

Traveler User Simulation

Introduction

Starting with IBM Notes Traveler 9.0.0.11F2, it is possible to get automated confirmation e-mails whenever a mail delivery to a mobile device was successful. There are certain settings which you need to configure on the Traveler Server in order to use this functionality

<http://www-10.lotus.com/ldd/dominowiki.nsf/page.xsp?documentId=05438B514297F00D85257C0D004AED9E&action=openDocument&SessionID=05F010F04C22EA196649D6926812C818F8A9FC51>

GreenLight can help you to monitor this mail delivery and to trigger alerts in case the delivery to the end-users mobile device fails.

Configuration

-Create a Domino *Mailflow Analysis Sensor*

-Configure the Sensor

The screenshot shows the configuration page for a 'Traveler Simulation' sensor. The 'Name' field is 'Traveler Simulation' and 'Enabled' is checked. The 'Settings' tab is selected, showing the following configuration:

- Mail Gateway: cronus.panagenda.com
- Mail Recipients: stefan.fried@panagenda.com
- Check Target DB: mailin\bottecho.nsf
- Delay creation by: 590 s
- Timeout: 300 s
- Size of attachment: 1 MB
- Purge after run: checked
- Override sender: checked (with a warning icon)
- Mail Sender: _bot_travelerecho@panagenda.com
- Prefix Subject: <\$Confirm>

-Mail Recipient is the name to whom GreenLight should send automatically e-mails

-Check Target DB is the destination where the Confirmation e-mails are delivered (so that's the mailbox of the traveler bot itself)

-Select Override sender because you want to use a dedicated Notes user (and not the GreenLight User ID which is used on the GreenLight Backend Notes Client)

-As a Subject Prefix just set "<\$Confirm>"
(there are also other settings available - please check IBM link above)

-On the Targets you specify the Domino Mail Server where Target DB resides (mailin\bottecho.nsf)

-Schedule it to e.g. every 15 min

-SAVE/CLOSE

In addition to the GreenLight configuration you need to adjust the notes.ini of the IBM Traveler server so that a confirmation e-mail is sent to the sender. (you specify a list of mail accounts which are allowed to trigger mail confirmations)

e.g.

set config NTS_MAIL_DELIVERY_CONFIRMATION_SENDERS=_bot travelerecho/panagenda

Important: An Enduser device for the defined Mail Recipient (e.g. stefan.fried@panagenda.com) needs to be online, otherwise the simulation will fail.

If the mail delivery is unsuccessful a confirmation e-mail is not being triggered. In that case this would be an evidence that the Mobile Device has issues with the traveler connectivity.

Conclusion

The MailFlow Sensor offers you a powerful way to monitor your Traveler communication - End2End