvent the security protocols. As a result, the `delete` command does not delete the security record. The admin is the only one who can clear security actions.

8. If a document from the `LotusTraveler.nsf` database is deleted by mistake, will the mobile device still be active and sync normally?

    Yes. The Traveler task has the real data and would slowly rebuild `LotusTraveler.nsf`. The device will continue to operate normally.

9. Assume that a device is locked using the `LotusTraveler.nsf` database and the lock device action button. Then, by mistake, the same user configuration document is also deleted from the `LotusTraveler.nsf` database (while the device is still locked). What is the recovery procedure recommended by IBM?

    When something on the device is updated that affects the information in `LotusTraveler.nsf`, it reappears. If you want to take actions within the database, but the record is not present at that time, you should use the tell commands in the Domino console directly. All of the actions in `LotusTraveler.nsf` map to `tell traveler security` commands.

Console commands

This topic provides a detailed description of the IBM Lotus Notes Traveler console commands.

The Lotus Notes Traveler server component functions as a Domino server add-in task and, as such, responds to Domino server console commands. You can perform the following tasks on the Domino console:

*   Start: `load traveler`
*   Stop: `tell traveler quit`
*   Restart: `restart task traveler`

Tell commands

The following Tell commands are available through the Domino console.

Usage: `tell traveler` *command*

Tip: For an in-depth look at some of the key Tell commands, see Tell command considerations and examples.

Table 38. Tell commands

Command	Result
BannedDoc show *DocID UserID*	Shows the specified banned document. DocID is the UNID or a noteID of a document.
BannedDoc show * *UserID*	Lists all of the banned documents for the specified user.
BannedDoc show *	Lists all of the banned documents on the system.
BannedDoc Remove *DocID UserID*	Removes the ban for a particular document. DocID is the UNID or a noteID of a document.

BannedDoc Remove * *UserID*	Removes the ban for all banned documents for the specified user.
BannedDoc Remove *	Removes the ban for all banned documents on the server.
BannedDoc Add *DocID UserID*	Bans a particular document from syncing. DocID is the UNID or a noteID of a document.
BannedDoc dump	Attempts to dump all of the banned documents to `DumpDoc.nsf`. This should only be used if providing IBM support the documents in question for troubleshooting purposes.
Delete *device user*	Deletes all data associated with the specified user, including all device profiles. For more information, see Tell command considerations and examples.
Dump *user*	Dumps the information about the specified user to a file. For more information, see Tell command considerations and examples.
Help	Displays help topics.
Log AddPackage *pkg*	Adds a package to the log filter. Only packages in the filter list are logged. * can be used after the package name. Use Log AddPackage * to log all packages.
Log AddUser *level user*	Logs records for this user at the specified log level. This level overrides the system log level until this user is removed from the list.
Log Clear	Deletes the logs.
Log Collect	Moves the logs and debug data to a subdirectory.
Log Count #	Sets maximum number of activity files to keep.
Log Fields *fields*	Controls which fields are logged in the activity file: S=Subject, B=Body, L=Location, A=Address, P=Phone, *=show all fields, blank=hide all fields. For example, "Log Fields SB" shows Subject and Body fields only.
Log Help	Displays help about Log command options.
Log Level *level*	Sets the logging capture level to FINEST, FINER, FINE, INFO, WARNING, or SEVERE.
Log RemovePackage *pkg*	Removes a package from the log filter.
Log RemoveUser *user*	Removes a user from the list of users that are logging. Remove all users by specifying *.
Log Show	Displays current log settings.
Log Size #	Maximum size in megabytes before the activity file overwrites itself.
Log Usage *on/off*	Enables or disables usage logging.
Mem Show	Displays the amount of memory that Lotus Notes Traveler is using and how much memory is free for use. For more information, see Tell command considerations and examples.
pmr <pmr_number> *log file list*	Performs a systemdump of log files, creates a log file collection, and automatically uploads it to IBM Support. Where *pmr_number* is a properly formatted PMR number. The syntax must be "5 numeric, 3 alphanumeric, 3 numeric". Separators can be commas or periods. Where *log file list* is a list of files to upload. If *log file list* is not present, the server performs a systemdump, log collection and uploads the resulting Lotus Notes Traveler log archive. If *log file list* is present, a new log collection is not performed, but instead each log file is uploaded for this PMR. *log file list* can be one or more file names, separated by spaces with \" surrounding the file name if it contains spaces itself. A quotation mark (") by itself is not sufficient, the tell command processor in Domino will strip it off; it must be \" and included in the command usage details. You would typically only ever use the command to upload a specific zip file if a previous FTP attempt had failed. The file names can be relative files names (in the `Traveler logs` directory) or fully qualified file names including path information.
Policy Help	Displays help about Policy command options.
Policy Update *user*	Pushes updates to Lotus Notes Traveler policy settings to users now. This command only affects Lotus Notes Traveler users on Domino mail servers before Domino 8.0.1. Specify * to indicate all users.
Push AddListener *device user*	Adds Listener for this user.
Push AllStatus	Displays status of all users and devices.
Push cmStatus	Displays status of the ConnectionManager.
Push cpStatus	Displays status of the ChangeProcessor.
Push Disable	Disables Push Monitors.
Push Enable	Enables Push Monitors.

Push flagsAdd *app flag device user*	Sets the change flag for the application for the device. • app options – folder, mail, calendar, contact, journal, task, serviceability, security • flag options – all, add, delete, update, move, read, configGet, configSet, wipeDevice, wipeApps, wipeStorageCard, lock For example, `Push flagsAdd serviceability configGet * *` sends a command to all Lotus Notes Traveler clients to retrieve their configuration settings from the server.
Push flagsRemove *app flag device user*	Removes the change flag for the application for the device. The app and flag options are the same as those for Push flagsAdd.
Push lsStatus	Displays status of the ListenerStore.
Push mStatus	Displays status of the Monitor.
Push scStatus	Displays status of the StateController.
Push ShowThreads	Displays Lotus Notes Traveler thread pools.
Push Status *user*	Displays status of user and devices owned.
Reset *device user*	Forces a sync reset for a device. For more information, see Tell command considerations and examples.
Security Add *device user*	Adds the device.
Security AllStatus	Displays status of all users and devices.
Security approval *flag device user*	Sets the approval state for a user's device. *flag* can be either Approve or Deny.
Security Delete *device user*	Removes the device.
Security DeleteAll	Remove all users and devices.
Security flagsAdd *flag device user*	Sets the flag for the device. The flag options are all, wipeDevice, wipeApps, wipeStorageCard, and lock.
Security flagsRemove *flag device user*	Removes the flag for the device. The flag options are the same as those for Security flagsAdd.
Security Help	Displays help about Security command options.
Security Policy *device user*	Displays device security policy compliance status.
Security Send *device user*	Sends the security message to the device using all available means.
Security smsAdd *sms device user*	Sets the SMS address for the device.
Security smsRemove *device user*	Removes the SMS address for the device.
Security Status *user*	Displays status of user and devices owned.
Show *user*	Displays all the information associated with the specified user and all the devices. This command also validates whether the user is correctly configured for Lotus Notes Traveler server. For more information, see Tell command considerations and examples.
ShowActive	Displays the users who are currently syncing with the server. For more information, see Tell command considerations and examples.
ShowUsers	Displays the number of registered users and a list of all registered users. For more information, see Tell command considerations and examples.
Shutdown	Stops the server from accepting new work requests, allows current work to complete, and then quits.
Stat Clear	Clears the Lotus Notes Traveler server statistics.
Stat Help	Displays help about Stat command options.
Stat Show	Displays the Lotus Notes Traveler server statistics. For more information, see Tell command considerations and examples.
Status	Performs checks to determine if Lotus Notes Traveler Server is operating normally, and reports the results of the check to the administrator.
StopSync *device user*	Stops any active synchronizations for a device.
SystemDump	Saves the current Lotus Notes Traveler Server system state to a file. For more information, see Tell command considerations and examples.

SystemDump Help	Displays help about SystemDump command options.
Version	Displays the version information for the Lotus Notes Traveler server.

Tell command considerations and examples

This topic provides a more detailed look at some key IBM Lotus Notes Traveler Tell commands: `Delete`, `Reset`, `Dump`, `Log collect`, `Mem Show`, `Show`, `ShowActive`, `ShowUsers`, `Stat Show`, `Status`, and `SystemDump`.

Delete *user* versus Reset *user*

These two commands perform close to the same function. They should be used as a last resort to resolve user issues with Lotus Notes Traveler. Both commands cause devices to retrieve all of the Lotus Notes Traveler data again, but Delete also deletes all of the user's preference information. If a forced reset of the user data is needed, use the Reset command. Both commands can be made available using the Lotus Notes Traveler servlet.

For an Apple device user, the commands may also require that the user re-enable automatic push for mail messages by selecting **Settings** > **Mail, Contacts, Calendars** > *account name* and toggling **Mail** back to **ON**.

DumpDoc

This tell command copies a document from the specified database to `Dumpdoc.nsf` stored in the traveler log directory. The `dumpdoc.nsf` can then be uploaded to Support for investigating problems with a specific document.

`DumpDoc <doc#> <user>` - Dumps a document based on its GUID (UNID of document) or `noteId` from the user mail database. `<user>` can be any unique user identifier or `MailServer!!Mailpath`.

Dump *user*

The Dump command dumps the user metadata to a dump file in the Lotus Notes Traveler log directory under `/dumps`. The name of the file is in the format [User *CN Name*]_*YYYYMMDD.HHMMSS*.log. These files are useful for users who are having problems with data not arriving at their devices or users who are missing documents. The metadata is mainly the mapping tables between the Domino UNID of the documents that are synced with the device identifiers for the same document. There is no real data (for example, no document data, no body, and no subjects) dumped in the file. The following is an example of a dump for a document:

```
LGUID: 148575     BACKEND_GUID: 886B8668148DBE98852575E100455A83  TYPE: EMail     FOLDER: 38D46BF5E8F08834852564B500129B2C
------------------------------------------------------------------------------------------------------
LGUID: 148575 ModTimeInGud: 1246058875 ModTimeInDevice: 1246020108 ModTimeInBe:1246020108850 FolderGudRecordId: -100 Caches: 2, 1, 1246020108 Type: 5155 Folder: 5:
  22154: Appl9C908NAT203 timeSyncInDevice: 0 time_sent:0 DeviceRecordId: null tsTaggedForSlowSync: 0 mChangeData: 0 mChangeMove: 0 mChangeRead: 1
  152752: IMEI:351880010448512 timeSyncInDevice: 0 time_sent:0 DeviceRecordId: null tsTaggedForSlowSync: 0 mChangeData: 1 mChangeMove: 0 mChangeRead: 0
------------------------------------------------------------------------------------------------------
```

Log collect

This command creates a new directory under the Lotus Notes Traveler log directory with the current date and time as the name. All existing log and Lotus Notes Traveler Java dump files are moved into this new directory. Additionally, all Lotus Notes Traveler configuration files, as well as any generated NSD files, are copied into the new directory. This command should be performed before contacting Lotus Notes Traveler Support.

Mem Show

Use the `Mem Show` command to determine the current memory usage for Lotus Notes Traveler. The Lotus Notes Traveler server is implemented as a Java Domino server task, so it uses memory from both the Java memory heap and native Domino memory.

The following example shows the output of the `Tell Traveler mem` command. The command shows a snapshot of the memory and processor usages over the last 24 hours in 15 minute intervals at the top of the display. Each of the intervals show an estimate of the processor usage over the 15 minute interval as well as a current snapshot of both the Java Memory and C Native memory. This allows the administrator to see trends of the processor and memory usage over a 24 hour period. Detailed memory usage statistics follow the snapshot interval information.

```
CPU and Memory (MB) Usage History
Date                CPU Pct  Java Mem   C Mem
------------------------------------------------------------
2010-06-21 09:40:18 EDT  0.26  57        930
2010-06-21 09:55:18 EDT  0.34  78        931
2010-06-21 10:10:18 EDT  0.37  38        931
2010-06-21 10:25:20 EDT  0.45  67        931
2010-06-21 10:40:20 EDT  0.57  91        933
2010-06-21 10:55:20 EDT  0.37  60        933
2010-06-21 11:10:20 EDT  0.42  64        933
2010-06-21 11:25:20 EDT  0.38  47        934
2010-06-21 11:40:20 EDT  0.46  29        934
2010-06-21 11:55:20 EDT  0.41  38        934
2010-06-21 12:10:20 EDT  0.38  40        934

Memory Usage:
        Java Memory Usage
        Max Available 512 MB
        Current Total 96 MB
        Available 57 MB (92 percent of Max)
        Allocated 38 MB (7 percent of Max)
C Memory Usage
        Total 8388608 MB
        Free 8387017 MB
        Allocated 934 MB
Current Usage
        Java 38 MB
        C 934 MB
```

In this example, the Java Virtual Machine (JVM) for Lotus Notes Traveler has allocated only 96 MB of heap memory and 57 MB of that heap is still free. So this server is well below the maximum Java heap limit of 512 MB. The C Mem Virtual Usage section reports the overall process memory, which includes any memory allocated by the Java heap and all other Domino shared memory. In this example 8388608 MB can be used for this process, and there are 8387017 MB free for further allocation. When Lotus Notes Traveler is running on a 32-bit Domino server (Either Windows or Linux), the limit for the application C memory space is 2 GB by default. If this was a 64-bit Windows server, then the maximum available memory would be 4 GB if the Domino server code was 32-bit and higher than 4 GB if the Domino server code was 64-bit.

Show *user*

The Show command provides a complete user check. The following is the key information that results from a Show command:

- The first sentence says whether Lotus Notes Traveler has access rights to the user mail file.
- The second sentence says whether the user is able to send and receive encrypted mail messages.
- The next section lists the user mail file details and mail replicas.
- The next section indicates if the user is registered with Lotus Notes Traveler. If the user is registered, there are two sections: The first shows information about the last prime sync and the second provides information about devices and when they last connected to the Lotus Notes Traveler server.

The following is an example of the results of a Show command:

```
Lotus Traveler has validated that it can access the database Mail/jhyoon.nsf.
     Encrypting, decrypting and signing messages are enabled because the Notes ID is in the mail file or the ID vault.

     Canonical name: CN=First User1/O=Topsail
     Mail Server (Home): CN=Bono/O=Topsail
     Mail File (Home): Mail/jhyoon.nsf
     Mail Server (Current): CN=Bono/O=Topsail
     Mail File (Current): Mail/jhyoon.nsf
     Mail File Replicas: [CN=Bono/O=Topsail, Mail/jhyoon.nsf], [CN=Fish/O=Topsail, Mail/jhyoon.nsf], [CN=U2/O=Topsail, Mail/jhyoon.nsf], [CN=Rush/O=Topsail, Ma:

     Notes ID: Mail File contains the Notes ID which was last updated by CN=Bono/O=Topsail on Friday, August 7, 2009 10:41:26 AM EDT.
     Auto Sync User State: Online
     Last Prime Synchronization: Wednesday, August 12, 2009 1:49:50 PM EDT

     Devices:
     Device ID: BADAFCCA8F63237F790CB1DE0E70CA22455B3810
     Device Description: Microsoft DeviceEmulator:PocketPC/6(5.2.1235):IBM Lotus Notes Traveler/8.5.1.0.200907271508
     Security Policy Status: No policy
     Security State: Clear
     Last Synchronization: Wednesday, August 12, 2009 1:53:03 PM EDT
     Auto Sync Device State: Online
     Auto Sync Connection State: Connected (Wednesday, August 12, 2009 1:52:41 PM EDT)
     Auto Sync Applications to Synchronize: mail, calendar, serviceability, security
     Auto Sync Change Flags: clear
```

ShowActive

This command is useful when the Domino administrator wants to see all of the synchronizations that are currently running on the system. The following is an example of the results of a ShowActive command:

```
Number of Active Users: 4
List of Active Users:
d0a2f1e312313a5d6c1f6edd7c778304e05   69824   CN=Jim User1/OU=Somewhere/O=Lotus    6CC4C7EB43518D14E61B4EF6DD3E50EF4296005E
d0a2f1e312313a90fedb2052982c5aeba5    28524   CN=Billy User2/OU=Somewhere/O=Lotus   Appl9C909K08201
d0a2f1e312313a8fa62bf3a15f29de52c4e    5141   CN=Greg User3/OU=SomeWhereElse/O=Lotus  A47A305E9051F74BC85830E22D8300C921DF904F
d0a2f1e312313aee5d936a53da80a9dbfa7   66978   CN=Jane User4/OU=SomeWhereFarAway/O=Lotus   primesync
```

ShowUsers

This command is useful when the Domino administrator wants a complete list of users that use Lotus Notes Traveler. It displays all users that are registered with Lotus Notes Traveler.

Stat Show

This command is useful for a quick check of the status of the Lotus Notes Traveler server. Stat Show dumps all of the Lotus Notes Traveler statistics to the Domino Console. It then provides the percentage of prime syncs and device syncs that were successful, including the average time syncs are taking. The following is an example of the results of a Stat Show command:

```
DB.Connections = 7
DB.Connections.Idle = 7
DB.Connections.Max = 1000
DCA.C.CheckAccessRights = 495
DCA.C.Count.NSFDbClose = 7524
DCA.C.Count.NSFDbOpen = 7525
DCA.C.Count.NSFNoteClose = 16205
DCA.C.Count.NSFNoteOpen = 16205
DCA.C.HTMLCreateConverter = 1063
DCA.C.HTMLDestroyConverter = 1062
DCA.C.ModDoc.RunCount = 4742
DCA.C.ModDoc.SkippedDocs = 1278
DCA.C.ModDoc.SyncableDocs = 11039
DCA.C.NAMELookup = 4132
DCA.C.NSFDbGetNoteInfo = 3069
DCA.CLOSE_DOCUMENT = 27422
DCA.ChangeDelayCount.000-003 = 4722
DCA.ChangeDelayCount.003-005 = 1569
DCA.ChangeDelayCount.005-010 = 598
DCA.ChangeDelayCount.010-030 = 182
DCA.ChangeDelayCount.030-060 = 63
DCA.ChangeDelayCount.060-120 = 239
DCA.ChangeDelayCount.120-Inf = 649
DCA.OPEN_DOCUMENT = 25228
DeviceSync.Bytes.In.B = 1555581
DeviceSync.Bytes.Out.B = 21509810
DeviceSync.Count.200 = 2268
DeviceSync.Count.408 = 13
DeviceSync.Count.409 = 15
DeviceSync.Count.412 = 11
DeviceSync.Count.500 = 17
DeviceSync.Documents.ToDevice.Calendar.Add = 542
DeviceSync.Documents.ToDevice.Calendar.Delete = 40
DeviceSync.Documents.ToDevice.Calendar.Update = 107
DeviceSync.Documents.ToDevice.Contacts.Add = 629
DeviceSync.Documents.ToDevice.Mail.Add = 3751
DeviceSync.Documents.ToDevice.Mail.Delete = 1712
DeviceSync.Documents.ToDevice.Mail.Update = 479
DeviceSync.Documents.ToDevice.ToDo.Add = 13
DeviceSync.Documents.ToDevice.ToDo.Delete = 1
DeviceSync.Documents.ToDevice.ToDo.Update = 9
DeviceSync.Documents.ToServer.Calendar.Add = 2
DeviceSync.Documents.ToServer.Calendar.Delete = 1
DeviceSync.Documents.ToServer.Calendar.Update = 3
DeviceSync.Documents.ToServer.Mail.Add = 24
DeviceSync.Documents.ToServer.Mail.Delete = 89
DeviceSync.Documents.ToServer.Mail.Update = 182
DeviceSync.Documents.ToServer.ToDo.Delete = 1
DeviceSync.Documents.ToServer.ToDo.Update = 2
DeviceSync.FetchCache.Add = 1760
DeviceSync.FetchCache.Expired = 878
DeviceSync.FetchCache.Missing = 652
DeviceSync.Time.200.Milliseconds = 17721648
DeviceSync.Time.408.Milliseconds = 4502543
DeviceSync.Time.409.Milliseconds = 3948921
DeviceSync.Time.412.Milliseconds = 0
DeviceSync.Time.500.Milliseconds = 0
DeviceSync.Time.Histogram.200.000-001 = 1288
DeviceSync.Time.Histogram.200.001-002 = 230
DeviceSync.Time.Histogram.200.002-005 = 192
DeviceSync.Time.Histogram.200.005-010 = 300
DeviceSync.Time.Histogram.200.010-030 = 180
DeviceSync.Time.Histogram.200.030-060 = 46
DeviceSync.Time.Histogram.200.060-120 = 11
DeviceSync.Time.Histogram.200.120-Inf = 21
DeviceSync.Time.Histogram.408.120-Inf = 10
DeviceSync.Time.Histogram.409.010-030 = 2
DeviceSync.Time.Histogram.409.060-120 = 1
DeviceSync.Time.Histogram.409.120-Inf = 12
DeviceSync.Time.Histogram.412.000-001 = 11
DeviceSync.Time.Histogram.500.000-001 = 17
Monitor.NewAPI.LoopTime = 0
```

```
      Monitor.NewAPI.Users = 44
      Monitor.OldAPI.LoopTime = 0
      PrimeSync.Count.200 = 4735
      PrimeSync.Count.500 = 60
      PrimeSync.Count.Current = 0
      PrimeSync.Count.InQueue = 1
      PrimeSync.Time.200.Milliseconds = 7527539
      PrimeSync.Time.500.Milliseconds = 155745
      PrimeSync.Time.Histogram.200.000-001 = 3789
      PrimeSync.Time.Histogram.200.001-002 = 504
      PrimeSync.Time.Histogram.200.002-005 = 292
      PrimeSync.Time.Histogram.200.005-010 = 49
      PrimeSync.Time.Histogram.200.010-030 = 47
      PrimeSync.Time.Histogram.200.030-060 = 34
      PrimeSync.Time.Histogram.200.060-120 = 14
      PrimeSync.Time.Histogram.200.120-Inf = 6
      PrimeSync.Time.Histogram.500.002-005 = 60
      Push.Devices.ActiveSync = 38
      Push.Devices.ActiveSync.Connected = 11
      Push.Devices.Online = 60
      Push.Devices.SMS = 3
      Push.Devices.TCP = 25
      Push.Devices.TCP.Connected = 8
      Push.Devices.Total = 66
      Push.Received.ActiveSync = 2288
      Push.Received.TCP = 1591
      Push.Sent.ActiveSync = 1136
      Push.Sent.SMS = 28
      Push.Sent.TCP = 3668
      Push.Users.Online = 44
      Push.Users.Total = 47
      ThreadPool.Count.Max.Alarm = 6
      ThreadPool.Count.Max.DS = 9
      ThreadPool.Count.Max.PS = 10
      ThreadPool.Count.Max.TC = 1
      ThreadPool.Count.Max.Worker = 5
      ThreadPool.GetThreadDelayTime.Alarm.00-02 = 8548
      ThreadPool.GetThreadDelayTime.DS.00-02 = 2483
      ThreadPool.GetThreadDelayTime.PS.00-02 = 4794
      ThreadPool.GetThreadDelayTime.PS.02-05 = 1
      ThreadPool.GetThreadDelayTime.TC.00-02 = 12
      ThreadPool.GetThreadDelayTime.Worker.00-02 = 8677

There are 47 users known to the system.
  6 percent (3) of the users have been offline for more than 24 hours.
  93 percent (44) of the users are online or have been within the past 24 hours.
     There are 44 mailfiles currently being monitored for these online users.
     The current change detection latency of these mailfiles is 0 seconds.

There are 66 devices known to the system.
  4 percent (3) of the devices are registered for SMS notifications.
  37 percent (25) of the devices are registered for TCP notifications.
  57 percent (38) of the devices are registered for ActiveSync notifications.
  9 percent (6) of the devices have been offline for more than 24 hours.
  90 percent (60) of the devices are online or have been within the past 24 hours.
     12 percent (8) of the devices are currently connected to the server via TCP.
     16 percent (11) of the devices are currently connected to the server via ActiveSync.

There have been 4,795 prime syncs.
  The average prime sync took 1,602 ms.
  98 percent (4,735) of the prime syncs were successful.
     The average successful prime sync took 1,589 ms.
  1 percent (60) of the prime syncs failed.
     The average failed prime sync took 2,595 ms.
     1 percent (60) of the prime syncs ended in result 500.
        The average 500 prime sync took 2,595 ms.
There are an average of 0.116 prime syncs running at any given time.

There have been 2,313 device syncs.
  The average device sync took 0 ms and transferred 9,299 bytes.
  98 percent (2,268) of the device syncs were successful.
     The average successful device sync took 7,813.778 ms.
  1 percent (45) of the device syncs failed.
     The average failed device sync took 150,919.000 ms.
     0 percent (13) of the device syncs ended in result 408.
        The average 408 device sync took 346,349.462 ms.
     0 percent (15) of the device syncs ended in result 409.
        The average 409 device sync took 263,261.400 ms.
     0 percent (17) of the device syncs ended in result 500.
        The average 500 device sync took 0 ms.
```

The following list highlights the sync return codes:

- 200=Successful
- 408=Request Timeout (the device did not respond before the server timed out the session)
- 409=Conflict (the device started a new session that caused this session to be aborted)
- 500=Unknown Error
- 503=Server Busy

The histogram statistics are the number of seconds in each range for a given return code. For example, "PrimeSync.Time.Histogram.200.000-001 = 3789" indicates that there were 3789 prime synchronizations with a 200 (Successful) return code between 0 and 1 seconds. This continues up to "PrimeSync.Time.Histogram.200.120-Inf = 6," which indicates that six prime synchronizations with a 200 return code took more than 120 seconds.

Histograms are useful statistics for seeing whether syncs are taking too long, the system is overloaded, or there is a lot of network delay in the environment. If the system is running slow, the histogram statistics tend toward the larger numbers. The prime sync histogram numbers are the best to check to see how the system is performing overall. The prime synchronizations are not dependent on the carrier network delay or the device speed.

Status

This command gives an administrator a quick look at the status of the system. The status levels are Green, Yellow, and Red. If a system is in a Yellow or Red condition, the `status` command provides problem information for the administrator.

The following is an example of a Green status message:

```
tell traveler status

The Lotus Notes Traveler task has been running since Thu Jun 17 21:52:29 EDT 2010.
The last successful device sync was on Mon Jun 21 03:23:41 EDT 2010.

The overall status of Lotus Notes Traveler is Green.
```

The following is an example of a Red status message:

```
tell traveler status
The Lotus Notes Traveler task has been running since Tue Jun 15 17:08:37 EDT 2010.
The last successful device sync was on Mon Jun 21 06:43:01 EDT 2010.
Yellow Status Messages
The response times for opening databases on mail server CN=Mail1/O=Test are above the acceptable threshold.
The response times for opening databases on mail server CN=Mail7/O=Test are above the acceptable threshold.
Red Status Messages
17,238 errors have been logged for user CN=Joe Tester/OU=Test/O=IBM.
There have been 3,845 device sync failures for reasons other than the server is too busy.
```

```
The overall status of Lotus Notes Traveler is Red.
```

SystemDump

This is a non-disruptive command that provides a current snapshot of the Lotus Notes Traveler system. The current system information is dumped to a dump file in the Lotus Notes Traveler log directory under /dumps, along with a Java dump and NSD file that is stored in the IBM_TECHNICAL_SUPPORT directory. Perform this command before contacting Lotus Notes Traveler Support.

Status command considerations and examples

The tell status command for Lotus Notes Traveler server is `tell traveler status`.

If you run the command when the overall status is Green, the only message the system displays is `Lotus Notes Traveler overall status is GREEN`. When the status is Yellow or Red, the system displays all the conditions causing noncompliance. The returned messages include both the reason for the noncompliance and the probable cause for the failure (when available). This status information is part of the `systemdump` command.

The following section is an example of what the results may look like, given a status return of Red:

```
tell traveler status
The Lotus Notes Traveler task has been running since Tue Jun 15 17:08:37 EDT 2010.
The last successful device sync was on Mon Jun 21 06:43:01 EDT 2010.
Yellow Status Messages
The response times for opening databases on mail server CN=Mail1/O=Test are above the acceptable threshold.
The response times for opening databases on mail server CN=Mail7/O=Test are above the acceptable threshold.
Red Status Messages
17,238 errors have been logged for user CN=Joe Tester/OU=Test/O=IBM.
There have been 3,845 device sync failures for reasons other than the server is too busy.
The overall status of Lotus Notes Traveler is Red.
```

Threadchecks

The threshold values specified in these sections are default values. The thresholds for red and yellow thresholds can be customized using configuration files. The configuration parameters are detailed later in this document.

DS or PS threads have run for a "long period" of time

Problem threshold:
- *Yellow:* Wall clock run time is greater than 30 minutes
- *Red:* Wall clock run time is greater than 120 minutes

Console Message: `\tUser {User name} on thread {thread name} has been running for {xx} minutes.`

Probable cause: If the Red threshold is reached, then the thread is likely hung. In rare instances there may be a device sync or an extremely long prime sync that is working against a very large user database or a slow mail server, which is normal.

Corrective actions:
- Persistent yellow conditions might indicate a slow mail server or an overloaded Traveler server. Monitor and look for other status conditions that might have a better indication of a diagnosis.
- For first occurrence, take a system dump which will include the information about all of the threads in the Traveler service. Use `tell traveler systemdump` and run an `nsd` at the domino command line to gather native stacks. Collect the logs.
- Restart the Traveler service. There is a good chance this will require a complete Domino server restart and you may need to kill the Domino server in order for it to shutdown completely.

Percentage of Device Syncs that failed with 503 return code

Problem threshold:
- *Yellow:* The number of 503 synchs is more than 5%.
- *Red:* The number of 503 synchs is more than 10%.

Console Message: `\tThere have been {number of 503 RC} device sync failures because the server is too busy and returned status code 503.`

Probable Cause: The most probable cause is that the server is running over capacity. 503 means that there are no threads available to handle a synchronization request, and the Traveler server continues to allocate threads until it becomes resource constrained.

Corrective actions: Either increase the memory, or move some of the users to another Lotus Notes Traveler server.

Percentage of Device Syncs are failing with error code other than 503

Problem threshold:
- *Yellow:* The number of unsuccessful synchs is more than 5%.
- *Red:* The number of unsuccessful synchs is more than 10%.

Console Message: `\tThere have been {number of error code other than 503 RC} device sync failures for reasons other than the server is too busy.`

Probable cause: There are network connectivity issues between Lotus Notes Traveler server and the user's device(s).

HTTP thread allocations

Problem threshold:
- *Yellow:* The peak or current number of connections is greater than 80% of HTTP threads.
- *Red:* The peak or current number of connections is greater than 90% of HTTP threads.

Console Message:
- `\tThe number of active HTTP connections is {current percentage} percent of the available HTTP threads ({HTTP Threads}).`
- `\tThe peak number of HTTP connections is {peak percentage} percent of the available HTTP threads ({HTTP Threads}).`

Probable cause: This condition implies that there are not enough HTTP threads for the number of devices trying to user the Lotus Notes Traveler server.

Corrective actions:
- Increase the number of HTTP threads if there is enough memory and CPU resources.
- Move some of the users to another Lotus Notes Traveler server.

Memory checks

The threshold values specified are default values. The thresholds for red and yellow thresholds can be customized using configuration files. The configuration parameters are detailed later in this document.

Native memory usage

Problem threshold:
- *Yellow:* Native Memory usage is greater than 85%
- *Red:* Native Memory usage is greater than 95%

Console Message: `\tThe current native memory usage is {current percentage} percent of the available memory.`

Probable cause: Native share memory includes shared memory with other Domino applications on the Domino Server.

Corrective actions:
- Verify whether too many HTTP Threads are allocated.
- Reduce the number of applications running on the Domino server.
- Reduce the number of Lotus Notes Traveler users on the machines.
- Issue `tell traveler mem`command to see the history of memory and CPU usage.

Java memory usage

Problem threshold:
- *Yellow:* Java Memory usage is greater than 85%
- *Red:* Java Memory usage is greater than 95%

Console Message: `\tThe current Java memory usage is {current percentage} percent of the available memory.`
Probable cause: Not enough Java heap memory for the number of users on the system.
Corrective actions:
- Issue the `tell traveler mem` command to see the history of memory and CPU usage.
- Increase the Maximum Memory Size in the Domino server document under the **Lotus Notes Traveler** tab.

Other checks

The threshold values specified are default values. The thresholds for red and yellow thresholds can be customized using configuration files. The configuration parameters are detailed later in this document.

CPU usage

Checks the current data to see if the system is over worked. The code checks from the present back through one complete interval. On average the time period used for measuring the CPU utilization will be 1.5 times the interval length. By default the interval is 15 minutes.

Problem threshold:
- *Yellow:* CPU threshold is 70%.
- *Red:* CPU threshold is 90%.

Console Message: `\tThe Lotus Notes Traveler's CPU usage is {current percentage} percent over the last {minutes} minutes of processing.`

Corrective actions:
- Reduce the number of applications running on the Domino server.
- Reduce the number of Lotus Notes Traveler users on the machines.
- Issue `tell traveler mem` command to see the history of memory and CPU usage.

Error messages logged

Checks to see if the number of error messages logged for a user has reach the threshold. These thresholds are monitored per person, not for all users on the system.

Problem Threshold:
- *Yellow:* A user's error count is greater than 50 errors
- *Red:* A user's error count is greater than 100 errors \

Console Message: `\t{0} errors have been logged for user {1}`. Checks the time of database open for a given server.

Problem Thresholds:
- *Yellow:* 10% of the opens are above the "Yellow Open Threshold"
- *Red:* 5% of the opens are above the "Red Open Threshold"

Console Message: `\tThe response times for opening databases on mail server {mail server name} are above the acceptable threshold.`

Probable Cause: Check for network delays between the Lotus Notes Traveler server and mail server.

Constraint processing

The constraint processing is proactive code that monitors the system checking to see if it has entered a resource constraint state. Currently, the only resource that is monitored is system memory. Once the constraint state is detected, Traveler will not allow new device sync or prime sync threads to start. Other threads will be allowed to complete and hopefully the constraint condition will be alleviated. If the constraint condition persists, then the existing Traveler thread pool logic will kill over the additional unused threads, further reducing the system's memory footprint. The minimum number of prime sync threads is 5 and the minimum device sync threads is10. If the system is in constraint state, new device syncs will be denied with the 503 status code (server is busy). The system will log the information level of messages when entering and exiting constraint state with the thread summary information. Whenever a constraint state lasts longer than 60 minutes, an error message will be logged and a system dump executed.

The system enters constraint mode when memory conditions hit the Red state, and exit when it is 5% below the Red entry level. By default, the system enters constraint when native memory percentage usage is greater than `STATUS_NATIVE_MEMORY_RED`, which is 95% by default or when Java memory is greater than `STATUS_JAVA_MEMORY_RED` which is 85% by default. The system exits constraint when native memory usage is below 90% and when Java memory is below 80%.

Since the sync thread thresholds are dynamically specified and there is no need to explicitly configure the `TSS_PRIMESYNC_THREADS`, `TSS_SYNC_THREADS` and `WORKER_THREADS`. These parameters migrate out of the `NTSConfig.xml` file, since they are no longer needed. The code sets a limit of 20 threads for prime sync and a limit of 5000 for device sync and worker threads. The `WORKER_THREADS` configuration parameter is no longer needed and is completed removed from the system, but both the `TSS_PRIMESYNC_THREADS` and `TSS_SYNC_THREADS` can still be set in the `NTSConfig.xml`. The constraint processing should make the need to explicitly code these values in the `NTSConfig.xml` unnecessary.

Stats
- `GetAlarm.Time.Histogram`
- `NameLookup.Time.Histogram`
- `DCA.DB_OPEN`
- `DCA.DB_CLOSE`
- `ERRORS.<UserId>`
- `CPU.Pct.<% CPU Range in 10% increments>` (000-010, 010-020, and so on)
- `DATABASE.QUERY.HISTOGRAM<SimpleName>.`(000-001,001-002,002-005, and so on)

Configuration parameters

The table below shows all of the `NTSConfig.xml` required to change the thresholds.

Table 39. Configuration parameters

Parameter name	Default	Description
STATUS_THEAD_MAX_RUN_YELLOW	30	If a thread runs longer than this number of minutes, the state will be consider to be Yellow.
STATUS_THEAD_MAX_RUN_RED	120	If a thread runs longer than this number of minutes, the state will be consider to be Red.
STATUS_DS_FAILUER_503_YELLOW	5	Percentage of threads failing with a 503 error message to be considered in Yellow state.
STATUS_DS_FAILUER_503_RED	10	Percentage of threads failing with a 503 error message to be considered in Red state.
STATUS_DS_FAILUER_NON_503_YELLOW	5	Percentage threads failing with a non-503 error message to be considered in Yellow state
STATUS_DS_FAILUER_NON_503_RED	10	Percentage threads failing with a non-503 error message to be considered in Red state
STATUS_DB_OPEN_INTERVAL_YELLOW	2	Lower time limit interval index to open Databases in

		GENERAL_TIME_HISTOGRAM_BOUNDARIES_NAMES. The intervals are "000-001", "001-002", "002-005", "005-010", "010-030", "030-060", "060-120", "120-Inf".
STATUS_DB_OPEN_INTEVAL_RED	8	Upper time limit interval index to open Databases GENERAL_TIME_HISTOGRAM_BOUNDARIES_NAMES.
STATUS_DB_OPEN_PCT_OVER_YELLOW	5	Percentage over the STATUS_DB_OPEN_INTERVAL_YELLOW to set status to Yellow.
STATUS_DB_OPEN_PCT_OVER_RED	10	Percentage over the STATUS_DB_OPEN_INTERVAL_RED to set status to Red.
STATUS_CPU_PCT_YELLOW_THRESHOLD	70	Yellow CPU percentage threshold.
STATUS_CPU_PCT_RED_THRESHOLD	90	Red CPU percentage threshold.
STATUS_ERROR_COUNT_YELLOW_USER	50	For each user, if their error count is above this value, the status will be set to Yellow.
STATUS_ERROR_COUNT_RED_USER	100	For each user, if their error count is above this value, their status will be set to Red.
STATUS_HTTP_THREAD_PCT_YELLOW	80	If the peak HTTP thread usage is above this limit, the status will be set to Yellow
STATUS_HTTP_THREAD_PCT_RED	90	If the peak HTTP thread usage is above this limit, the status will be set to Red.
STATUS_NATIVE_MEMORY_YELLOW	85	Yellow native memory percentage threshold .
STATUS_NATIVE_MEMORY_RED	95	Red native memory percentage threshold.
STATUS_JAVA_MEMORY_YELLOW	75	Yellow Java memory percentage threshold.
STATUS_JAVA_MEMORY_RED	85	Red Java memory percentage threshold.
THREADS_MINIMAL_PRIMESYNC	5	The number of Prime Synch threads allowed to run when in constraint state.
THREADS_MINIMAL_DEVICESYNC	10	The number of Device Synch threads allowed to run when in constraint state.

Notes.ini parameters

There are some new notes.ini parameters used with health check.

- NTS_ STATUS_CHECK_INTERVAL_SECONDS: The number of seconds between each health check monitoring and logging interval. The default value is 900 seconds or 15 minutes
- NTS_STATUS_CHECK_CACHE_SIZE: The number of cache entries to save. The cache entries contain the snap shot of the current CPU usage, current Java memory usage and C native memory usage. The default value is 100 entries so that by default there will be more than 24 hours of data cached.

Performance considerations

Highly efficient system performance while running the health check commands is not absolutely critical, as it is only run periodically (15 minutes by default). However, because it is frequentlyl executed, the process should be efficient as possible. The new method for determining if the system is in constraint state is critical to performance, as it executes each time a new device sync begins.

The other critical piece for performance is the collection of additional stats. Because the current procedure already batch writes stats, the addition of additional stats should not cause any additional degradation of performance.

Java memory usage will moderate, as there is cache for CPU and Memory statistics that are retrieved every 15 minutes, for a total of 100 entries. This is only a small memory usage, when compared to the memory usage of the system as a whole.

Enabling syncing of read or unread changes

Unread replication is enabled for each user automatically by the Lotus Notes Traveler server so that unread marks sync correctly with the device. This section explains how to activate unread replication manually using the Domino Administrator client.

To activate unread replication manually, perform the following procedure:

1. From the Domino Administrator, click the **Files** tab.
2. Select the databases for which you are enabling the replication of unread marks.
3. From the Tools panel, click **Database** > **Advanced Properties**.
4. Click **Select** and then **Replicate unread marks**.
5. To enable replication of unread marks for the selected databases across all servers, click **All servers**.
6. To enable replication of unread marks for any cluster containing a replica of the database, click **Clustered server only**.
7. Click **OK**.

Adding external calendars to your Lotus Notes calendar

You can add an external calendar to your Notes calendar and select the **View this calendar when offline or on a mobile device** option. IBM Lotus Notes Traveler can then sync the external calendar events to your device that have been saved for offline or mobile viewing.

Important: Only external calendars, such as Google, can be synced to your device. A limitation prevents the ability to sync other Lotus Notes users' calendars. For more information about the Notes calendar adding feature, see **Lotus Notes 8.5 documentation > Lotus Notes > Calendar and to do list > Adding calendars to your Notes calendar** on the Lotus Notes and Domino wiki.

Since these calendar events are designed to be read-only, any changes made on the device cannot be synced to the server.

Repeated crash protection

When certain Notes documents are corrupted or contain non-standard content, they can cause the Lotus Notes Traveler server to repeatedly crash as it tries to process these documents. A repeating crash prevention feature exists to help minimize Lotus Notes Traveler server outage in these instances.

This feature is available in Lotus Notes Traveler 8.5.2.3 and later releases. The feature detects a repeat crash scenario for a particular document, then bans the document from being processed by the server. The document remains banned permanently unless cleared by an Administrator. The server then can start and run normally. The only impact to the end user is that the banned document does not sync to the mobile device.

Settings

By default, the repeated crash protection is enabled and set to detect and ban a document after the second crash. The number of crashes before banning a document can be configured by adding this parameter to the notes.ini file.

NTS_BAN_DOC_LIMIT=2

A setting of 0 disables crash protection. A restart of the Lotus Notes Traveler server is required for the changes to take effect.

Administration

To administer the banned documents, the following additional Tell commands have been added to the Lotus Notes Traveler server.

Table 40. Additional Tell commands

Command	Description
Tell Traveler BannedDoc show *DocID UserID*	Shows the specified banned document. DocID is the UNID or a noteID of a document.
Tell Traveler BannedDoc show * *UserID*	Lists all of the banned documents for the specified user.
Tell Traveler BannedDoc show *	Lists all of the banned documents on the system.
Tell Traveler BannedDoc Remove *DocID UserID*	Removes the ban for a particular document. DocID is the UNID or a noteID of a document.
Tell Traveler BannedDoc	Removes the ban for all banned documents for the specified user.

Remove * *UserID*	
Tell Traveler BannedDoc Remove *	Removes the ban for all banned documents on the server.
Tell Traveler BannedDoc Add *DocID UserID*	Bans a particular document from syncing. DocID is the UNID or a noteID of a document.
Tell Traveler BannedDoc dump	Attempts to dump all of the banned documents to `DumpDoc.nsf`. This should only be used if providing IBM support the documents in question for troubleshooting purposes.

Defragging the database for improved performance

As Lotus Notes Traveler installations become larger and run for extended periods of time, the internal database will grow in size. This can affect system performance. You can defrag the database to compact and optimize its performance.

The defrag feature can only be run at startup using the steps outlined below. As of Lotus Notes Traveler 8.5.2.2 and later releases, the defrag command will run automatically as part of database migration resulting from a server upgrade. Run the defrag command approximately once a month for optimal system health.

What is the Lotus Notes Traveler internal database?

Lotus Notes Traveler maintains state information about each device in a Derby relational database. This information includes device information, device security and data that allows the Lotus Notes Traveler server to know if a device needs to sync. This database's files are stored on the Lotus Notes Traveler system in the `data\traveler\ntsdb` directory. You can check the size of the folder and monitor changes as one way to determine how often to run the defrag command.

Important: Do not delete the `ntsdb` folder on the system. Deleting the state information forcse all users to resync their data, and you will lose all security information (such as devices that have been denied access or wiped and any documents that have been banned from syncing).

Performing defragmentation

To run a defragmentation, perform the following procedure:
1. Shutdown the Lotus Traveler and the Domino HTTP tasks on the server.

   ```
   tell traveler quit
   tell http quit
   ```

2. Ensure both the HTTP and Traveler processes are completely stopped.
3. Start Lotus Notes Traveler using the `defrag` parameter

   ```
   load traveler -defrag
   ```

4. The `defrag` command runs as the server starts. The server normally starts once the `defrag` operation completes.

   Note: The defrag operation may take more than 30 minutes to complete depending on database size and system capabilities.

5. If the Domino HTTP task is not started automatically by Lotus Notes Traveler, then start it manually using the following command.

   ```
   load http
   ```

Address encoding for Apple devices

In Lotus Notes Traveler 8.5.2.2 and later releases, there is an address encoding feature for converting non-standard internet address formats to internet addresses supported by Apple devices.

Apple devices cannot support the full range of acceptable Domino mail addresses. When an address is sent to an Apple device in a format that is not supported, the device complains about the invalid address. In addition, instances of mail delivery failure, incorrect calendar and contact entries, and even device application crashes are possible. Using this feature, addresses containing spaces, special characters, national language characters and DBCS characters can be encoded. The encoding applies to individual addresses as well as group names. For example, the following addresses will be converted:
- John Doe/City/Company
- John's_address@company.com
- ABC Group (Test)

The following is an example of an encoded address on the device: "John Doe/City/Company" <Sm9obiBEb2UvQ2l0eS9Db21wYW55@Int.noninternet.sub>.

In most cases, the Apple device only shows the display name (John Doe/City/Company), but there are some cases where the internet address (Sm9obiBEb2UvQ2l0eS9Db21wYW55@Int.noninternet.sub) will actually be visible on the device or in the reply history.

Whenever the Apple device sends mail, calendar updates, invitations responses, contact updates, and so on to the Lotus Notes Traveler server, the server decodes the address and replaces it with the original value. Lotus Notes Traveler does not inspect or alter the body of mail messages sent from the Apple device. As a result, if the encoded address is contained in the body of the mail message, it will not be replaced and will be visible in the body of the mail by the recipient.

Settings

Address encoding is on by default, but it can be turned off by an administrator if desired. The setting can be found in the TrueSyncServer section of the `data\traveler\cfg\NTSConfig.xml` file:

```
<PROPERTY NAME="TSS_ADDRESSCACHE_ENCODING_ENABLED_AS" VALUE="true"/>
```

Add the setting if it is not present in the config file. Set the setting to false to disable address encoding. A restart of the Lotus Notes Traveler server is required for the change to take effect.

Forcing data limits for end users

For Lotus Notes Traveler 8.5.2.3 and later releases, administrators can enforce data limits for all users. Once set, if a user selects **No Limit** for Calendar and Mail data, instead of receiving all data for a particular application type, they will only receive data that passes the Administrator defined filter limit.

This helps prevent unexpected heavy loads on the server. The settings apply to all users on the system.

Settings

These settings are not present and not enabled by default. To set a maximum filter size, add these parameters to the TrueSyncServer section of `data\traveler\cfg\NTSConfig.xml`.

Table 41. Data limits settings

Setting	Description
<PROPERTY NAME="USER_EMAIL_LIMIT" VALUE="14"/>	Sets maximum mail filter window.
<PROPERTY NAME="USER_EVENTS_LIMIT" VALUE="30"/>	Sets maximum calendar filter window.
<PROPERTY NAME="USER_NOTES_LIMIT" VALUE="30"/>	Sets maximum journal filter window.

All values are specified in days. While, mobile device users can set their filter limit lower than the defined maximum, anything higher will not be honored by the server. A restart of the server will be needed for the settings to take effect.

Usage logging

The usage log shows every sync and device command that the system performs on behalf of mobile users.

The log is a text file located in `<Domino data root>\IBM_TECHNICAL_SUPPORT\traveler\logs\NTSUsage_YYMMDD_HHMMSS.log`. The timestamp corresponds to the date and time that the log file was created. It will wrap when it reaches the maximum defined usage log size, but the logging system can be configured to store older versions of the files. Usage logger limits are defined in the file `<Domino data root>\traveler\cfg\NTSLogging.properties`.

Each line in the file represents a single transaction and the transactions are logged once they complete (not when they begin). This allows you to easily see who is syncing, how often, and whether or not there were any errors. All usage log entries are included in the Activity logs as well, but since the activity logs contain much more information, they will wrap more frequently.

The below example details a sample transaction log:

```
"07/12 14:58:37.817" 9.27.157.16 9.37.16.125 "CN=John Doe/O=ACME" http://acme.ibm.com/mail%2Ftest13.nsf sp 200 2390 "Lotus Traveler Android 8.5.3" Android_26608
```

At the beginning of the usage log, columns identify the data. The column names are as follows:
- **Timestamp:** Time stamp of the request.
- **Device Address:** IP address of the device.

  Note: If there is a front-end proxy, then this address will be the proxy address instead of the actual device.

- **Server Address:** IP address of the server.
- **User ID:** User Identification (what the HTTP server normalized the user name to - not necessarily what the user entered on the device).
- **Database URL:** URL of the database (mail file) to be synced.
- **Sync Origin:** Identifies who requested the sync (ps = prime sync, dm = device manual, dp = device push, sp = server push).
- **Status Code:** Code indicating the status of the ended sync For example, 200 = success, 408 = timed out, 409 = sync was cancelled because a new sync came in while the old one was running, 500 = server error, 503 = server too busy.
- **Duration:** Number of milli-seconds that the action took to complete.
- **User Agent:** HTTP User Agent header reported by the device (for a prime sync, there is no real device, so it is logged as "primesync" for the User Agent).
- **Device ID:** Device Identification.
- **D->S Mail Adds:** Number of mails created on the Device and sent to the Server.
- **D->S Mail Modifies:** Number of mails created on the Device and sent to the Server.
- **D->S Mail Deletes:** Number of mails created on the Device and sent to the Server.
- **D->S Contacts Adds:** Number of address book entries created on the Device and sent to the Server.
- **D->S Contacts Modifies:** Number of address book entries created on the Device and sent to the Server.
- **D->S Contacts Deletes:** Number of address book entries created on the Device and sent to the Server.
- **D->S Calendar Adds:** Number of events created on the Device and sent to the Server.
- **D->S Calendar Modifies:** Number of events created on the Device and sent to the Server.
- **D->S Calendar Deletes:** Number of events created on the Device and sent to the Server.
- **D->S Todo Adds:** Number of todos created on the Device and sent to the Server.
- **D->S Todo Modifies:** Number of todos created on the Device and sent to the Server.
- **D->S Todo Deletes:** Number of todos created on the Device and sent to the Server.
- **D->S Journal Adds:** Number of journal entries created on the Device and sent to the Server.
- **D->S Journal Modifies:** Number of journal entries created on the Device and sent to the Server.
- **D->S Journal Deletes:** Number of journal entries created on the Device and sent to the Server.
- **D->S Folder-Add:** Number of mail folders created on the Devicer and sent to the Server
- **D->S Folder-Update:** Number of mail folders modified on the Device and sent to the Server
- **D->S Folder-Delete:** Number of mail folders deleted on the Device and sent to the Server
- **D<-S Mail Adds:** Number of mails created on the Server and sent to the Device.
- **D<-S Mail Modifies:** Number of mails created on the Server and sent to the Device.
- **D<-S Mail Deletes:** Number of mails created on the Server and sent to the Device.
- **D<-S Contacts Adds:** Number of address book entries created on the Server and sent to the Device.
- **D<-S Contacts Modifies:** Number of address book entries created on the Server and sent to the Device.
- **D<-S Contacts Deletes:** Number of address book entries created on the Server and sent to the Device.
- **D<-S Calendar Adds:** Number of events created on the Server and sent to the Device.
- **D<-S Calendar Modifies:** Number of events created on the Server and sent to the Device.
- **D<-S Calendar Deletes:** Number of events created on the Server and sent to the Device.
- **D<-S Todo Adds:** Number of todos created on the Server and sent to the Device.
- **D<-S Todo Modifies:** Number of todos created on the Server and sent to the Device.
- **D<-S Todo Deletes:** Number of todos created on the Server and sent to the Device.
- **D<-S Journal Adds:** Number of journal entries created on the Server and sent to the Device.
- **D<-S Journal Modifies:** Number of journal entries created on the Server and sent to the Device.
- **D<-S Journal Deletes:** Number of journal entries created on the Server and sent to the Device.
- **D<-S Folder-Add:** Number of mail folders created on the server and sent to the Device
- **D<-S Folder-Update:** Number of mail folders modified on the server and sent to the Device
- **D<-S Folder-Delete:** Number of mail folders deleted on the server and sent to the Device
- **Summary:** A brief summary showing non-zero counts for device or server updates. For example, "S2D Mail 2A" means two mail documents were synced from the server to the device as adds.

Troubleshooting, known limitations, and restrictions

This section provides helpful troubleshooting tips, known limitations, and restrictions.

Server troubleshooting

This section contains troubleshooting tips for the IBM Lotus Notes Traveler server.

For information about gathering logs for Lotus Notes Traveler Support, see Gathering log files for support.

Startup and configuration

The message "Initialization error for library j9gc24(5): Failed to instantiate heap;" displays when trying to start Lotus Traveler.	This problem occurs when there is not enough system memory for Lotus Traveler to startup. This is only a problem on 32-bit operating systems. Verify that `notes.ini` does not contain the following parameter: `MEM_EnablePreAlloc=1`. If the `notes.ini` does contain the above parameter and will still not start, contact Lotus Support to help analyze the memory usage on the system.
Lotus Traveler server starts, but the HTTP Servlet does not.	Verify that the `notes.ini file` does not contain this parameter: `HTTPDisableJVM=true`. This parameter disables all Java based servlets, including the Lotus Traveler servlet.

Connection, Log-in, and server status

Verifying that the server is running	To verify that the server is running:
	• Run the show task tell command from the Lotus Domino Administrator client and look for the following:
	  ○ Lotus Traveler Running: 2 of 2 users active
	  ○ HTTP server listen for connect request on TCP Port:80
	• Check the server console for the following:
	  ○ Lotus Traveler: Server started
	• Look for ntraveler.exe in the Microsoft Windows Task Manager

Logging into the server	If you are unable to log into the Lotus Notes Traveler server, verify that: • Open LotusTraveler.nsf and check the security state of the user

	ID is not locked out of HTTP server • Password is correct • Server name is correct • You have granted access to the Lotus Notes Traveler server in your mail database • Check Allow/Deny section of the server configuration document

Lotus Notes Traveler client reports errors registering with the server	Verify that:
	• The user ID must only contain characters that are supported by the Domino server. These include characters (A - Z), numbers (0 - 9), and the ampersand (&), dash (-), period (.), space ( ), and underscore (_). See the Lotus Domino Administrator Help topic "Table of Domino Naming Requirements" for more information.
	• You may need to enable the Domino HTTP server to accept "More name variations with lower security", rather than the default "Fewer name variations". Lotus Notes Traveler clients behave as Internet clients to the Domino web server, and the name look up algorithms are controlled by the Domino server security settings. To modify this setting:
	    ○ From the Domino Administrator, click Configuration, and open the server document
	    ○ Click Security
	    ○ In the Internet Access section, choose **More name variations with lower security**
	    ○ Save and close the document
	• For a Lotus Notes Traveler server installed on a Thai server, verify you have added the setting `NTS_Java_Parms=-Duser.language=th.US` to its `notes.ini` file. This setting changes the default Java calendar from Buddhist to Gregorian.

Overall system status	Use the LotusTraveler.nsf to gather detailed information about users and their devices that are using the Lotus Traveler service. See topic <u>Viewing user and device information</u> for more information. You can use the `status` command to make a number of checks in the Lotus Notes Traveler server to determine if it is operating normally.
Invalid user ID or password problems	Depending on how your network is set up, when your authentication service goes down or cannot be accessed by the Lotus Notes Traveler server or an intermediate proxy, the mobile device client may display an error to the mobile user that their ID or password is invalid. This situation should resolve itself as soon as the authentication service is restored.

Devices are not receiving updates from the Lotus Notes Traveler server, or many sync attempts are failing with a 503 return code.	From the Domino console, issue a `Tell Traveler Status` command. Note if there are messages like:
	
	`Tell traveler status`
	`The number of active HTTP connections is 233 percent of the number of available HTTP threads (1,200).`
	`The peak number of HTTP connections is 233 percent of the number of available HTTP threads (1,200).`
	`There have been 37,445 device sync failures because the server is too busy and returned status code 503.`
	`There have been 24,779 device sync failures for reasons other than the server is too busy.`
	
	`The overall status of Lotus Notes Traveler is Red.`
	
	One possible cause for a high number of sync failures with a 503 return code is that there are too few HTTP threads. See <u>Tuning performance of the server</u> for more information before raising the number of HTTP threads. Having too many HTTP threads can result in insufficient memory for the Domino server to run properly.

Directory

Verifying directory access	Run the command tell traveler show <user> and look for the following: • User name resolves as expected • If not, make sure that the security setting Server Document - Security - Internet Access - Internet Authentication allows the format of <user>, For example, if you want to use the shortname for <user>, you must set this to "More name variations with lower security".

Statistic and Log information

Lotus Traveler Server user statistics	Run the command tell traveler stats show for the following information: • Number of users known to the system, including online, offline, and mail file statistics • Number of devices know to the system, including online, offline, and connection statistics • Number of prime syncs, including time and success rate statistics • Number of device syncs, including time and success rate statistics
Troubleshooting a user on the server	Commands may be executed at the Traveler servlet, available at http://<hostname>/servlet/traveler. Selecting **Manage the Notes ID** brings you to the ID management screen. Select **Execute Commands** to go to the command screen. The servlet can be used to verify that the Traveler task is able to access a user mail file, the status of unread mark replication, and other useful information. Select **Show** , or the 'show <user>' command at the Domino console. The information displayed by the 'SHOW' command may include any of the following informational messages: • Lotus Traveler does not have delete rights to the database <database name>. • Lotus Traveler could not open the database <mail database> . Verify that the server <Traveler server name> and the database grant access to server <Domino server name> and that there is a network connection available between these servers. • Internal error encountered attempting to validate access to database <mail database name>. • The Domino server <Domino server name> for <mail database name> does not support <canonical name> for Lotus Traveler. See logs for more details. • The Lotus Domino server, <Domino server name>, that hosts the <mail database name> mail file is an earlier version so some functions are not fully implemented. • Database <mail database name> is <bytes> bytes in size and <percent> percent used, which is over the quota of <quota> bytes. • The database <mail database name> on <canonical name> is not configured to replicate read and unread marks. As a result, unread marks do not replicate with the device. Select **Manage Security** to open the user managed security options. With user managed security, users can now remotely wipe or lock their own devices, without the help of an administrator. They can also "clear" their own actions. For example, they can cancel the wipe request or unlock the device. Select **Report a Problem** to generate a problem report. This action captures information about your user session and creates a diagnostics report that is stored on the Traveler server. IBM Technical Support may ask your server administrator for these logs if you ever need to report a problem to IBM.

Server crashes

To investigate a server crash or an error stating "nTraveler has terminated abnormally", you must provide the following data to IBM Lotus Support:
- `Javacore*.txt` files
- `Heapdump*.phd`
- `NSD*.log`
- Lotus Notes Traveler Logs
- Domino console

Once the Lotus Notes Traveler server is running again, issue the command `Tell Traveler log collect`. This creates a directory containing the required data named `<DominoDataDirectory>/IBM_TECHNICAL_SUPPORT/traveler/log/YYYYMMDD_HHMMSS`. Zip this directory and provide the .ZIP file to IBM Lotus Support when requested.

For Lotus Notes Traveler 8.5.2, some of these files names and their locations have changed. Below is a list of the files and their locations for both 8.5.2 and pre-8.5.2 releases.

Table 42. File locations

File type	8.5.2 release	Pre-8.5.2 release
Java core dump files	`<DominoDataDir>/IBM_TECHNICAL_SUPPORT/javacore.traveler.*.log`	`<DominoProgramDir>/javacore*.log`
Heap dump files	`<DominoDataDir>/IBM_TECHNICAL_SUPPORT/heapdump.traveler.*.log`	`<DominoProgramDir>/heapdump*.log`
Traveler logs	`<DominoDataDir>/IBM_TECHNICAL_SUPPORT/traveler/logs/ directory`	`<DominoDataDir>/traveler/logs/ directory`
NSD files	`<DominoDataDir>/IBM_TECHNICAL_SUPPORT/NSD*.log`	Same as 8.5.2
Domino console	`<DominoDataDir>/IBM_TECHNICAL_SUPPORT/console*.log`	Same as 8.5.2

Gathering log files for support

This section contains related IBM Lotus Notes Traveler links. It also contains instructions on gathering log files to assist Lotus Notes Traveler Support in helping you resolve server and device problems.

Server logs

There are two basic types of problems to consider when gathering logs: user problems and server problems. User problems include device connectivity and sync related issues. Server problems include server reliability and configuration issues.

For versions of Lotus Notes Traveler 8.5.2 and later, the location for log files has changed. They are now located in the `<data>/IBM_TECHNICAL_SUPPORT/traveler` directory. In addition, Java dump files are now created in the `<data>/IBM_TECHNICAL_SUPPORT` directory, as opposed to the `<DominoProgramDirectory>` as it was in previous release..

Log collection for user-based problems

Perform the following procedure to generate a good set of logs for troubleshooting a user-based problem.
1. Increase the log level for a specific user that is exhibiting the problem by running the following command:

    `tell traveler log adduser finest <username>`

2. Include the field data in your log report by running the following command:

    `tell traveler log fields *`

3. Ask the user to reproduce the problem and submit a Traveler Problem Report (TPR). For more information, see [Device logs].
4. After the user submits the TPR, run the following command:

    `tell traveler dump <username>`

5. Run the command:

    `tell traveler pmr <pmr_number>`

    Where `<pmr_number>` is a properly formatted PMR number. This will perform a systemdump of all log files, collect them in one zipped file, automatically upload (FTP) the output from the log collect to ECuRep under the designated PMR number.

    Note: If you have already performed a systemdump and have a list of file logs to send to IBM support, add `[log file list]` to the command:

    `tell traveler pmr <pmr_number> [log file list]`

    Where `[log file list]` is a list of your log files to upload. In this case, the command will not perform a systemdump of log files and collect them, rather it will just upload the files defined by `[log file list]` to ECuRep under the designated PMR number. For more than one file, you must separate them with a space and place the "\" character on either side of each filename.

    Note: There may be times when the Traveler service will not start at all. In these cases, you can still generate, gather, and transmit log files offline by executing commands from the file system. You must execute the command from the directory `<Domino data root>/traveler/util directory`.

    For Windows operating systems: `travelerOfflineUtil.cmd PMR <pmr_number> [log file list]`

    For Linux operating systems: `./travelerOfflineUtil PMR <pmr_number> [log file list]`

6. Run the following commands to undo the system settings you configured in steps 1 and 2, if necessary:

    `tell traveler log removeuser <username>`
    `tell traveler log fields <previous setting>`

Log collection for server-based problems

Perform the following procedure to generate a set of logs for troubleshooting a server-based problem.
1. Increase the logging for the system by running the following command:

    `tell traveler log level finest`

2. Include the field data in your log report by running the following command:

    `tell traveler log fields *`

3. Reproduce the problem.
4. Run the command:

    `tell traveler pmr <pmr_number>`

    Where `<pmr_number>` is a properly formatted PMR number. This will perform a systemdump of all log files, collect them in one zipped file, automatically upload (FTP) the output from the log collect to ECuRep under the designated PMR number.

    Note: If you have already performed a systemdump and have a list of file logs to send to IBM support, add `[log file list]` to the command:

    `tell traveler pmr <pmr_number> [log file list]`

    Where `[log file list]` is a list of your log files to upload. In this case, the command will not perform a systemdump of log files and collect them, rather it will just upload the files defined by `[log file list]` to ECuRep under the designated PMR number. For more than one file, you must separate them with a space and place the "\" character on either side of each filename.

    Note: There may be times when the Traveler service will not start at all. In these cases, you can still generate, gather, and transmit log files offline by executing commands from the file system. You must execute the command from the directory `<Domino data root>/traveler/util directory`.

    For Windows operating systems: `travelerOfflineUtil.cmd PMR <pmr_number> [log file list]`

    For Linux operating systems: `./travelerOfflineUtil PMR <pmr_number> [log file list]`

5. Run the following commands to undo the system settings you configured in steps 1 and 2, if necessary:

```
tell traveler log removeuser <username>
tell traveler log fields <previous setting>
```

Domino logging considerations

In addition, it is often useful to collect Domino log files. Perform the following procedure to produce the Domino log files:
1. If the issue is a server performance or reliability problem, generate a Notes System Dump (NSD), preferably at the time the problem first appears. The NSD application is located in the Domino Programs directory and can be run from a command prompt.
2. If users are experiencing connectivity or authentication errors, it is helpful to have HTTP traces. To do so, run the following command:

```
tell http debug thread all
```

3. If messages related to the problem display on the Domino console, then enable console logging by running the following command:

```
start consolelog
```

4. If you collect the Domino logs, zip the contents of the `IBM_TECHNICAL_SUPPORT` directory and submit it to IBM Lotus Support.

Checkpoints before submitting the logs for review

To better aid the Lotus Support staff in troubleshooting the problem, review this checklist before submitting logs for a problem report.
1. If the issue is a user problem, verify that the user is running a client that matches the level of Lotus Traveler Server. The version number is the first line of the `log.html` file in the TPR submitted from the device. It matches the version and build number in `<data>/traveler/cfg/client/VersionInfo.txt`. If it does not match, ask the user to upgrade to the latest client and see if the problem can be reproduced.
2. Check to see if the `NTSActivity*` log files contain data that match the date and time of the TPR. If the logging level is set too high, these files can wrap quickly. There are settings on the Lotus Traveler tab that can be changed to increase the number and size of the NTSActivity logs. Although in most cases, increasing the logging level for the users effected is sufficient.
3. If you are reporting a user problem, always include the user name and the device type/model being used.
4. If you are reporting a connectivity problem, then also report the connection type (for example, WiFi or 3G) and the device carrier.

Device logs

This section provides best practices for reporting a problem to the system administrator from an end user device. A Traveler Problem Report (TPR) is invaluable to the system administrator when working with product support to resolve problems. Problem resolutions can be delayed by weeks if Lotus support staff have difficulty obtaining a TPR from the System Administrator.

Submitted TPRs are stored in the `<data>\traveler\logs\tprs` directory and are named `(UserName)_tpr_(Date).zip`. The Date is in GMT and the format is `YYYYMMDDHHmmss`, where:
- `YYYY` - 4 digit year (ex: 2010)
- `MM` - 2 digit month, (ex: 03 for March)
- `DD` - 2 digit day of month (ex: 26 for the 26th of the month)
- `HH` - 2 digit hour in a 24 hour clock (ex: 17 for 5PM)
- `mm` - 2 digit minute
- `ss` - 2 digit second

For example, `JoeSmith_tpr_20100326173533.zip` is a TPR from mobile user `JoeSmith` that was reported on March 26th, 2010 at 5:35:33 PM GMT.

Note the `.zip` extension of TPR files. The `logs\tprs` directory may also contain files ending with `.stmp` and `.tmp`. These files are partially uploaded TPRs and are not useful in problem determination.

Windows Mobile devices
To submit a problem report to your system administrator from a Windows Mobile device, perform the following procedure:
1. When a problem is encountered turn logging on by clicking the Lotus Traveler icon and selecting **Menu > Settings > Logging > Logging > On**.
2. Reproduce the problem if possible. It is important to demonstrate the problem with logging turned on.
3. Submit a TPR by clicking the Lotus Traveler icon and selecting **Menu > Tools > Report Problem**.
4. The device collects the logs and sends them to the server. Logs are typically stored in the `traveler/logs/tprs` folder.
5. If the problem is connectivity-related, the log files may not be sent to the server. In this case, copy the TPR compressed file from the `Program Files/Lotus Traveler/logs` directory of the device to a connected notebook. Use the **Problem Report** feature of the Lotus Traveler servlet to upload the compressed file. The servlet can be accessed at `http://hostname/servlet/traveler`. For SSL, use HTTPS instead of HTTP in the browser URL.
6. Notify the System Administrator of the problem. Be sure to include as much detail as possible and the steps to reproduce the problem.

Nokia devices
To submit a problem report to your system administrator from a Nokia device, perform the following procedure:
1. When a problem is encountered turn logging on by opening Lotus Traveler and selecting **Options > Settings > Logging > Logging > On**.
2. Reproduce the Problem if possible. It is important to demonstrate the problem with logging turned on.
3. Submit a TPR by opening Lotus Traveler and selecting **Options > Tools > Report Problem.**
4. The device collects and sends the logs to the server. Logs are typically stored in the `traveler/logs/tprs` folder.
5. If the problem is connectivity-related, the log files may not be sent to the server. In this case, copy the TPR compressed file from the `C:/data/LotusTraveler/` directory of the device to a connected notebook. Use the **Problem Report** feature of the Lotus Traveler servlet to upload the compressed file. The servlet can be accessed at `http://hostname/servlet/traveler`. For SSL, use HTTPS instead of HTTP in the browser URL.
6. Notify the System Administrator of the problem. Be sure to include as much detail as possible and the steps to reproduce the problem.

Apple devices
Unfortunately Apple Devices do not have a Lotus Notes Traveler client and therefore have no logs to submit. The best thing to do for these devices is to submit a TPR from the Lotus Traveler servlet pages using any connected web browser. The servlet can be accessed at `http://hostname/servlet/traveler`. For SSL, use HTTPS instead of HTTP in the browser URL. Additional files can be uploaded as needed. For example, you may want to upload a particular email that does not sync, or upload screen captures or text documents of error messages. Be sure to also notify the System Administrator of the problem and include as much detail as possible. Typically, the resulting TPR is written to the sever in the `traveler/logs/tprs` folder.

Android devices
To submit a problem report to your system administrator from an Android device, perform the following procedure:
1. When you encounter a problem, turn logging on by clicking the Lotus Traveler icon and selecting **Menu > Settings > Logging > Enable Logging**.
2. Reproduce the problem if possible. It is important to demonstrate the problem with logging turned on.
3. Submit a TPR by clicking the Lotus Notes Traveler icon and selecting **Menu > Tools > Report Problem**.
4. The device collects the logs and sends them to the server. Logs are typically stored in the `traveler/logs/tprs` folder.
5. If the problem is connectivity-related, the log files may not be sent to the server. In this case return to the Report Problem screen by selecting **Menu > Tools > Report Problem** and select **Export**. The TPR is placed on your SDcard. Use the Problem Report feature of the Lotus Notes Traveler servlet to upload the compressed file. The servlet can be accessed at `http://hostname/servlet/traveler`. For SSL, use HTTPS instead of HTTP in the browser URL.
6. Notify the System Administrator of the problem. Be sure to include as much detail as possible and the steps to reproduce the problem.

Lotus Mobile Installer

For Nokia devices:

You can enable logging by entering # then 1 while in the Lotus Mobile Installer. Select **Lotus Notes Traveler > Tools > Report Problem**. Go back to the LMI and enter # then 1 again, to disable logging and to flush the collected log to `C:\data\LotusInstaller\lmi_log.txt`.

For Windows Mobile devices:

Logging is always enabled. Select **Lotus Notes Traveler > Tools > Report Problem**. Logs are collected in `\LotusInstaller\Logs`.

More information and requesting support

This topic contains links to IBM Lotus Notes Traveler information, resources, and support.

- Lotus Notes Traveler product site
- Lotus Notes Support (see **Lotus Notes Traveler** under **Related Products**)
- Fix Central
- Passport Advantage
- Partner World
- developerWorks

Troubleshooting tips

This topic leads to troubleshooting tips for the IBM Lotus Notes Traveler and the devices that are used with it.

Windows Mobile troubleshooting

This section contains troubleshooting tips for Windows Mobile users.

Lotus Mobile Installer

Lotus Mobile Installer troubleshooting

Lotus Mobile Installer	If you encounter a problem installing Traveler using LMI, check: • If a port number is not specified in the server name field, LMI assumes port 80 for HTTP and port 443 for HTTPS. If the server is running on a non-standard port, ensure that the port number is specified along with the server. For example, if the server is running on port 8080, the server should be specified as `mytest.server.com:8080`. • If the Traveler servlet is located in a place other than `/servlet/traveler`, then the servlet must be specified along with the server name. For example, if the Traveler servlet is available at `mytest.server.com/s/t` instead of `mytest.server.com/servlet/traveler`, then the server should be specified as `mytest.server.com/s/t`. If the servlet was located at `/s/t` and was on port 8080, then the server should be specified as `mytest.server.com:8080/s/t`. Neither the port or the servlet path are standard. • Manually test connectivity to the server by accessing the servlet with a browser. If you are using HTTP protocol, use the following URL: `http://<server>:<httpport>/<servlet>`. If you are using HTTPS protocol, then use the following URL instead: `https://<server>:<httpsport>/<servlet>`. If you can access that site, then you can enter the same URL into the server field in LMI. LMI should then be able to install Traveler.

Lotus Notes Traveler client

Installation

Verifying installation	To ensure that you properly install and register the Lotus Notes Traveler Client: • Choose the correct CAB file for your device ○ WM 6 Professional = LotusTravelerWM6_xx.armV4I ○ WM 6 Standard = LotusTravelerWM6SP_xx.armV4I • The IBM Lotus Notes Traveler client installation checks the device for both required memory and available slots to run. If either of these resources are insufficient, the message "IBM Lotus Notes Traveler client installation has detected insufficient device resources to run this product" displays. The installation log also displays an entry stating "Install is checking your device resources for IBM Lotus Notes Traveler". The Lotus Notes Traveler client installation continues. However, if the above message is seen, you may want to close other running applications, or perform a soft reset in order to free up resources.
Verifying registration	• Verify that the server name field does not include http://, https://, port number, or servlet. • Check client log for additional information.
Verifying connections	To verify your connection to the server: • If using ActiveSync, check to make sure the ActiveSync desktop dialog is not "hiding" in the background • If using Lotus Mobile Connect (LMC), validate LMC settings on the VPN page, and check status using the LMC user interface • Validate Lotus Notes Traveler server access using firewall or proxy • Use Check Server tool and browser to further diagnose connection issues • Check sync protocol.
Verifying authentication	To verify your authentication with the server: • Check for correct ACL access to the server • Check for firewalls that may block access to the server
Verifying configuration	To verify your configuration with the server: • Check server ports • Check sync protocol, for example HTTP or HTTPS. • Check the AutoSync flag
Verifying contention	To check other issues between the device and the server: • Verify that other applications are not starving the Traveler process; shut down non-critical applications. • Verify that the device is not low on power; plug the device in and shut down non-critical applications. • Verify that the device is not running out of storage; adjust the Mail/Calendar and Other Applications filters. • Verify that the device can connect to the internet.
Verifying security	Security policies are an option that is enabled by the Lotus Notes Traveler administrator. To verify that a device is compliant with a mobile device security policy, see Viewing security status.

Client status

Status screen	The home page of the Lotus Notes Traveler client, accessed by launching the client or tapping the Lotus icon in the system tray. The status screen provides status for the Lotus Notes Traveler client in text and icon formats.
Status icons	AutoSync off; status nominal.

	AutoSync on; status nominal.
	Syncing with the server.
	New mail message notification.
	Cannot reach the server.
	Battery is too low for AutoSync.
	No device connectivity.
	General error message.
	Device security problem, autosync and sync are disabled.
	Device is in flight mode so autosync and sync are disabled.

Mail

Email sent to multiple recipients does not work	Ensure that multiple email addresses are separated with a semi-colon (;), and not with a comma (,).
Email sent to Domino name with "@ character and space is not delivered	Use "< >" to delimit the email address. For example: <John Doe/IBM@US>
Folders created on the mobile device do not appear on the Domino server	If you create a folder on the mobile device, it does not appear on the Domino server until after the mail database is closed and reopened.
Duplicate email or PIM data may appear on the device, but not on the server	Perform a "replace data" operation using the Lotus Notes Traveler client to resolve this issue. Follow these steps: 1. Go to the Lotus Traveler main menu 2. Go to "Tools -> Replace data" 3. Select applications with duplicate data and select "Replace" The data on the client is replaced with a copy of the server data.

Error messages

Error Number	Error Message	Notes	Steps to Resolve Error
1	The sync data received was not valid.	This is a general error that is reported back by the Sync client when it encounters and error during the processing of the SyncML package provided by the server. In most cases the sync that is in progress aborts.	The user can perform a replace data for all PIM types that they are currently syncing.
3	Communications problems with the server	This error is returned if the "InternetOpen" API fails.	Step 1 - Try to access the server using a web browser on different device or system that has full connectivity. Step 2 - try to access the server using PocketIE on the device. If the server seems to be online, make sure you can login using the same userid/password that is on the device. Finally, if that works try to soft reset the device.
4	The server name does not have a valid form	This error is returned if the server name, provided by the user, contains invalid characters.	Check the server name in the Account settings dialog of the Traveler application. Ensure that the server name is properly formed. Try to access that server using some other means.
6	The server name cannot be resolved	This error is returned if the client receives an ERROR_INTERNET_NAME_NOT_RESOLVED status code from the "InternetConnectThread" API.	Same steps for error 4

8	Lotus Traveler server is not available	This is the default error return code used by the configuration component for a failed HTTP GET or POST.	Same steps for error 3
9	Sync completed with errors	This is a general error returned by the sync client when a sync failed for one of many possible reasons	Same steps for error 1
10	Server is busy	The server returned a status of SML_STATUS_IN_PROGRESS (101) so the client aborted the sync	The user can perform a manual sync if they are concerned that something is wrong. This error should resolve automatically, assuming the server is still operational.
11	Record not found during modify/remove	Sync client could not locate the record referenced by the server in a sync operation such as modify or delete.	As in the steps described for error 10 the user can always perform a manual sync. This error is produced for information purposes but the system is basically working fine.
13	Out of memory	The client attempted to allocate a block of memory on the device and it failed	Check the available memory on the device and take appropriate action to free up some storage space.
16	The sync was canceled by the user		
17	Invalid user ID or password	The client attempted to perform an HTTP post to the server. The server responded with an authentication error.	Perform steps listed for error 3
18	The server reported that access is forbidden for your user ID (403)	The user ID specified is locked out by the server admin.	The server administrator needs to unlock that user.
20	The server made an unrecognizable request	The XML provided by the server during a sync operation was deemed to be incorrect. The sync client is sending this error message out for information purposes. This error does not cause the sync to abort.	Perform steps listed for error 1
21	Invalid parameter	The sync client was unable to obtain required information from the configuration utility.	Revalidate the user name, password, server name, and http protocol. Ensure that Traveler has the correct information stored.
22	Buffer too small	The message provided to the WM client by the server exceeds preset maximum message size	In theory this should never happen. If it does it is a defect that must be investigated by the development team. As a workaround the user could follow the steps described for error 1
23	Invalid data received from the server during sync	There is a mismatch in the version of SyncML supported by the server and client.	In theory this should never happen. If it does it is a defect that must be investigated by the development team. There are no workarounds for this one.
25	Sync failed to initialize	The sync client detected missing functionality that is required for the level of SyncML being used by the server.	Same as error 23
26	Sync failed to initialize	Same as error 25	Same as error 25
29	Connection error with server %s port %d	The sync client lost its connection to the server.	Same as error 3
30	The sync was canceled because of a 500 error	The server rejected a command sent by the client.	Same as error 22
31	Sync completed with errors	The client received a record which for some reason the device was not able to add. The failure is not captured by any of the other mechanisms currently defined. Therefore, using SMLERROR_COMMAND_FAILED is insufficient to avoid the server sending it back.	Same as error 22
32	Out of memory	Same as error 13	Same as error 13
33	The Lotus Traveler mailbox could not be found	The Lotus Traveler email message store is either corrupted or does not exist on the device	Open the Messenger application and look for the Lotus Traveler email message store. If the message store does not exist contact L2 for a special program that can recreate the message store on the device.

34	An error occurred when attempting to sync data to the storage card	The WM client was instructed to store something on the storage card but the storage card did not have sufficient space to accommodate the request.	Try to free up some space on the storage card. Also, the user should turn off any email settings that direct output to the storage card.
35	The Lotus Traveler server is not available. It may not be started or is currently busy (503)	The WM client attempted to connect to the server but could not.	Same as error 3
37	The server reported that it encountered an internal error (500)	The client attempted to communicate with the server but the server returned a status 500 which indicates an internal error on the server.	Same as error 10
38	The sync ended abnormally. HTTP Status code %d.	The client received an HTTP status error of 415 from the server. This indicates unsupported media and is typically returned when the client compresses the XML package and the server has a problem decoding it.	Turn off zlib compression on the server.
39	Settings update failed to be uploaded to the server. It is reattempted on the next sync	The client attempted to send it's latest configuration settings to the server but was not able to do so.	Same as error 3
40	Battery level is too low, so automated features are disabled	The battery power on the device has fell below the percentage specified in the Traveler client auto sync dialog.	Charge the device back up.
41	Settings update failed to be downloaded from the server. It is reattempted next sync	The server attempted to inform the client about new device settings but there was a connectivity problem preventing the client from obtaining the information updates from the server.	Same as error 3
42	Sync has been disabled by your administrator because of a device security policy violation	A security violation has been detected by the Traveler client. The violation action for the security policy in violation was set to disable syncs.	View the current security state of the Traveler client and take the necessary steps required to have security compliance as specified by the server admin.
43	Device Security Violation(s)	A security violation has been detected by the Traveler client.	Same as error 42
44	The server reported that access is forbidden for your user ID (403)	Same as error 18	Same as error 18
45	The server reported an error. View the log for details.	General error for various errors reported to the client by the server.	Same as error 3
46	An error occurred when uploading the device security policy to the server	The device tried to upload the security policy and failed. This is most likely caused by a connection error	Same as error 3
47	An error occurred when posting a file to the server	The device tried to post a file to the server and failed. This is most likely caused by a connection error.	Same as error 3
48	An error occurred when getting a file from the server	The device tried to get a file from the server and failed. This is most likely caused by a connection error	Same as error 3
49	The device is roaming	The Traveler client has been configured to deny access when the device is roaming	To allow access while roaming, go to Menu -> Settings -> Auto Sync and enable "Connect when roaming"
50	Not exposed to user	Not exposed to user	Not exposed to user
51-55	Push connection errors	Error occurred with push connection to server	Same as error 3
56	Phone call in progress	A voice call is in progress and is using resources that this connection requires	End call
57	Phone is off	The phone is off which is causing a connection error	Turn on phone
58	Connection reset	The connection with the server has been reset	Same as error 3
59	The change log service is not running.	For some reason the change log service is not running.	Exit and restart Traveler.

Nokia troubleshooting

This section contains troubleshooting tips for Nokia users.

Lotus Mobile Installer

Table 43. Lotus Mobile Installer troubleshooting

Lotus Mobile Installer	If you encounter a problem installing Traveler using LMI, check the following: • If a port number is not specified in the server name field, LMI assumes port 80 for http and port 443 for https. Ensure that if the server is running on a non-standard port, the port number is specified along with the server. For example, if the server is running on port 8080, specify the server as `mytest.server.com:8080`. • If the Traveler servlet is located in a place other than `/servlet/traveler`, then the servlet must be specified along with the server name. For example, if the Traveler servlet is available at `mytest.server.com/s/t` instead of `mytest.server.com/servlet/traveler`, then specify he server as `mytest.server.com/s/t`. If the servlet was located at `/s/t` and was on port 8080, then the specify the server as `mytest.server.com:8080/s/t`. Neither the port or the servlet path are standard. • Ensure that the correct Access Point is selected and has connectivity to the server. Manually test connectivity to the server by accessing the servlet with a browser using the same access point. If you are using HTTP protocol use the following URL: `http://<server>:<httpport>/<servlet>`. If you are using HTTPS protocol, then use the following URL instead: `https://<server>:<httpsport>/<servlet>`. If you can access that site, then you can enter the same URL into the server field in LMI. LMI then can install Traveler. • If you receive a message indicating that the server does not support LMI or that LMI received an unexpected response, open the file manager on the device and browse to `C:\Data\LotusInstaller\`. Open the `unexpected_response.html` file. This is the response that LMI received from the server. Often viewing this file provides an indication whether a firewall or proxy is interfering with LMI operation.

Lotus Notes Traveler Client

Installation

Verifying installation	To ensure that you properly install and register the Lotus Notes Traveler Client: • Verify that you have enough available space before installing. Use the following steps to check for available space on device: **Menu > Options > Memory Details > Phone Memory**. • The IBM Lotus Notes Traveler client installation checks the device for both required memory and available slots to run. If either of these resources are insufficient, the message "IBM Lotus Notes Traveler client installation has detected insufficient device resources to run this product" displays. And the installation log displays an entry stating "Install is checking your device resources for IBM Lotus Notes Traveler". The Lotus Notes Traveler client installation continues. However, if the above message is seen, you may want to close other running applications or perform a soft reset in order to free up resources.
Verifying registration	• Verify that the server name field does not include http://, https://, port number, or servlet. • Check client log for additional information.
Verifying authentication	To verify your authentication with the server: • Check for correct ACL access to the server • Check for firewalls that may block access to the server
Verifying configuration	To verify your configuration with the server: • Check server ports • Check sync protocol, for example HTTP or HTTPS. • Check the AutoSync flag
Verifying contention	To check other issues between the device and the server: • Verify that other applications are not starving the Traveler process; shut down non-critical applications • Verify that the device is not low on power; plug the device in and shut down non-critical applications • Verify that the device is not running out of storage; adjust the Mail/Calendar and Other Applications filters • Verify that the device can connect to the internet. • If using a VPN, verify that the settings are correct. • Test connectivity by manually testing servlet connectivity by accessing the servlet with a browser. If using HTTP protocol use the following URL: `http://<server>:<httpport>/<servlet>`. If using HTTPS protocol use the following URL: `https://<server>:<httpsport>/<servlet>`
Verifying security	Security policies are an option enabled by the Lotus Notes Traveler administrator. To ensure that policies can be enabled, verify that you have installed the Nokia security enablement library on each device. This library can be obtained from Nokia's IBM Lotus Notes Traveler site. If the Lotus Notes Traveler status screen displays a "Traveler security support is not installed" message, then this message indicates that the Nokia security library must be installed before Lotus Notes Traveler security features can be enabled. If the Lotus Notes Traveler status screen displays a "Traveler security functions are not supported by this device" message, then this message indicates that the device does not support security. To verify that a device is compliant with a mobile device security policy, see Viewing security status.

Client status

Status screen	The status screen displays when you open the Lotus Notes Traveler application on your device.
Status icons	AutoSync off; status nominal. AutoSync on; status nominal. Syncing with the server.

New mail message notification.

Cannot reach the server.

Battery is too low for AutoSync.

No device connectivity.

General error message.

Device security problem, autosync and sync are disabled.

Device is in flight mode so autosync and sync are disabled.

Apple troubleshooting

This section contains troubleshooting tips for Apple device users.

Troubleshooting syncing and connection problems

If you are experiencing sync problems on your Apple device, first determine if the IBM Lotus Notes Traveler server is running and that your device can open a data connection to the server. Using the Safari browser on your device, open the URL `https://traveler_hostname/servlet/traveler`. (This URL may be slightly different depending on how your administrator has set up your Lotus Notes Traveler server. See your administrator for exact details.) If your device successfully connects to the Lotus Notes Traveler server, you are prompted for your user ID and password. A web page displays the user status.

If you cannot connect to this page or get another error message, then either the Lotus Notes Traveler server is not running or there is a network connection problem between your device and the server. You can also try turning the device off and back on if you are experiencing sync problems.

If you can connect to this page, you may also see additional diagnostic information, such as a message indicating that you may not have the appropriate access list set on your mail file to allow operation of Lotus Notes Traveler, the Lotus Notes Traveler server cannot connect to your mail server, or that your mail file is currently over quota. This page can provide you with much more diagnostic information than is available on your mobile device.

Bookmark this page and add it to your Apple device home screen so that you can easily access this page again later.

Password lockout

The password policy of your company may require that you change your Lotus Notes Traveler login password periodically. When you change your password using the password services of your company, you must also remember to change the password on any mobile devices that you own that access the Lotus Notes Traveler service. If you forget to do this, then often the mobile device continues to connect to Lotus Notes Traveler server or to the service being used as the remote access point using the old password. Many times these systems are set up to lock out the user account after a number of failed password attempts. Since the syncing of the iPhone is largely done in the background on the device, the device continues to try and log in. This can result in your account being locked out on the server.

Changing your Lotus Notes Traveler login password

When it is time to change your backend or HTTP password, follow these steps with your mobile device.

Note: If you have more than one device, follow these steps for each device but make sure that you perform step 1 on all of the devices before performing steps 2-4. Otherwise, you lock yourself out on the second device.

1. On your Apple device, enable airplane mode so that all WiFi and phone data connections are turned off. Select **Settings** > **Airplane Mode** > **ON**.
2. On your computer, change your Lotus Notes Traveler login password per your password change procedures.
3. On your Apple device, set the password in your Lotus Notes Traveler account to be your new Lotus Notes Traveler login password. Be careful typing this password in, as you do not get a chance to confirm it. Select **Settings > Mail, Contacts, Calendars > IBM Lotus Notes Traveler > Account Info > Password**, and make the change.
4. On your Apple device, disable airplane mode. Select **Settings** > **Airplane Mode** > **OFF**. Re-enable WiFi if necessary.

Troubleshooting password lockout

You may forget about your device when you change your backend system password. As a result, you cannot tell that something is wrong until much later. There are different symptoms for this problem on Apple devices. You may get a pop-up message warning on the device that says your user ID or password is invalid or you may get a message that says the device cannot connect to the server when you open your mail. If your company implements a password lockout policy where your account is locked out of the network after a relatively small number of failed attempts (for example, five), then it is likely that you are locked out of your account.

You can verify this by opening a Web browser on your computer and connecting to `https://traveler_hostname/servlet/traveler`, (This URL may be slightly different depending on how your administrator has set up your Lotus Notes Traveler server. See your administrator for exact details.) Enter your Lotus Notes Traveler user ID and password when prompted. If a page tells you that your account has been locked, then follow these steps:

1. On your Apple device, enable airplane mode so that all WiFi and phone data connections are turned off. Select **Settings** > **Airplane Mode** > **ON**.
2. On your Apple device, set the password in your Lotus Notes Traveler account to be your new Lotus Notes Traveler login password. Be careful typing this password in, as you do not get a chance to confirm it. Select **Settings > Mail, Contacts, Calendars > IBM Lotus Notes Traveler > Account Info > Password**, and then make the change.
3. Contact your administrator, or use your automated services to unlock your account.
4. On your Apple device, disable airplane mode. Select **Settings** > **Airplane Mode** > **OFF**. Re-enable WiFi if necessary.

Your device automatically connects to the Lotus Notes Traveler server and starts to receive mail again.

Troubleshooting Push

If your Lotus Notes Traveler administrator is required to reset your account on the Lotus Notes Traveler server, then all mail, calendar, and contacts automatically

resync with the Apple device. However, if you notice that mail is syncing with the device only when you open a mail folder, then turn push off and on again. Do this by selecting **Settings** > **Mail, Contacts, Calendar** > **Fetch New Data**, setting **Push** to **OFF** and then setting it back to **ON** again.

Problem reporting

All log and trace information for Apple devices using Lotus Notes Traveler is available on the Lotus Notes Traveler server. To report a problem from the device, use the browser on the device to log in to the Lotus Notes Traveler user home page. Select the option to report a problem, and then notify your Lotus Notes Traveler administrator.

While there is an option for a file upload on this dialog, you cannot actually upload a file using an Apple device. This ability is intended for PC or other device type users to upload screen captures, mail attachments, or any other descriptive document that might help in solving their problem. However, it is important to note that when filing the problem report the server still collects information and alerts the administrator. As a result, even though Apple users cannot attach files it is still a useful procedure to submit a problem report in this manner.

Error messages for Lotus Notes Traveler and Apple devices

The following table contains a list of known error messages you might encounter while using Traveler with an Apple device. Each message contains the application associated with the message, and the likely cause.

Table 44. Apple device error messages

Application/Function	Error message	Cause
Manual Account Setup	**New Passcode Required** The account "<account name>" starts receiving new data again when a new Passcode has been set. Press Continue to change your Passcode now. *Close/Continue*	The device passcode is either not enabled or is enabled but insufficient to satisfy the security policy.
Profile Installation	**Install Profile** IMPORTANT: The authenticity of "<account name>" cannot be verified. Installing this profile changes the settings on your iPhone. *Install Now/Cancel*	Traveler dynamically generates the Apple Profile, which includes user and server-specific information. As such, it is unsigned. As it always is unsigned, choose Install Now.
Profile Installation	**User name or Password are incorrect** Without them, no information is downloaded when the installation finishes. *Try Again/Ignore*	An HTTP 401 response received for invalid user and/or password.
Profile Installation	**An error occurred while contacting server** Without verifying the account, no information is downloaded when the installation finishes. *OK*	Possible causes: 1. A connection with the server for an HTTP OPTIONS request could not be made (server is down). 2. The HTTP OPTIONS method is not allowed. You can only disable OPTIONS from the Internet Site Documents. Change the Internet Site Document to allow OPTIONS.
Profile Installation	**An error occurred while contacting server** Error Domain=DAErrorDomain Code=0 "Operation could not be completed. (DAErrorDomain error 0.)" *OK*	Possible causes: • The HTTP OPTIONS response has non-OPTIONS data in it. Often, this is caused by a proxy not allowing the OPTIONS request to flow all the way to Traveler. Instead, it returns a different web page (normally a login form) instead. • The Host in the Apple profile has a server name or address that cannot be resolved. Make sure that the address in the resulting profile is accessible from the device's network.
Profile Installation	**An error occurred while contacting server** Domain=kCFErrorDomainCFNetwork Code=303 UserInfo=0x4220400 "Operation could not be completed. (kCFErrorDomainCFNetwork error 303.)" *OK*	The HTTP OPTIONS response was an HTTP 500 (Internal error).
Profile Installation	**Could not connect** Connection to the server for account "<account name>" could not be established. This may be due to an authentication error. *Cancel/Ignore*	The HTTP OPTIONS response was an HTTP 449 (Provision required)
Profile Installation	**Could not contact server** <server name> is not responding. The account information cannot be verified to ensure a correct installation. *Try Again/Ignore*	The HTTP OPTIONS response was not received (within 30 seconds).
Profile Installation	**Policy Requirement** The account "<account name>" requires encryption which is not supported on this iPhone. *OK*	The device encryption requirement is enabled in the Traveler default settings or a policy, and the device does not support encryption.
Profile Installation Manual Account Setup Sync	**Unable to Verify Certificate** The certificate from "<server name>" for account "<account name>" could not be verified. *Accept/Cancel*	HTTP server is using a self-signed or not trusted signed SSL certificate for HTTPS.

Safari	**Accept Website Certificate** The certificate for this website is invalid. Tap Accept to connect to this website anyway. *Accept/Cancel*	HTTP server is using a self-signed or not trusted signed SSL certificate for HTTPS.
Sync	**Password Incorrect** Enter the password for "<account name>" Password *Cancel/OK*	HTTP 401 response received. Possible causes: 1. The user and password were not successfully verified during Profile Installation or Manual Account Setup. 2. The password has changed on the HTTP server and must be updated.
Sync - Mail	**Cannot Get Mail** The connection to the server failed. *OK*	A connection could not be established with the server. If the connection is established but the device times out waiting for a response, no message is shown and the request is retried.
Sync - Mail	**Cannot Send Mail** Check the settings for the outgoing servers in Settings > Mail, Contacts, and Calendars. *OK*	A connection could not be established with the server to send a message, or there is a problem with the email address as specified.
Sync - Mail	**Unable to Move Message** The message could not be moved to the mailbox Trash. *OK*	A connection could not be established with the server to delete a message. Message deletion is performed as a move to Trash.
Sync - Mail	**Unable to Move Message** The message could not be moved to the mailbox <folder name>. *OK*	A connection could not be established with the server to move a message to another folder.

Android troubleshooting

This section contains troubleshooting tips for Android users.

Lotus Notes Traveler client

Install/Uninstall

Problems installing the Lotus Notes Traveler client.	If you encounter a problem installing Lotus Notes Traveler, check: • If a port number is not specified in the server name field, LMI assumes port 80 for HTTP and port 443 for HTTPS. If the server is running on a non-standard port, ensure that the port number is specified along with the server. For example, if the server is running on port 8080, the server should be specified as `mytest.server.com:8080`. • If the Traveler servlet is located in a place other than `/servlet/traveler`, then the servlet must be specified along with the server name. For example, if the Traveler servlet is available at `mytest.server.com/s/t` instead of `mytest.server.com/servlet/traveler`, then the server should be specified as `mytest.server.com/s/t`. If the servlet was located at `/s/t` and was on port 8080, then the server should be specified as `mytest.server.com:8080/s/t`. Neither the port or the servlet path are standard. • Manually test connectivity to the server by accessing the servlet with a browser. If you are using HTTP protocol, use the following URL: `http://<server>:<httpport>/<servlet>`. If you are using HTTPS protocol, then use the following URL instead: `https://<server>:<httpsport>/<servlet>`. If you can access that site, then you can enter the same URL into the server field in LMI. LMI should then be able to install Traveler.
Nothing happens after configuring your Android device.	Pull down the notification bar at the top to see the download progress.
Download progress of LotusInstaller.apk is stuck at "Waiting for data connection" or "connecting".	The default Android browser does not support downloading from a site with a self signed SSL certificate. Connect to your server using HTTP or use a different application to download the installer.
Verifying installation	To ensure that you properly install and register the Lotus Notes Traveler Client: • Choose the correct APK file for your device 　○ Android = LotusTraveler.apk • The IBM Lotus Notes Traveler client installation checks the device for both required memory and available slots to run. If either of these resources are insufficient, the message "IBM Lotus Notes Traveler client installation has detected insufficient device resources to run this product" displays. The installation log also displays an entry stating "Install is checking your device resources for IBM Lotus Notes Traveler". The Lotus Notes Traveler client installation continues. However, if the above message is seen, you may want to close other running applications, or perform a soft reset in order to free up resources.
Verifying registration	• Verify that the server name field does not include http://, https://, port number, or servlet. • Check client log for additional information.
Verifying connections	To verify your connection to the server: • Validate Lotus Notes Traveler server access using firewall or proxy • Use Check Server tool and browser to further diagnose connection issues • Check sync protocol.
Verifying authentication	To verify your authentication with the server: • Check for correct ACL access to the server • Check for firewalls that may block access to the server
Verifying configuration	To verify your configuration with the server: • Check server ports

	• Check sync protocol, for example HTTP or HTTPS. • Check the AutoSync flag
Verifying contention	To check other issues between the device and the server: • Verify that other applications are not starving the Traveler process; shut down non-critical applications. • Verify that the device is not low on power; plug the device in and shut down non-critical applications. • Verify that the device is not running out of storage; adjust the Mail/Calendar and Other Applications filters. • Verify that the device can connect to the internet.
Verifying security	Security policies are an option that is enabled by the Lotus Notes Traveler administrator. To verify that a device is compliant with a mobile device security policy, see How do I view the security status of my Windows Mobile device?
"Uninstall not successful" when attempting to remove Lotus Notes Traveler.	If you receive this message, you are trying to remove Lotus Notes Traveler using the Android Application manager. You cannot uninstall an application that has an active Android Device Administrator. To properly uninstall Lotus Notes Traveler, open the Lotus Traveler client and choose **Menu > Tools > Uninstall application**. This completely removes Lotus Notes Traveler and all associated data that has been synced. If you must remove Lotus Notes Traveler from the Android manage applications menu, then you must first deactivate the Lotus Notes Traveler Security administrator. From the home screen choose **Menu > Settings> Location & Security > Select device administrators**. Unselect **Lotus Traveler Security**. The application can now be removed normally.

Client status

Status icons	
	AutoSync off; status nominal. AutoSync on; status nominal. Syncing with the server. Cannot reach the server. Battery is too low for AutoSync. No device connectivity. General error message. Device security problem, autosync and sync are disabled. Device is in flight mode so autosync and sync are disabled.

Mail/Calendar

Folders created on the mobile device do not appear on the Domino server	If you create a folder on the mobile device, it does not appear on the Domino server until after the mail database is closed and reopened.
Duplicate mail or PIM data may appear on the device, but not on the server	Perform a "replace data" operation using the Lotus Notes Traveler client to resolve this issue. Follow these steps: 1. Go to the Lotus Traveler main menu 2. Go to "Tools -> Replace data" 3. Select applications with duplicate data and select "Replace" The data on the client is replaced with a copy of the server data.
Mail and calendar data is missing from the device after external storage card has been erased.	If Lotus Notes Traveler has been configured to store data on the external storage card, then this could occur if the folders that contain this data are erased. To resolve this issue, perform a "replace data" operation using the Lotus Notes Traveler client: 1. Go to the Lotus Traveler main menu. 2. Select **Tools > Replace data**. 3. Choose the applications with duplicate data and then select **Replace**. The data on the client will be restored with a copy of the server data.

Error messages

Error Number	Error Message	Notes	Steps to Resolve Error
1	The sync data received was not valid.	This is a general error that is reported back by the Sync client when it encounters and error during the processing of the SyncML package	The user can perform a replace data for all PIM types that they are currently syncing.

		provided by the server. In most cases the sync that is in progress aborts.	
3	Communications problems with the server	This error is returned if the "InternetOpen" API fails.	Step 1 - Try to access the server using a web browser on different device or system that has full connectivity. Step 2 - try to access the server using the Internet application on the device. If the server seems to be online, make sure you can login using the same userid/password that is on the device. Finally, if that works try to soft reset the device.
4	The server name does not have a valid form	This error is returned if the server name, provided by the user, contains invalid characters.	Check the server name in the Account settings dialog of the Traveler application. Ensure that the server name is properly formed. Try to access that server using some other means.
6	The server name cannot be resolved	This error is returned if the client receives an ERROR_INTERNET_NAME_NOT_RESOLVED status code from the "InternetConnectThread" API.	Same steps for error 4
8	Lotus Traveler server is not available	This is the default error return code used by the configuration component for a failed HTTP GET or POST.	Same steps for error 3
9	Sync completed with errors	This is a general error returned by the sync client when a sync failed for one of many possible reasons	Same steps for error 1
10	Server is busy	The server returned a status of SML_STATUS_IN_PROGRESS (101) so the client aborted the sync	The user can perform a manual sync if they are concerned that something is wrong. This error should resolve automatically, assuming the server is still operational.
11	Record not found during modify/remove	Sync client could not locate the record referenced by the server in a sync operation such as modify or delete.	As in the steps described for error 10 the user can always perform a manual sync. This error is produced for information purposes but the system is basically working fine.
13	Out of memory	The client attempted to allocate a block of memory on the device and it failed	Check the available memory on the device and take appropriate action to free up some storage space.
16	The sync was canceled by the user		
17	Invalid user ID or password	The client attempted to perform an HTTP post to the server. The server responded with an authentication error.	Perform steps listed for error 3
18	The server reported that access is forbidden for your user ID (403)	The user ID specified is locked out by the server admin.	The server administrator needs to unlock that user.
20	The server made an unrecognizable request	The XML provided by the server during a sync operation was deemed to be incorrect. The sync client is sending this error message out for information purposes. This error does not cause the sync to abort.	Perform steps listed for error 1
21	Invalid parameter	The sync client was unable to obtain required information from the configuration utility.	Revalidate the user name, password, server name, and http protocol. Ensure that Traveler has the correct information stored.
22	Buffer too small	The message provided to the device client by the server exceeds preset maximum message size	In theory this should never happen. If it does it is a defect that must be investigated by the development team. As a workaround the user could follow the steps described for error 1
23	Invalid data received from the server during sync	There is a mismatch in the version of SyncML supported by the server and client.	In theory this should never happen. If it does it is a defect that must be investigated by the development team. There are no workarounds for this one.
25	Sync failed to initialize	The sync client detected missing functionality that is required for the level of SyncML being used by the server.	Same as error 23
26	Sync failed to initialize	Same as error 25	Same as error 25

29	Connection error with server %s port %d	The sync client lost its connection to the server.	Same as error 3
30	The sync was canceled because of a 500 error	The server rejected a command sent by the client.	Same as error 22
31	Sync completed with errors	The client received a record which for some reason the device was not able to add. The failure is not captured by any of the other mechanisms currently defined. Therefore, using SMLERROR_COMMAND_FAILED is insufficient to avoid the server sending it back.	Same as error 22
32	Out of memory	Same as error 13	Same as error 13
33	The Lotus Traveler mailbox could not be found	The Lotus Mail application is either corrupted or does not exist on the device	If the Lotus Mail application does not exist contact IBM Support for a special program that can recreate it on the device.
34	An error occurred when attempting to sync data to the storage card	The Android client was instructed to store something on the storage card but the storage card did not have sufficient space to accommodate the request.	Try to free up some space on the storage card. Also, the user should turn off any email settings that direct output to the storage card.
35	The Lotus Traveler server is not available. It may not be started or is currently busy (503)	The Android client attempted to connect to the server but could not.	Same as error 3
37	The server reported that it encountered an internal error (500)	The client attempted to communicate with the server but the server returned a status 500 which indicates an internal error on the server.	Same as error 10
38	The sync ended abnormally. HTTP Status code %d.	The client received an HTTP status error of 415 from the server. This indicates unsupported media and is typically returned when the client compresses the XML package and the server has a problem decoding it.	Turn off zlib compression on the server.
39	Settings update failed to be uploaded to the server. It is reattempted on the next sync	The client attempted to send it's latest configuration settings to the server but was not able to do so.	Same as error 3
40	Battery level is too low, so automated features are disabled	The battery power on the device has fallen to low levels.	Charge the device back up.
41	Settings update failed to be downloaded from the server. It is reattempted next sync	The server attempted to inform the client about new device settings but there was a connectivity problem preventing the client from obtaining the information updates from the server.	Same as error 3
42	Sync has been disabled by your administrator because of a device security policy violation	A security violation has been detected by the Traveler client. The violation action for the security policy in violation was set to disable syncs.	View the current security state of the Traveler client and take the necessary steps required to have security compliance as specified by the server admin.
43	Device Security Violation(s)	A security violation has been detected by the Traveler client.	Same as error 42
44	The server reported that access is forbidden for your user ID (403)	Same as error 18	Same as error 18
45	The server reported an error. View the log for details	General error for various errors reported to the client by the server.	Same as error 3
59	The change log service is not running.	For some reason the change log service is not running.	Exit and restart Traveler.

Known limitations and restrictions

This topic leads to known restrictions and limitations for IBM Lotus Notes Traveler by device type.

Windows Mobile limitations and restrictions

This topic describes known Windows Mobile device restrictions and limitations with IBM Lotus Notes Traveler.

Install

Table 45. Install issues

Problem	Details
A mobile device user cannot complete registration if the user home mail server is down.	During the registration of a mobile device with Lotus Notes Traveler, the Lotus Notes Traveler server reads the user home mail server and mail path name from the Domino directory. It then attempts to contact this mail server to determine if there are any replica mail databases configured for the user. If this home mail server is down during the registration attempt, registration may fail until this server is brought back online or the home mail server entry for this user is changed to a different mail server in the Domino directory.

	Once registration is complete and the Lotus Notes Traveler server learns the locations of the mail replicas, then Lotus Notes Traveler can redirect push and sync operations to other replicas if the home server is down.
Lotus Notes Traveler may conflict with other third-party sync solutions installed on a device.	Running Lotus Notes Traveler on the same device with other third-party syncing solutions is not supported. Doing so could result in data being lost, changed entries being missed, and decreased performance.
Some devices are not identified correctly for the purposes of suggesting the correct client download for the device.	The Moto Q WM6 Smartphone using the Opera browser is identified as Windows Mobile 5 instead of Windows Mobile 6. The Samsung SGH-i600V WM 5 Smartphone is identified as Windows Mobile 6 instead of Windows Mobile 5. **Note:** There is text directing the user to manually select the correct version to install if the identification is incorrect.
Cannot install an older client over a newer version	If for some reason you must install an older version of Lotus Notes Traveler on a device that already has a more recent version, you must uninstall the more recent version first. Then installation of the older version can proceed.

Mail

Table 46. Mail issues

Problem	Details
Mail messages deleted on a mobile device do not display in the **Deleted Items** (Trash) folder on the device.	Mail messages deleted on a mobile device do not display in the **Deleted Items** (Trash) folder on the device.
Mail messages received with a **Please reply by** date do not display on to-do list.	When a mail message is sent with the **Please reply by** option, it normally displays in both the Inbox of the recipient and to-do list on the Lotus Notes client. On the Lotus Notes Traveler client, it displays only in the Inbox.
Canceling a draft mail message also deletes previous draft versions of the message.	Selecting **MenuCancel** to discard a draft mail message also remove previously saved drafts of the message from both the client and the server.
Mail messages moved to a subfolder of the Inbox, Drafts, or Outbox folder are not displayed.	The Windows Mobile client allows for the creation of subfolders in the Inbox, Drafts, and Outbox folders, but the Domino mail system does not. If the user creates such a subfolder on the device, the subfolder is not sent to the Domino server. The user is notified of this event. If the user moves mail messages into the Drafts or Outbox folders from the Inbox or other folders, such changes are undone and the user is notified. The exception to this is that a message in the Drafts folder is allowed to move to the Outbox on the device, which then sends the message.
Soft reset may cause mail syncing and refresh.	Performing a soft reset of the client device may cause mail to sync with the server and refresh.
Retrieve Full Email action is unavailable for draft messages.	Messages in a draft state cannot be retrieved using the **Retrieve Full Email** action.
The trash folder is not synced.	The Trash folder in Lotus Domino is a view and not a real folder. Therefore when monitoring folder activity, Lotus Notes Traveler does not receive notifications related to the Trash folder.
Mail is not sent to reply-to addresses.	If a user replies to a mail message where the reply-to field is set to an address that is not the **From** address, the reply goes to the **From** address rather than the reply-to address.
Execution Security Alert popup when opening a mail folder using a Notes client.	If you create a mail folder on a mobile device that supports mail folder operations using the Lotus Notes Traveler client, the folder will be created in your mail database using the Lotus Traveler server. Since folders are design elements and must be digitally signed, the folder will have the signature of the Lotus Notes Traveler server that created it. By default, your Notes client will warn you when it detects a signature it has not seen before and will ask permission to allow the action requested by the folder. If you see this warning, select **Start trusting the signer to execute this action** so that you will not see this prompt again for this action.
Mail attachments are not always included on reply and forward.	If you are replying to or forwarding a mail message on the mobile device that has had its attachments removed because of Lotus Notes Traveler truncation options, then you must first retrieve the complete email message and reply to or forward it from the device. This same restriction applies to a large amount of email body text that may have been truncated. In order to resend the entire message from the device, it must first be retrieved using the Download Message option.
Sending encrypted mails from a Windows Mobile device to Group recipients is not supported.	The sender will receive a notification mail that the message was not sent. The mail will be saved to the Drafts folder.

Calendar

Table 47. Calendar issues

Problem	Details
Calendar filtering does not apply to individual instances of recurring meetings and appointments.	If a recurring meeting includes some instances that match the criteria of the calendar filter and some that do not, all of the meeting instances are synced to the device.
Delegate and **Propose new time** are not supported.	The Notes calendar **Delegate** and **Propose new time** actions are not supported for the Lotus Notes Traveler device.
A Windows Mobile calendar application may not send a decline notice.	Some versions of the Windows Mobile calendar application do not support sending decline notices to a meeting organizer when participants delete the meeting from their device calendars. A decline notice is not sent by the calendar application unless it displays a message specifically asking if the participant wants to notify the organizer of the decline response.

Meeting notices deleted from a mobile device by a meeting participant still appear in the participant's All Meetings view.	When a calendar event is deleted from the device, the Domino server removes the meeting notice from the calendar view; however, the meeting notice still appears in the All Meetings view.
Multiple instances of a repeating calendar event in Notes that occur within the same day are not supported.	If a repeating calendar event contains multiple instances for the same day and in the same time zone that the event occurs, only one of the instances for that day is sent to the mobile device. Windows Mobile does not support multiple instances of a repeating calendar event on the same day, with respect to the time zone of the device.
You cannot change repeat settings for a calendar entry after the repeating entry is created.	Notes does not allow you to change the repeat setting for a calendar entry after it has been created. For example, you cannot change a weekly repeating entry to a daily repeating entry or change a non-repeating entry to a repeating entry.
Some instances of a repeating meeting do not display.	If you create an infinite event from the device, the Lotus Notes Traveler server truncates the event to either 10 instances if yearly, or 250 instances for all others. Calendar entries past the year 2067, on both the device and server, are not synced.
Unable to specify all options for Chair invitation, including adding/removing attendees on Smartphone.	This is a Windows Smartphone device software limitation. Windows Mobile Professional supports all functionality.
Unexpected behavior occurs when you delete a meeting on a Windows Mobile 6 device.	If you are listed as an attendee for a meeting that is on your device calendar, and you select to delete the meeting, you are asked if you would like to send a response to the organizer. If you select **Yes**, you are presented with a mail message form where you can enter response text. The **To** field in the form is left blank. Regardless of what you put into the **To** field, the response is sent to the meeting organizer, even if you leave the field blank.
Sending a meeting invitation fails if user names contain spaces.	If you use **Reply** or **Reply All** from a meeting entry and one or more recipients of the resulting email contain spaces in their address, sending fails for those recipients. This is due to a problem in the Windows Mobile Calendar application that does not handle spaces well. For example, the address Firstname Lastname/Company/GEO is incorrectly changed to Firstname<Lastname/Company/GEO> and sending fails. The workaround is to manually edit the address before sending.
Limitations when using Room and Resource information in calendar events.	The ROOM field is appended to the Location field when the event syncs to the device. The Lotus Notes calendar ROOM field cannot be updated from the device. The RESOURCE field is not supported.
All-day invitations are converted to 16-hour invitations	Windows Mobile devices allow users to create all-day invitations. However invitations of this type are not supported by Lotus Notes. As a result, if a user creates an all-day invitation on the device, it is converted to a 4 AM - 8 PM meeting before being sent to invitees.
Changes made to Domino federated calendar entries are not synced to the server.	If you configure your Lotus Notes Calendar to display multiple calendar sources and for viewing even when the Notes client is offline, the calendar will sync to a Lotus Notes Traveler device calendar. However, you should not modify these calendar events on the device. If you modify or delete one of these events on the device, the original event will sync back from the server and overwrite the changed event on the device.
Limitations with attachments and calendar events.	You cannot add attachments to calendar events, or view attachments in calendar entries.

To do

Table 48. To do issues

Problem	Details
Unable to change the repeat rule for a To-do item after it is created	Lotus Notes does not allow you to change the repeat rule for a task after it has been created. For example, you cannot change from a weekly to a daily repeat, or between non-repeating and repeating.
Unable to assign Group To-do	Group tasks cannot be assigned; this is a limitation of the Windows device software.
Start date is missing from To-do entry	Both "Start" and "Due Date" are required fields for tasks. If you have a start date but no Due Date, the start date will be lost.
Deleting an instance of a recurring task on the device does not propagate to server	For Windows Mobile 5 users only, if a user deletes a single instance of a recurring task, the deletion is not propagated to the server. This is a software limitation in Windows Mobile 5 which has been corrected in Windows Mobile 6.

Contacts

Table 49. Contacts issues

Problem	Details
Contacts stored on a SIM card do not sync	Contacts stored on a SIM card are not synced by Lotus Notes Traveler; only contacts located in the Microsoft Pocket Outlook contact database are synced with the server. Lotus Notes Traveler does not read or modify data on a SIM card directly. In order to sync contacts on a SIM card, certain phones include an application that allows the user to copy between their SIM card and the Pocket Outlook contact database. If the SIM contacts are copied to the Pocket Outlook contact database, they sync with the server mail file using Lotus Notes Traveler.
Personal groups do not synchronize to the device contacts application.	The contacts application does not support synchronization of groups.
Names in Call History lost during initial or replace data Contact	Call history information is stored in a hidden field in the Contact Store. This hidden information is lost during an initial or replace data Contact sync. Subsequent syncs do not affect the call history. In all syncs, the phone number is retained in the call history, it is only the corresponding names that are lost.

sync

Notebook

Table 50. Notebook issues

Problem	Details
Unable to create Notebook entry using a Windows Mobile 6 standard smartphone	This is a Windows device software limitation.
"Voice Notes" cannot be synced	Voice Notes is a separate application, and cannot be synced to the Lotus Notes Traveler client device.
Notebook entries are not synced.	Notebook entries are only synced from the server to the device. Any changes made to the notebook entries on the device do not sync back to the server.

Policy

Table 51. Policy issues

Problem	Details
The **Encrypt Storage card** check box on Windows Mobile devices is not disabled when using **Enforce** violation action for **Storage Card Encryption.**	The device user can turn off **Storage Card Encryption**. However, the Lotus Notes Traveler client periodically (10 minutes) detects that the user has turned off Storage Card Encryption and turns it back on, as long as the **Enforce** violation action is in place.

Nokia limitations and restrictions

This topic describes known Nokia device restrictions and limitations with IBM Lotus Notes Traveler.

Install

Table 52. Install issues

Problem	Details
"Unable to install" Error when over-installing (upgrade) using a sisx file launched from Messaging Inbox	This occurs when you have mail open for viewing or editing, and try to install a LotusTraveler.sisx file launched from the Messaging application Inbox. When you receive this error. Exit the open mail using the task manager, then exit Messaging, and try again.
Mobile device user cannot complete registration if their home mail server is down.	During the registration of a mobile device user with Lotus Notes Traveler, the Lotus Traveler server reads the user home mail server and mail path name from the Domino directory. It then attempts to contact the mail server to determine if there are any replica mail databases configured for the user. If this home mail server is down during the registration attempt, registration fails until the server is brought back online or the home mail server entry for the user is changed to a different mail server in the Domino directory. Once registration is complete and the Lotus Notes Traveler server learns the locations of the mail replicas, Lotus Notes Traveler can redirect push and sync operations to other replicas if the home server is down. But not for the initial registration.
User is unable to permanently accept an unknown SSL certificate.	For some Nokia devices, if the Unique name of an SSL certificate does not match the server host name, the device security policy does not accept it permanently. Subsequent syncs fail in this situation. If the user selects **Accept this one time**, they can sync that one time. To resolve the issue, ensure that the Common Name of the SSL certificate matches the host name used by the device to access the server. In addition, installing the Security enablement library may improve the secure behavior of the device.
Cannot install an older client over a newer version.	If you must install an older version of Lotus Notes Traveler on a device that is running a more recent version, you must uninstall the more recent version first. Then installation of the older version can proceed.
User IDs and passwords longer than 32 characters do not work.	The Nokia Download Manager API has a 32 character limit on user IDs and passwords. As a result, user IDs and passwords longer than 32 characters potentially cannot authenticate with the server.
Lotus Mobile Installer unable to connect to the server to install the Lotus Notes Traveler client.	Due to a limitation of the Nokia device, the Lotus Mobile Installer client will not be able to connect if Basic Authentication is not allowed to the server. This includes any Proxy servers that are used in the environment. On the Lotus Domino server you can disable Basic Authentication by turning off Session Authentication and Anonymous access. Turning Anonymous access on for TCP or SSL will allow Allow Basic Authentication to the Lotus Notes Traveler servlet. Nokia device is not enabled for security settings. Nokia security settings apply only to Nokia security-enabled devices. They do not apply to Nokia N-series devices. You may need to install the Nokia security enablement library on the device to enable it for security. This library can be obtained from Nokia's IBM Lotus Notes Traveler site. From the site, select the "More info" tab to download the security enablement library for Nokia devices

Uninstall

Table 53. Uninstall and wipe issues

Problem	Details
After an uninstall, calendar entries and contacts remain.	Lotus Notes Traveler will not delete calendar entries or contacts during an uninstall.
During an application wipe, Lotus Notes Traveler is not uninstalled.	All corporate data plus the configuration from the Lotus Notes Traveler installation will be deleted. As a result, the device is left with only Lotus Notes Traveler binary files, which are not sensitive.

Mail

Table 54. Mail issues

Problem	Details

Mail received with "Please reply by" date does not display with to-do items.	When mail is sent with the "Please reply by" option, it appears in both the inbox of the recipient and their to-do list on the Notes client. On the Lotus Notes Traveler client, it only appears in the inbox.
"Retrieve Full email" is unavailable for Drafts	Mail in a Draft state cannot be retrieved using the "Retrieve Full email" action.
Error "Message deleted -7005" displayed after reply/forward using Nokia S60 device mail viewer and then deleting.	You may receive the error message error "Message deleted -7005" if you delete a reply or forwarded mail response from within the Lotus Notes Traveler mailbox. The response is still deleted as expected. This only occurs if you are viewing mail in the mail viewer application and then create a reply or forward message, followed by deleting the reply or forwarded message before sending it.
Cannot save received attachments if file name extension is not recognized by S60 device	On an S60 device, when viewing mail with an attachment that has an extension unrecognized by the device, the "Save" option is not available. Only "Open" (which returns object type not supported info note), or "Send". You can send the attachment using the SendAs functions such as IR, bluetooth, mail, etc.
The trash folder is not synchronized.	The Trash folder in Lotus Domino is a view and not a real folder, therefore when monitoring folder activity, Lotus Notes Traveler does not receive notifications related to the Trash folder.
Sub-folders unavailable on S60 3rd edition devices	Nokia S60 3rd edition (3.0) devices do not support sub-folders. Sub-folders would appear as messages and cannot be opened. For this reason, Lotus Notes Traveler does not support sub-folders for these devices. Sub-folders will not be visible in the Folder subscription and Move to Folder user interfaces. Nokia S60 3rd edition feature pack 1 and 2 devices offer complete support for sub-folders.
Execution Security Alert popup when opening a mail folder using a Notes client.	If you create a mail folder on a mobile device that supports mail folder operations using the Lotus Notes Traveler client, the folder will be created in your mail database using the Lotus Traveler server. Since folders are design elements and must be digitally signed, the folder will have the signature of the Lotus Notes Traveler server that created it. By default, your Notes client will warn you when it detects a signature it has not seen before and will ask permission to allow the action requested by the folder. If you see this warning, select **Start trusting the signer to execute this action** so that you will not see this prompt again for this action.
Mail attachments are not always included on reply and forward	If you are replying to or forwarding a mail message on the mobile device that has had the attachments removed because of Lotus Notes Traveler truncation options, then you must first retrieve the complete mail message before replying to or forwarding it from the device. This same restriction applies to a large amount of mail body text that may have been truncated. In order to resend the entire message from the device, it must first be retrieved using the Retrieve Message option.
Attachments received in mail from Lotus Notes Traveler on Symbian devices have a size limitation.	On Nokia Symbian devices running Lotus Notes Traveler, the size of attachments received in mail is limited to a maximum of 7MB of base64 encoding. This is approximately 5MB in actual size.
Sending encrypted mails from the Nokia device to Group recipients is not supported.	Group Recipients are not supported. The sender will receive a notification that the message was not sent. The mail will be saved to the Drafts folder.
Telephone numbers in mail messages are not clickable on a Symbian^3 device.	If you are using a Symbian^3 device which has support for rich HTML mail, you will not see a clickable link for telephone numbers within mail messages. Support for this feature is not available at this time.

Replying or forwarding a mail message does not display the original message on a Symbian^3 device.	The Lotus Notes Traveler mail client for Symbian^3 is capable of viewing HTML formatted mail messages, but not composing them. When you reply or forward a message, you will see the following line added to the message response in the mail compose editor:
	
	`[[Original message will`
	`be appended below ]]`
	
	When thedevice sends the message, the original message will be appended in place of this text.

Calendar

Table 55. Calendar issues

Problem	Details
Calendar filtering does not apply to individual instances of recurring meetings and appointments.	If a recurring meeting includes some instances that match the criteria of the Calendar filter and some that do not, all of the meeting instances sync to the device.
"Delegate" and "Propose new time" are not supported.	The "Delegate" and "Propose" Notes calendar actions are not supported for the Lotus Notes Traveler device.
Meeting notices deleted from mobile device by participant still appear in meeting participant's "All Meetings" view.	When a calendar event is deleted from the device, the Domino server removes the meeting notice from the calendar view, however, the meeting notice still appears in the "All Meetings" view.
Unable to change repeat rule for a calendar entry after it is created.	Lotus Notes does not allow you to change the repeat rule for a calendar entry after it has been created. For example, you cannot change from a weekly to a daily repeat, or between non-repeating and repeating.
Not all instances of a repeating meeting display.	If the user creates an infinite event from the device, the Traveler server truncates the event to either 10 instances if there is a yearly repeat rule, or 250 instances otherwise. Calendar entries past the year 2067, on both the device and server, are not

	synchronized.
Deleting all calendar entries on a Nokia device does not sync to the server	The Nokia calendar application has an option to delete all calendar entries. If you select this option while running Lotus Notes Traveler, all calendar entries are deleted from the device. However, these calendar events do not remain on the server. Do not use this option. If you want to replace or refresh your calendar events on your S60 device, from the Lotus Notes Traveler menu, select **Options > Tools > Replace Data > Calendar/Tasks**.
For calendar event syncing, 'None' is not supported as an option.	When you create a calendar event on some Nokia devices you can specify the "Synchronization" field to be public, private, or none. If you select Public, then the calendar event syncs to the server normally. If you select Private or None, then the calendar event syncs to the server as a private calendar entry.
You cannot create invitations that have attendees.	This is a limitation of the calendar application on the device. You can create meeting notices on the calendar as reminders for yourself.
Limitations when using Room and Resource information in calendar events.	The ROOM field is appended to the Location field when the event syncs to the device. The Lotus Notes calendar ROOM field cannot be updated from the device. The RESOURCE field is not supported.
Memos created on a Nokia device after syncing with the server turn into 24-hour events.	This is a limitation of the Nokia calendar application.
Changes made to Domino federated calendar entries are not synced to the server.	If you configure your Lotus Notes Calendar to display multiple calendar sources and for viewing even when the Notes client is offline, the calendar will sync to a Lotus Notes Traveler device calendar. However, you should not modify these calendar events on the device. If you modify or delete one of these events on the device, the original event will sync back from the server and overwrite the changed event on the device.

To do

Table 56. To-do issues

Problem	Details
Unable to change the repeat rule for a To-do item after it is created.	Lotus Notes does not allow you to change the repeat rule for a task after it has been created. For example, you cannot change from a weekly to a daily repeat, or between non-repeating and repeating.
Start date is the due date	The due date is a required field for tasks. If you have a start date but no Ddue date, the start date is set as the due date. If you do not specify both "Start" and "Due" date, the due date is set as Today.

Contacts

Table 57. Contacts issues

Problem	Details
Contacts stored on a SIM card do not sync.	Contacts stored on a SIM card are not synchronized by Lotus Notes Traveler.
Personal groups do not synchronize to the device contacts application.	The contacts application does not support synchronization of groups.

Notebook

Table 58. Notebook issues

Problem	Details
Notebook entries are not synchronized.	Notebook entries are only synced from the server to the device. Any changes made to the notebook entries on the device are not synced back to the server.

Security

Table 59. Security issues

Problem	Details
Storage card remote wipe fails on some N-series devices.	The remote wipe option to erase the contents of the storage card fails on some N-series devices with the error that the card could not be formatted. There is no known workaround to this issue.
Series 60 devices are marked as non-compliant.	Series 60 devices will be marked as non compliant if the server is enforcing device encryption.

Sync

Table 60. Sync issues

Problem	Details
Device will show roaming while searching for a network.	While searching for a network, Lotus Notes Traveler uses the default status for roaming in order to prevent high usage costs. If you know the device won't be roaming, you can switch to a polling connection if frequent updates are required.
Sync stops working and the following message is generated in the log: `05/17 1:16:21 AM ERROR Cannot resolve server name <server name>. Device is up-to-date as of 05/16/2011 11:31 PM.`	The device will stay in this state and refuse to connect to the Traveler server., due to a defect in Symbian TCP/IP code. The native Symbian DNS resolution stops working, and returns an undocumented error code. Turn the device off and then back on. This resets the Symbian DNS resolver, and syncs will then continue.

Apple limitations and restrictions

This topic describes known Apple device restrictions and limitations with IBM Lotus Notes Traveler.

Setup and login

Table 61. Setup and login issues

Problem	Details
Microsoft Exchange account setup fails when setting up an account with Lotus Notes Traveler.	Verify that the mobile user is not trying to connect to the Lotus Notes Traveler server using an HTTP connection. Also verify that the Domino administrator has configured the HTTP port to automatically redirect to SSL. Apple devices do not support redirection to SSL from within the ActiveSync account.
Microsoft Exchange account setup fails with incorrect user ID message.	Verify that the user ID used to set up the Exchange account on the Apple device does not contain a "/" character. The Apple device does not send the correct credentials if the user ID contains a "/" character.
Apple devices do not handle multi-byte characters in login IDs.	Attempting to log in with a user ID with double-byte or multi-byte characters causes the Exchange account setup to fail. To work around this problem, use a login name alias that contains only single-byte characters.
CAUTION: **Pre-3.0 firmware devices do not preserve existing Calendar and Contact data when configuring the device to sync Contacts and Calendar. This is a limitation of the device operating system.**	In order to preserve existing Contact or Calendar data, upgrade the firmware to at least 3.0 or manually configure the device following the instructions to disable the sync of Contacts or Calendar data.

Contacts

Table 62. Contacts issues

Problem	Details
Personal groups do not synchronize to the device contacts application.	The contacts application does not support synchronization of groups.

Mail

Table 63. Mail issues

Problem	Details
Large attachments may not sync to the device.	An administrator can set a maximum allowed attachment size, which is four MB by default. If a mail message is synced to an Apple device with an attachment larger than this size, the user can still download that attachment manually by clicking on the attachment icon in the message. However, if the user selects **Download full message**, which attempts to retrieve the message, with all attachments and the complete mail body, then the attachments that are larger than the maximum allowable size do not sync to the device.
iPhone supports only mail addresses with ASCII characters.	Sending a mail message to an address with non-ASCII characters results in a delivery failure.
Draft mail messages are not synchronized with the server.	Apple devices do not support syncing draft messages. Drafts are considered local to the device or local to the server, and never synchronized.
The mail setting for **Show *x* Recent Messages** does not work with Lotus Notes Traveler mail.	This setting does not apply to Lotus Notes Traveler mail. Use the mail filter setting for **Mail days to sync** to control how much mail is kept in a folder on the device.
The mail folder list does not scroll horizontally.	This does not work on Apple devices. If you have a deeply nested mail folder structure, you may not be able to see the most deeply nested folders.
Modifying the subject of a mail message in the Inbox of the Notes client does not sync with the device.	When a mail message has synced with the Apple device, it cannot be modified again. Any modifications on the server except for read/unread status changes do not sync with the mail on the device.
Mail shows **?** in place of an embedded image.	In some cases, turning the device off and then back on fixes this problem.
The font used for the mail message body is too small.	If the mail message contains embedded images, tables, or other graphical elements that are too large for the small Apple screen, then the entire message is scaled down so that these graphical elements can be seen without scrolling. To view the rest of the message, zoom in and then scroll the document as needed.
Mail cannot be deleted or moved unless the device is connected with the server.	The Apple device Mail application does not allow many mail operations unless the sync can be completed immediately with the Lotus Notes Traveler server. For example, if the device is put into airplane mode and WiFi is disabled so that there is no connection possible with the server, then mail move and delete operations are grayed out and unavailable. At other times, you might notice that you have moved or deleted mail from your Inbox and later it reappears in your Inbox. This occurs when the device cannot contact the server and is a limitation of the Apple device.
Opening a mail message immediately after it first syncs may prevent the screen from painting properly.	When a mail message first syncs to the Apple device, it contains only plain text and no attachments. Typically the device immediately fetches the rest of the mail from the server, including HTML text and possibly attachments if they are small. In some cases opening the mail on the device in the middle of this fetch operation prevents the screen from painting correctly. Moving back to the folder and then opening the mail later fixes the problem.

Replying to an email does not include file attachments.	On an Apple device, if you want to include the attachments on a response, you must forward the email and select **Include Attachments**. If you only reply to an email, the attachments are not included in the response.
The trash, follow-up, and junk folder is not synchronized.	The Trash folder in Lotus Domino is a view and not a real folder, therefore when monitoring folder activity, Lotus Notes Traveler does not receive notifications related to the Trash folder.
Limitations when using Room and Resource information in calendar events.	If Room information is present in a server event, Lotus Traveler appends the Room field to become a Location field instead. It then syncs this information to the device as Location. Resource fields from a server event do not sync to the device. If the server event contains Room information, Lotus Traveler does not allow you to modify the Location field from the device. In addition, you cannot create an event from the device with Room or Resource information.
Execution Security Alert popup when opening a mail folder using a Notes client.	If you create a mail folder on a mobile device that supports mail folder operations using the Lotus Notes Traveler client, the folder will be created in your mail database using the Lotus Traveler server. Since folders are design elements and must be digitally signed, the folder will have the signature of the Lotus Notes Traveler server that created it. By default, your Notes client will warn you when it detects a signature it has not seen before and will ask permission to allow the action requested by the folder. If you see this warning, select **Start trusting the signer to execute this action** so that you will not see this prompt again for this action.
The "Continue Search on Server..." feature does not work.	This makes an ActiveSync search request to the server for mail with the criteria the user defines. Traveler currently treats all searches as name look-ups and, as a result, does not return anything the device expects.
Reply and Forward marks do not sync between the device and server.	Apple devices do not support syncing Reply and Forward marks. These marks are considered local to the device or local to the server, and never synchronized.
Read/unread changes periodically do not sync from device to server.	This is a limitation of the Apple device. If the change cannot be synced immediately, the device often "forgets" about the change and not synch it later.
Sending encrypted mail from an Apple device to Group recipients is not supported.	The sender will receive a notification mail that the message was not sent. The mail will be saved to the Drafts folder.

Calendar

Table 64. Calendar issues

Problem	Details
Cancellation notices are not sent to meeting attendees when a recurring meeting is canceled using the "this and future" instances option.	If a meeting chair selects an instance of a recurring meeting and deletes it for "this and future" instances, the cancellation notice is not sent to the attendees of the meeting. This is a known limitation of the iPhone device as of iPhone OS Version 3.1.2.
Cancellation notices are not sent to meeting attendees when an exception to a recurring meeting is canceled.	If a meeting chair selects an exception of a recurring meeting (for example, a meeting instance whose subject, location, or time was changed) and deletes it, the cancellation notice is not sent to the attendees of the meeting. This is a known limitation of the iPhone device as of iPhone OS Version 3.1.2.
The adding or removing of attendees from a select number of recurring meeting instance is not supported.	If you add or remove an attendee from specific instances of a recurring meeting (for example, adding an attendee for one meeting only), Traveler adds or removes this attendee from the recurring meeting series as a whole. This is because Traveler does not support exceptions to attendees lists.
Apple devices can only enable click to call phone numbers from the Notes (specifically, the Description field) of a calendar entry.	If there are phone numbers in the subject or location field, then these are displayed, but the click to call feature is unavailable. It is only available for numbers in the Description field.
Limitations when using Room and Resource information in calendar events.	The ROOM field is appended to the Location field when the event syncs to the device. The Lotus Notes calendar ROOM field cannot be updated from the device. The RESOURCE field is not supported.
The Notes field may not display all meeting data.	The Apple calendar Notes field may not display all of the data from the Domino calendar entry for large descriptions. If you edit the calendar entry on the device, you cannot see more of the data that gets truncated from the initial view.
Attachments in calendar entry do not sync to device.	This is a limitation of the Active Sync protocol. Attachments are not defined for calendar entries.
When a user accepts/declines a meeting from their Apple device the chair is unable to see if the invitee has replied as accept or deny.	Lotus Notes Traveler currently does not support displaying meeting status for any supported devices. Apple is the only device that can display this information, and this is being considered for implementation in a future release.
When a user accepts/declines a meeting or sends an invitation from their Apple device, it shows "Sent by: Traveler_server/domain" as opposed to the actual user.	This is working as designed. Notices are handled differently than normal mail. Lotus Notes Traveler uses Domino calendar APIs on the Traveler server to generate and send meeting notices. Lotus Notes Traveler runs under the server ID and the APIs do not allow the "sent by" information to be changed to someone else. This limitation is being considered for a fix in a future release.
Changes made to Domino federated calendar entries are not synced to the server.	If you configure your Lotus Notes Calendar to display multiple calendar sources and for viewing even when the Notes client is offline, the calendar will sync to a Lotus Notes Traveler device calendar. However, you should not modify these calendar events on the device. If you modify or delete one of these events on the device, the original event will sync back from the server and overwrite the changed event on the device.

Notebook and To Do

Table 65. Notebook and To Do issues

Problem	Details
Notebook or Journal documents are not synchronized to the Apple device.	Apple devices do not support ActiveSync of the Notebook application.
To Do or Task documents are not synchronized to the Apple device.	Apple devices do not support ActiveSync of the To Do application.

Android limitations and restrictions

This topic describes known Android device restrictions and limitations with IBM Lotus Notes Traveler.

Android platform

Table 66. Android platform issues

Problem	Details
Dates are not formatted according to user's format selection.	The Java date formatting API may ignore the Android **Date & time settings > Select date format** setting. As a result, Android platform applications (such as Calendar) may not respond to changes in this setting. Use the Android **Language & keyboard settings > Select language** setting to select your language and locale. The selected locale is used within Lotus Notes Traveler.
Application icons are incorrect and non-functional. Clicking on one of the incorrect icons displays the error, "The Linked program is no longer installed on your phone".	On some devices, upgrading from a previous beta version of the client can cause the application icons to be incorrect and non functional. This is a known issue with these devices. To resolve the issue, uninstall the previous version of the application, then install its most recent version.
The Lotus Notes Traveler application appears in the wrong location under **Manage Applications**.	In the **Menu > Settings > Applications > Manage Applications** menu, the Lotus Notes Traveler application may be sorted under 'C'. This appears to be temporary. Pressing back and returning to **Manage Applications** restores the proper sort order.

Install

Table 67. Install issues

Problem	Details
A mobile device user cannot complete registration if the user home mail server is down.	During the registration of a mobile device with Lotus Notes Traveler, the Lotus Notes Traveler server reads the user home mail server and mail path name from the Domino directory. It then attempts to contact this mail server to determine if there are any replica mail databases configured for the user. If this home mail server is down during the registration attempt, registration may fail until this server is brought back online or the home mail server entry for this user is changed to a different mail server in the Domino directory. Once registration is complete and the Lotus Notes Traveler server learns the locations of the mail replicas, then Lotus Notes Traveler can redirect push and sync operations to other replicas if the home server is down.

Uninstall

Table 68. Uninstall issues

Problem	Details
After uninstalling Lotus Notes Traveler from the device, some unusable data is left on the SDcard.	For Android 2.2, the directory on the SDcard used by Lotus Notes Traveler to store data is specified by the Android OS, and is supposed to be deleted by the OS when the application is uninstalled. On some devices, this data may be left on the SDcard after uninstall. The data that remains on the SDcard is encrypted and inaccessible since the key is removed during the uninstallation. As a result, the data can safely be deleted by the user if they need to regain space on the card.
Password policy could be modified after uninstall.	For Android 2.2, the length of the password you are required to set may be affected by enabling and disabling the Lotus Notes Traveler device administrator. Some devices may continue to require a long password even after the device administrator is disabled.

Contacts

Table 69. Contacts issues

Problem	Details
Personal groups do not synchronize to the device contacts application.	The contacts application does not support synchronization of groups.

Mail

Table 70. Mail issues

Problem	Details
Soft reset may cause mail syncing and refresh.	Performing a soft reset of the client device may cause mail to sync with the server and refresh.
The trash folder is not synchronized.	The Trash folder in Lotus Domino is a view and not a real folder. Therefore when monitoring folder activity, Lotus Notes Traveler does not receive notifications related to the Trash folder.
Limitations with inline images and email body file size.	Inline Images greater than 500kb will not be synchronized to the device. In addition, email bodies greater than 500kb will be truncated.
Execution Security Alert popup when opening a mail folder using a Notes client.	If you create a mail folder on a mobile device that supports mail folder operations using the Lotus Notes Traveler client, the folder will be created in your mail database using the Lotus Traveler server. Since folders are design elements and must be digitally signed, the folder will have the signature of the Lotus Notes Traveler server that created it. By default, your Notes client will warn you when it detects a signature it has not seen before and will ask permission to allow the action requested by the folder. If you see this warning, select **Start trusting the signer to execute this action** so that you will not see this prompt again for this action.
Limitations with attachments.	Attachments greater than 10MB will not be synced to the device. In addition, mail message bodies greater than 10MB will be truncated.
Sending encrypted mail from an Android device to Group recipients is not supported.	The sender will receive a notification mail that the message was not sent. The mail will be saved to the Drafts folder.

Calendar

Table 71. Calendar issues

Problem	Details
Delegate and **Propose new time** are not supported.	The Notes calendar **Delegate** and **Propose new time** actions are not supported for the Lotus Notes Traveler device.
Meetings are not ghosted.	A ghosted meeting refers to a meeting that is displayed in the calendar that has not been accepted (the meeting information came from an invitation).
Multiple instances of a repeating calendar event in Notes that occur within the same day are not supported.	If a repeating calendar event contains multiple instances for the same day and in the same time zone that the event occurs, only one of the instances for that day is sent to the mobile device.
You cannot change repeat settings for a calendar entry after the repeating entry is created.	Notes does not allow you to change the repeat setting for a calendar entry after it has been created. For example, you cannot change a weekly repeating entry to a daily repeating entry or change a non-repeating entry to a repeating entry.
Limitations when using Room and Resource information in calendar events.	The ROOM and RESOURCE fields do not display in calendar events.
Limitations with attendee responses.	Attendee responses are not displayed (accepted, declined, tentatively accepted, delegated).
Limitations with contact names in calendar events.	No actions can be taken on attendee contact names. In addition, available actions on meetings do not include an option to send comments to the meeting chair.
Limitations with attachments and calendar events.	You cannot add attachments to calendar entries, or view attachments in calendar entries.
Limitations with searching calendar events.	You cannot search calendar entries.
Privacy information is not displayed.	Information regarding whether an event is public or private is not available.
Event descriptions cannot display rich text.	Event descriptions are currently not sent as HTML formatted strings to the Android client. As a result, event descriptions cannot be displayed in rich text.
Cannot reschedule all instances of a recurring event to a different date.	This feature is unavailable in this release. Use the Lotus Notes client to perform this action.
Changes made to Domino federated calendar entries are not synced to the server.	If you configure your Lotus Notes Calendar to display multiple calendar sources and for viewing even when the Notes client is offline, the calendar will sync to a Lotus Notes Traveler device calendar. However, you should not modify these calendar events on the device. If you modify or delete one of these events on the device, the original event will sync back from the server and overwrite the changed event on the device.
Month view not available.	This will be considered for a future release.

Functions not implemented

Table 72. Functions not implemented

Problem	Details
To do	This will be considered for a future release.
Journal	This will be considered for a future release.
Policy settings	Only supported under Default Settings

More information and requesting IBM support

This topic contains links to IBM Lotus Notes Traveler information, resources, and support.

- Lotus Notes Traveler product site
- Lotus Notes Support (see **Lotus Notes Traveler** under **Related Products**)
- Fix Central
- Passport Advantage
- Partner World
- developerWorks

Using a Windows Mobile device FAQ

How do I Install the client on a Windows Mobile device?

The IBM Lotus Notes Traveler client provides a simple, easy-to-use interface with a minimal number of additional configuration settings required.

The client allows you to customize how you are notified when new data arrives. Depending on device capabilities, you can set your device to vibrate, display a visual indicator, or play a sound when a new mail message arrives. The client also allows you to customize how much data to sync with your device to optimize the use of device memory.

You can download and install the IBM Lotus Notes Traveler client on a Windows Mobile device using the Lotus Mobile Installer (LMI) application.

If you were running a beta release of Lotus Notes Traveler, uninstall the beta drivers before continuing.

If you are running devices with the TouchFLO interface, disable TouchFLO before installing and configuring Lotus Notes Traveler. You can re-enable this device setting when the client has been configured.

The following are several of the supported methods for downloading both the LMI and the Lotus Notes Traveler client to a Windows Mobile device:

- Over-the-air (OTA) connection
- ActiveSync
- Email attachment
- Bluetooth
- Infrared
- Removable memory card

Use the following steps to download the Lotus Mobile Installer application from the Lotus Notes Traveler user home page (if necessary). Then install the Lotus Notes Traveler client.

1. **Download the Lotus Mobile Installer.** To download the Lotus Notes Traveler client, you must first have the Lotus Mobile Installer application installed on your device. Some devices may come with the LMI pre-loaded. If you already have the LMI, skip to step 2 to begin installing the Lotus Notes Traveler client. If you do not have the LMI installed on your device, you can obtain it from the Lotus Notes Traveler user home page using these steps:
   a. Turn on your mobile device.
   b. Launch the device browser.
   c. Go to the Lotus Notes Traveler user home page at `http://hostname/servlet/traveler`.
   d. Select **Download Lotus Mobile Installer**. Transfer the file to your mobile device and open the file.
   e. When the download completes, the Lotus Mobile Installer starts.
2. **Install the Lotus Notes Traveler client using Lotus Mobile Installer.**
   a. Start the Lotus Mobile Installer application (it starts automatically if you just installed it using the steps above).
   b. Select **Accept** to accept the End User License Agreement (EULA).
   c. The Welcome screen displays. Select **Next**.
   d. Enter the server address used for connecting to your Lotus Notes Traveler server. If you use a custom port number for the connection, then enter the server name using a format like the following example:

      `traveler.server.com:8880`

      If your server uses the standard ports 443 for HTTPS or 80 for HTTP, then the additional port is not needed. There is no need to include HTTP:// or HTTPS://, as LMI tries to use HTTPS first.
   e. Enter the user ID and password used to connect to the Lotus Notes Traveler server and select **Next**.
   f. LMI connects and begins scanning for any new updates or applications to install. When the Lotus Notes Traveler application has been found and is ready for installation, select **Yes** to begin the download and install the client.
   g. When the installation completes, the Lotus Notes Traveler configuration wizard starts.
   h. Select **Next** to begin registering the Lotus Notes Traveler client.
   i. Select the applications that you want to sync and select **Next**.
   j. Select **OK**.
3. If prompted, follow the instructions on the device screen to set and verify your device password. Note that the device passcode or PIN code is not the same as your LotusLive Notes™ password. It is used to lock the screen on your device after some minutes of inactivity. The strength of the password varies depending on how your company has setup mobile device policies.

How do I uninstall the client on a Windows Mobile device?

Use these instructions to uninstall the IBM Lotus Notes Traveler client from your Windows Mobile device.

1. Depending on your device, select either **Start** > **Settings** > **System** > **Remove Programs** or **Start** > **Settings** > **Remove Programs**.
2. Select **IBM Lotus Notes Traveler**.
3. Select **Remove**.
4. Confirm the removal.

How do I configure Lotus Notes Traveler on a Windows Mobile device?

The Lotus Notes Traveler client requires minimal configuration before it can sync with the Lotus Notes Traveler server. Device configurations and settings can be set and updated either automatically by the Lotus Domino Administrator with policy settings, or manually on the device by the user.

This topic describes how to set configurations manually from the device.

Table 73. Configuring Lotus Notes Traveler on a Windows Mobile device

How do I...	Action
Register the device with a server?	After the basic configuration information is entered, the Lotus Notes Traveler client connects to the primary configuration server specified. It then downloads additional default configuration information and register itself to begin receiving PIM and email.
Initiate manual syncing for Windows Mobile devices?	Syncing for IBM Lotus Notes Traveler occurs automatically when the menu setting **Auto Sync** is enabled. However, if this setting is disabled, or if otherwise necessary, you can manually sync data. 1. Select the Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Sync Now**.

Changing or resetting the Lotus Notes Traveler password on your Windows Mobile device

If your HTTP password that is used to authenticate with the IBM Lotus Notes Traveler server has changed, you must update your mobile device with the new password. If your LotusLive™ password that is used to authenticate with the LotusLive Traveler service has changed, you must update your mobile device with the new password.

Use the following steps to change or reset password on the device:

1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Account**.
5. In the **Password** field, enter your Lotus Domino HTTP password.
6. Select **Done** to save and close.

How do I configure automatic syncing on a Windows Mobile device?

You can configure automatic syncing to run on your device in several ways.

- **Manual** - The device syncs only when you select **Sync Now** from the Traveler Options menu.
- **Always Connected** - The device remains connected to the server and syncs whenever changes are made on the server or device.
- **Timed** - The device syncs with the server every 15 minutes, 30 minutes, 1 hour, or 2 hours.

You can specify one of these modes of operation to use during peak hours and a different mode of operation to use during off-peak hours. For example, you may want the device to stay connected during the peak hours of 8AM to 5PM. You may further only want the device to sync once per hour during off-peak hours and on weekends.

To configure automatic syncing, perform the following procedure:
1. Open Lotus Notes Traveler.
2. Select **Menu**.
3. Select **Settings**.
4. Select **Auto Sync**.
5. Select **Edit Schedule**.
6. Select **Peak sync type** and choose the mode to be used during peak hours.
7. Select **Off-peak sync type** and choose the mode to be used during off-peak hours.

   If the peak and off-peak sync modes are the same, then a schedule does not need to be set. However, if the modes differ, you can define the peak days and times by setting the following options:
   - **Peak days** - The days which are considered peak
   - **Peak start time** - The time for the peak sync type to be activated on the selected peak days.
   - **Peak end time** - The time for the peak sync type to be deactivated on the selected peak days.

In addition to the schedule settings, the following options may also be configured in the Auto Sync settings:

Connect when roaming:
- **Yes** - Allows the Traveler client to operate as normal, regardless of whether or not the device is on a roaming network.
- **No** - Prevents the Traveler client from making non-user requested connections to the server while the device is roaming.

The SMS mail address for the device:

If provided, the Traveler client uses SMS messages for security purposes, such as wiping the device if it is lost or stolen. A list of Mail-to-SMS Gateway addresses for various carriers can be found at http://en.wikipedia.org/wiki/List_of_carriers_providing_SMS_transit. If you do not know the SMS address, contact your network provider.

Enable SMS notifications:

Note: This option is only visible if you provide the SMS mail address.

- **On** - Allows SMS messages over the carrier network to aide the Traveler server in notifying the client of new data to be synced. Enabling this can dramatically increase battery life, but should only be done if the carrier charges a flat rate for unlimited SMS messages.
- **Off** - Does not allow SMS messages to be used for notification of new data, but still allows the server to send the device SMS messages for security reasons.

Disable sync when battery low:
- **Yes** - Prevents the Traveler client from making non-user requested connections to the server while the battery is low.
- **No** - Allows the Traveler client to operate as normal, regardless of whether the battery is low.

Customizing your Windows Mobile device

The Lotus Notes Traveler client requires minimal configuration before it can sync with the Lotus Notes Traveler server. Device configurations and settings can be set and updated either automatically by the Lotus Domino Administrator with policy settings, or manually on the device by the user.

This topic describes how to manually customize your device.

Table 74. Customizing your Windows Mobile device

How do I...	Action
Reconfigure network settings for my Windows Mobile device?	1. Select the Lotus Notes Traveler icon , 2. Select **Menu**. 3. Select **Settings**. 4. Select **Account**. 5. Select **Menu**. 6. Select **Reconfigure**. 7. Select **Yes** to reconfigure device. 8. Select **Next**. 9. Enter the fully qualified domain name of the Lotus Notes Traveler server in the Server field. For example: `hostname.example.com` 10. Select **Next**. 11. If Lotus Mobile Connect is installed, Select Profile. 12. Select **Next**. 13. Enter the VPN Settings. 14. Select **Next**. 15. Select the applications that you want to sync. 16. Select **Next**. 17. Select **Replace** or **Merge** contacts. 18. Select **Done**.
Enable SSL support on devices?	1. Select the IBM Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Settings**. 4. Select **Server Settings**. 5. Select **HTTPS** from the Sync Protocol field. 6. Select **Done**.
Select mail and calendar for syncing?	1. Select the IBM Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Settings**. 4. Select **Mail and Calendar**. 5. Check **Sync mail and Calendar**. 6. Select **Done** to save and close.

Select other applications for syncing on Windows Mobile devices?	1. Select the IBM Lotus Notes Traveler icon
	2. Select **Menu**.
	3. Select **Settings**.
	4. Select **Other Applications**.
	5. Select the applications you want to sync:
	   - **Sync Contacts** to sync your address book contacts.
	   - **Sync Notes** to sync your journal entries.
	   - **Sync Tasks** to sync your tasks.

Issue a data replacement operation for Windows Mobile devices?	1. Select the IBM Lotus Notes Traveler icon .

2. Select **Menu**.
3. Select **Tools** > **Replace Data**.
4. Select the set of data that you want to replace:
   - Mail
   - Calendar
   - Contacts
   - Notes
   - Tasks
5. Select**Replace**.
6. Select **Yes** to replace data.
7. Select **OK** to close.

| Configure VPN settings on Windows Mobile devices? |
1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.
3. Select **Settings**.
4. Select **VPN Settings**.
5. Select Profile.
6. Input server name.
7. Select **Done** to save and close. |
| Change or reset the Lotus Notes Traveler password on my Windows Mobile device? |
1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Account**.
5. In the **Password** field enter your Lotus Domino HTTP password.
6. Select **Done** to save and close. |

How do I set mail and calendar filters on a Windows Mobile device?

Mail and calendar filters are used to conserve space and to prevent unnecessary data from syncing to your mobile device.

Use the following steps to manage the amount of mail on the device:

1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Mail and Calendar**.
5. Select from the following filters:

Filters	Description	Options
Remove Mail After	Email messages are kept on your mobile device based on interval specified. After an email message is older than the specified interval, the message is automatically removed from the device. The email message is not deleted from the Lotus Notes mailbox on the server. This setting applies to all folders on the device.	○ 1 day ○ 3 days ○ 5 days (default) ○ 1 week ○ 1 month ○ Show all
Importance	Sync only urgent or all email.	○ All messages (default) ○ Urgent messages
Allow Attachments up to	By default, no attachments are synced with mobile device. To allow attachments, you must set a size value. You can retrieve the entire email message including all attachments by using the Download Message feature.	○ Off (default) ○ 1 K ○ 5 K ○ 10 K ○ 25 K ○ 50 K ○ 100 K ○ 500 K
Truncate Mail to	This filter controls the number of characters that are included in each email that is synced to the device. Setting it to off disables the truncation feature. If an email is truncated, you can retrieve the entire email message including all attachments by using the Download Message feature.	○ Off ○ 1 K ○ 2 K (default) ○ 5 K ○ 10 K ○ 50 K ○ 100 K
Show Past Events	Events older than the interval specified are removed from the mobile device. These events are not removed from you Lotus Notes calendar on the server. If you have a repeating event that has an instance date within the filter range, or if multiple instances of the repeating meeting are before or after the filter range, then the entire repeating series syncs to the device.	○ 1 day ○ 3 days ○ 1 week (default) ○ 2 weeks ○ 1 month ○ 3 months ○ 6 months ○ Show all
Show Upcoming Events	Upcoming events are synced to your device based upon the interval specified. If you have a repeating event that has an instance date within the filter range or if multiple instances of the repeating meeting are before or after the filter range, then the entire repeating series syncs to the device.	○ 1 day ○ 3 days ○ 1 week ○ 2 weeks ○ 1 month ○ 3 months (default) ○ 6 months ○ 1 year ○ Show all

Note: If the Traveler server administrator sets the filter information for your account using the Traveler policy settings document, you cannot modify those filters on your device.

6. Select **Done** to save and close.

How do I set other filters on Windows Mobile devices?

Filters are used to conserve space and prevent unnecessary data from syncing on your mobile device.

Use the following steps to manage the amount of notes, task, and calendar data on your device:

1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.

3. Select **Settings**.
4. Select **Other Applications**.
5. Select from the following filters.

Option	Description
Remove Notes After	○ 1 day ○ 3 days ○ 1 week ○ 2 weeks ○ 1 month ○ 3 months ○ 6 months ○ Show all **Note:** Journal entries that have been modified within the filter range sync to the device. Journal entries remain on the device until the entries modification date is outside of the filter range.
Show Tasks	○ Show all ○ Show incomplete only **Note:** All tasks that have not been marked complete sync to the device.

Note: If the Traveler server administrator sets the filter information for your account using the Traveler policy settings document, you cannot modify those filters on your device.

6. Select **Done** to save and close.

How do I enable SSL support on a Windows Mobile device?

Steps to enable SSL on a Windows Mobile device.

Follow these steps to enable SSL on the device:

1. Select the IBM Lotus Notes Traveler icon .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Server Settings**.
5. Select **HTTPS** from the Sync Protocol field.
6. Select **Done**.

Viewing status and connection information about a Windows Mobile device

How do I view the status of my Windows Mobile device?

You can view your current network and sync status. This information is helpful when troubleshooting connection issues.

To view your network and sync status, Select the IBM Lotus Notes Traveler icon .

The device status on the home screen displays a lock icon and the message "Device Security Violation(s)" when one or more device security settings are not in compliance with an administrator-defined Lotus Notes Traveler device security policy. The policy violation may prevent your device from syncing with the server until your device settings are in compliance with the policy. See Viewing security status to determine which settings are not compliant, the device security setting values, and the device security policy values. Update the appropriate settings on your phone with values compliant with the Lotus Notes Traveler security policy to clear the violations.

How do I view the security status of my Windows Mobile device?

You can view your device security compliance status, the IBM Lotus Notes Traveler security policy setting values, and the device value for each policy setting.

Use this information to modify your phone settings to ensure that your device settings are in compliance with the security policy.

- To view security status, go to your Lotus Notes Traveler home screen and select **Menu** > **Tools** > **View Security**.
- To view details of a security setting, select the setting. The device and policy values display in the **Details** section of the screen.

When you have updated your phone settings you can view your security status again and refresh the compliance check to verify that your settings are now compliant. To refresh view security, select **Refresh**.

How do I view and clear the log on a Windows Mobile device?

Information gathered in the log can help diagnose troubleshooting device and connectivity issues. Clearing the logs helps reduce the amount of disk space used on the device by IBM Lotus Notes Traveler.

Use the following steps to view and clear the IBM Lotus Notes Traveler log,

1. To view the Lotus Notes Traveler log:

   a. Select the IBM Lotus Notes Traveler icon .
   b. Select **Menu**.
   c. Select **Tools**.
   d. Select **View Log**.

2. To clear the Lotus Notes Traveler log:

   a. Select the IBM Lotus Notes Traveler icon .
   b. Select **Menu**.
   c. Select **Settings**.
   d. Select **Logging**.
   e. Select **Menu**.
   f. Select **Clear Log**.

Managing contacts on a Windows Mobile device

IBM Lotus Notes Traveler helps you organize your business and personal contacts. Use contact entries to store information such as name, address, phone number, and email.

To open your contact list from your home page, select **Contacts**.

How do I enable contacts sync on my Windows Mobile device?

To sync your local contacts file (names.nsf) with the contacts on your device, you must first verify that you have sync enabled between your local contacts file and mail file using your IBM Lotus Notes client.

The directions to sync your local contacts file and mail file depend on the template version of your mail file. In order to sync contacts with photos, you must be using a Domino 8.x mail file template.

Enabling contacts sync for a Lotus Notes 8.x mail file on a Windows Mobile device

Enabling contacts sync keeps your mail file contacts and device contacts up-to-date. Before you can sync your contacts, you must set a contacts preference that enables sync.

1. Open your mail file with your IBM Lotus Notes client. The next steps you take depend on the client you use.
2. If you use Lotus Notes 8 Standard, follow these steps:
   a. Click **File** > **Preferences**.
   b. Click **Contacts**.
   c. Select **Synchronize Contacts on the Replicator** and click **OK**.
   d. Click **Open** > **Replication**.
   e. Make sure that **Synchronize Contacts** is selected.
   f. Click **Start Now**.
3. If you use Lotus Notes 8 Basic, follow these steps:

   a. Click [icon] in the bookmark bar to open your local contacts file (names.nsf).
   b. Click **Actions** > **More** > **Preferences**.
   c. Select **Enable "Synchronize Contacts" on the Replicator** and click **OK**.

   d. Click [icon] in the bookmark bar.
   e. Make sure that **Synchronize Contacts** is selected.
   f. Click **Start Now**.

Enabling contacts syncing for a Lotus Notes 7.x mail file on a Windows Mobile device

1. Open your mail file with your IBM Lotus Notes client.
2. Select **Actions** > **Synchronize Address Book** to enable the mobile device to receive contact data from your mail file. Repeat this action every time you want to sync differences between the local address book (contacts) and any mobile devices that you are using.

How do I view my contacts on a Windows Mobile device?

You can view your Contacts in several ways.

To open Contacts, select **Contacts** from your home page.

You can perform any of the tasks in the table to view your Contacts in the way you choose.

Task	Action
Search for a name in the contact list	Type the first few letters for the contact name in the search bar.
Enable or disable the alphabetic index	1. Select **Menu** > **Options**. 2. Select **Show alphabetical index** to enable or clear the setting to disable it.
Display contact names only	1. Select **Menu** > **Options**. 2. Select **Contact names only**.
View by name or company	1. Select **Menu** > **View by**. 2. Select either **Name** or **Company**.
Display a subset of contacts	1. Select **Menu** > **Filter**. 2. Select either **All contacts**, **Recently Viewed**, **No Categories**, or select a category from list.

Note: In order to view contact photos, you must use an 8.0 or higher mail template.

How do I work with my contacts on my Windows Mobile device?

Store information about your business and personal contacts such as name, address, phone number, and email.

Table 75. Creating, editing, and deleting contacts

How do I...	Action
Create a contact?	1. Select **Contacts** from the home page. 2. Select **New**. 3. Specify information in any or all of the fields. 4. Select **OK** to save and close.
Edit a contact?	1. Open the specific contact that you want to edit. 2. Select **Menu** > **Edit**. 3. Update the contact information. 4. Select **OK** to save and close.
Delete a contact?	1. Select **Contacts** from the home page. 2. Select the contact that you want to delete. 3. Select **Menu** > **Delete**. 4. Select **Yes** if you want contact to be permanently deleted.
Search for a contact using corporate look up?	1. Select **Start** > **Traveler Lookup**. 2. Enter the first few characters of the first or last name of the contact. The Results window populates a list of names with similar characters. **Note:** You can also search for Lotus Notes group names as well as mail-in databases. 3. Select the appropriate name from the list and press Open. 4. From here you can call, email or add the contact to your local contacts list.

Managing your mail on Windows Mobile devices

You can use IBM Lotus Notes Traveler to communicate with co-workers, friends, and family electronically. You can create, send, reply, and forward email. You can send attachments, such as files and pictures, and organize messages in folders. You can save information about people in your contact list.

The Lotus Notes Traveler sends and displays rich text. In-line images do not display.

For information about syncing read/unread changes in your mail, see Enabling syncing of read or unread changes.

How do I create a message on a Windows Mobile device?

You can create new email messages with your mobile device.

Use the following steps to create a message.

1. Select **Start** > **Messaging**.
2. Select **New**.
3. Address the message by entering at least one email address in one of the address fields To, Cc (carbon copy), and Bcc (blind carbon copy). To select addresses from your contact list, select the **To** field label or select **Menu** > **Add Recipient**. You can also use the **Look up Recipient** option to search for names in the Domino directory.

   Note: To create an email message with multiple addresses, use a semicolon (;) after each name. A comma (,) is not an acceptable character.

4. In the **Subject** field, enter a subject.
5. Enter the body of your message.
6. Optional: Do either of the following:
     - To attach one or more files, select **Menu** > **Insert**
     - To specify delivery options, such as priority, select **Menu** > **Message Options**.
7. The perform one of the following:
     - Select **Menu** > **Send** to send the message to the specified recipients.
     - Select **Menu** > **Save to Drafts** to save a copy of this draft email on both the client and server.
     - Select **Menu** > **Cancel Message** to discard this draft email from both the client and server.

How do I insert a picture, voice note, or file attachment on a Windows Mobile device?

You can attach files such as pictures, voice notes, or file attachments to your email messages.

Use this steps to insert a picture, voice note, or a file attachment to your message:

1. Select **Menu**.
2. Select **Insert**.
3. Select item to insert:
     - Select **Picture**, then go to step 4
     - Select **Voice Note**, then go to step 5
     - Select **File**, then go to step 6
4. Select picture from list.
5. Select **Record** icon to record voice note. After voice note is recorded, select **Stop**.
6. Select file from list.

How do I add my text phrases to email or texts on a Windows Mobile device?

Add predefined text phrases to your email messages. You can also create your own predefined phrases.

Use the following steps to add predefined phrases to your message or text:

1. To add a phrase to an email:
     a. Select **Menu**.
     b. Select **My text**.
     c. Select the phrase.
2. To add a phrase to a text:
     a. Select **Menu**.
     b. Select **My Text**.
     c. Select **Edit My Text Messages**.
     d. Type the phrase.
     e. Select **OK**to save and close.

How do I access email and customize how it displays in my Inbox on a Windows Mobile device?

After powering on your device, you can access your email messages in two ways.

Use either of these steps to access your email messages:
   - Select the mail icon on the home page.
   - Select **Start** > **Messaging**.

Both of these methods displays the email messages in your Inbox.

You can customize how your email messages are displayed in your Inbox by selecting a sort option. There are four sort options to selecting from:

Sort by	Description
Message type	Sort based on message type.
From	Sort alphabetically by name.
Received	Sort chronologically by date.
Subject	Sort alphabetically by subject field.

If the body of an email is truncated or an attachment is missing, see topic Downloading truncated email message for instruction on how to download the rest of the message.

How do I download truncated mail messages on a Windows Mobile device?

The body of a mail message synced to your device may be truncated. This truncation happens when mail filter settings are applied. If your device has enough space and your administrator allows it, you can download the rest of the mail message.

1. Select the mail message to download.
2. Select **Menu**.
3. Select **Download Message**.

   Note: You do not see the option to download the message if the message contains an attachment that is larger than the maximum allowed size defined by your administrator. Also, a current limitation is that mail in the Drafts folder cannot be downloaded if the mail was truncated.

How do I spell check a message on a Windows Mobile device?

Correct spelling errors before sending an email message.

Use the following steps to spell check an email message:

1. Select **Menu**.
2. Select **Spell Check**.

How do I classify the priority of email messages on a Windows Mobile device?

Before sending email message, you can mark it with a priority level.

Use the following steps to place a priority on your message.

1. Select **Menu**.
2. Select **Message Options**.
3. Select **Priority**.

How do I reply to a message on a Windows Mobile device?

You can reply to the person who sends you a message and to all of the recipients of the message.

Use the following steps to reply to a message:

1. Open the message.
2. Select **Menu**.
3. Select one of the following options:

Option	Description
Reply	Sends a reply to the sender only.
Reply to All	Sends a reply to the sender and to all other recipients of the messages.

4. Optional: Add addresses to the To, Cc (carbon copy), or Bcc (blind carbon copy) fields. To select addresses from your contact list, select the To field label.
5. Type your reply.
6. Optional: Do either of the following:
   - To attach one or more files, select **Menu** > **Insert**.
   - To specify delivery options, such as priority, select **Menu** > **Message Options**.
7. Select **Send** to send the message.

How do I forward a message on a Windows Mobile device?

You can forward a message from your email to another recipient.

Use the following steps to forward a message to another recipient.

1. Open the message.
2. Select **Menu**.
3. Select **Forward**.
4. Add addresses to the To, Cc (carbon copy), or Bcc (blind carbon copy) fields. To select addresses from your contact list, select the To field label.
5. Optional: Type additional comments.
6. Optional: Do either of the following:
   - To attach one or more files, select **Menu** > **Insert**
   - To specify delivery options, such as priority or encryption, select **Menu** > **Message Options.**
7. Select **Send** to send the message.

How do I move a message to a folder on a Windows Mobile device?

Organize the data on your device by moving messages to folders to make finding them easier and save disk space.

Follow these steps to place a message in a folder.

1. Select the message.
2. Select **Menu**.
3. Select **Move**.
4. Select a folder.
5. Select **OK** to move the message to specified folder.

How do I sync folders on a Windows Mobile device?

Keep your mobile device and sever mail file folders synced.

Use the following steps to select which folders to sync.

1. Select **Start** > **Messaging**.
2. Select **Menu** > **Tools** > **Manage Folders**.
3. Select the folders for syncing. To create or modify folders, select and hold.
4. Select **OK**.

   Note: The Trash folder cannot be synced.

The folder will be populated with messages from the server copy of the mail file after the next sync has completed.

How do I delete a message on a Windows Mobile device?

When you delete a message, the IBM Lotus Notes Traveler client removes the message immediately from the device. The message still exists on the server copy of the mail file. The message stays in the Trash folder on the server copy of the mail file for the time specified on the Basics page of your mail preference or until you explicitly delete it from the Trash folder using your Lotus Notes client.

Use the following steps to delete message from mobile device:

1. Select **Message**.

2. Select **Menu**.
3. Select **Delete**.

Processing encrypted mail on a Windows Mobile device

Reading and sending IBM Lotus Domino encrypted and signed mail messages can be performed from a Windows Mobile device. IBM Lotus Notes Traveler implements an encryption and decryption strategy that requires server-side access to the user Notes ID file. The ID file contains the private and public keys necessary to digitally sign, encrypt, and decrypt mail messages.

For digital signing, encrypting, or decrypting to work, the Notes ID file must be uploaded to the mail file or the ID vault. See "How do I upload my Notes ID file?" below.

Note: Only Domino-encrypted mail is supported on the Lotus Notes Traveler client. Encrypted calendar, to-do, and notebook entries are not supported. SMIME encryption is unavailable.

Note: Use either a secure socket layer (SSL) connection or a virtual private network (VPN) solution when encryption is enabled on the Lotus Notes Traveler server.

Table 76. Processing encrypted mail

How do I...	Action
Upload my Notes ID file?	1. From a computer where you use a Lotus Notes client, open a web browser to `http://your_Lotus_Notes_Traveler_server/servlet/traveler`. **Note:** If your server is using SSL then open a web browser to `https://your_Lotus_Notes_Traveler_server/servlet/traveler`. 2. Select **Manage the Notes ID**. 3. Select **Upload the Notes ID**. 4. In the **Notes ID File** field, type the path of your Notes ID file, or browse for it. 5. In the **Password** field, enter your Notes ID password. 6. Select **Upload Notes ID**.
Read encrypted mail?	1. Select the encrypted mail message to read. 2. Select **Menu** > **Download Message** or select **Get the rest of the message** from within the mail message. 3. If prompted, enter your Notes ID password.
Sign email?	1. Select **Menu**. 2. Select **Message Options**. 3. Select **Sign message** from the Security section. 4. When prompted, enter your IBM Lotus Notes ID password.

Managing your notebook and to-do list on a Windows Mobile device

Use the to-do list to organize and schedule business and personal items. The to-do application on the device does not support creating or responding to Domino group to-do items created using a Lotus Notes client.

To open the to-do list:
1. Select **Start** > **Programs**
2. Select **Tasks**.

Table 77. Managing your notebook and to-do list

How do I...	Action
Create a to-do item?	1. Select the to-do icon from the home page. 2. Select **New**. 3. Type a short description in the Subject field. 4. Do any of the following: ◦ Specify a priority of either **Normal**, **High**, or **Low** in the Priority field. ◦ Specify dates in the **Starts** and **Due** fields. ◦ Select **Occurs** to repeat the to-do item and specify the repeating options. ◦ Select **Reminder** to set an alarm for the to-do item, and then specify the date and time to trigger the alarm. ◦ Select or type a category name in the **Category** field. ◦ Select a sensitivity of **Normal**, **Personal**, **Private**, or **Confidential** in the **Sensitively** field. ◦ Select **Notes** and add any additional information about the to-do item.
Edit a to-do item?	1. Open the to-do item. 2. Select **Edit**. 3. Update the item with new data. **Note:** Although the device allows you to edit the Occurs field, update to this field are not accepted by the server. 4. Select **OK** to save and close.
Mark a to-do item complete?	1. Select the to-do icon from the home page. 2. Select the check box to the left of the to-do item that you want to mark as complete.
Delete a to-do item?	1. Open the to-do item. 2. Select **Menu**. 3. Select **Delete**. 4. Select **Yes** to permanently delete item.
Sync notebook entries?	You can sync notebook entries created from your local personal notebook, `notebook.nsf`, and Notes created with your mobile device using your Lotus Notes mail file. The location of the synced notebook entry depends on the device. If you have Windows Mobile Professional, there is a "Notes" application into which they are synced. If you have Windows Mobile Standard or Smartphone, then they sync as plain text (.txt) files into Lotus Traveler\Notes directory. Use the following steps to sync your entries: 1. Open your mail file with your Lotus Notes Client. 2. Select **Action** > **Domino Web Access\Synchronize Journal**. **Note:** Notebook entries stored on a storage card do not sync with the server. Notebook entries synced from the server and moved to a storage card, are deleted from the server.
Create a notebook entry?	1. Select **Start > Notes**. 2. Select **New**. Enter text in the Body field.

	3. Select **Menu** > **View Recording Toolbar** to create a voice note.
	Note: Voice recordings are not synced with the personal notebook on the Lotus Notes server.
	(Optional) **Menu** > **Draw** to Create electronic drawing.
	Note: Electronic drawings are not synced with the personal notebook on the Lotus Notes server.
	4. Select **OK** to save and close.

Delete a notebook entry?	1. Select entry you want to delete.
	2. Select one of the delete options:
	   ○ If entry is highlighted from the notes view: **Menu** > **Delete**.
	   ○ If entry is open: **Menu** > **Tools** > **Delete**.
	3. Select **Yes** to permanently delete.

Managing the calendar on your Windows Mobile device

Use the calendar to schedule and manage meetings, appointments, all day events, anniversaries, reminders, and event announcements.

To open the calendar from the home page, select **Start** > **Calendar**.

How do I create and manage calendar entries on a Windows Mobile device?

You can create and manage calendar entries on your Windows Mobile device in various ways.

Table 78. Creating and managing calendar entries

How do I...	Action

Change the calendar display?	1. Select **Menu**.
	2. Select **View**.
	3. Select one of the following:
	   ○ **Agenda**: List daily calendar entry descriptions without the time slot display.
	   ○ **Day**: List daily calendar entry descriptions with the time slot display.
	   ○ **Week**: Visual display of booked time slots for the week.
	   ○ **Month**: Visual display of booked time slots for the month.
	   ○ **Year**: Display yearly calendar.

Create a calendar entry?	1. From a calendar view, select **Menu**.
	2. Select **New Appointment**.
	3. Type a subject in the Subject field.
	4. Specify date and time information as necessary in the **Starts** field and, if necessary, in the **Ends** field.
	5. Do any of the following:
	   ○ Select **Occurs** to repeat the entry, and then specify the repeat options.
	   ○ Select **reminder** to set an alarm, and then set the time interval for the alarm to sound before an event.
	   ○ Select a category name in the **Categories** field.
	   ○ Select **Notes** to add any additional information about the entry.
	6. Select **OK** to save and close.

Set an alarm?	1. In a calendar entry, select **Reminder**. 2. In the Reminder field, select **Remind me**. Then specify in either minutes, hours, days, or weeks the amount of time before the calendar entry to trigger the alarm.
Set an automatic alarm?	1. From a calendar view, for Windows Mobile 5 users, select **Menu** > **Options**. For Windows Mobile 6 users, select **Menu** > **Tools** > **Options**. 2. Select **Appointments**. 3. Select **Set reminders for new items**, then specify in either minutes, hours, days, or weeks the amount of time before the calendar entry to trigger the alarm.
Edit a calendar entry?	1. Open the calendar entry. 2. Select **Edit**. 3. For repeat calendar entries, a window displays. Select **Yes** to edit only this occurrence or select **No** to edit all occurrences. 4. Make the edits to calendar entry. **Note:** Although the device allows you to edit the Occurs field, any update to this field is not accepted by the server. 5. Select **OK** to save and close.
Delete a calendar entry?	1. Select the calendar entry. 2. Select **Menu** > **Delete Appointment**. 3. Select **Yes** to permanently delete the calendar entry.

How do I schedule and manage meetings on a Windows Mobile device?

Organizing your day is simplified by using Lotus Notes Traveler to schedule a meeting.

Table 79. Scheduling and managing meetings

How do I...	Action

Schedule a meeting?	1. From a calendar view, select **Menu**.
	2. Select **New Appointment**.
	3. Type a subject in the Subject field. Type the location of the meeting in the Location field.
	4. Specify the date and time information as necessary in the Starts field and, if necessary, in the Ends field.
	5. Specify one or more invitees in the Attendees field.
	6. Do any of the following:
	   ○ Select **Occurs** to repeat the entry, and then specify repeat options.
	   ○ Select **Reminder**, to set an alarm, and then set time interval for alarm to sound before event.
	   ○ Select a category name in the Categories field.
	   ○ Select **Notes** to add any additional information about the entry.
	7. Select **OK** to save and close.

Send a message to meeting invitees?	1. In your calendar, open the meeting entry. 2. Select **Edit**. 3. Select **Notes**.

	4. Type your message. 5. Select **OK**. 6. Select **Yes** to inform attendees about meeting changes, or select **No** to Save and Close without sending changes to the attendees.
Reschedule a meeting?	1. In your calendar, open the meeting entry. 2. Select **Edit**. 3. If it is a repeating meeting, select **Yes** to edit the current meeting occurrence or select **No** to edit every meeting occurrence. 4. Update meeting entry details. 5. Select **OK**. 6. Select **Yes** to inform attendees about meeting changes, or select **No** to save and close without sending changes to the attendees.
Cancel a meeting?	1. In your calendar, open the meeting entry. 2. Select **Menu > Delete**. 3. If it is a repeat meeting, select **Yes** to cancel all occurrences of this meeting or select **No** to cancel the current occurrence of this meeting. 4. Select **Yes** to inform attendees about meeting changes, or select **No** to save and close without sending changes to attendees.
Add invitees to a meeting?	1. From calendar view, open the meeting entry. 2. Select **Edit** If it is a repeating meeting, select **No** to add invitees to every occurrence of this meeting. 3. You are not able to invite an individual to a single occurrence of a repeating meeting. They must be added to all occurrences and then removed as an invitee later. 4. Select **Attendees**. 5. Select **Add**. 6. Select the additional invitee from contact list. 7. Select **OK**. 8. Select **OK** again. 9. Select **Yes** to inform attendees of the change, otherwise select **No**.
Remove invitees from a meeting?	1. From calendar view, open the meeting entry. 2. Select **Edit**. 3. If it is a repeating meeting, select **No** to remove invitees from every occurrence of this meeting. 4. You are not able to remove an individual from a single occurrence of a repeat meeting. 5. Select **Attendees**. 6. Select the invitee from contact list. 7. Select **Delete**. 8. Select **OK**. 9. Select **OK** again. 10. Select **Yes** to inform attendees of changes, otherwise select **No**.
Request information about a meeting?	1. Select message from inbox view. 2. Select **Options > Reply**. Type a reply. 3. Select **Send**.

How do I respond to a meeting invitation on a Windows Mobile device?

If a meeting invitation contains Accept and Decline options, then the meeting chair expects you to respond to the invitation. To perform advanced invitation features such as invitation delegation and proposing a new meeting time, you must use the desktop Lotus Notes client.

The following table describes meeting invitation icons.

Icon	Description
	Signifies a new invitation to which your response is requested.
	Indicates an information update to an existing meeting.
	An existing meeting has been rescheduled to a new time and day and your response is requested.
	An existing meeting has been canceled and your response is requested.
	Indicates an invitation that you have accepted and to which the client is currently propagating the response to the chair.
	Indicates an invitation that you have declined and to which the client is currently propagating the response to the chair.
	Indicates an invitation that has already been processed and added to your calendar and that no further action is required.

Use the following steps to respond to a meeting invitation:

1. In your Inbox, open the meeting invitation.
2. Select **Menu**
3. Select one of the following:

Option	Description
Accept	Creates an email response addressed to the meeting chair notifying that you have accepted. A calendar entry is added to your calendar. The next time syncing takes place, busy time is updated with your new calendar entry.
Decline	Creates an email response addressed to the meeting chair notifying that you have declined.
Tentative	Creates an email response addressed to the meeting chair. Busy time is not updated.

Using a Nokia device FAQ

How do I install the Nokia security library on my Nokia S60 device?

In order for your Nokia S60 device to support security policies and the remote wipe feature, you must first install the security enablement library that is available on the Nokia-Traveler security page.

Note: Symbian^3 devices do not need the security enablement library because the library is built in to the device.

During installation of the library, you may receive a message warning you that this application is not compatible with your device, and asking if you wish to proceed anyway. Answer yes to proceed with the installation.

1. Go to the [Nokia for Business Web Email and Messaging](#) Web page.
2. Scroll down to the section for IBM Lotus Traveler, and click **Specifications**.

3. Click the link **Lotus Traveler Security enablement library SIS-file and instructions** to download this application to your computer. The application is a SIS-file inside a zip archive.

4. Extract the SIS-file named `IBMTTPAAllowNewApp.SIS` to your file system.

5. Transfer the library to your Nokia phone using one of these methods:
   - Nokia OVI Suite – With Nokia Ovi Suite you can install phone applications, such as the Lotus Traveler security enablement library. First download and install Nokia OVI suite if you do not already have it installed. Once OVI Suite is set up and connected with your Nokia device, install the security enablement library by double clicking on the file `IBMTTPAAllowNewApp.SIS` that you downloaded from the Nokia Web site. This automatically transfers the application to your Nokia device and begins the installation process.
   - Email attachment – If you have another email account already setup on your Nokia phone, you could email the `IBMTTPAAllowNewApp.SIS` file to that account and download the application using email on the phone. Then open the attachment to begin the installation process.
   - Bluetooth or Infrared – If your phone supports Bluetooth or Infrared networking, and you have a laptop computer that supports the same communication type, then you can transfer the file using this method from your computer to your device. Files transferred in this way show up as new messages in the main mailbox Inbox on the device. Opening the message in the Inbox starts the installation.
   - Removable memory card – If your device and your computer have slots for a removable memory card, you can save the `IBMTTPAAllowNewApp.SIS` file from your computer to the memory card and then connect the memory card to the device. Use the Microsoft Office application File Manager to browse to the memory card, locate the application, and launch it.

After installing the library, then you can proceed with installing Lotus Notes Traveler. Note that the only way to remove the security application is to restore the application back to factory defaults. Uninstalling the application does not remove the capability required by Lotus Notes Traveler for remote security administration on the Nokia device.

Installing the Lotus Notes Traveler client on a Nokia device

The IBM Lotus Notes Traveler client provides an easy-to-use interface with a minimal number of configuration settings. It allows users to customize how they are notified when new data arrives. Depending on its capabilities, users can have their device vibrate, display a visual indicator or message, or play a sound when new email arrives. You can also customize how much data to sync with the device to optimize the use of device memory.

How do I install the client using IBM Lotus Mobile Installer on a Nokia device?

Users can download the IBM Lotus Notes Traveler client to their mobile devices using the Lotus Mobile Installer application.

Before installing the IBM Lotus Mobile Installer, complete the steps in How do I install the Nokia security library.

All delivery methods of downloading the Lotus Mobile Installer (LMI) and Lotus Notes Traveler client to a mobile device are supported. The following list includes some of the methods:

- Over-the-air (OTA) connect to the client download website
- Nokia PC Suite
- Email attachment
- Bluetooth
- Infrared
- Removable memory card

After installation, the Lotus Notes Traveler client requires minimal user configuration before it can sync with the Lotus Notes Traveler server.

Use the following steps to download the Lotus Mobile Installer application from the Lotus Notes Traveler user home page (if necessary), as well as to install the Lotus Notes Traveler client.

Note: If you were running a beta release of Lotus Notes Traveler, uninstall the beta drivers before continuing.

Note: You must have a Lotus Notes Traveler subscription before you can access the Traveler service.

1. **Download the Lotus Mobile Installer.**
   To download the Lotus Notes Traveler client, you must first have the Lotus Mobile Installer application installed on your device. Some devices may come with the LMI pre-loaded. If you already have the LMI, skip to step 2 to begin installing the Lotus Notes Traveler client. If you do not have the LMI installed on your device, you can obtain it from the Lotus Notes Traveler user home page using the following procedure:
   a. Turn on your mobile device.
   b. Launch the browser on your device.
   c. Go to the Lotus Notes Traveler user home page at `http://`*hostname*`/servlet/traveler`.
   d. Select **Download Lotus Mobile Installer**.
   e. Transfer the file to your mobile device and open the file.
   f. When the installation is complete, the Lotus Mobile Installer starts.

2. **Install the Lotus Notes Traveler client using Lotus Mobile Installer.**
   a. Start the Lotus Mobile Installer application (it runs automatically if you just installed it).
   b. Select **OK** to accept the End User License Agreement (EULA).
   c. The Welcome screen displays. Select **Next**.
   d. Enter the server address used for connecting to your Lotus Notes Traveler server. If you use a custom port number for the connection, then enter the server name using a format like the following example:

      `traveler.server.com:8880`

      If your server uses the standard ports 443 for SSL or 80 for HTTP, then the additional port is not needed. Also, you do not need to specify that this is an SSL connection - the connection tries SSL first, and if it fails, an HTTP connection.
   e. Enter the user ID and password used to connect to the Lotus Notes Traveler server and select **Next**.
   f. LMI connects and scans for any new updates or applications to install. When the Lotus Notes Traveler application has been found and is ready for installation, select **Yes** to begin the download and install the client.
   g. When the installation is complete, the Lotus Notes Traveler configuration wizard starts.
   h. Select **Next**.
   i. Select the applications that you want to sync and select **Next**.
   j. Select **OK**.
   k. Optional: Install the security enablement library available from the Nokia website. This is only necessary if Traveler security settings or Traveler security policies will be used with Nokia devices. Download the security enablement library from Nokia's IBM Lotus Notes Traveler site. From the site, scroll down to the IBM Lotus Notes Traveler section and select the "Specifications" tab to access the download link for the zip file containing the security enablement library SIS file. Extract the SIS file from the downloaded zip file. Install the security enablement library SIS file on any Nokia devices that require the enablement of Traveler security settings.

How do I integrate with Lotus Mobile Connect on a Nokia S60 device?

Additional steps are required when you are using IBM Lotus Mobile Connect.

When the Mobility Client is the access point that is used, then the Lotus Notes Traveler registration wizard prompts for your Lotus Mobile Connect information. This information is saved in a Lotus Mobile Connect account. If you have not previously configured a default Lotus Mobile Connect account, then this new account becomes the default connection. The user ID and password that is used to connect to your Lotus Notes Traveler server is also used for this new Lotus Mobile Connect account.

If you have an advanced configuration where your user Lotus Mobile Connect ID or password does not match the credentials used for Lotus Notes Traveler, then configure an account using the Lotus Mobile Connect interface. Set the connection as the default connection using either the Lotus Mobile Connect interface or from Lotus Notes Traveler's VPN settings. If Lotus Notes Traveler detects that there is already a Lotus Mobile Connect default connection defined on the S60

device, then it uses that connection.

How do I uninstall the client on a Nokia device?

Instructions for uninstalling IBM Lotus Notes Traveler client from your Nokia device.

To uninstall Lotus Notes Traveler, open Lotus Mobile Installer, select Lotus Notes Traveler and select **Options > Uninstall Application**.

To uninstall Lotus Mobile Installer, use the native mechanism on your device for uninstalling applications.

Setting up the client on the network on a Nokia device

The Lotus Notes Traveler client requires minimal configuration before it can sync with the Lotus Notes Traveler server. Device configurations and settings can be set and updated automatically by the Lotus Domino Administrator. This is set either with policy settings or manually at the device by the user.

This topic describes how to set configurations manually from the device.

How do I initiate manual syncing on a Nokia device?

Syncing for IBM Lotus Notes Traveler occurs automatically when automatic syncing is enabled, but you can manually sync data if necessary.

Follow these steps to manually sync data:

1. Open Lotus Notes Traveler.
2. Select **Options**.
3. Select **Sync Now**.

How do I configure automatic syncing on a Nokia device?

You can configure syncing to run in several ways.

- **Manual** - The device syncs only when you select **Sync Now** from the Traveler Options menu.
- **Always Connected** - The device remains connected to the server and syncs whenever changes are made on the server or device.
- **Timed** - The device syncs with the server every 15 minutes, 30 minutes, 1 hour, or 2 hours.

You can specify one of these modes of operation to use during peak hours and a different mode of operation to use during off-peak hours. For example, you may want the device to stay connected during the peak hours of 8AM - 5PM. You may further only want the device to sync once per hour during off-peak hours and on weekends.

Follow these steps to configure automatic syncing:

1. Open Lotus Notes Traveler.
2. Select **Options**.
3. Select **Auto Sync**.
4. Select **Schedule**.
5. Select **Peak sync type** and choose the mode to be used during peak hours.
6. Select **Off-peak sync type** and choose the mode to be used during off-peak hours.

If the peak and off-peak sync modes are the same, then a schedule does not need to be set. However, if the modes differ, then you can define the peak days and times by setting the following:
  - **Peak days** - the days which are considered peak
  - **Peak start time** - the time for the peak sync type to be activated on the selected peak days
  - **Peak end time** - the time for the peak sync type to be deactivated on the selected peak days

In addition to the schedule settings, the following options may also be configured in the Auto Sync settings:
- **Connect when roaming**

  Yes - Allows the Traveler client to operate as normal, regardless of whether or not the device is on a roaming network.

  No - Prevents the Traveler client from making non-user requested connections to the server while the device is roaming.

- **SMS email address**

  The SMS email address for the phone. If provided, the Traveler client uses SMS messages for security purposes, such as wiping the device if it is lost or stolen. A list of Mail-to-SMS Gateway addresses for various carriers can be found at http://en.wikipedia.org/wiki/List_of_carriers_providing_SMS_transit. If you do not know this address, contact your network provider.

  - **SMS notifications** (this option is only visible if you provide the SMS email address)
    - On - Allows SMS messages over the carrier network to aide the Traveler server in notifying the client of new data to be synced. Enabling this can dramatically increase battery life, but should only be done if the carrier charges a flat rate for unlimited SMS messages.
    - Off - Does not allow SMS messages to be used for notification of new data, but still allows the server to send the device SMS messages for security reasons.
- **Disable sync when battery low**
  - Yes - Prevents the Traveler client from making non-user requested connections to the server while the battery is low.
  - No - Allows the Traveler client to operate as normal, regardless of whether the battery is low.

How do I reconfigure network settings on a Nokia device?

Reconfiguring the network setting erases all existing data on your device. After the device is reconfigured, data from the server is synced to the device.

Note: You can change the Access Point without reconfiguring. This is useful when you are only changing the network that Lotus Notes Traveler uses to access the Lotus Notes Traveler server. For example, if you wanted to change from wireless to a phone network.

Follow these steps to configure network settings:

1. Open Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Account**.
5. Select **Options**.
6. Select **Reconfigure**.
7. Select **Yes** to reconfigure device.
8. Select **Next**.
9. Enter the fully qualified domain name of the Lotus Notes Traveler server in the Server field. For example: `hostname.example.com`
10. Select **Next**.
11. If Lotus Mobile Connect is installed, select **Account**.
12. Select **Next**.

13. Enter the VPN Settings.
14. Select **Next**.
15. Select the applications that you want to sync.
16. Select **Done**.

How do I configure VPN settings on a Nokia device?

Virtual private network (VPN) settings only display when IBM Lotus Mobile Connect is installed.

Use the following steps to configure VPN settings:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **VPN**.
5. Select Account.

> **Note:** When a default account is used, it is considered the Lotus Notes Traveler Lotus Mobile Connect integrated account. The same Lotus Notes Traveler credentials are used. You must enter the Lotus Mobile Connect server, port, and access point that Lotus Mobile Connect uses. Otherwise a previously configured Lotus Mobile Connect account can be selected.

6. Select **Done** to save and close.

How do I enable SSL support on my Nokia device?

Steps to enable SSL support.

Follow these steps to enable or change the SSL on the device:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Server Settings**.
5. Select **HTTPS** from the Sync Protocol field.
6. Select **Done**.

How do I issue a data replacement operation on a Nokia device?

Issuing a data replace operation replaces the data on your device with a copy of the data on the server. This replacement operation cannot be undone.

Use the following steps to replace the data on the device with the data from the server:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Tools** > **Replace Data**.
4. Select the set of data that you want to replace:
   ○ Mail
   ○ Calendar/Tasks
   ○ Contacts
   ○ Notes
5. Select **Replace data**.
6. Select **Yes** to replace data.

How do I encrypt my Nokia Symbian^3 device?

If your Traveler server has been configured to require device encryption, your device will not be permitted to sync unless it has been encrypted. You can turn on encryption with the Nokia encryption panel. Support for device encryption enforcement is only available for devices using Symbian Anna level software.

The first time you connect an unencrypted device to a server that requires encryption, you will be prompted to enable it, which opens the encryption panel. If you choose to defer this, you can open the encryption panel later using **Options > Tools > View Security** and then select **Open Nokia Encryption**. The encryption panel is a standard Nokia application, and not to Lotus Notes Traveler. On many Nokia phones, it can be reached with **Menu > Settings > Phone > Phone Management > Security Settings > Encryption**.

After opening the Nokia encryption dialog, you must encrypt both phone memory and mass storage (if available) for your device to be considered encrypted by Lotus Notes Traveler. Encryption will not take place if your battery is too low, or if your device password is not set. You should connect the phone to a charger while encrypting. Click the **Encryption off** buttons to start encrypting.

The process of encrypting both phone memory and mass storage can take up to an hour, depending on the size and speed of your device. You will be able to use the device at reduced speed while encryption is in progress, but Lotus Notes Traveler will not sync until the encryption is complete. Do not turn the device off while encrypting; this can corrupt the device memory.

If your device does not support encryption, when you try to **Open Nokia Encryption** from within Lotus Notes Traveler, you will see the message, "There was an error opening the Nokia encryption panel. Your device may not support encryption." If your device does not support encryption, but your server has been configured to require device encryption, you will be unable to sync. In this case, talk to your server administrator.

Once your device has successfully synced with a server that requires device encryption, do not decrypt your device. If you decrypt your device while the Lotus Notes Traveler server requires device encryption, your Lotus Notes Traveler data (including account information) will be wiped from the device, and you will have to reconfigure.

Configuring device settings on a Nokia device

How do I configure the home screen on a Nokia device?

When IBM Lotus Notes Traveler is installed, it adds the Lotus Traveler mailbox to the home screen. For some devices, such as Nokia E71 and E66 series, you can configure the settings of the home screen.

For E71 and E66 series devices, you can configure the home screen to show only the mailbox on the home screen. You can also configure it to show the mailbox and unread email headers.

Use the following steps to configure the home screen:

1. Select **Menu**.
2. Select **Tools**.
3. Select **Settings**.
4. Select **General**.
5. Select **Personalisation**.

6. Select **Home Screen** > **Mode settings** > **Home Screen applications**.

How do I change or reset the Lotus Notes Traveler password on my Nokia device?

If the HTTP password for authenticating with the IBM Lotus Notes Traveler server has changed, you must update your mobile device with the new password.

Use the following steps to change or reset password on the device:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Account**.
5. In the **Password** field, enter your Lotus Domino HTTP password.
6. Select **Done** to save and close.

How do I select mail for syncing on a Nokia device?

You can manually select mail for syncing with your device.

Use the following steps to select mail for syncing:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Mail**.
5. In the **Sync mail** field, select **On**.
6. Select **Done** to save and close.

How do I select calendar and tasks for syncing on a Nokia device?

You can manually select calendar and tasks for syncing with your Nokia device.

Use the following steps to select calendar and tasks for syncing:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Calendar and Tasks**.

    Note: If the Calendar and Tasks data on the device is not synced with the server, Traveler prompts you that the data will be replaced by the server version. You then have the option to continue or cancel the sync.

5. In the **Sync Calendar/Tasks** field select **On**.
6. Select **Done** to save and close.

How do I select other applications for syncing with my Nokia device?

You can also select contact and notebook entries for syncing with your Nokia device.

Use the following steps to select contacts and notebook entries for syncing:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Other Applications**.
5. In the **Sync Contacts** field select **On**.

    Note: If the contacts data on your device does not sync with the server, Lotus Notes Traveler will prompt you to either merge/replace the device data with the server data, or cancel the sync.

6. In the **Sync Notes** field, select **On**.
7. Select **Done** to save and close.

How do I set mail filters on a Nokia device?

Mail filters are used to conserve space and to prevent unnecessary data from syncing to your mobile device.

Use the following steps to manage the amount of mail on the device:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Mail**.
5. Select from the following filters:

Filter	Description	Options
Folders	Select which folder you want to keep synced between the server and device. Limiting the number of folders helps to conserve disk space.	Choose from the list of folders.
Remove Mail After	Mail messages are kept on your mobile device for as long as the specified interval. After a message becomes older than the specified interval, the message is automatically removed from the device. The mail message is not deleted from the Lotus Notes mailbox on the server. This setting applies to all folders on the device.	○ 1 day ○ 3 days ○ 5 days (default) ○ 1 week ○ 1 month ○ Show all
Importance	sync only urgent or all email.	○ All messages (default) ○ Urgent messages
Allow Attachments up to	By default, no attachments are synced with the mobile device. To allow attachments, you must set a size value. If attachments were truncated, you can retrieve the entire message, including all attachments, by using the Download Message feature.	○ Off ○ 1 K ○ 5 K (default) ○ 10 K ○ 25 K ○ 50 K ○ 100 K ○ 500 K

Truncate Mail to	This filter controls the number of characters that are included in each email that is synced to the device. Setting if to off disables the truncation feature. If a message was truncated, you can retrieve the entire mail, including all attachments, by using the Download Message feature.	○ Off ○ 1 K ○ 2 K (default) ○ 5 K ○ 10 K ○ 50 K ○ 100 K

6. Select **Done** to save and close.

How do I set calendar and tasks filters on a Nokia device?

Calendar and tasks filters are used to conserve space and to prevent unnecessary data from syncing to your mobile device.

Use the following steps to manage the amount of mail on the device:

1. Open IBM Lotus Notes Traveler.
2. Select **Options**.
3. Select **Settings**.
4. Select **Calendar and Tasks**.
5. Select from the following filters:

Filters	Description	Options
Show Past Events	Events older than the interval specified are removed from the mobile device. These events are not removed from you Lotus Notes calendar on the server. If you have a repeating event that has an instance date within the filter range, or if multiple instances of the repeating meeting are before or after the filter range, then the entire repeating series syncs to the device.	○ 1 day ○ 3 days ○ 1 week (default) ○ 2 weeks ○ 1 month ○ 3 months ○ 6 months ○ Show all
Show Upcoming Events	Upcoming events are synced to your device based upon the interval specified. If you have a repeating event that has an instance date within the filter range or if multiple instances of the repeating meeting are before or after the filter range, then the entire repeating series syncs to the device.	○ 1 day ○ 3 days ○ 1 week ○ 2 weeks ○ 1 month ○ 3 months (default) ○ 6 months ○ 1 year ○ Show all
Show Tasks	All tasks that do not have a completed status are synced to the device.	○ Show All ○ Show Incomplete Only

How can I set other types of filters on a Nokia device?

To conserve space on your device, you can select whether to sync contacts and notebook entries.

Use the following steps to manage the syncing of contacts and notebook entries on your device:

1. Open IBM Lotus Notes Traveler.
2. Select **Menu**.
3. Select **Settings**.
4. Select **Other Applications**.
5. Select from the following filters.

Option	Description
Remove Notes After	○ 1 day ○ 3 days ○ 1 week ○ 1 month ○ 3 months ○ 6 months ○ Show all
	Note: Notebook entries that have been modified within the filter range will sync to the device. Journal entries remain on the device until the entries modification date is outside of the filter range.

6. Select **Done** to save and close.

Viewing status and connection information about your Nokia device

How do I view the status of my Nokia device?

You can view your current network and syncing status from the IBM Lotus Notes Traveler home screen. This information is helpful when troubleshooting connection issues.

The device status on the home screen displays a lock icon. The message "Device Security Violation(s)" when one or more device security settings are not in compliance with an administrator-defined Lotus Notes Traveler device security policy. The policy violation may prevent your device from syncing with the server until your device settings are in compliance with the policy. See Viewing security status to determine which settings are not compliant, the device security setting values, and the device security policy values. Update the appropriate settings on your phone with values compliant with the Lotus Notes Traveler security policy to clear the violations.

How do I view my security status on a Nokia device?

You can view your device security compliance status, the IBM Lotus Notes Traveler security policy setting values, and the device value for each policy setting.

Use this information to modify your phone settings to ensure that your device settings are in compliance with the security policy.

- To view security status, go to your Lotus Notes Traveler home screen and select **Options** > **Tools** > **View Security**.
- To view details of a security setting, select **Options** > **Details**.

When you update your phone settings you can review your security status and refresh the compliance check to verify that your settings are now compliant. To refresh view security, select **Options** > **Refresh**.

Note: Nokia security settings only apply to Nokia security-enabled devices. They do not apply to Nokia N-series devices. You may need to install the Nokia security enablement library on the device to enable it for security. This library can be obtained from Nokia's IBM Lotus Notes Traveler site. From the site, select the **More info** tab to download the security enablement library for Nokia devices.

How do I view and clear the log on my Nokia device?

Information gathered in the log can help diagnose troubleshooting device and connectivity issues.

Use the following steps to view and clear the IBM Lotus Notes Traveler log,

1. To view the log:
    a. Open the IBM Lotus Notes Traveler.
    b. Select **Options**.
    c. Select **Tools**.
    d. Select **View Log**.
2. To clear the log:
    a. Open IBM Lotus Notes Traveler.
    b. Select **Options**.
    c. Select **Settings**.
    d. Select **Logging**.
    e. Select **Options**.
    f. Select **Clear Log**.

How do I manage contacts on my Nokia device?

IBM Lotus Notes Traveler helps you organize your business and personal contacts. Use contact entries to store information such as name, address, phone number, and email.

To open your contact list from your home page, select **Contacts**.

How do I enable contacts syncing on my Nokia device?

To sync your local contacts file (names.nsf) with the contacts on your device, you must first verify that you have syncing enabled between your local contacts file and mail file using your IBM Lotus Notes client.

The directions to sync your local contacts file and mail file depend on the template version of your mail file. In order to sync contacts with photos, you must be using a Domino 8.x mail file template.

Enabling contacts syncing for a Lotus Notes 8.x mail file

Enabling contacts syncing keeps your mail file contacts and device contacts up-to-date. Before you can sync your contacts, you must set a contacts preference that enables syncing.

1. Open your mail file with your IBM Lotus Notes client.
2. The next steps you take depend on you client you. If you use Lotus Notes 8 Standard, follow these steps:
    a. Click **File** > **Preferences**.
    b. Click **Contacts**.
    c. Select **Synchronize Contacts on the Replicator** and click **OK**.
    d. Click **Open** > **Replication**.
    e. Make sure that **Synchronize Contacts** is selected.
    f. Click **Start Now**.
3. If you use Lotus Notes 8 Basic, follow these steps:

    a. Click [icon] in the bookmark bar to open your local contacts file (names.nsf).
    b. Click **Actions** > **More** > **Preferences**.
    c. Select **Enable "Synchronize Contacts" on the Replicator** and click **OK**.

    d. Click [icon] in the bookmark bar.
    e. Make sure that **Synchronize Contacts** is selected.
    f. Click **Start Now**.

Enabling contacts syncing for a Lotus Notes 7.x mail file

Enabling contacts syncing keeps your mail file contacts and device contacts up-to-date.

1. Open your mail file with your IBM Lotus Notes client.
2. Select **Actions** > **Synchronize Address Book** to enable the mobile device to receive contact data from your mail file. Repeat this action every time you want to sync differences between the local address book (contacts) and any mobile devices that you are using.

How do I manage my contacts on my Nokia device?

You can view, create, delete, and edit the contacts on your Nokia device.

How do I...	Action
View my contacts?	To open your contact list from your home page, select **Contacts**.
Create a contact?	1. Select **Contacts** from the home page. 2. Select **Options** > **New contact**. 3. Specify information in any or all of the fields. 4. Select **Done** to save and close.
Edit a contact?	1. Select **Contacts** from the home page. 2. Select and open the specific contact that you want to edit. 3. Select **Options** > **Edit**. 4. Update the contact information. 5. Select **Done** to save and close.
Delete a contact?	1. Select **Contacts** from the home page. 2. Select the contact that you want to delete. 3. Select **Options** > **Delete**. 4. Select **Yes** if you want contact to be permanently deleted.
Search for a contact using corporate look up?	1. Select **Applications > Traveler Lookup**. 2. Enter the first few characters of the first or last name of the contact. The Results window populates a list of names with similar characters. **Note:** You can also search for Lotus Notes group names as well as mail-in databases. 3. Select the appropriate name from the list. 4. When the contact page opens, you can call, email or add the contact to your local contacts list.

Managing mail on Nokia devices

You can use IBM Lotus Notes Traveler to communicate with co-workers, friends, and family electronically. You can create, send, reply, and forward email. You can send attachments, such as files and pictures, and organize messages in folders. You can save information about people in your contact list.

For information about syncing read/unread changes in your mail, see Enabling syncing of read or unread changes.

How do I create a message on my Nokia device?

You can create new email messages with your mobile device.

Use the following steps to create a new message.

1. Select **Messaging**.
2. Select **Options** > **Create message** > **LotusTraveler**.
3. Address the message by entering at least one email address in one of the address fields To, Cc (carbon copy), and Bcc (blind carbon copy). To select addresses from your contact list, select the To field label or select **Options** > **Add Recipient**.

   Notes:
   a. To create an email message with multiple addresses, use a semicolon (;) or a comma (,) after each name.
   b. To enable the address fields Cc and Bcc, select **Options** > **Address fields** and then enable the fields.

4. In the **Subject** field, enter a subject.
5. Enter the body of your message.
6. Optional: Do either of the following:
   ○ To attach one or more files, select **Options** > **Insert attachment**.
   ○ To specify delivery options, such as priority, select **Options** > **Sending Options**.
   ○ To place a priority on your message, select **Options** > **Sending Options** > **Priority**, then select **High**, **Normal**, or **Low**.
7. Perform one of the following:
   ○ Select **Options** > **Send** to send the message to the specified recipients.
   ○ Select **Exit** > **Save to Drafts** to save a copy of this draft email on both the client and server.
   ○ Select **Exit** > **Delete** to discard this draft email from both the client and server.

How do I reply to a message on my Nokia device?

You can reply to the person who sends you a message and to all of the recipients of the message.

Use the following steps to reply to a message:

1. From inbox, select message.
2. Select **Options**.
3. Select one of the following options:

Option	Description
Reply	Sends a reply to the sender only.
Reply to All	Sends a reply to the sender and to all other recipients of the messages. This option only appears if the original email contains multiple recipients. **Note:** If there is only one recipient of the original message, the Reply All option does not display.

4. Optional: Add addresses to the To, Cc (carbon copy), or Bcc (blind carbon copy) fields. To select addresses from your contact list, select the To field label.
5. Type your reply.
6. Optional: Do either of the following:
   ○ To attach one or more files, select **Options** > **Insert Attachment**.
   ○ To specify delivery options, such as priority, select **Options** > **Sending Options**.
7. Select **Send** to send the message.

How do I forward a message on my Nokia device?

You can forward a message from your email to another recipient.

Use the following steps to forward a message to another recipient.

1. Open the message.
2. Select **Options**.
3. Select **Forward**.
4. Add addresses to the To, Cc (carbon copy), or Bcc (blind carbon copy) fields. To select addresses from your contact list, select the To field label.
5. Optional: Type additional comments.
6. Optional: Do either of the following:
   ○ To attach one or more files, select **Options** > **Insert Attachment**
   ○ To specify delivery options, such as priority or encryption, select **Options** > **Sending Options.**
7. Select **Send** to send the message.

How do I move a message to a folder on a Nokia device?

Organize the data on your device by moving messages to folders to make them easier to find.

Follow these steps to place a message in a folder.

1. Select the message.
2. Select **Options**.
3. Select **Move to folder**.
4. Select a folder.
5. Select **Select** to move the message to specified folder.

   Note:
   ○ You can search for folders using the search box to narrow down the choice selection. The search is only performed on the current folder hierarchy level.
   ○ The Left/Right joystick can be used to navigate in and out of subfolders.
   ○ The OK button can be used to select the folder to move the email message.
   ○ The next time the Move to folder dialog is shown, the previously moved folder is selected.
   ○ On Symbian^3 devices, pressing and holding a message displays a popup menu with additional actions, such as **Move to folder** and **Copy to folder**.

How do I sync folders on my Nokia device?

Keep your mobile device and sever mail file folders synced.

Use the following steps to select which folders to sync.

1. Open IBM Lotus Notes Traveler.
2. Select **Options** > **Settings**.
3. Select **Mail**.
4. Select the **Folders** field.
5. Select the folders for syncing.
6. Select **Options**.
7. Select **Subscribe**.
8. Select **Back** to save and exit.

> **Note:**
> - The Trash folder cannot be synced.
> - You can search for folders using the search box to narrow down the choice selection. The search is only performed on the current folder hierarchy level.
> - The Left/Right joystick can be used to navigate in and out of subfolders.
> - The OK button can be used to select the folder to subscribe/unsubscribe.
> - To sync the Sent folder, you must first subscribe to it.

How do I delete messages on my Nokia device?

When you delete a message, the IBM Lotus Notes Traveler client removes the message immediately from the device. The message still exists on the server copy of the mail file. The message stays in the Trash folder on the server copy of the mail file for the time specified on the Basics page of your mail preferences or until you explicitly delete it from the Trash folder using your Lotus Notes client.

Use the following steps to delete messages from the mobile device:

1. Select a message or multiple messages. See your Nokia user guide for steps on how to select multiple items.
2. Select **Options**.
3. Select **Delete**.
4. Select **Yes** to delete the messages.

How do I download truncated mail messages on a Nokia device?

The body of a mail message synced to your device may be truncated. This truncation happens when mail filter settings are applied. If your device has enough space and your administrator allows it, you can download the rest of the mail message.

1. Select the mail message to download.
2. Select **Options**.
3. Select **Retrieve**.

Alternatively, you can:
1. From the Inbox view, highlight the truncated mail.
2. Select **Options**.
3. Select **Download Message**.

Processing encrypted mail on a Nokia device

Reading and sending IBM Lotus Domino encrypted and signed mail messages can be performed from a Nokia device. IBM Lotus Notes Traveler implements an encryption and decryption strategy that requires server-side access to the Notes ID file of the user. The ID file contains the private and public keys necessary to digitally sign, encrypt, and decrypt mail messages.

For digital signing, encrypting, or decrypting to work, the Notes ID file must be uploaded to the mail file or the ID vault. See the FAQs below for information.

Note: Only Domino-encrypted mail is supported on the Lotus Notes Traveler client. Encrypted calendar, to-do, and notebook entries are not supported. SMIME encryption is unavailable.

Note: Use either a secure socket layer (SSL) connection or a virtual private network (VPN) solution when encryption is enabled on the Lotus Notes Traveler server.

Table 80. Processing encrypted mail

How do I...	Action
Upload my Notes ID file?	1. From a computer where you use a Lotus Notes client, open a web browser to `http://your_Lotus_Notes_Traveler_server/servlet/traveler`. **Note:** If your server is using SSL then open a web browser to `https://your_Lotus_Notes_Traveler_server/servlet/traveler`. 2. Select **Manage the Notes ID**. 3. Select **Upload the Notes ID**. 4. In the **Notes ID File** field, type the path of your Notes ID file, or browse for it. 5. In the **Password** field, enter your Notes ID password. 6. Select **Upload Notes ID**.
Read encrypted mail?	1. Select the encrypted mail message to read. 2. Select **Options** > **Download message** or select **Retrieve** from within the mail message. 3. If prompted, enter your Notes ID password. When the encrypted mail message downloads from the server, you are able to read it. When you enter the correct Notes ID password, you are not prompted for it again until the device is restarted or an administrator-defined inactivity timeout occurs.
How do I send encrypted mail?	The encryption feature requires that mail encryption be enabled on the IBM Lotus Notes Traveler server. In addition, you must upload your IBM Lotus Notes ID file to your mail file. 1. While composing a message, select **Options** > **Sending options**. 2. Set the **Encrypt** option to one of the following:**Yes** – The current mail message is encrypted.**Always** – The current mail message and all future mail messages are encrypted. 3. When prompted, enter your Notes ID password. **Note:** Encrypted mail cannot be sent to group names. If you send an encrypted mail message to a group name, you receive a delivery failure message for that address. Encrypted mail is only delivered to recipients that can receive an encrypted version of your mail. If encryption fails for the outgoing mail to any recipients, then a delivery failure message for those recipients is returned to your Inbox.
How can I sign mail with a digital signature?	1. While composing a message, select **Options** > **Sending options**. 2. Set the **Sign** option to one of the following:**Yes** – The current mail

	message is signed.**Always** – The current mail message and all future mail messages are signed. 3. When prompted, enter your IBM Lotus Notes ID password.

Managing your notebook and to-do list on Nokia devices

Use the to-do list to organize and schedule business and personal items. The to-do application on the device does not support creating or responding to Lotus Domino group to-do items created using a Lotus Notes client. The notebook is used as a diary, a place to write down ideas, or as a holding place to compose documents. Only a one-way sync from the server to the device is available for notebook entries.

Table 81. Processing encrypted mail

How do I...	Action
Open the to-do list?	1. Select **Calendar**. 2. Select **Options** > **To-do view**.
Create a to-do item?	1. Select **Calendar**. 2. Select **Options** > **To-do view**. 3. Select **Options** > **New entry** > **To-do**Type a short description in the **Subject** field. 4. Specify a due date in the **Due date** field. 5. In the **Alarm** field, select **On** to set an alarm for the to-do item, and then specify the date and time to trigger the alarm. 6. In the **Priority** field, select a priority level of **Normal**, **low**, or **high**. 7. Select **Done** to save and close.
Edit a to-do item?	1. Select **Calendar**. 2. Select **Options** > **To-do view**. 3. Select and open the to-do item. 4. Update the item with new data. 5. Select **Done** to save and close.
Mark a to-do item complete?	1. Select the to-do item you want to mark as complete. 2. Select **Options**. 3. Select **Mark as done**.
Delete a to-do entry?	1. Open the to-do item. 2. Select **Options**. 3. Select **Delete**. 4. Select **Yes** to permanently delete item.
View my notebook?	Open the File Manager from the Office folder on your device. Navigate to the directory `LotusTraveler\Notes`. Notebook entries appear as text files in this folder.
sync my notebook entries?	1. Open your mail file with your Lotus Notes client. 2. Select **Action** > **Domino Web Access** > **Synchronize Journal**.

Managing the calendar on your Nokia device

Use the calendar to schedule and manage meetings, appointments, all day events, anniversaries, reminders, and event announcements.

To open the calendar from the home page, select **Calendar**.

How do I change the calendar display on a Nokia device?

You can customize the calendar display to your preferences.

Note: The following steps were documented using a Nokia N96 model phone. Steps on other models may vary slightly. Please consult your Nokia manual.

Use the following steps to change the calendar display:

1. Select **Calendar**.
2. Select **Options**.
3. Select one of the following:

Option	Description
Week view	Visual display of booked time slots for the week.
Month view	Visual display of booked time slots for the month.

4. From the week or month view, select a specific date and press the center button of the joystick to display a day view. The day view provides a display of booked time slots for the day.

How do I create a calendar entry on my Nokia device?

You can add appointments, all day events, and repeating events to your calendar.

Note: The following steps were documented using a Nokia N96 model phone. Steps on other models may vary slightly. Please consult your Nokia manual.

Use the following steps to create a calendar entry:

1. From a calendar view, select **Options**.
2. Select **New entry**.
3. Select **Meeting**.
4. In the **Subject** field type the subject of the meeting.
5. In the **Location** field type the location of the meeting.
6. Specify date and time information as necessary in the **Starts** field and, if necessary, in the **Ends** field.
7. Optional: Do any of the following:
   - Select **reminder** to set an alarm, and then set the time interval for the alarm to sound before an event.
   - Select **repeat** to repeat the entry, and then specify the repeat options.
8. Select **Done** to save and close.

How do I delete a calendar entry on my Nokia device?

As schedules change, you might need to remove an entry from your calendar. You can permanently remove a calendar entry by deleting it.

Note: The following steps were documented using a Nokia N96 model phone. Steps on other models may vary slightly. Please consult your Nokia manual.

Use the following steps to delete a calendar entry:

1. Select the calendar entry.
2. Select **Options** > **Delete**.
3. Select **Yes** to permanently delete the calendar entry.

How do I respond to a meeting invitation on my Nokia device?

If a meeting invitation contains accept and decline options, then the meeting chair expects you to respond to the invitation. To perform advanced invitation features such as invitation delegation and proposing a new meeting time, you must use the desktop Lotus Notes client.

Note: The following steps were documented using a Nokia N96 model phone. Steps on other models may vary slightly. Please consult your Nokia manual.

The following table describes meeting invitation icons.

Icon	Description
	Signifies a new invitation to which your response is requested.
	Indicates an information update to an existing meeting.
	An existing meeting has been rescheduled to a new time and day and your response is requested.
	An existing meeting has been canceled and your response is requested.
	Indicates an invitation that you have accepted and to which the client is currently propagating the response to the chair.
	Indicates an invitation that you have declined and to which the client is currently propagating the response to the chair.
	Indicates an invitation that has already been processed and added to your calendar and that no further action is required.

Use the following steps to respond to a meeting invitation:

1. In your Inbox, open the meeting invitation.
2. Select **Options**.
3. Select one of the following:

Option	Description
Accept	Creates an email response addressed to the meeting chair notifying that you have accepted. A calendar entry is added to your calendar. The next time syncing takes place, busy time is updated with your new calendar entry.
Decline	Creates an email response addressed to the meeting chair notifying that you have declined.
Tentative	Creates an email response addressed to the meeting chair. Busy time is not updated.

Using an Apple device FAQ

There is no client software to install to use IBM Lotus Notes Traveler on Apple devices. However, you must create an account on your device for mail, calendar, and contacts before you can connect to the Lotus Notes Traveler server.

Setting up Traveler on your Apple device

This information provides details about setting up Lotus Notes Traveler on your Apple device.

How is Lotus Notes Traveler for Apple devices unique?

IBM Lotus Notes Traveler provides support for the Apple iPod Touch, iPhone, and iPad family of devices.

There is no client software required. Supported applications connect to Lotus Notes Traveler using the ActiveSync protocol. Apple devices support secure connections to the Lotus Notes Traveler server using SSL or VPN connections. The same Lotus Notes Traveler server supports Windows Mobile, Nokia, and Apple devices for the same or different users. Although there is no client software to install, you must create an Apple account on your device for mail, calendar, and contacts before you can connect to the Lotus Notes Traveler server.

Lotus Notes Traveler includes support for two-way, push, manual, or scheduled syncing for mail, calendar, and contacts for the supported Apple devices. Other features for these devices include:

- Support for corporate directory name look up – You can search your corporate directory directly from your device. After typing the first few characters of a name or email address for a mail message, the Lotus Notes Traveler server searches for a list of matching names. It then displays them for you on the device. Also, you can search for users in your contacts application on the Apple device, and it returns email addresses and phone numbers.
- Embedded attachment support – Rich text mail messages can display embedded images and attachments. For attachments larger than 1 MB, you must explicitly download the attachments from within the message.

Other mail support includes:
- Mail folder syncing from server to device
  - Inbox mail is pushed to devices automatically
  - Other folders sync on devices when opened
  - Ability to push selected mail folders to Apple devices (versions 3.0 or later)
- Rich HTML content
- Syncing of read/unread status
- Moving mail to and deleting mail from folders

Calendar support includes full support of recurring events including Lotus Notes custom repeating events.

Contacts support includes syncing of all Domino contact fields including the photo field.

You should consider downloading the Traveler Companion application from the Apple App Store if you need to read Domino-encrypted mail on your Apple device.

Apple devices do not support ActiveSync syncing of the Notebook or To Do applications.

For information about unsupported features, see Apple limitations and restrictions.

Note: Other devices running the ActiveSync protocol are not officially supported by Lotus Notes Traveler at this time. Testing with the ActiveSync protocol has been limited to the Apple devices listed; running the ActiveSync protocol with other devices can produce unexpected results.

Creating an account

Before you can connect to an IBM Lotus Notes Traveler server with your Apple device, you must set up a Microsoft Exchange ActiveSync account on the device. This allows your Apple device to communicate with the Lotus Notes Traveler server.

This account can be created automatically by installing an Apple profile, or the account can be created manually. Installing the Apple profile requires the least amount of setup.

How do I create an account using the Apple profile?

You must create an account on your Apple device for mail, calendars, and contacts before you can connect to the IBM Lotus Notes Traveler server. You can create an account automatically by installing an Apple profile. This method automatically supplies default information, such as your logon name and mail address.

An Exchange ActiveSync account is required. Apple devices using OS3 and earlier allow only one Exchange ActiveSync account. As a result, if you already have an Exchange ActiveSync account configured on an OS3 or earlier device, you must remove the account before proceeding with the following steps.

CAUTION:

You should upgrade your device to the 3.1 firmware or later for use with the Lotus Notes Traveler server. If you use these steps to create an account using the Apple profile, then you should upgrade your device to at least the 3.0 firmware. Previous versions do not preserve existing contact or calendar data on your device after the account is created. If you cannot upgrade or prefer not to, then you should create your account manually. This allows you to explicitly turn off syncing for contacts, calendar, or both.

Connect to a WiFi or 3G network with the Apple device before you perform these steps.

1. Open the Safari browser on your device, and go to http://*yourserver.com*/servlet/traveler to open the Lotus Notes Traveler user home page. The user status section at the top of the user home page shows the status of the user and any user devices. If there are any error messages, they are shown in red in this section. Depending on the errors, you may need to address them before you can sync with the Lotus Notes Traveler server successfully.

   Note: If the browser was previously logged into LotusLive Notes, close the browser page or clear the browser cookies before connecting to the Lotus Notes Traveler user home page.

2. Select **Configure your Apple iPhone/iPod Touch/iPad**.
3. Verify the logon name and mail address. The logon name is the user name used for the Lotus Notes Traveler user home page. The mail address defaults to your Internet mail address. Use the exact Internet form of your Domino mail address rather than the canonical form of the address.
4. Select **Generate**.
5. Select **Install**.
6. When prompted about the authenticity of the profile, select **Install Now** to continue to install the profile.
7. If you have a security passcode for your device and are prompted for the passcode, enter it. This passcode is not related to the Lotus Notes Traveler password.
8. When prompted for your Exchange account password, enter your LotusLive password and select **Next**.
9. Select **Done**.

The new Exchange ActiveSync account is created in **Mail, Contacts, Calendars** in your Settings application of your device. Registration with the Lotus Notes Traveler server begins immediately and mail, calendars, and contacts appear shortly after. Do not open your Inbox immediately after the profile installation, as it can cause additional syncing with the server and prolongs the initial sync.

How do I create an account manually?

You must create an account on your Apple device for mail, calendars, and contacts before you can connect to the IBM Lotus Notes Traveler server. This topic describes how to create the account manually.

An Exchange ActiveSync account is required. If you are using a device running Apple OS 3 and already have an Exchange ActiveSync account configured on the device, then you must remove the account before proceeding with the following steps.

Note: Apple devices using iOS4 and later allow more than one Exchange ActiveSync account.

1. Open the Safari browser on your device, and go to *yourserver.com*/servlet/traveler to open the Lotus Notes Traveler user home page. The user status section at the top of the user home page shows the status of the user and any of the user devices. If there are any error messages, they are shown in red in this section. Depending on the errors, you may need to address them before you can sync with the Lotus Notes Traveler server successfully.
2. Press Home on the device to return to the home screen.
3. Select **Settings** > **Mail, Contacts, Calendars** > **Add Account** > **Microsoft Exchange**.
4. Populate the following fields, and select **Next**.
   - **Email** – Specify your mail address (for example, *yourname@yourcompany*.com).
   - **Domain** – Leave this field blank.
   - **Username** – Specify your HTTP user ID.
   - **Password** – Specify your HTTP password.
   - **Description** – Specify a description, or leave the default (the **Email** field value).
5. Specify your server in the **Server** field in the format *yourserver.com*/servlet/traveler, and select **Next**.

   Tip: If you use a proxy, use the format *yourproxyserver.com:port*/servlet/traveler. For example, for a Lotus Mobile Connect connection, specify *yourLMCserver.com:port*/servlet/traveler.

6. Select the applications you want to sync, and select **Done**.

   Note: SSL is enabled by default. As a result, if SSL is not used, you must disable it for the account. To do so, select **Settings** > **Mail, Contacts, Calendars** > *account name* > **Account Info**, and then change **Use SSL** to **OFF**.

   CAUTION:

   If you are using Apple firmware version 2.x and want to retain existing contact information, calendar information, or both on the device, make sure that you set Contacts, Calendar, or both to OFF. This avoids removing the existing information from the device.

The new Exchange ActiveSync account is created in **Mail, Contacts, Calendars** in your Settings application of your device. Registration with the Lotus Notes Traveler server begins immediately and mail, calendars, and contacts will begin to appear shortly. Do not open your Inbox immediately after the account is created as it causes additional syncing with the server and prolongs the initial syncing.

How do I customize my account?

Use the Settings application of your device to change your IBM Lotus Notes Traveler mail, calendars, and contacts settings.

To change whether mail, calendars, and contacts are synced, or change how much mail to sync, select **Settings** > **Mail, Contacts, Calendars** > *account name*.

You can change specific mail, calendars, or contacts settings, such as the number of mail message lines to preview, the contacts sort order, or how much calendar data to keep. To do so, select **Settings** > **Mail, Contacts, Calendars**, and then scroll to **Mail**, **Contacts**, or **Calendars** and change the settings you want.

Note: The mail setting **Show *x* Recent Messages** does not apply to Lotus Notes Traveler.

Note: If you change how much calendar data to keep, you can select only how far back in the past to sync calendar events. This limitation is due to the fact that all future calendar events always sync to the device.

How do I delete my account?

The way you delete your account depends on how you created it.

Do one of the following:
- If you created the account automatically using Apple profile, select **Settings** > **General** > **Profiles** > *profile name* > **Remove**.
- If you created the account manually, select **Settings** > **Mail, Contacts, Calendars** > *account name* > **Delete**.

Managing contacts on your Apple device

IBM Lotus Notes Traveler can help you organize your business and personal contacts. Use contact entries to store information such as names, addresses, phone numbers, and email addresses.

Your contacts automatically sync with the Lotus Notes Traveler server when changes are made to contact entries on your device. Your contacts also sync when you open the Contacts application itself. As a result, you can manually sync your contacts any time by opening your contacts on the device.

How do I enable contacts syncing on my Apple device?

To sync your local contacts file (names.nsf) with the contacts on your device, you must first verify that you have syncing enabled between your local contacts file and mail file using your IBM Lotus Notes client.

The directions to sync your local contacts file and mail file depend on the template version of your mail file. In order to sync contacts with photos, you must be using a Domino 8.x mail file template.

Enabling contacts syncing for a Lotus Notes 8.x mail file

Enabling contacts syncing keeps your mail file contacts and device contacts up-to-date. Before you can sync your contacts, you must set a contacts preference that enables syncing.
1. Open your mail file with your IBM Lotus Notes client.
2. The next steps you take depend on the client you use.
3. If you use Lotus Notes 8 Standard, follow these steps:
    a. Click **File** > **Preferences**.
    b. Click **Contacts**.
    c. Select **Synchronize Contacts on the Replicator** and click **OK**.
    d. Click **Open** > **Replication**.
    e. Make sure that **Synchronize Contacts** is selected.
    f. Click **Start Now**.
4. If you use Lotus Notes 8 Basic, follow these steps:

    a. Click [icon] in the bookmark bar to open your local contacts file (names.nsf).
    b. Click **Actions** > **More** > **Preferences**.
    c. Select **Enable "Synchronize Contacts" on the Replicator** and click **OK**.

    d. Click [icon] in the bookmark bar.
    e. Make sure that **Synchronize Contacts** is selected.
    f. Click **Start Now**.

Enabling contacts syncing for a Lotus Notes 7.x mail file

Enabling contacts syncing keeps your mail file contacts and device contacts up-to-date.
1. Open your mail file with your IBM Lotus Notes client.
2. Select **Actions** > **Synchronize Address Book** to enable the mobile device to receive contact data from your mail file. Repeat this action every time you want to sync differences between the local address book (contacts) and any mobile devices that you are using.

How do I manage my contacts?

Store information about your business and personal contacts such as name, address, phone number, and email address.

Table 82. Managing your contacts

How do I...	Action
Create a contact?	1. Select **Contacts** from the home page. 2. Select ✚ above the contact list. 3. Specify information in any of the fields and select **Save**. 4. Select **Done** to save the contact.
Edit a contact?	1. Open the contact to edit. 2. Select **Edit**. 3. Update the contact information. For each field you update, select **Save**. 4. When you are finished updating, select **Done**.
Delete a contact?	1. Open the contact to delete. 2. Select **Edit**. 3. At the bottom of the entry, select **Delete Contact**. 4. Select **Delete Contact** again to confirm the deletion.
Use directory name look up?	In the Contacts application on your Apple device, there are numerous groups. Under your IBM Lotus Notes Traveler (Microsoft Exchange) account, the **Contacts** section contains your personal contacts. Another section, represented by your Lotus Notes Traveler account name, allows you to look up users in the Domino directory. To do so: 1. Select the Lotus Notes Traveler account name. 2. In the **Search** field, type your search string. A search request is made to the server for each letter you add or remove from the search string, The search results display below the **Search** field. **Note:** You can also search from group names or mail-in databases. **Note:** By default, the server waits for you to type at least four characters before it starts searching.

Managing mail on Apple devices

You can use IBM Lotus Notes Traveler to communicate with co-workers, friends, and family electronically by creating, sending, replying to, and forwarding mail messages.

Apple devices handle the retrieval and display of mail in a way unique to other ActiveSync devices. In particular, they first request a truncated, plain text version of the mail. Then, depending on network conditions and the size of the message (including attachments), they request the rich text, full version of the mail. If the mail is too large or network conditions do not allow for the rich text version, the plain, truncated text version is left on the device until the user explicitly requests the full version of the message. This process is controlled by the device and not by the Lotus Notes Traveler server.

Note: Apple does not support the removal of attachments from mail messages by size.

For information about syncing read/unread changes in your mail, see Enabling syncing of read or unread changes.

How do I create a message on my Apple device?

You can create and send mail messages with your mobile device.

1. Open the **Mail** application.

2. Select [icon].

3. Address the message by entering at least one email address in one of the address fields, To, Cc (carbon copy), and Bcc (blind carbon copy). To select addresses from your contact list for a field, select ⊕ in that field.

   Note: After you type four characters (or a different number set by your administrator) in any of the recipient fields, the Lotus Notes Traveler server searches for the recipient name and address in the corporate directory.

4. Enter a subject in the **Subject** field.

5. Enter the body of your message.

6. Do one of the following:
   - To send the message, click **Send**.
   - To save the message as a draft, click **Cancel**, and then click **Save**.
   - To discard the message, click **Cancel**, and then click **Don't Save**.

How do I create a message with a photo or video attachment?

You can send photos and videos with your mobile device.

1. Open the **Photos** or **Videos** application.

2. Select a photo or video.

3. Select ⬆.

4. Select **Email Photo** or **Email Video**.

5. Address the message by entering at least one email address in one of the address fields, To, Cc (carbon copy), and Bcc (blind carbon copy). To select addresses from your contact list for a field, select ⊕ in that field.

   Note: After you type four characters (or a different number set by your administrator) in any of the recipient fields, the Lotus Notes Traveler server searches for the recipient name and address in the corporate directory.

6. Enter a subject in the **Subject** field.

7. Add text to the message body.

8. Do one of the following:
   - To send the message, click **Send**.
   - To save the message as a draft, click **Cancel**, and then click **Save**.
   - To discard the message, click **Cancel**, and then click **Don't Save**.

How do I reply to a message with my Apple device?

You can reply to a sender or to the sender and all recipients of a mail message.

1. Open the message.

2. Select ↩.

3. Select one of the following options:
   - **Reply** – Sends a reply to the sender only.
   - **Reply All** – Sends a reply to the sender and to all other recipients of the message.

4. Optional: Add addresses to the To, Cc (carbon copy), or Bcc (blind carbon copy) fields. To select addresses from your contact list for a field, select ⊕ in that field.

5. Enter a reply.

6. Do one of the following:
   - To send the message, click **Send**.
   - To save the message as a draft, click **Cancel**, and then click **Save**.
   - To discard the message, click **Cancel**, and then click **Don't Save**.

How do I forward a message with my Apple device?

You can forward a mail message to one or more recipients.

1. Open the message.

2. Select ↩.

3. Select **Forward**.

4. Address the message by entering at least one email address in one of the address fields, To, Cc (carbon copy), and Bcc (blind carbon copy). To select addresses from your contact list for a field, select ⊕ in that field.

5. Optional: Add comments to the message.

6. Do one of the following:
   - To send the message, click **Send**.
   - To save the message as a draft, click **Cancel**, and then click **Save**.
   - To discard the message, click **Cancel**, and then click **Don't Save**.

How do I move a message to a folder on my Apple device?

You can organize your mail messages by moving them to folders.

1. Do one of the following:
   - To move one message, open the message and select 🗁.
   - To move multiple messages, select **Edit**, select the messages to move, and select **Move**.

2. Scroll to the folder to move the messages to, and then select the folder.

   Note: You cannot move a message to a folder when you are not connected to the Lotus Notes Traveler server.

How do I sync folders on my Apple device?

You can keep the mail messages on your mobile device and mail server synced when you are connected to the Lotus Notes Traveler server.

Inbox mail is automatically pushed to the Inbox on your mobile device. Other folders on your mobile device sync when you open the folders. To sync a mail folder manually, select ↻.

If your device is version 3.0 or later, you can select mail folders to push automatically using **Settings** > **Mail, Contacts, Calendars** > *account name* > **Mail Folders to Push**. The selected folders are automatically pushed to your device.

Note: The Drafts and Trash folders cannot be synced.

How do I delete a message on my Apple device?

You can save disk space by moving mail messages to the Trash.

1. Open the message to delete.
2. Select 🗑 .

    Tip: To delete multiple messages, select **Edit** above the message list, select the messages to delete, and select **Delete**.

    Note: You cannot delete a message when you are not connected to the Lotus Notes Traveler server.

How do I view and send encrypted mail?

Lotus Notes Traveler Companion allows Traveler users to view and send encrypted mail directly on their Apple device.

Currently, Traveler Companion allows the viewing and sending of encrypted mail, including forwarding or replying to encrypted mail. It does not support encrypted calendar invitations. For security reasons, Traveler Companion does not allow you to paste the contents of encrypted mail into other applications.

Traveler Companion is available from the Apple App Store. The simplest way to install it is to open the App Store on your device to search for Traveler Companion. Then install Traveler Companion from its store entry. Lotus Notes Traveler Companion is provided by IBM at no cost.

Traveler Companion has several requirements that must be fulfilled before it can be used to view encrypted mail:
- You must already have Lotus Notes Traveler mail support configured and working on your Apple device.

  Note: You cannot use this application if you do not have a working Lotus Notes Traveler mail account on your device.

- Your Domino administrator must update your Lotus Notes Traveler server to at least version 8.5.1.1 (8.5.2.3 or later is recommended). .
- You must have a copy of your Notes ID file stored either in your mail file or placed in a vault by your Domino administrator. If you must store your Notes ID file in your mail file and are not sure how to do so, read the section "Uploading Your Notes ID File".

Configuring Traveler Companion

If you launch Traveler Companion by tapping the Traveler Companion link in an encrypted mail and have not yet configured the settings, your server automatically configures based on information in the link. You can then supply the password and the encrypted mail downloads for viewing.

To manually configure the Traveler Companion settings, start the Traveler Companion application. In the settings menu, there are options for server, user name, password, and SSL. These options generally match the settings for your Lotus Notes Traveler account in the mail settings on your device. Contact your Domino administrator if you are unsure of which values to use.

Table 83. Traveler Companion options

Option	Description
Server	This field contains the address of your Lotus Notes Traveler server, for example `yourserver/servlet/traveler`. Do not include `http://` or any other prefix.
User name	The user name you use to connect to your Lotus Notes Traveler server.
Password	The password for your user name.
Require SSL	If this setting is configured to "ON", Traveler Companion dows not download encrypted mail over an unencrypted connection. Do not change this setting unless you are instructed to do so by your Lotus Notes Traveler administrator.

Viewing and sending encrypted mail with Traveler Companion

Once successfully configured, you can use Traveler Companion to view and send encrypted mail in the mail application for your device. When you receive an encrypted mail from the Lotus Notes Traveler server, it contains a message with a Traveler Companion link. Tapping on this link launches Traveler Companion to download and display the actual message content. Traveler Companion prompts you for the password for the Notes ID file unless you have recently entered it, in which case it is stored by the Apple password caching feature (configurable from the administrator settings). This password may be different from your Lotus Notes Traveler password. Once the message has been successfully downloaded, Traveler Companion displays the mail. Press **Home** to close the mail. You can then go back to the mail application to resume your mail session.

Note: If you do not see a link for Traveler Companion in your encrypted mail, ask your Domino administrator to upgrade the Notes Traveler server to version 8.5.1.1 or later.

You can use Traveler Companion to compose a new encrypted mail, or to reply to or forward an encrypted mail message from your device. To compose a new message, launch Traveler Companion and tap the **New message** icon on the top left of the screen. To reply to or forward an encrypted mail message, view the encrypted message in Traveler Companion, then tap the **Respond** icon at the bottom right of the screen. The original message will be appended to your new message when you touch the **Send** button.

Uploading your Notes ID file

For mail decryption to operate, the Lotus Notes ID file must be either uploaded to the mail file or placed in a vault by your Domino administrator. To upload your Notes ID file to the mail file:
1. From a computer with Lotus Notes installed or where have a copy of your Notes ID file, open a web browser to `http://yourserver/servlet/traveler`.

   Note: If your server is using SSL then open a web browser to `https://yourserver/servlet/traveler`.

2. Select **Manage the Notes ID**.
3. Select **Upload the Notes ID**.
4. In the Notes ID File field, enter the location of your Notes ID file.
5. In the Password field, enter your Notes ID password.
6. Select **Upload Notes ID**.

Changing your passwords depending on the security policies of your organization

Depending on the security policies that your organization has in place, you may be required to change your passwords periodically. If your Lotus Notes Traveler password changes, you must change your Lotus Notes Traveler password in the Traveler Companion Settings panel.

If you must change the password on your Lotus Notes ID file, you can do so through Lotus Notes Traveler or Lotus iNotes. If you are using a vaulted Notes ID, youcan also change your password through the Lotus Notes client. These instructions are for using Lotus Notes Traveler to change your Notes ID password. See the Lotus Notes information center for details about using the other procedures.

Note: You only need to change the password once. If you changed your Notes ID password using Lotus iNotes or Lotus Notes, you do not need to follow this procedure.

To use Lotus Notes Traveler to change your password, perform the following procedure:
1. Open a web browser to `http://yourserver/servlet/traveler`, either from another computer or from your Apple device.

   Note: If your server is using SSL then open a web browser to `https://yourserver/servlet/traveler`.

2. Select **Manage the Notes ID**.
3. Select **Change the Notes ID Password** and follow the instructions.

Managing the calendar on your Apple device

Use IBM Lotus Notes Traveler to schedule and manage appointments, all-day events, and repeating events.

Your calendar automatically syncs with the Lotus Notes Traveler server when changes are made to calendar entries on your device. The calendar also syncs when you open the Calendar application itself. You can manually sync your calendar any time by opening your calendar on the device.

Table 84. Managing your calendar

How do I...	Action
Change the calendar display?	1. Open the **Calendar** application. 2. Select any of: **List** – Displays a list of calendar entry descriptions without time slot display beginning with the selected day.**Day** – Displays calendar entry descriptions with time slot display for the selected day. **Month** – Displays the selected month with a list of calendar entry descriptions for the selected day. **Tip:** To go to the current day in any of these views, click **Today**.

Create a calendar entry?	1. Select ✚ above the calendar.
	2. Select the **Title & Location** panel, specify these details, and select **Done**.
	3. Select the **Starts & Ends** panel and do one of the following:
	    ◦ To create an appointment, specify a start time and date, select **Ends**, specify an end time and date, and select **Done**.
	    ◦ To create an all-day event, set the **All-day** field to **ON**, and select **Done**.
	4. Specify date and time information as necessary in the **Starts** field and, if necessary, in the **Ends** field.
	5. Do any of the following:
	    ◦ To repeat the entry, select the **Repeat** panel, select a repeat interval, and select **Save**.
	    ◦ To set an alarm for the entry, select the **Alert** panel, select an alarm time relative to the event, and select **Save**.
	    ◦ To add more details about the entry, select the **Notes** panel, enter the details, and select **Save**.
	6. Select **Done** to save the entry.

Edit a calendar entry?	1. Open the calendar entry.
	2. Select **Edit**.
	3. Change the entry.
	4. Select **Done**.
	5. If the entry repeats, do one of the following:
	    ◦ Select **Save for this event only** to apply changes to only the current instance of the entry.
	    ◦ Select **Save for future events** to apply changes to the current instance and all future instances of the entry.
	6. Select **Done**.

Delete a calendar entry?	1. Open the calendar entry.
	2. Select **Edit**.
	3. Select **Delete Event**.
	4. Do one of the following:
	    ◦ If the entry does not repeat, select **Delete Event** again to confirm the deletion.
	    ◦ If the entry repeats, select **Delete This Event Only** to delete only the current instance of the entry. Or select **Delete All Future Events** to delete the current instance and all future instances of the entry.

Respond to a meeting invitation?	You can respond to meeting invitations with basic options, such as **Accept**, **Decline** or **Maybe**, using Lotus Notes Traveler. To perform advanced invitation features, such as invitation delegation and proposing a new meeting time, you must use the Lotus Notes client on your desktop.
	
	To respond to a meeting invitation using Lotus Notes Traveler, perform the following procedure:
	1. In your Inbox, open the meeting invitation. Press the **Invitation Icon** within the Body of the email.
	2. Optionally, press **Add Comments** to include remarks in the reply.
	3. Select one of the following:
	    ◦ **Accept**: Creates an email response to the meeting chair notifying them that you are accepting the meeting invitation. A calendar entry is added to your calendar. The next time syncing takes place, busy time is updated with your new calendar entry.
	    ◦ **Maybe**: Creates an email response to the meeting chair notifying them that you are tentatively accepting the meeting invitation. Busy time is not updated.
	    ◦ **Decline**: Creates an email response to the meeting chair notifying them that you are declining the meeting invitation.

Set how my calendar entries display in different time zones?	You can decide whether calendar entries on your device always display in a specific time zone, or according to the time zone of the current location of the device. For example, you could set the calendar entries to always display their start and end times in Eastern time, even if you are traveling in a different time zone. Alternatively, you can choose to have the start and end times of calendar entries display accurate times for the time zone the device is currently in (if you are traveling to Berlin, the calendar entries will then display in Central European time.) 1. Open the Time Zone Support settings menu at **Settings > Mail, Contacts, Calendars > (Calendars) Time Zone Support**. 2. To have the calendar entries display start and end times accurate for the current location of the device, set Time Zone Support to **Off**. 3. To have the calendar entries always display in a specific time zone, set Time Zone Support to **On**. Press **Time Zone**, then enter the name of the city whose time zone you want to use. Press the city name when it displays in the results pane.

Using an Android device FAQ

How do I Install the client on an Android device?

The IBM Lotus Notes Traveler client provides a simple, easy-to-use interface with a minimal number of additional configuration settings required.

The client allows users to customize how they are notified when new data arrives. Depending on device capabilities, users can set the device to vibrate, display a visual indicator, or play a sound when a new mail message arrives. The client also allows for customization of how much data to sync with the device to optimize the use of device memory.

You can download and install the IBM Lotus Notes Traveler client on an Android device.

Note: Lotus Notes Traveler versions 8.5.2 and earlier required the use of a separate application called Lotus Mobile Installer (LMI) to install the client on Android devices. If you are upgrading from one of these versions, you will be prompted to remove the LMI before continuing.

If you were running a beta release of Lotus Notes Traveler, uninstall both the LMI and the Lotus Notes Traveler client before continuing.

In order to install applications that are not supplied by the Android market, users must select the **Unknown sources - Allow installation of non-Market applications** option found in **Menu > Settings > Applications**. You must select this option to install and use Lotus Notes Traveler on your Android device.

The following are several of the supported methods for downloading the Lotus Notes Traveler client to an Android device:

- Over-the-air (OTA) connection
- Email attachment
- Bluetooth
- Removable memory card

Use the following steps to download and install the Lotus Notes Traveler client from the Lotus Notes Traveler user home page (if necessary).

1. **Download the Lotus Notes Traveler client.** You can download the Lotus Notes Traveler client from the Lotus Notes Traveler user home page using the procedure below:
   a. Turn on your mobile device.
   b. Launch the device browser.
   c. Go to the Lotus Notes Traveler user home page at `http://hostname/servlet/traveler`.
   d. Press **Select an IBM Lotus Notes Traveler client**, then choose **Android**. Transfer the file to your mobile device and open the file.
2. **Install the Lotus Notes Traveler client.**
   a. After the the installation completes, select **Open** to start the configuration wizard.
   b. Enter the server address used for connecting to your Lotus Notes Traveler server. If you use a custom port number for the connection, then enter the server name using a format like the following example:

      `traveler.server.com:8880`

      If your server uses the standard ports 443 for SSL or 80 for HTTP, then the additional port is not needed. Also, you do not need to specify that this is an SSL connection - the connection tries SSL first, and if it fails, an HTTP connection.
   c. Enter the user ID and password used to connect to the Lotus Notes Traveler server and select **Next**.

      Note: If the default browser was used to download the Lotus Notes Traveler client, the server and user ID fields are automatically populated.

   d. Select the applications you want to sync, and whether you would like to store the data using internal device storage or the SD card.

      If you plan on choosing a small set of data to sync, select internal phone storage.

      Note: You must uninstall and reinstall in order to change your choice of storage.

      When you choose the SD card option, you will not be able to access your data or sync when the SD card is mounted as storage to your computer through USB. Also, the performance may be significantly slower when using an SD card for storage.

      Note: There is a known issue with some versions of Android 2.2, in which Lotus Notes Traveler data stored on the SD card is lost when the application is upgraded. Some devices already have this issue fixed, and most should eventually receive the fix as part of an update from the device carrier or manufacturer.

   e. Select **OK**.
3. If your administrator has configured Lotus Notes Traveler to enforce a device password, you may be prompted to provide and verify a device screen lock password. Note that the device passcode or PIN code is not the same as your Lotus Traveler login password. It is used to lock the screen on your device after a specific amount of inactivity. The strength of the password varies depending on how your company configures mobile device policies.

How do I uninstall the client on an Android device?

Use these instructions to uninstall the IBM Lotus Notes Traveler client from your Android device.

For 8.5.3 and later versions of Lotus Notes Traveler:

Launch the Lotus Notes Traveler application on the Android device and select **Menu > Tools > Uninstall application**. If the uninstall process is initiated in this manner, you will NOT need to manually disable the device administrator.

For pre-8.5.3 versions of Lotus Notes Traveler:

Uninstall Lotus Notes Traveler by launching the Lotus mobile installer application, then selecting the Lotus Notes Traveler application and choosing uninstall. If you choose to uninstall manually and your device is running Android 2.2 or above, you must first disable the device administrator. To do so, select **Menu > Settings > Location & Security > Select device Administrators**. After you have disabled the Lotus Notes Traveler device administrator, you can use the operating system to remove Lotus Notes Traveler, by navigating to **Menu > Settings > Applications > Manage Applications**.

You can uninstall Lotus Mobile Installer using the normal method for uninstalling applications on your Android device.

How do I configure Lotus Notes Traveler on an Android device?

The Lotus Notes Traveler client requires minimal configuration before it can sync with the Lotus Notes Traveler server. Device configurations and settings can be set and updated either automatically by the Lotus Domino Administrator with policy settings, or manually on the device by the user.

This topic describes how to set configurations manually from the device.

Table 85. Configuring Lotus Notes Traveler on an Android device

How do I...	Action
Register the device with a server?	After the basic configuration information is entered, the Lotus Notes Traveler client connects to the primary configuration server specified. It then downloads additional default configuration information and register itself to begin receiving PIM and email.
Initiate manual syncing for Android devices?	1. Select the Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Sync Now**.
Turn on or off automatic syncing for Android devices?	1. Select the Lotus Notes Traveler icon 2. Select **Menu**. 3. Select **Settings**. 4. Select **Auto Sync**. 5. Select **Schedule**. 6. Select a Sync interval.

Changing or resetting the Lotus Notes Traveler password on your Android device

If your HTTP password that is used to authenticate with the IBM Lotus Notes Traveler server has changed, you must update your mobile device with the new password.If your LotusLive password that is used to authenticate with the LotusLive Traveler service has changed, you must update your mobile device with the new password.

Use the following steps to change or reset password on the device:

1. Select the IBM Lotus Notes Traveler icon   .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Account**.
5. In the **Password** field, enter your Lotus Domino HTTP password.
6. Select **OK** and press **Back** to save and close.

Customizing your Android device

The Lotus Notes Traveler client requires minimal configuration before it can sync with the Lotus Notes Traveler server. Device configurations and settings can be set and updated either automatically by the Lotus Domino Administrator with policy settings, or manually on the device by the user.

This topic describes how to manually customize your device.

Table 86. Customizing your Android device

How do I...	Action
Enable SSL support on devices?	1. Select the IBM Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Settings**. 4. Select **Server**. 5. Select **Use secure protocol**. 6. Select **Back**.
Select mail and calendar for syncing?	1. Select the IBM Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Settings**. 4. Select **Applications**. 5. Check **Sync Mail and Calendar**. 6. Select **Back**.
Select other applications for syncing on Android devices?	1. Select the IBM Lotus Notes Traveler icon 2. Select **Menu**. 3. Select **Settings**. 4. Select **Applications**. 5. Select **Sync Contacts** to sync your address book contacts.

Issue a data replacement operation for Android devices?	1. Select the IBM Lotus Notes Traveler icon .
	2. Select **Menu**.
	3. Select **Tools > Replace Data**.
	4. Select the set of data that you want to replace:
	    ◦ Mail
	    ◦ Calendar
	    ◦ Contacts
	5. Select **OK**.
	6. Select **Yes** to proceed or **No** to cancel the replacement.

Change or reset the Lotus Notes Traveler password on my Android device?	1. Select the IBM Lotus Notes Traveler icon . 2. Select **Menu**. 3. Select **Settings**. 4. Select **Account**. 5. In the **Password** field enter your Lotus Domino HTTP password. 6. Select **OK** to save and close.

How do I set mail and calendar filters and other settings on an Android device?

Mail and calendar filters are used to conserve space and to prevent unnecessary data from syncing to your mobile device.

Use the following steps to manage the amount of mail on the device:

1. Select the IBM Lotus Notes Traveler icon   .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Applications**.
5. Select from the following filters:

Filters	Description	Options
Remove mail older than	Mail messages are kept on your mobile device based on interval specified. After an email message is older than the specified interval, the message is automatically removed from the device. The email message is not deleted from the Lotus Notes mailbox on the server. This setting applies to all folders on the device.	◦ 1 day ◦ 3 days ◦ 5 days (default) ◦ 1 week ◦ 1 month ◦ Show all

Importance	Sync only urgent or all email.	○ All messages (default) ○ Urgent messages
Truncate mail to	This filter controls the number of characters that are included in each email that is synced to the device. Setting it to off disables the truncation feature. If an email is truncated, you can retrieve the entire email message including all attachments by using the Download Message feature.	○ Off ○ 1 K ○ 2 K ○ 5 K (default) ○ 10 K ○ 50 K ○ 100 K
Auto download inline images up to	Inline images up to this configured size will automatically be downloaded. As with the existing setting, the rest of the inline images can be downloaded using the Download Message feature.	○ Off (default) ○ 5K ○ 25K ○ 100K ○ 500K
Auto download attachments up to	By default, no attachments are synced with mobile device. To allow attachments, you must set a size value. You can retrieve the entire email message including all attachments by using the Download Message feature.	○ Off (default) ○ 25K ○ 100K ○ 500K ○ 2MB ○ 10MB
Show past events	Events older than the interval specified are removed from the mobile device. These events are not removed from you Lotus Notes calendar on the server.	○ 1 day ○ 3 days ○ 1 week (default) ○ 2 weeks ○ 1 month ○ 3 months ○ 6 months ○ Show all
Show upcoming events	Upcoming events are synced to your device based upon the interval specified.	○ 1 day ○ 3 days ○ 1 week ○ 2 weeks ○ 1 month ○ 3 months (default) ○ 6 months ○ 1 year ○ Show all

Note: If the Traveler server administrator sets the filter information for your account using the Traveler policy settings document, you cannot modify those filters on your device.

6. Select **Back** to save and close.

How do I enable SSL support on an Android device?

Steps to enable SSL on an Android device.

Follow these steps to enable SSL on the device:

1. Select the IBM Lotus Notes Traveler icon   .
2. Select **Menu**.
3. Select **Settings**.
4. Select **Server**.
5. Select **Use secure protocol**.
6. Select **Back**.

Limitations on Android devices

Lotus Notes Traveler makes use of some features introduced in Android OS 2.2. Therefore, devices at a level lower than 2.2 will not have the following features.

- Device Administrator Security features
- Request device administrator be enabled
- Require device password
- Set minimum password length
- Require alphanumeric password
- Set maximum autolock period
- Set maximum wrong passwords before wiping
- Wipe device
- Storage of files on SDcard
- Files are removed when application uninstalls

Viewing status and connection information about an Android device

How do I view the status of my Android device?

You can view your current network and sync status. This information is helpful when troubleshooting connection issues.

To view your network and sync status, select the IBM Lotus Notes Traveler icon   .

The device status on the home screen displays a lock icon and the message "Device Security Violation(s)" when one or more device security settings are not in compliance with an administrator-defined Lotus Notes Traveler device security policy. The policy violation may prevent your device from syncing with the server until your device settings are in compliance with the policy. See Viewing security status to determine which settings are not compliant, the device security setting values, and the device security policy values. Update the appropriate settings on your phone with values compliant with the Lotus Notes Traveler security policy to clear the violations.

How do I view the security status of my Android device?

You can view your device security compliance status from your Android device.

Use this information to modify your phone settings to ensure that your device settings are in compliance with the security policy.

To view your security status, select the IBM Lotus Notes Traveler icon   . Then select **Menu** > **Tools** > **View Security**.

When you have updated your phone settings you can view your security status again and refresh the compliance check to verify that your settings are now compliant.

How do I view and clear the log on an Android device?

Information gathered in the log can help diagnose troubleshooting device and connectivity issues. Clearing the logs helps reduce the amount of disk space used on the device by IBM Lotus Notes Traveler.

Use the following steps to view and clear the IBM Lotus Notes Traveler log,

1. To view the Lotus Notes Traveler log:

   a. Select the IBM Lotus Notes Traveler icon   .
   b. Select **Menu**.
   c. Select **Tools**.
   d. Select **View Log**.

2. To clear the Lotus Notes Traveler log:

   a. Select the IBM Lotus Notes Traveler icon   .
   b. Select **Menu**.
   c. Select **Tools**.
   d. Select **View Log**.
   e. Select **Menu**.
   f. Select **Clear**.

Managing contacts on an Android device

IBM Lotus Notes Traveler helps you organize your business and personal contacts. Use contact entries to store information such as name, address, phone number, and email.

To open your contact list from your home page, select **Contacts**.

Note: In some devices, the native Contacts application may be named **People** instead of **Contacts**.

How do I enable contacts sync on my Android device?

To sync your local contacts file (names.nsf) with the contacts on your device, you must first verify that you have sync enabled between your local contacts file and mail file using your IBM Lotus Notes client.

The directions to sync your local contacts file and mail file depend on the template version of your mail file. In order to sync contacts with photos, you must be using a Domino 8.x mail file template.

Enabling contacts sync for a Lotus Notes 8.x mail file on an Android device

Enabling contacts sync keeps your mail file contacts and device contacts up-to-date. Before you can sync your contacts, you must set a contacts preference that enables sync.

1. Open your mail file with your IBM Lotus Notes client. The next steps you take depend on the client you use.
2. If you use Lotus Notes 8 Standard, follow these steps:
   a. Click **File** > **Preferences**.
   b. Click **Contacts**.
   c. Select **Synchronize Contacts on the Replicator** and click **OK**.
   d. Click **Open** > **Replication**.
   e. Make sure that **Synchronize Contacts** is selected.
   f. Click **Start Now**.
3. If you use Lotus Notes 8 Basic, follow these steps:
   a. Click   in the bookmark bar to open your local contacts file (names.nsf).
   b. Click **Actions** > **More** > **Preferences**.
   c. Select **Enable "Synchronize Contacts" on the Replicator** and click **OK**.

   d. Click   in the bookmark bar.
   e. Make sure that **Synchronize Contacts** is selected.
   f. Click **Start Now**.

Enabling contacts syncing for a Lotus Notes 7.x mail file on an Android device
1. Open your mail file with your IBM Lotus Notes client.
2. Select **Actions** > **Synchronize Address Book** to enable the mobile device to receive contact data from your mail file. Repeat this action every time you want to sync differences between the local address book (contacts) and any mobile devices that you are using.

How do I view my contacts on an Android device?

Your Lotus Notes contacts will appear as another account in the contacts application on your Android device. You can choose to display them or not by opening the contacts application and selecting the menu **Display Options**.

How do I work with my contacts on my Android device?

Store information about your business and personal contacts such as name, address, phone number, and email.

Note: In some devices, the native Contacts application may be named **People** instead of **Contacts**.

Table 87. Creating, editing, and deleting contacts

How do I...	Action
Create a contact?	1. Select **Contacts** from the home page. 2. Select **Menu > New contact**. 3. Complete the action using "Lotus Traveler". 4. Specify information in any or all of the fields. 5. Select **Menu > Done** to save the contact.
Edit a contact?	1. Open the specific contact you want to edit. 2. Select **Menu > Edit contact**. 3. Complete the action using "Lotus Traveler". 4. Update the contact information.

5. Select **Menu > Done**.

Delete a contact?	1. Select **Contacts** from the home page. 2. Open the contact you want to delete. 3. Select **Menu > Delete contact**. 4. Select **OK** to permanently delete the contact
Search for a contact using corporate look up?	1. Select **Lookup** from the applications list. 2. Enter the first few characters of the first or last name of the contact. The Results window populates a list of names with similar characters. **Note:** You can also search for Lotus Notes group names as well as mail-in databases. 3. Select the appropriate name from the list. 4. From here you can call, email or add the contact to your local contacts list.

Managing mail on an Android device

You can use IBM Lotus Notes Traveler to communicate with co-workers, friends, and family electronically. You can create, send, reply, and forward email. You can send attachments, such as files and pictures, and organize messages in folders. You can save information about people in your contact list.

The Lotus Notes Traveler sends and displays rich text. Inline images up to a certain size display. The size is configurable in the Lotus Notes Traveler settings (**Menu > Settings > Applications > Auto download inline images up to**).

For information about syncing read/unread changes in your mail, see Enabling syncing of read or unread changes.

How do I create a message on an Android device?

You can create new email messages with your mobile device.

Use the following steps to create a message.

1. Choose the **Mail** icon from you application drawer.
2. Press the menu button and select **Compose**.
3. Address the message by entering at least one mail address in the address fields. To enable the Cc: and Bcc: fields, select **Menu > Show Cc/Bcc**.

   You can type a contact's name in the Recipient field, and Lotus Notes Traveler will attempt to automatically fill in the name based on what you type. Auto completion for local contacts starts after two chars are typed. Auto completion for remote contacts starts after three chars are typed. The number of characters for auto completion to begin can be configurable by the administrator on the server. Remote contacts are designated by an orange bar on the left side of the contact, while groups and mail-in DBs are designated by special thumbnail images

   You can also access your corporate directory by selecting **Menu > Look Up Recipient**. When using the lookup application, only the server is searched. Local contacts do not appear. In the application, lookup starts after four characters are typed. This can also be configured on server.

   Note: If you want to start a lookup with fewer characters, press the Android search button at any time.

   Note: A message displays in the auto complete list if there are more results available than can display on the device. To display the best results, you must refine your search string.

4. In the **Subject** field, enter a subject.
5. Enter the body of your message.
6. Optional: Do either of the following:
   - To Attach one or more files, select **Menu > Attach**.
   - To mark the mail as Urgent, select **Menu > Message Options > High Importance**.
   - To sign the mail, select **Menu > Message Options > Sign**.
7. Then perform one of the following:
   - Select the on-screen **Send** button.
   - Select **Menu** > **Send** to send the message to the specified recipients.
   - Select **Menu** > **Save to Drafts** to save a copy of this draft email on both the client and server.
   - Select **Menu > Discard** to discard the draft email from both the client and server.

How do I access email and customize how it displays in my Inbox on an Android device?

After powering on your device, you can access and search your email messages, and customize how they display

You can access your mail messages by choosing the **Mail** icon in the application drawer.

The default view shows your Inbox sorted by date, with the newest messages displaying first. You cannot change the sort order. To view the contents of different folders, select **Menu > Show Folders**.

You can search your mail by selecting **Menu > Search Mail**. You can search the To, From, and Subject fields with this method.

How do I download truncated mail messages on an Android device?

The body of a mail message synced to your device may be truncated. This truncation happens when mail filter settings are applied. If your device has enough space and your administrator allows it, you can download the rest of the mail message.

1. Select the mail message to download.
2. If it has been truncated, a **Download** button appears in the upper right part of the message. To download the rest of the message, press this button. The remainder of the message will download and the view will refresh.

How do I download and use mail attachments on an Android device?

Some email attachments may be automatically downloaded depending on your images and attachments filter setting.

If an attachment is not already present on the phone, pressing the attachment icon or name offers you the option to download it. If there are multiple attachments under the configured auto-download size, they will automatically download in sequence. However, you can select any number of attachments to download in parallel, though the number of simultaneous network connections is limited. Should the maximum number of connections be reached, subsequent requests will fail.

A progress dialog displays when the download begins. If you want to continue working with mail while the download is progressing, you may press **Continue**. Or you may press **Cancel** to stop the download.

When an attachment is available on your phone, pressing the icon or name offers you the option of viewing or exporting it. If you select **View**, you can choose a viewer. If you select **Export**, the attachment will be decrypted and stored at the location you choose.

How do I reply to a message on an Android device?

You can reply to the person who sends you a message and to all of the recipients of the message.

Use the following steps to reply to a message:

1. Open the message.
2. Select **Menu**.
3. Select one of the following options:

Option	Description
Reply	Sends a reply to the sender only.
Reply to All	Sends a reply to the sender and to all other recipients of the messages.

4. Optional: To view the Cc:, Bcc:, press **Menu > Add Cc/Bcc**.
5. Type your reply.
6. Optional: Do either of the following:
   - To attach one or more files, select **Menu > Attach**.
   - To specify delivery options, such as priority, select **Menu > Message Options**.
7. Select **Send** to send the message.

How do I forward a message on an Android device?

You can forward a message from your email to another recipient.

Use the following steps to forward a message to another recipient.

1. Open the message.
2. Select **Menu**.
3. Select **Forward**.
4. To view the Cc:, Bcc:, press **Menu > Add Cc/Bcc**.
5. Optional: Type additional comments.
6. Optional: Do either of the following:
   - To attach one or more files, select **Menu > Attach**.
   - To specify delivery options, such as priority, select **Menu > Message Options**.
7. Select **Send** to send the message.

How do I move a message to a folder on an Android device?

Organize the data on your device by moving messages to folders to make finding them easier and save disk space.

You can move a message to a folder on your Android device in one of several ways:
- In the mail list view, select the checkbox of the e-mails you wish to move. Then select **Menu > Move to Folder**.
- In the mail list view, select and hold a single e-mail. Then select **Move to Folder**.
- Open the e-mail, then select **Menu > Move to Folder**.

How do I sync folders on an Android device?

Keep your mobile device and server mail file folders synced (or subscribed).

When viewing your inbox, choose **Menu > Show Folders > Personal Folders**. To perform operations, press a folder and hold. A menu with additional options displays, including the option to subscribe or unsubscribe a folder. From this menu you can also:
- Delete the folder
- Rename the folder
- Create a new folder
- Search for mail within the folder

How do I delete a message on an Android device?

You can delete a message from your Android device in one of three ways.

- From the inbox or other folder view, select and hold the message, then press **Delete**.
- Select the checkbox for the message or messages you wish to delete, then select **Menu > Delete**.
- Open the message and select the **Trash** icon located near the bottom.
- Open the message and select **Menu > Delete**.

Processing encrypted mail on an Android device

Reading and sending IBM Lotus Domino encrypted and signed mail messages can be performed from an Android device. IBM Lotus Notes Traveler implements an encryption and decryption strategy that requires server-side access to the user Notes ID file. The ID file contains the private and public keys necessary to digitally sign, encrypt, and decrypt mail messages.

For digital signing, encrypting, or decrypting to work, the Notes ID file must be uploaded to the mail file or the ID vault. See "How do I upload my Notes ID file?" below.

Note: Only Domino-encrypted mail is supported on the Lotus Notes Traveler client. Encrypted calendar, to-do, and notebook entries are not supported. SMIME encryption is unavailable.

Note: Use either a secure socket layer (SSL) connection or a virtual private network (VPN) solution when encryption is enabled on the Lotus Notes Traveler server.

Table 88. Processing encrypted mail

How do I...	Action
Upload my Notes ID file?	1. From a computer where you use a Lotus Notes client, open a web browser to `http://your_Lotus_Notes_Traveler_server/servlet/traveler`. **Note:** If your server is using SSL then open a web browser to `https://your_Lotus_Notes_Traveler_server/servlet/traveler`. 2. Select **Manage the Notes ID**. 3. Select **Upload the Notes ID**. 4. In the **Notes ID File** field, type the path of your Notes ID file, or browse for it. 5. In the **Password** field, enter your Notes ID password. 6. Select **Upload Notes ID**.
Read encrypted mail?	1. Select the encrypted mail message to read. 2. Select **Menu > Download Message** or select **Get the rest of the message** from within the mail message. 3. If prompted, enter your Notes ID password.

Managing the calendar on an Android device

Use the calendar to schedule and manage meetings, appointments, all day events, anniversaries, reminders, and event announcements.

To view your calendar, select the **Calendar** icon from the application drawer.

How do I create and manage calendar entries on an Android device?

You can create and manage calendar entries on your Android device in various ways.

Table 89. Creating and managing calendar entries

How do I...	Action

Change the calendar display?	1. Select **Menu**.
	2. Select one of the following:
	   ○ **Day**: List daily calendar entry descriptions with the time slot display.
	   ○ **Week**: Visual display of booked time slots for the week.
	   ○ **Agenda**: List daily calendar entry descriptions without the time slot display.

Create a calendar entry?	1. From a calendar view, select **Menu**.
	2. Select **New Event**.
	3. Type a subject in the Subject field.
	4. Select **Event type**: choices are "Meeting", "Appointment", "All Day Event", "Anniversary", and "Reminder".
	5. To change start or end time, select the link. This will display a date and time selection dialog.
	6. Do any of the following:
	   ○ Select the **Repeats** link to display the Repeats dialog. Then specify the repeat options.
	   ○ Select the **Alarm** link to display the Alarm dialog. Then set the time interval for the alarm to sound before an event.
	   ○ Use the **Description** field to add any additional information about the entry.
	   ○ Enter a category name in the **Category** field.
	   ○ You can make the event private by selecting **Mark private**.
	   ○ You can designate the time slot as available by selecting **Available**.
	7. If the calendar event you are creating is a meeting, you can add names to the invitation using the **Required**, **Optional**, or **FYI** fields.
	8. Select **Save** or **Menu > Save event** to save and close.

Reschedule or update a meeting?	1. Select the calendar entry. 2. Select **Menu > Edit** to open the entry for editing.
Set an alarm?	1. In a calendar entry, select **Alarm** to display the Alarm editor. 2. Select **Enable alarm notification**. Specify in either minutes, hours or days the amount of time before or after the start of the calendar entry to trigger the alarm. 3. Press the **Back** button to set the alarm. Select the **Cancel** menu option to discard changes.
Edit a calendar entry?	1. Open the calendar entry. 2. Select **Edit**. 3. Make the edits to calendar entry. 4. Select **Save event** to save and close. 5. For repeat calendar entries, a window displays. Select **Just this instance** to save only this occurrence or select **All instances** to save all occurrences. Then select either **Save** or **Cancel**.
Delete a calendar entry?	1. Select the calendar entry. 2. Select **Menu > Delete** to permanently delete the calendar entry. **Note:** If the entry is a recurring event, the confirmation dialog contains choices to delete this instance or all instances.

Add tap-to-dial coding for a new calendar entry?	You can add special characters to customize the tap-to-dial functionality of telephone numbers within a calendar entry.
	
	You can use the characters "p" and "," (comma) as "pause" characters. In addition, the characters ";" (semicolon) and "x" will cause a user to be prompted before the characters which follow it are sent.
	
	Some examples of conference call number formats are shown below. The first examples pause between dialing the phone number and sending the access code:
	
	`(800)555-1234p123456#`
	`1-800-555-1234p123456#`
	
	`(800)555-1234,123456#`
	`1-800-555-1234,123456#`
	
	The next examples cause an Android device to prompt the user before sending the access code:
	
	`(800)555-1234;123456#`
	`1-800-555-1234;123456#`
	
	`(800)555-1234x123456#`
	`1-800-555-1234x123456#`

How do I decline a meeting I already accepted?

You can decline any meetings that you previously accepted using your Android device.

1. From the calendar view, open the entry of the meeting you want to decline.
2. Select **Menu > Decline**.
3. If the meeting is a recurring event, a dialog prompts you to either decline only this instance of the meeting or to decline all instances.

How do I respond to a meeting invitation on an Android device?

If a meeting invitation contains Accept and Decline options, then the meeting chair expects you to respond to the invitation. To perform advanced invitation features such as invitation delegation and proposing a new meeting time, use either the desktop Lotus Notes client or iNotes.

The following table describes meeting invitation icons.

Icon	Description
	Signifies a new invitation to which your response is requested.
	Indicates an information update to an existing meeting that has not yet been applied to your calendar.
	An existing meeting has been rescheduled to a new time and day and your response is requested.

	An existing meeting has been canceled and your response is requested.
	Indicates an invitation that you have accepted and to which the client is currently propagating the response to the chair.
	Indicates an invitation that you have declined and to which the client is currently propagating the response to the chair.
	Indicates an information update to an existing meeting, that has already been applied to your calendar.
	Indicates an attendee accepted your invitation to a meeting.
	Indicates an attendee declined your invitation to a meeting.
	Indicates an attendee tentatively accepted your invitation to a meeting.

Use the following steps to respond to a meeting invitation:

1. In your Inbox, open the meeting invitation.
2. Select **Menu**
3. Select one of the following:

Option	Description
Accept	Creates an email response addressed to the meeting chair notifying that you have accepted. A calendar entry is added to your calendar. The next time syncing takes place, busy time is updated with your new calendar entry.
Decline	Creates an email response addressed to the meeting chair notifying that you have declined.
Tentative	Creates an email response addressed to the meeting chair. Busy time is not updated.

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