



Sheraton Milwaukee Brookfield Hotel  
Milwaukee, WI  
August 24-26, 2011



**Midwest Lotus User Group Conference 2011**  
Expanding Your Community Through Social Collaboration

# Going Mobile with Notes and Domino

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Session: IA103

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# About Amy Hoerle

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- 1<sup>st</sup> “real” job was as an AS/400 administrator in 1997
- Worked on IBM Lotus Domino support team for 12 ½ years
- Specializing in Lotus products on IBM i & Windows since 1999
  - Installing, configuring, tuning, debugging and troubleshooting
- DAOS expert
- XPages development
- Author of numerous technotes, articles and the recently published “Optimizing Domino Administration” IBM Redbooks Wiki
- Blog
  - [www.bleedyellow.com/blogs/ilotusdomino](http://www.bleedyellow.com/blogs/ilotusdomino)
- Twitter
  - [iLotusDomino](#)



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## About Kim Greene

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- Owner of Kim Greene Consulting, Inc.
- Extensive iSeries background
- Services offered include:
  - System and application performance optimization
  - Administration
  - Upgrades
  - Troubleshooting
  - Health, performance, security, etc. checks
  - Migrations
  - Enterprise integration
- Technical writer & editor for Systems Magazine, System i Edition
- Blog
  - [www.bleedyellow.com/blogs/dominodiva](http://www.bleedyellow.com/blogs/dominodiva)
- Twitter
  - iSeriesDomino



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# Agenda

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- Why mobile matters
- Analyzing the data
- Devices
- Data access options
- An overview of the Traveler installation process
- Setting device security
- Configuring the device
- Managing the Traveler server
- Customer examples
- References



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# Why Mobile Matters

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## In the past ...

Only a few devices supported

Communication focused devices

Phone, mail, calendar, contacts, chat, SMS

Enterprise owned & controlled devices

## Today and tomorrow ...

Many device platforms & form factors (Smartphones, tablets, etc.)

Social and collaboration focused devices

Social collaboration, meetings, VoIP, video

“Bring your own device” – enterprise controls management & security policies



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# Mobile Data Needs

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What do your users want/need mobile access to?

- Mail
- Calendar
- To Dos
- Contacts
- Company Address Book
- Secondary Address Book
- Domino Applications



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# Are you on Mobile Overload?

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Android

Sprint

iPad

Web Browser

Nokia

Apple

iPhone

AT&T

BlackBerry Server

iPod

tablets

Verizon

iOS

BlackBerry

Windows  
Mobile

Lotus Traveler

Google

T-Mobile



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# Getting the Data

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## Data that can be synchronized

- Mail
- Contacts
- Calendar
- Notebook entries (Windows Mobile & Nokia)

## Data accessed from the server

- Company Directory
- Secondary Directories (requires directory assistance configured on the Traveler server)



# Planning

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## Create a Mobile Policy

- Company devices or BYOD
- Agree to secure devices
- Agree to remote wipe
- Anti-virus

## Plan for termination

- Removing data from device when terminated



# Server Requirements

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Domino Server (32 or 64 bit) running on

- Windows 2003 or 2008
- Red Hat Linux
- SUSE Linux

Minimum Additional Hardware Requirements

- 500MB Disk
- 512MB RAM



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# Server Requirements

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## Network Connectivity

- DMZ placement recommended
- Requires high speed network
- Port 80/443 must be available or open on the firewall

## Licensing

- Included in Notes Messaging CAL and Enterprise CAL
- Requires a Lotus Domino Server License



# Domino Preparations

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Domino requirements:

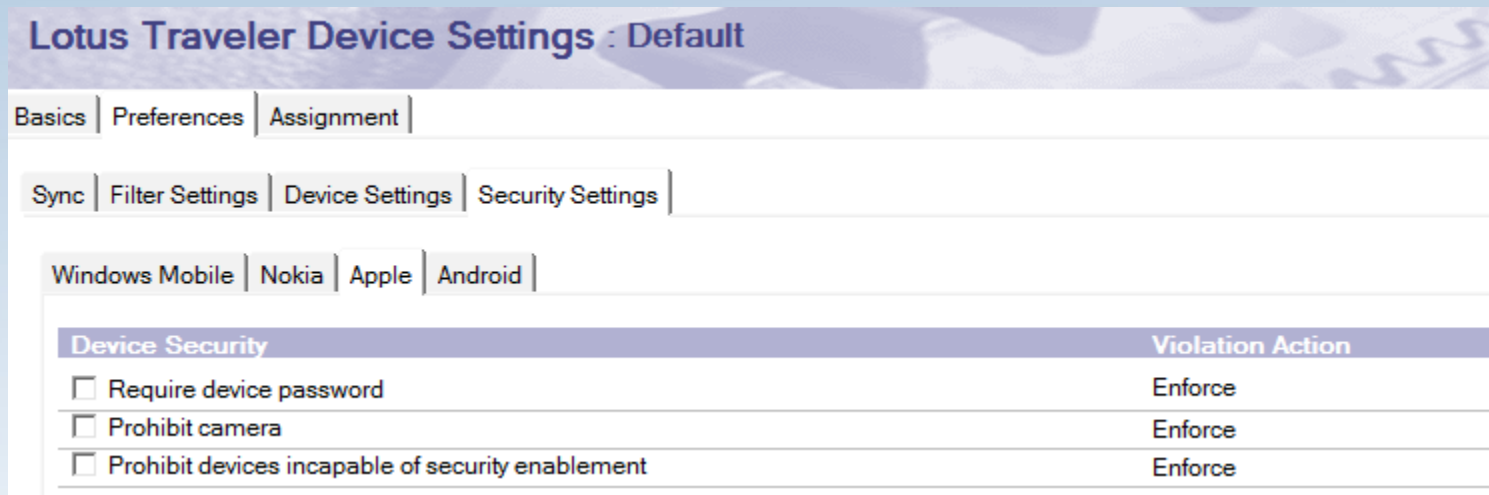
- Register an additional server
- Domino Directory using 8.5.2 template version
- Users must have an internet address and password specified in their person document
- Review existing DA configuration
  - Will DA need to be configured on Traveler server for authentication or directory lookups?
- Review existing mail server Security
  - New Traveler server must be able to access mail server
  - New Traveler server must have manager + delete access to mail files



# Security Planning

Decisions to make...

- Require VPN into network to access or use SSL connection?
- Use a self-signed certificate or purchase a 3<sup>rd</sup> party certificate?
- Which users will be allowed to access?
- Device password requirements?



The screenshot shows the 'Lotus Traveler Device Settings : Default' interface. It features a breadcrumb trail: Basics | Preferences | Assignment | Sync | Filter Settings | Device Settings | Security Settings. Below this, there are tabs for Windows Mobile, Nokia, Apple, and Android. The 'Device Security' section is active, displaying a table with two columns: 'Device Security' and 'Violation Action'. The table contains three rows, each with a checkbox and a corresponding violation action.

Device Security	Violation Action
<input type="checkbox"/> Require device password	Enforce
<input type="checkbox"/> Prohibit camera	Enforce
<input type="checkbox"/> Prohibit devices incapable of security enablement	Enforce



# Implementation: Phase 1

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- Install Operating System / Prepare Server
- Add host name to DNS
- Download the Required Code:
  - Domino 8.5.2
  - Domino 8.5.2 Fix Pack 3
  - Traveler 8.5.2
  - Traveler 8.5.2 Fix Pack 3 IF1
  - Traveler Hotfix 20110810\_1307

<https://www-304.ibm.com/support/docview.wss?uid=swg24019529>



## Implementation: Phase 2

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### Install Domino

- Install Domino 8.5.2 & 8.5.2 FP3 IF1 fixpack

### Configure Domino Server

- Verify server starts properly
- Configure Directory Assistance (if required)
- Create required connection documents for replication
- Configure SSL (if required)
- Configure session authentication (Single or multi-server)
- Test HTTP connectivity



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## Implementation: Phase 2

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### Install Traveler

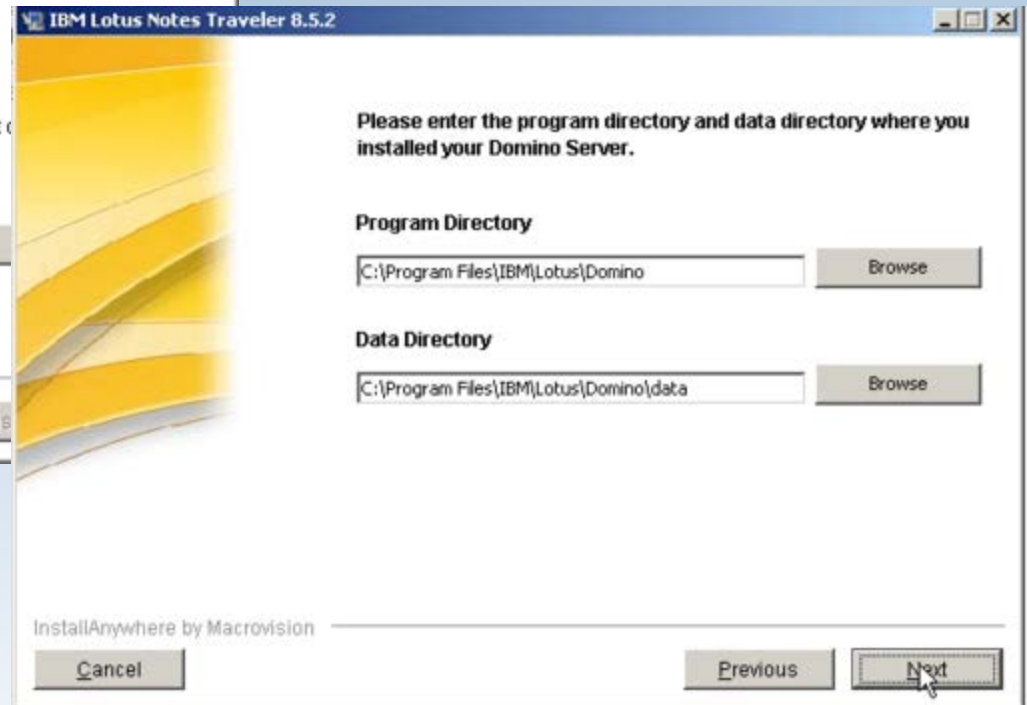
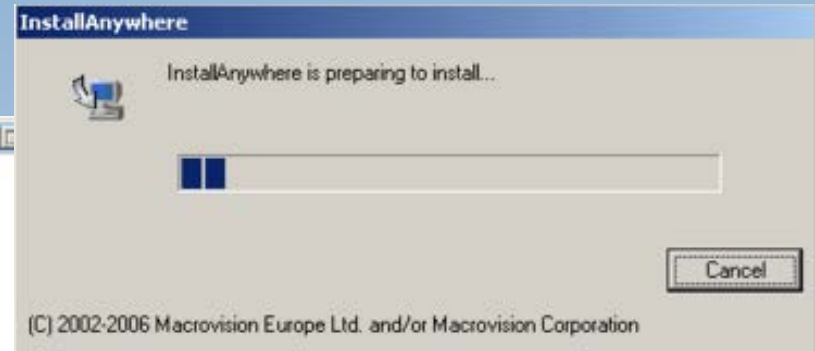
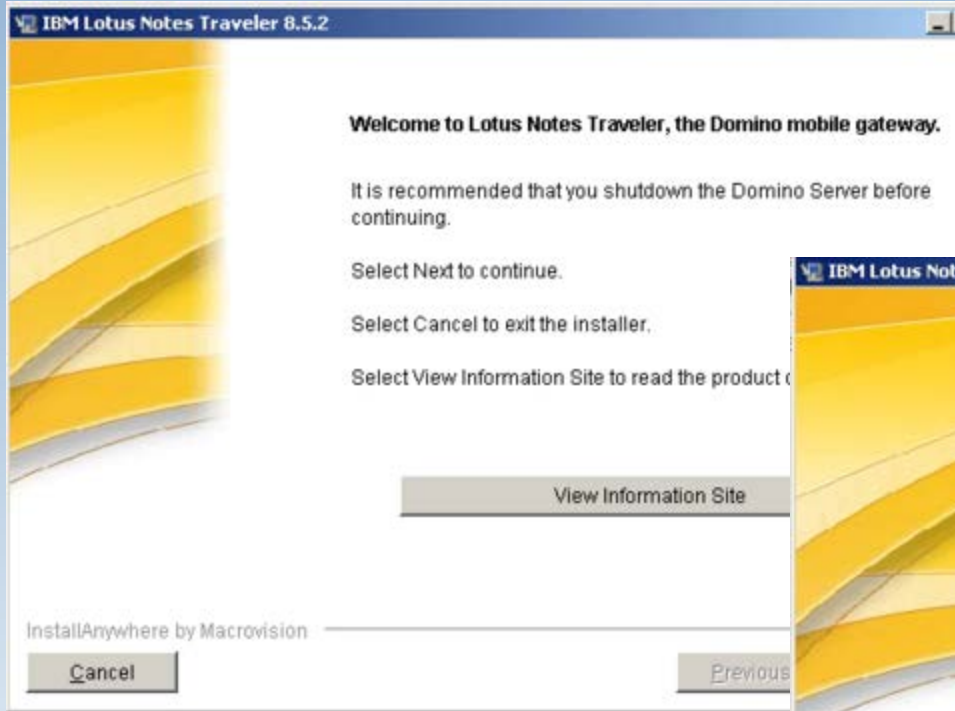
- End the Domino Server
- Install Traveler 8.5.2
- Install Traveler 8.5.2 Fix Pack 3
- Install Traveler hotfix

Warning: Read the readme (this is not a wizard)



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# Installing Traveler



Set /servlet/traveler as the home URL



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# Installing Traveler

## Traveler data and server changes

Basics | Security | Ports... | Server Tasks... | Internet Protocols... | MTAs... | Miscellaneous | Transactional Logging | Shared Mail | DAOS | Lotus Traveler | /

HTTP | Domino Web Engine | DIIOP | LDAP

Basics	Mapping
Host name(s): mobile.highlinerfoods.com	Home URL: /servlet/traveler
Bind to host name: Disabled	HTML directory: domino\html
DNS lookup: Disabled	Icon directory: domino\icons
DNS lookup cache: Enabled	Icon URL path: /icons
DNS lookup cache size: 256	CGI directory: domino\cgi-bin

HTTP | Domino Web Engine | DIIOP | LDAP

HTTP Sessions	Java Servlets
Session authentication: Single Server	Java servlet support: Domino Servlet Manager
Idle session timeout: 30 minutes	Servlet URL path: /servlet
Force login on SSL: Yes	Class path: domino\servlet
Maximum active sessions: 1000	Servlet file extensions:

servlets.properties file automatically updated via the install



## Implementation: Phase 3

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### Starting the Server:

HTTP Server: Using Web Configuration View

JVM: Java Virtual Machine initialized.

HTTP Server: Java Virtual Machine loaded

Lotus Traveler: Server starting...

HTTP Server: DSAPI Domino Off-Line Services HTTP extension  
Loaded successfully

Servlet engine initialization was successful

HTTP JVM: com.lotus.sync.servlet.TravelerServlet: init

HTTP JVM: Traveler 8.5.2.3 Build 201107280608

Starting replication with server MyServer/KimGreene

Pulling customers.nsf from MyServer/KimGreene customers.nsf

**Lotus Traveler: Server started.**



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**Basics**

Maximum Memory Size:	512 MB
IPC Socket Ports:	50125 50126
External Server URL:	https://traveler.kimgreene.com/servlet/traveler

**Lotus Traveler Access**

Access server:	<input checked="" type="checkbox"/> users listed in all trusted directories
Not access server:	<b>Terminations</b>
Remote user commands:	Disabled
User managed security:	Enabled

**Log Settings**

Logging Level:	Informational
Obsolete as of Domino 8.5.2	Off
SyncML Logging:	
Package Log Filter:	*
Maximum File Size:	50 MB
Maximum Number of Activity Log Files:	10
Fields Logged - Privacy:	Subject; Location; Address; Phone Number

**Auto Sync Settings**

Monitor Polling Interval:	3 seconds
Port for TCP Connections:	8642
Heartbeat Algorithm:	Indefinite Detection

## Server Document Changes

1. Set External URL
2. Define user access

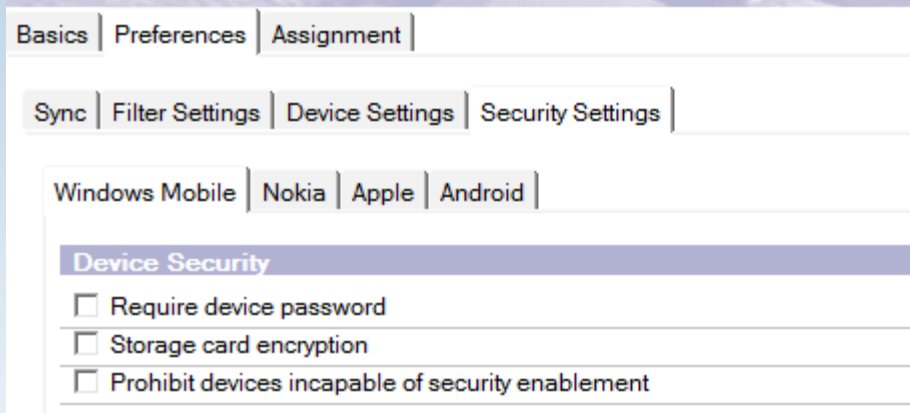


# Setting Device Security

## Configure device security:

- Open Domino Administrator
- Messaging → Mail Tab
- IBM Lotus Traveler → Device Settings

Note: Only 1 default document for the Traveler server



Basics | Preferences | Assignment

Sync | Filter Settings | Device Settings | Security Settings

Windows Mobile | Nokia | Apple | Android

Device Security	Violation Action
<input type="checkbox"/> Require device password	Report
<input type="checkbox"/> Storage card encryption	Report
<input type="checkbox"/> Prohibit devices incapable of security enablement	Enforce

## Lotus Traveler Device Settings : Default

Basics | Preferences | Assignment

Sync | Filter Settings | Device Settings | Security Settings

### Mail Filters:

Email Body Truncation:  Enabled  KB

Maximum Email Attachment Size Allowed - Administrator  KB

Email Attachments:  Enabled

Email Attachment Size:  KB

Email Date Filter:  Enabled

Email Importance:  High Importance Only

### Other Filters

#### Calendar Date Filter:

Past Events:  Enabled

Future Events:  Enabled

Journal Date Filter:  Enabled

ToDo Status:  Incomplete Status Only



# Restricting Device Types by customizing NTSCConfig.xml

- **AS\_PROTOCOL\_VERSIONS:** specifies the ActiveSync Protocol versions that the server supports (choices are 2.5, 12.0, 12.1).
  - For example, to prohibit Apple 2.x devices specify  
`<PROPERTY NAME="AS_PROTOCOL_VERSIONS" VALUE="12.0,12.1"/>`
- **AS\_PROVISION\_EXEMPT\_USER\_AGENT\_REGEX:** devices that are exempt from using the ActiveSync Provision command
  - Provision command required to enforce security and allow remote wipe (Default is that none are exempt)
- **ALLOWED\_USER\_AGENT\_REGEX:** The User-Agent HTTP headers that are allowed to sync data
  - For example, to allow only Apple and Android specify:  
`<PROPERTY NAME="ALLOWED_USER_AGENT_REGEX" VALUE="(Lotus Traveler Android) | (Apple)"/>`

[http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Restricting\\_access\\_by\\_device\\_category\\_LNT8521](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Restricting_access_by_device_category_LNT8521)



# Implementation: Phase 3

## Set Exceptions via Traveler Policy

Mail Filters:		How to apply this setting:	Inherit from parent policy:	Enforce in child policies:
Email Body Truncation:	<input checked="" type="checkbox"/> Enabled 5K	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Maximum Email Attachment Size Allowed - Administrator	4000 KB	<input type="checkbox"/> Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Email Attachments:	<input type="checkbox"/> Enabled	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Email Attachment Size:	100 KB	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Email Date Filter:	<input checked="" type="checkbox"/> Enabled 1 Week	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Email Importance:	<input type="checkbox"/> High Importance Only	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Other Filters		How to apply this setting:	Inherit from parent policy:	Enforce in child policies:
Calendar Date Filter:				
Past Events:	<input checked="" type="checkbox"/> Enabled 1 Week	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Future Events:	<input checked="" type="checkbox"/> Enabled 3 Months	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Journal Date Filter:	<input checked="" type="checkbox"/> Enabled 1 Week	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
ToDo Status:	<input checked="" type="checkbox"/> Incomplete Status Only	Don't set value	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce





# Implementation: Phase 3

Check device settings if prior to 8.5.2

## Lotus Traveler Settings : Lotus Traveler Server Settings

Basics | Preferences | Comments | Administration |

Sync | Filter Settings | Device Settings | Security Settings |

Logging Settings		How to apply this setting:	Inherit from parent policy:	Enforce in child policies:
Device Logging:	Off ▾	Don't set value ▾	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Maximum Device Log File Size:	2000 ▾ KB	Don't set value ▾	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce

### Advanced Settings

The following settings are obsolete as of Domino 8.5.2. They are used for compatibility with prior versions only:

Auto Sync Network:	TCP Network ▾	Don't set value ▾	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce
Low Battery Threshold:	20 ▾ percent	Don't set value ▾	<input type="checkbox"/> Inherit	<input type="checkbox"/> Enforce



# The Traveler Servlet (From a browser)

The screenshot shows the Lotus Notes Traveler user status page for Amy Hoerle/Kim Greene Consulting. The page includes a status message, a section for configuring a device, and links to manage security, notes ID, and report a problem. A callout box on the right highlights the 'Download IBM Lotus Mobile Installer' section, which lists links for Nokia Series 60 (Symbian OS), Windows Mobile 6.0/6.1/6.5, and Android. An orange arrow points from the 'Select an IBM Lotus Mobile Installer' link to the callout box.

**Lotus. Traveler** **IBM.**

## User Status (Amy Hoerle/Kim Greene Consulting)

**Lotus Notes Traveler server is available.**

**SPH-D700: Online and no sync requests from the server are pending.**

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## Configure your Device

Your device could not be automatically identified, so you need to download IBM Lotus Mobile Installer for your Nokia Series 60 (Symbian OS), Touch/iPad device.

[Select an IBM Lotus Mobile Installer.](#)

[Generate an Apple Profile.](#)

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## Manage Security

Manage security for the user's devices.

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## Manage the Notes ID

Your Notes ID, a file that your administrator creates, allows you to encrypt, decrypt, :

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## Report a Problem

Report a problem with Lotus Notes Traveler to your server administrator.

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Last updated: Thursday, August 18, 2011 1:12:17 PM EDT  
Lotus Notes Traveler Version: 8.5.2.1 Build 201012031608  
[Refresh](#)

**Lotus. Traveler** **IBM.**

## Download IBM Lotus Mobile Installer

[Nokia Series 60 \(Symbian OS\)](#)

[Windows Mobile 6.0/6.1/6.5](#)

[Android](#)

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# User Security Options



## Manage Security (Amy Hoerle/Kim Greene Consulting)

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**Device: SPH-D700 (Android\_57a7a27d46bdaf84)**

### Status

**No security actions are pending.**

### Request Security Action

[Wipe Device and Storage Card](#) - Resets the device to the factory default state (erases everything on the device), erases e

[Wipe Application and Storage Card](#) - Erases all Lotus Notes Traveler client software and data from the device, erases e

[Wipe Device](#) - Resets the device to the factory default state (erases everything on the device) and prevents the device from

[Wipe Application](#) - Erases all Lotus Notes Traveler client software and data from the device and prevents the device from

[Wipe Storage Card](#) - Erases everything on the storage card and prevents the device from synchronizing with the server.

[Deny Access](#) - Prevents the device from synchronizing with the server.

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Last updated: Thursday, August 18, 2011 1:14:22 PM EDT

Lotus Notes Traveler Version: 8.5.2.1 Build 201012031608 (mail.sga.com)

[Refresh](#)

[Lotus Notes Traveler User Home Page](#)



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# Configuring the Device / Installing Traveler

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Tip: Upgrade the firmware of the device before you start

## Installing on an Apple Device:

[http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Demo\\_Installing\\_Lotus\\_Notes\\_Traveler\\_on\\_Apple\\_devices](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Demo_Installing_Lotus_Notes_Traveler_on_Apple_devices)

## Installing on an Android Device:

[http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Video\\_Installing\\_IBM\\_Lotus\\_Notes\\_Traveler\\_on\\_your\\_Android\\_device](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Video_Installing_IBM_Lotus_Notes_Traveler_on_your_Android_device)

## Installing on a Windows Mobile Device:

<http://www-10.lotus.com/ldd/dominowiki.nsf/dx/installing-lotus-notes-traveler-on-a-windows-mobile-device>

## Installing on a Nokia Device:

<http://www.youtube.com/watch?v=YQnpmZHzn5k>



# Managing the Traveler Server: Phase 4

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- Invoking Traveler command help
  - **tell traveler help**
- Starting the Traveler server
  - **Load traveler**
- Stopping the Lotus Traveler server
  - **tell traveler shutdown**
    - Waits for any pending syncs to complete
  - **tell traveler quit**
    - Ends immediately
- Restarting the Traveler server
  - **restart task traveler**



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# Managing the Traveler Server: Phase 4

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- View information for a specific user
  - **Tell traveler show firstname lastname**
- Display users currently synchronizing with the server
  - **tell traveler showActive**
- Show number and list of registered users
  - **tell traveler showUsers**
- Show Lotus Traveler server statistics
  - **Tell traveler stat show**
- Display status of all users and devices
  - **tell traveler security allstatus**



# Examples

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## tell traveler show HTC Thunderbolt

**Lotus Traveler has validated that it can access the database mail/hthunder.nsf.**

**Encrypting, decrypting and signing messages are enabled because the Notes ID is in the mail file or the ID vault.**

Canonical Name: CN=HTC Thunderbolt/O=KGCI

Internet Address: HThunderbolt@kimgreene.com

**Mail Server (Home): CN=Mail1/O=KGCI**

**Mail File (Home): mail/hthunder.nsf**

Mail Server (Current): CN=Mail1/O=KGCI Release 8.5.2FP1

Mail File (Current): mail/hthunder.nsf

**Mail File Replicas: [CN=Mail1/O=KGCI, mail/hthunder.nsf]**

Notes ID: Mail File does not contain the Notes ID.

Auto Sync User State: Online

Last Prime Synchronization: Wednesday, August 17, 2011 1:55:58 PM EDT

Banned Documents: 0

Devices:

Device ID: Android\_d3d8f5322bd41ab8

Device Description: DROID X2:2.3.3:1.0.0.1



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# Managing the Traveler Server: Phase 4

- Deleting a Traveler user
  - `tell traveler delete * username`
  - `Tell traveler security delete * username`

Lotus Traveler	User Name ◇	User State ◇	Mail Server ◇	Mail File
Device Security	Apple iPad/	Online		mail/aiopad.nsf
Device Settings	htc droid/	Offline		mail/hdroid.nsf
Devices	HTC Thunderbolt/	Online		MAIL/hthunder.nsf
Users		Online		mail/

**Note:** Do not delete documents directly from the traveler database (LotusTraveler.nsf).

**Note:** Users automatically removed after 30 days without a sync request.





# Traveler Performance

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## Memory

- `NSF_BUFFER_POOL_SIZE_MB=256`

## Threads

- HTTP threads = # of devices X 1.2

## Authentication

- Enable session authentication
  - Prevents authentication for every device to server communication
  - Could cause install problems on the device

[www-10.lotus.com/ldd/dominowiki.nsf/dx/Lotus\\_Notes\\_Traveler\\_and\\_Domino\\_Session\\_Authentication](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Lotus_Notes_Traveler_and_Domino_Session_Authentication)

[www-10.lotus.com/ldd/dominowiki.nsf/dx/Tuning\\_performance\\_of\\_the\\_server\\_LNT8521](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Tuning_performance_of_the_server_LNT8521)



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## Customer Story - Hyatt Hotel

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- “Mobilizing hotel staff with iPad lets them get out from behind the desk and in front of the guests.”
  - *John Prusnick, Directory of IT Innovation & Strategy*
- “You can write up notes during a meeting, automatically make a PDF, and email it. In our office, iPad has already become part and parcel of the way we do business” .
  - *John Wallis, Global Head, Marketing & Brand Strategy*
- “Hyatt is confident that our deployment of iPad meets security requirements. It’s fast, It’s secure, and its’ easy to use” .
  - *John Prusnick, Director of IT Innovation & Strategy*



# Customer Story – General Motors

- **Challenge:**
  - Employees needing to take technology and use to their advantage without being tied to the desktop
- **Solution:**
  - Lotus Traveler



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# References

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## Lotus Notes Traveler Product Page

- <http://www.ibm.com/software/lotus/products/notes/traveler.html>

## Lotus Notes Traveler Support site

- <https://www-304.ibm.com/support/docview.wss?uid=swg24019529>

## Lotus Notes Traveler Wiki

- <http://www-10.lotus.com/ldd/dominowiki.nsf/xpViewCategories.xsp?lookupName=Lotus%20Notes%20Traveler%208.5.2%20Documentation>

## Restricting access by device category

- [http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Restricting\\_access\\_by\\_device\\_category\\_LNT8521](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Restricting_access_by_device_category_LNT8521)



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# References

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## Lotus Traveler console commands

- [http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/index.jsp?topic=/com.ibm.help.Int851.doc/Administering\\_IBM\\_Lotus\\_Notes\\_Traveler\\_Server.html](http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/index.jsp?topic=/com.ibm.help.Int851.doc/Administering_IBM_Lotus_Notes_Traveler_Server.html)

## Planning device security

- [http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Planning\\_for\\_security\\_LNT8521](http://www-10.lotus.com/ldd/dominowiki.nsf/dx/Planning_for_security_LNT8521)



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Thank You!

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Questions?



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