Rescue Administrators Guide

Contents

Setting up Administration Center Fundamentals

The Administration Center Organization Tree is where Administrators configure Rescue to match their support organization. Once the organization is set up, the Organization Tree offers a clear representation of the structure, and makes it easy to select existing organization members and channels, and make changes.

The configuration of the Organization Tree is a clear pre-requisite to using Rescue in an efficient and organized way. It is typically performed by (Master) Administrators before any real support activity can take place. This initial configuration consists of a logical sequence of setup tasks, which is best performed by following end-to-end instructions detailed *here* regarding the following topics:

Setting up Your Organization

About the Organization Tree

The Organization Tree is where you configure to match your support organization. It is displayed in the left panel of the Administration Center interface.

Once you have set up your organization, the Organization Tree offers a clear representation of your structure and makes it easy to select existing organization members and channels, and to make changes with a simple drag-and-drop motion.

Tip: To achieve optimal performance, close all items on the Organization Tree that you are not currently using. This is particularly important for very large accounts.

Expand/Collapse branches	Branches can be expanded/collapsed by clicking +/-
Search	Enter text in the search field to search for a group, technician, or any other unit in your organization.
Drag-and-Drop	Certain items of the Organization Tree can be dragged and dropped items within the tree. For example, Administrators can be assigned to a Technician Group by dragging them into the group. Technicians and Technician Groups can also be easily moved and assigned using the drag-and-drop facility.
Right-click menu	Right-click any item in the tree brings to open a shortcut menu. The available selections in the menu change depending on your user role and the item you are clicking.
Dynamic relationship with the Workspace	Selecting an item on the organization tree opens the relevant form in the Workspace (the right pane).

Select Technician Group 1 in the Organization Tree and select the Settings tab. The Settings for Technician Group 1 are displayed on the Local Setting tab.

Next, select Technician 2. The Settings for Technician 2 are displayed on the Settings tab.

Next, if you select the Sessions tab, the session information for Technician 2 is displayed in the Sessions tab.

How to Add a Master Administrator

Master Administrators have complete control over all areas of the Administration Center. They are the only users with access to the Global Settings tab.

This option is only available to Master Administrators.

1. Right-click **Master Administrators** on the Organization Tree.
2. Click **Create Master Administrator**.
   A new Master Administrator is added to the Organization Tree.
3. Make sure the user you want to work with is selected on the Organization Tree and click the **Organization** tab.
   The Configuration page is displayed.
4. Edit the following options:

Option	Description
Name	The user's name as it will be displayed on the Organization Tree and in the Technician Console, if licensed.
Email	The email address the user will use to log in to LogMeIn Rescue.
Single Sign-On ID	The identification number the user will use to log on if Single Sign-on is active.
Description	This is for your own reference.
New password	The password the user will use to log in to LogMeIn Rescue.  **Note:** To require the user to change this password when they first log in, make sure the **Admin password changes force user to change password at next logon** option is selected under the **Password policies** section of the **Global Settings** tab.
Minimum password strength	The minimum required password strength as set on the **Global Settings** tab under **Password Policies**.

5. Under **Status**, select **Enabled** to activate the user.
6. Click **Save changes**.

How to Add an Administrator

Administrators manage technicians and Technician Groups, generate reports, and more.

This option is only available to Master Administrators.

Administrator Characteristics:

- Maintains all assigned technicians and Technician Groups
- Disables any technicians and Technician Groups if necessary
- Generates reports
- Configures support channels for assigned Technician Groups
- Can be assigned to multiple Technician Groups

- Can perform all functions of a technician (if licensed)

1. Right-click the location in the organization where you want to add the new Administrator and click **Create administrator**.
   - To add the new administrator at the Administrators root-level, right-click **Administrators** on the Organization Tree
   - To add the new administrator as a member of an existing Administrator Group, right- click the chosen group on the Organization Tree

   A new administrator is added to the Organization Tree at the chosen location.
2. Make sure the user you want to work with is selected on the Organization Tree and click the **Organization** tab. The Configuration page is displayed.
3. Edit the following options:

Option	Description
Name	The user's name as it will be displayed on the Organization Tree and in the Technician Console, if licensed.
Email	The email address the user will use to log in to LogMeIn Rescue.
Single Sign-On ID	The identification number the user will use to log on if Single Sign-on is active.
Description	This is for your own reference.
New password	The password the user will use to log in to LogMeIn Rescue.  **Note:** To require the user to change this password when they first log in, make sure the **Admin password changes force user to change password at next logon** option is selected under the **Password policies** section of the **Global Settings** tab.
Minimum password strength	The minimum required password strength as set on the **Global Settings** tab under **Password Policies**.

4. Under **Status**, select **Enabled** to activate the user.
5. Click **Save changes**.

 **Tip:** To assign the user to a group (or groups), drag the user's icon to a target group.

How to Create an Administrator Group

An Administrator can belong to one Administrator Group at any time. You can include Administrator Groups within Administrator Groups.

This option is only available to Master Administrators.

1. Right-click the location in the organization where you want to add the new Administrator Group and click **Create group**.
   - To add the new Administrator Group at the Administrators root-level, right-click **Administrators** on the Organization Tree
   - To add the new Administrator Group as a sub-group of an existing Administrator Group, right-click the chosen group on the Organization Tree

   A new Administrator Group is added to the Organization Tree at the chosen location.

Note: Pay special attention to the **Show Technician Groups only to assigned Administrators** global setting which must be used in order to prevent the admin seeing the rest of the groups they are not assigned to.

2. Enter a **Group name** and **Description**.
3. Under **Status**, select **Enabled** to activate the group.
4. Set group permissions.

Option	Description
Standard administrator rights	When **Standard administrator rights** is selected, group members can administer technicians and access both the Administration Center and the Command Center.
Restricted administrator rights	When **Restricted administrator rights** is selected, at least one sub-option must be selected: • Select **Grant access to Command Center** to allow group members to access the Command Center. • Select **Grant access to Administration Center > Reports** to allow group members to access the Reports tab in the Administration Center. • Select **Grant access to Administration Center > CallingCard** to allow group members to access the CallingCard tab in the Administration Center. • Select **Grant access to Administration Center > Channels** to allow group members to access the Channels tab in the Administration Center. • Select **Grant access to Administration Center > Global Settings** to allow group members to access the Global Settings tab in the Administration Center. • Select **Grant access to Administration Center > Resources** to allow group members to access the Resources tab in the Administration Center. • Select **Grant access to Administration Center > Account** to allow group members to access the Account tab in the Administration Center. **Note:** No other tabs are visible in the Administration Center if only one sub-option is selected.

5. Click **Save changes**.

When the administrator logs in they will now see a restricted view of the Administration Center with functions limited to the tabs they can access.

How to Create a Technician Group and Assign Permissions

Master Administrators can create Technician Groups anywhere in the organization, while administrators can only create groups under Technician Groups to which they are assigned. Master Administrators can lock permissions so they cannot be changed by an Administrator.

1. Right-click the location in the organization where you want to add the new Technician Group and click **Create group**.
   - To add the new Technician Group at the Technician Group root-level, right-click **Technicians** on the Organization Tree
   - To add the new Technician Group as a sub-group of an existing Technician Group, right-click the chosen group on the Organization Tree

A new Technician Group is added to the Organization Tree at the chosen location.

2. Enter a **Group name** and **Description**.
3. Under **Status**, select **Enabled** to activate the group.
4. Set group permissions.

Permission	Description
Chat	Enables chat at session start. See *About Chat Permissions* on page 12.
Allow chat enable/disable by Technician	Allows group members to enable or disable chat. See *About Chat Permissions* on page 12.
Launch remote control	Allow group members to initiate a remote control session during any active session.
Launch desktop viewing	Allow group members to initiate a Desktop Viewing Session during any active session.
Send files	Allow group members to send files to a customer during any active session.
Receive files	Allow group members to receive files from a customer during any active session.
Access File Manager tab	Allow group members to access the File Manager tab in the Rescue Technician Console during any active session. **Note:** The actual capability to send/receive files depends on the **Send files** and **Receive files** permissions; therefore, when the **Access File Manager tab** permission is denied, group members may still be able to send/receive files. When the **Manage files** permission is selected, group members will be allowed to manage a customer's files during any active session.
Send URLs	Allow group members to send a URL that will open on the customer's device during any active session.
View system information	Allow group members to view the customer's system information during an active desktop or mobile session. Not applicable to Click2Fix.
Reboot	Allow group members to reboot the customer's device during an active session.
Record sessions	Allow group members to make a screen recording of any session. When **only with customer consent** is selected, group members will only be allowed to record a customer's screen with the customer's consent. Customers will always be prompted to grant the technician permission, even when **Use single prompt for all permissions** is enabled.
Start private sessions	Allow group members to start a session using a private method (PIN Code, Link, SMS with Rescue+Mobile, Calling Card).
Use single prompt for all permissions	Customers will be asked only once to grant the technician permission to perform remote actions. Otherwise, the customer will be prompted each time the technician attempts an action.
Transfer sessions	Allow group members to transfer a session to a valid member of the organization. You have the following options: • **to any technician** allows technicians to transfer sessions to any other technician in the organization.

Permission	Description
	• **to specific technician groups or channels** allows technicians to transfer sessions to selected Technician Groups and channels.
Hold sessions	Allow group members to place sessions on hold.
Request Windows credentials	Allow group members to request a customer's Windows credentials during an active session.
Allow clipboard synchronization	Allow group members to synchronize the customer's clipboard to their own. Anything copied on one machine is automatically available to be pasted on the other.
Deploy the Calling Card	Allow group members to deploy the Calling Card Applet to the customer's desktop.
Allow screen sharing with customers	Allow group members to be able to share their desktop with customers.
Send collaboration invitations	Allow group members to be able to invite other technicians to an active session. You have the following options: • **to any technician** allows technicians to invite any other technician in the organization. • **to specific technician groups** allows technicians to invite members of the selected Technician Groups.
Invite external technicians	Allow group members to collaborate on a session with individuals who are external to your Rescue organization. External technicians do not need to have a Rescue subscription of their own. That is, they are not configured as users in your Rescue account. You have the following options: • **anyone can be invited** allows technicians to send an invitation to any email address. • **only approved** allows technicians to invite only approved individuals who have been added to External Technician Groups.
Inline editing of Queue	Allow group members to edit Custom Fields during a session.
Script deployment	Allow group members to deploy scripts to the customer's system.
Run embedded scripts	Allow group members to manually run embedded scripts by clicking the **Run Script** button on the Technician Console **Reboot** tab.
Unattended access	Unattended access allows a technician to connect to a remote computer when no user is present. Allow group members to request permission to be able to access the customer's computer when the customer is not present and to start unattended sessions.
Connect On LAN	Allow group members to connect to unattended computers on the local area network. No customer interaction required.
Configure mobile device settings	Allow group members to manage mobile device settings using the Device Configuration tab in the Technician Console. Not applicable to Click2Fix.
Click2Fix for mobile	When selected, all sessions with a mobile device will default to the Click2Fix tab.
Classic display for mobile	For mobile sessions, activate the legacy Customer Display tab.

Permission	Description
Rescue Lens	Allow group members to start Rescue Lens sessions. With Rescue Lens, customers can use their mobile device to stream live video to a technician.
Screen capture	Allow group members to capture images of the customer's screen during a session.

5. Click **Save changes**.

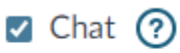
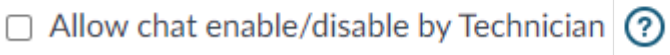
Hiding Disabled Features

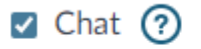
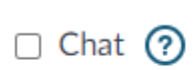
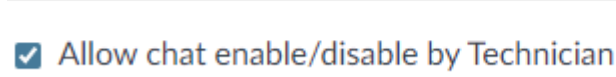
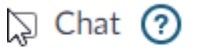
To ensure that technicians can focus on the right tools for the job, the Technician Console hides certain tabs and buttons when a technician does not have permission to use the associated feature.

To hide this...	Deny this permission on the Organization tab…
Launch Remote Control Session button on Customer Desktop tab	Launch remote control
Launch Desktop Viewing button on Customer Desktop tab	Launch desktop viewing
File Manager tab	Access File Manager tab or Send files, Receive files, and Manage files
System Info tab	View system information
Reboot tab	Reboot
Calling Card tab	Deploy the Calling Card
Scripts tab	Script deployment and Run embedded scripts
Unattended Access tab	Unattended Access
Device Configuration tab	Configure mobile device settings
Customer Display tab for mobile sessions	Classic display for mobile
Click2Fix tab for mobile sessions	Click2Fix for mobile

About Chat Permissions

An administrator sets a Technician Group's permission to use the Enable/Disable Chat feature on the Organization tab.

	Select only **Chat** to enable Chat at session start.
	

	Select **Chat** plus **Allow chat enable/disable by technician** to enable Chat at session start and allow technicians to toggle Chat during the session.
	
	Select only **Allow chat enable/disable by technician** to disable Chat at session start, but allow technicians to toggle Chat during the session.
	
	When neither option is selected, Chat is disabled at session start, and technicians are not allowed to toggle Chat during the session.
	

Note: The above settings apply to sessions started by running the Applet. Chat is always enabled for Instant Chat sessions.

How to Add Technicians

Master Administrators can add technicians to any Technician Group in the organization, while Administrators can only add technicians to groups to which they are assigned.

How to Add a Technician

Technician permissions are inherited from the Technician Group.

1. Right-click the Technician Group to which you want to add the technician and click **Create technician**.
2. Make sure the user you want to work with is selected on the Organization Tree and click the **Organization** tab. The Configuration page is displayed.
3. Edit the following options:

Option	Description
Name	The user's name as it will be displayed on the Organization Tree and in the Technician Console, if licensed.
Nickname	The user's name as it will be displayed to the customer during a session. Example: *[10:46 AM] Chat session established with Nickname*.
Email	The email address the user will use to log in to LogMeIn Rescue.
Single Sign-On ID	The identification number the user will use to log on if Single Sign-on is active.

Option	Description
Description	This is for your own reference.
New password	The password the user will use to log in to LogMeIn Rescue. **Note:** To require the user to change this password when they first log in, make sure the **Admin password changes force user to change password at next logon** option is selected under the **Password policies** section of the **Global Settings** tab.
Minimum password strength	The minimum required password strength as set on the **Global Settings** tab under **Password Policies**.

4. Under **Status**, select **Enabled** to activate the user.
5. Click **Save changes**.

Tip: To move a technician to another group, select a technician on the Organization Tree and drag it to the desired Technician Group or use the **Move to Technician Group** drop-down list on the Configuration page.

How to Import Technicians from a File

Master Administrators can import technicians "in bulk" by uploading a CSV or JSON file.

Note: During the below procedure, you will be required define a password for each technician that you import. As a best practice, before you perform the import, we recommend that you enable a setting that will require the technician to change this initial password when they first log in. To do so, make sure the **Admin password changes force user to change password at next logon** option is selected under the **Password policies** section of the **Global Settings** tab in the Administration Center.

1. Log in to your Rescue account. On the **My Account** page, click **Import technicians**.

   Note: For detailed information about requirements related to the CSV or JSON files, you can download example files from the **Import technicians** page.

   To change the delimiter used in the example file, follow the below instructions.

   - *Windows*
   - *Mac*

2. Select the Technician Group to which you want to import technicians by starting to type the name of the group in the **Search technician group...** field.

   Fastpath: If the uploaded file contains valid Technician Group IDs for each line, you may leave this field empty.

3. Click **Upload file** to choose the CSV or JSON file from your source.
4. Click **Start import**.
   Import starts. When the process ends, the **Import Summary** is displayed listing all the successful or failed import items.

Note: The CSV or JSON file must meet the following requirements.

- All column headers are required and MUST remain in their original order in the file.
- The following fields are required and each row must contain data as part of the import:
  - `Name`
  - `Email address`
  - `Password`
  - (technician is) `Enabled`
  - (has) `Standard License`
  - (has) `Mobile License`

- If you set all users to be imported into the same Technician Group (by selecting a global group), you can leave the Tech Group ID column blank.

  Remember: The column header must remain in the original order.

- If you select a global Tech Group, Tech Group IDs in the file will be ignored during the import.
- Each import file is limited to a maximum of 500 users.

How to Synchronize a Rescue Technician Group with Azure Active Directory User Groups

Master Account Holders can import Azure Active Directory users as technicians into their organization. Key user data in will be automatically updated when those change in the Azure Active Directory.

1. Generate a service token and default password for new users in the Admin Center.
   a) Select the **Global Settings** tab.
   b) To generate a service token, click **Generate and Copy** under **Active Directory Synchronization**.
   A service token is generated and copied to your clipboard.
   c) Define the default password you want your new technicians to use for their first login.

   Note: Users are required to change this password upon their first login.

   d) At the bottom of the page click **Save**.
2. Download and extract the server application.
   a) In the Rescue Administration Center, under **Active Directory Synchronization**, click **Download** to download the service installer.
   The service installer is downloaded to your computer in a zip file.
   b) Extract the zip file to a folder.
3. Run the server application, and configure synchronization behavior.

   Important: You need privileges to run the application as a system service. The computer running the application must be connected to Active Directory with sufficient permissions to access and query all Active Directory groups and users.

   a) Select the Microsoft Azure AD service to be used.
   b) Submit the following credentials:
      - Master Account Holder Rescue credentials
        - Email
        - Password
      - The service token you previously generated on the **Global Settings** tab of the Admin Center.

      Note: By checking **Dry Run mode**, you can preview the changes the service will make in your Rescue hierarchy tree.

   c) Click **Next**.

      Note: The application runs in Admin mode.

   d) Enter your Azure App credentials, and click **Next**.

      Note: *How to create Client ID, Tenant and Client Secret in Azure*.
4. Select the Technician Groups you want to synchronize.
   a) Click the **Technician Groups** radio button under **Technician Groups/Admin Groups**
      - The first column contains the Azure AD Groups, select one Active Directory group you want to synchronize with a Rescue Technician Group.
      - The second column contains the Rescue Technician Groups, select one group that will be synchronized with the AD group.

b) Click the arrow button pointing to the third column to finalize the selection.

Note: If you want to select multiple groups, repeat **step a**. To cancel synchronization between two groups, select them in the third column, and click the arrow pointing towards the second column.

c) Click **Next**.

d) Enter a search criteria (for example 'support').

e) Enter a search term (for example 'aid').
AdSync searches for this term between the configured AD groups.

f) Select **Yes** in the confirmation pop-up window to continue with the synchronization.

Note: If you connected at least one Active Directory Group to a Rescue Technician Group check an option under Global settings to define the behaviour of the synchronized group.

g) Select the **Group settings** for **Technician Groups**:

- **Mobile license**: a mobile license is assigned to the members of the group, if available.
- **Mapping UPN to SSOID**: the User Principal Name (UPN) from Azure will be mapped to the SSOIDs of the group members. This feature is only available in Microsoft Azure Active Directory.

5. Select the Admin and Master Admin Groups you want to synchronize with your Azure groups.

a) Click the **Admin Groups/Master Admin** radio button under **Technician Groups/Admin Groups**

- The first column contains the Azure AD Groups, select one Active Directory group you want to synchronize with a Rescue Admin Group.
- The second column contains the Rescue Admin Groups, select one group that will be synchronized with the AD group.

b) Click the arrow button pointing to the third column to finalize the selection.

Note: If you want to select multiple groups, repeat **step a**. To cancel synchronization between two groups, select them in the third column, and click the arrow pointing towards the second column.

c) Click **Next**.

d) Enter a search criteria (for example 'support').

e) Enter a search term (for example 'aid').
AdSync searches for this term between the configured AD groups.

f) Select **Yes** in the confirmation pop-up window to continue with the synchronization.

Note: If you connected at least one Active Directory Group to a Rescue Admin Group check an option under Global settings to define the behaviour of the synchronized group.

g) Select the **Group settings** for **Admin Groups**:

- **Mobile license**: a mobile license is assigned to the members of the group, if available.
- **Mapping UPN to SSOID**: the User Principal Name (UPN) from Azure will be mapped to the SSOIDs of the group members. This feature is only available in Microsoft Azure Active Directory.

6. Click **Next**.

7. In the resulting pop-up window click **Yes** to continue with the synchronization.

8. Select how AdSync will run:

- Start Active Directory Snychronizer as a service.
- Start Active Directory Snychronizer as a Windows terminal application.

Important: If you run synchronization as a Windows terminal application, do not close the appearing terminal window.

9. If the installation was successful, click **Finish**, and close the installer.
The service application is installed as a Windows service provisioning users belonging to the selected Azure Active Directory group(s) to the selected Rescue Technician Group(s).

Restriction: It is not possible to delete a technician from the Admin Center by using the Active Directory synchronization service. When a user is deleted or moved in Active Directory, the corresponding technician is disabled.

Note: If a technician is moved to another Technician Group, subsequent synchronization will only update the user's status, but will not move the user back to its initial synchronization group.

Note: If a user is disabled, deleted, or moved in Active Directory, the technician's mobile license is freed up, and becomes available for other members of the organization.

Tip: If the synchronization service fails, you can get an error log by clicking **Active Directory Logger** at the bottom of the **Active Directory Synchronization** section on the **Global Settings** tab of the Admin Center.

How to Create a Client ID, Tenant and Client Secret in Azure

1. Sign in to *Microsoft Azure*.
2. Select Azure Active Directory.
3. Click **Add** on the ribbon and select **App registration**.
4. Enter the name of your application and click **Add**.
5. Select **Accounts in this organizational directory only (Default Directory only - Single tenant)** option under **Supported account types**.
6. Note your **Application Client ID** and **Directory tenant ID**, as you will need them later on for AdSync.
7. Select **Certificates & Secrets** from the sidebar on the left, and click the **New client secret** option.
8. Enter the description and expiry of the Client secret in the **Add a client secret** dialog on the top of the screen.
9. Save the value of the Client secret.
10. Select API permission from the sidebar on the left, and click the **Add a permission** option.
11. Select **Microsoft Graph**, and click the **Application permissions** tab.
12. Scroll down to **User** and check in the **User.Read.All** option.
13. Scroll to **Group**, and check in the **Group.Read.All** option.
14. Scroll to **Directory** and check in the **Directory.Read.All** option.
15. Click **Add permissions** at the bottom of the page.
16. Click **Grant admin consent for Default Directory**, and click **Yes**, when prompted.
17. Close the Microsoft Azure portal.
    The Client ID, Tenant and Client Secret is populated in AdSync.

How to Stop the AD Sync Service

Click **Terminate Service** after having relaunched the application to stop running the service.
A confirmation window pops up, asking if you want to stop the service. Click **Yes**. Now the service is stopped, and you will see the starting window of Rescue AD Sync.

How to Synchronize a Rescue Technician Group with Active Directory User Groups

Master Account Holders can import Active Directory users as Rescue technicians into their organization. Key user data in Rescue will be automatically updated when those change in Active Directory.

1. Generate a service token and default password for new users in the Admin Center.
   a) Select the **Global Settings** tab.
   b) To generate a service token, click **Generate and Copy** under **Active Directory Synchronization**.
   A service token is generated and copied to your clipboard.
   c) Define the default password you want your new technicians to use for their first login.

   Note: Users are required to change this password upon their first login.

   d) At the bottom of the page click **Save**.
2. Download and extract the server application.

a) In the Rescue Administration Center, under **Active Directory Synchronization**, click **Download** to download the service installer.
The service installer is downloaded to your computer in a zip file.
b) Extract the zip file to a folder.

3. Run the server application, and configure synchronization behavior.

Important: You need privileges to run the application as a system service. The computer running the application must be connected to Active Directory with sufficient permissions to access and query all Active Directory groups and users.

a) Select the Microsoft AD service to be used.
b) Submit the following credentials:

- Master Account Holder Rescue credentials
  - Email
  - Password
- The service token you previously generated on the **Global Settings** tab of the Admin Center.

Note: By checking **Dry Run mode**, you can preview the changes the service will make in your Rescue hierarchy tree.

c) Click **Next**.

Note: The application runs in Admin mode.

d) Enter the Active Directory domain from which you want to import users, and click **Next**.

4. Select the Technician Groups you want to synchronize.

a) Click the **Technician Groups** radio button under **Technician Groups/Admin Groups**

- The first column contains the AD Groups, select one Active Directory group you want to synchronize with a Rescue Technician Group.
- The second column contains the Rescue Technician Groups, select one group that will be synchronized with the AD group.

b) Click the arrow button pointing to the third column to finalize the selection.

Note: If you want to select multiple groups, repeat **step a**. To cancel synchronization between two groups, select them in the third column, and click the arrow pointing towards the second column.

c) Click **Next**.
d) Enter a search criteria (for example 'support').
e) Enter a search term (for example 'aid').
AdSync searches for this term between the configured AD groups.
f) Select **Yes** in the confirmation pop-up window to continue with the synchronization.

Note: If you connected at least one Active Directory Group to a Rescue Technician Group check an option under Global settings to define the behaviour of the synchronized group.

g) Select the **Group settings** for **Technician Groups**:

- **Mobile license**: a mobile license is assigned to the members of the group, if available.

5. Select the Admin and Master Admin Groups you want to synchronize with your Azure groups.

a) Click the **Admin Groups/Master Admin** radio button under **Technician Groups/Admin Groups**

- The first column contains the AD Groups, select one Active Directory group you want to synchronize with a Rescue Admin Group.
- The second column contains the Rescue Admin Groups, select one group that will be synchronized with the AD group.

b) Click the arrow button pointing to the third column to finalize the selection.

Note: If you want to select multiple groups, repeat **step a**. To cancel synchronization between two groups, select them in the third column, and click the arrow pointing towards the second column.

c) Click **Next**.

d) Enter a search criteria (for example 'support').

e) Enter a search term (for example 'aid').
AdSync searches for this term between the configured AD groups.

f) Select **Yes** in the confirmation pop-up window to continue with the synchronization.

Note: If you connected at least one Active Directory Group to a Rescue Admin Group check an option under Global settings to define the behaviour of the synchronized group.

g) Select the **Group settings** for **Admin Groups**:

- **Mobile license**: a mobile license is assigned to the members of the group, if available.

6. Click **Next**.
7. In the resulting pop-up window click **Yes** to continue with the synchronization.
8. Select how AdSync will run:
   - Start Active Directory Snychronizer as a service.
   - Start Active Directory Snychronizer as a Windows terminal application.

   Important: If you run synchronization as a Windows terminal application, do not close the appearing terminal window.
9. If the installation was successful, click **Finish**, and close the installer.
   The service application is installed as a Windows service provisioning users belonging to the selected Active Directory group(s) to the selected Rescue Technician Group(s).

Restriction: It is not possible to delete a technician from the Admin Center by using the Active Directory synchronization service. When a user is deleted or moved in Active Directory, the corresponding technician is disabled.

Note: If a technician is moved to another Technician Group, subsequent synchronization will only update the user's status, but will not move the user back to its initial synchronization group.

Note: If a user is disabled, deleted, or moved in Active Directory, the technician's mobile license is freed up, and becomes available for other members of the organization.

Tip: If the synchronization service fails, you can get an error log by clicking **Active Directory Logger** at the bottom of the **Active Directory Synchronization** section on the **Global Settings** tab of the Admin Center.

How to Stop the AD Sync Service

Click **Terminate Service** after having relaunched the application to stop running the service.
A confirmation window pops up, asking if you want to stop the service. Click **Yes**. Now the service is stopped, and you will see the starting window of Rescue AD Sync.

How to Set Global Password Policies

Master Administrators can set password policies that apply to all users in the organization.

1. Select the **Global Settings** tab.
2. Under **Password Policies**, select from the following options:

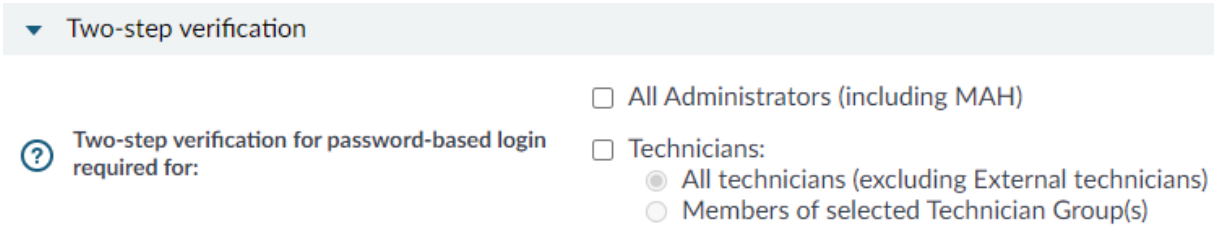
Option	Description
Minimum password strength	Specify the minimum password strength that must be met by all members of the organization. No password may be less than 8 characters in length. Passwords comprise four character types: lowercase ("abc"); uppercase ("ABC"); numeric ("123"); and special ("%#&"). Three password strengths can be assigned: • **Good**: 3 character types, but some repeat characters, i.e. "Sampla12" • **Strong**: 3 character types, no repeat characters, i.e. "Sample12"; or 4 character types, but some repeat characters, i.e. "Sampla1% • **Excellent**: 4 character types, no repeat characters, i.e. "Sample1%"
Maximum password age	Specify the maximum number of days that a password remains valid (0 = no limit).
Notification before password expires	Notify users that their password is due to expire in this many days (0 = no notification).
Admin password changes force user to change password at next logon	Force a user to change his password when next logging in to his account if his Rescue password has been changed. After logging in with the new password created by the administrator, the user will be prompted to create his own new password.

3. Click **Save Changes**.
The settings are applied to all users in your Rescue organization.

How to Enforce Two-Step Verification

Master Administrators can add a second layer of protection to their account by forcing members of their organization to use two-step verification for logging in to .

1. Select the **Global Settings** tab.
2. Under **Two-step verification**, select the members of your organization who you want to use two-step verification when logging in to the Rescue website and Desktop Technician Console and when changing their password in either component.



Important: Administrators with both an administrator and a technician license will be required to use two-step verification if settings apply to them either as an Administrator, or as an affected technician.

If **Members of selected Technician Group(s)** is selected under **Technicians**, make sure to select the **Enforce two-step verification** checkbox on the **Settings** tab for the desired Technician Group(s).

3. Click **Save Changes**.
   The settings are applied to the selected users in your Rescue organization.

Reset Two-Step Verification

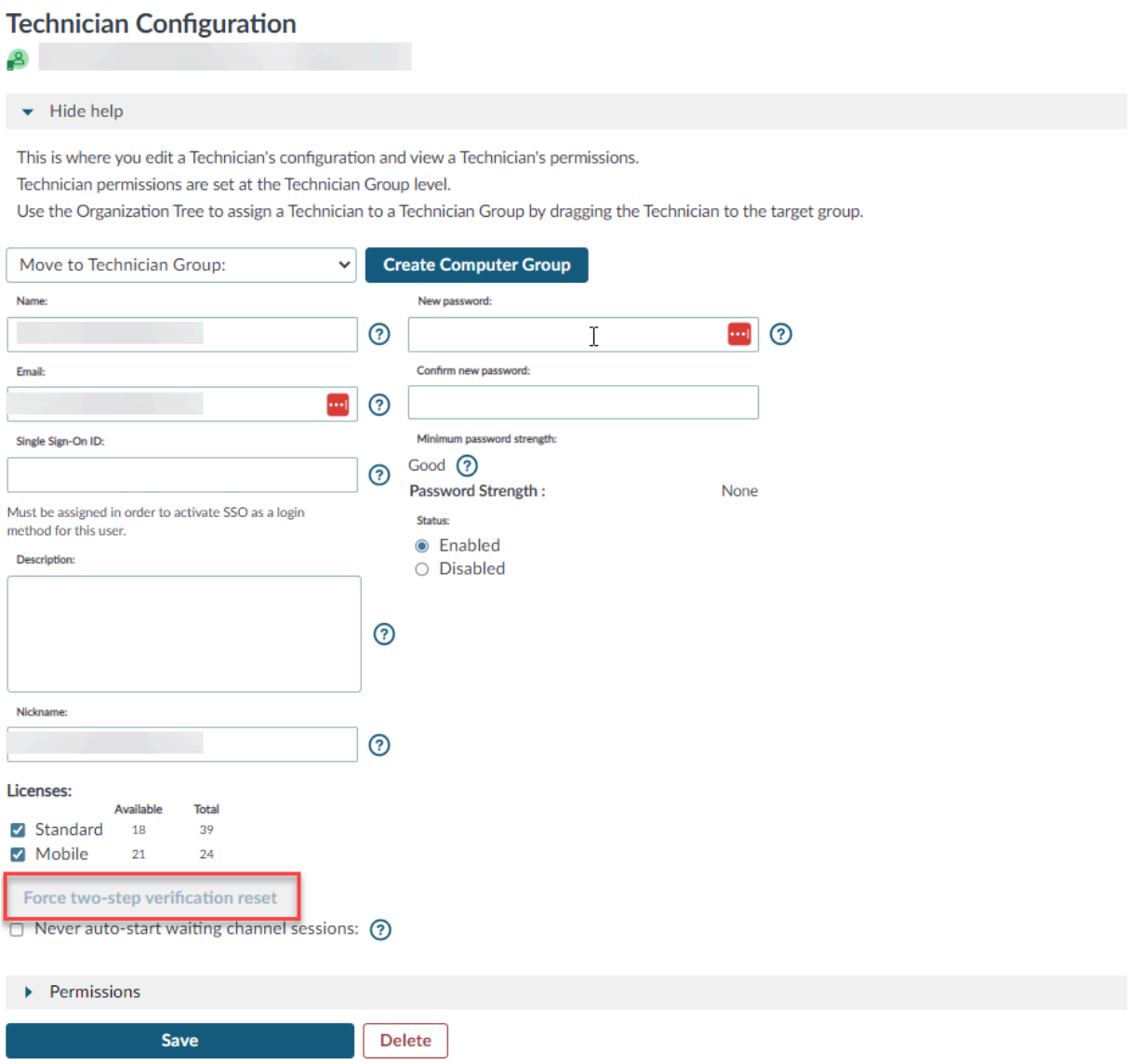
Resetting two-step verification is necessary when a member of the organization required to use two-step verification needs to reinstall the LastPass Authenticator app.

Examples when reinstalling the Authenticator app is necessary:

- The user loses their mobile device on which the Authenticator app is installed.
- The user starts using a new mobile device and has to install another instance of the Authenticator app.
- The Authenticator app fails, and there is no other way of fixing the issue.

Important: Master Administrators can reset two-step verification for any organization member for whom the feature is enabled, while Administrators can only reset two-step verification for members of the Technician Groups they are assigned to.

1. Select the **Organization** tab.
2. On the Organization Tree, select the member(s) for whom you want to reset two-step verification.



3. Select **Force two-step verification reset** then **Yes** to confirm.
4. Select **Save**.

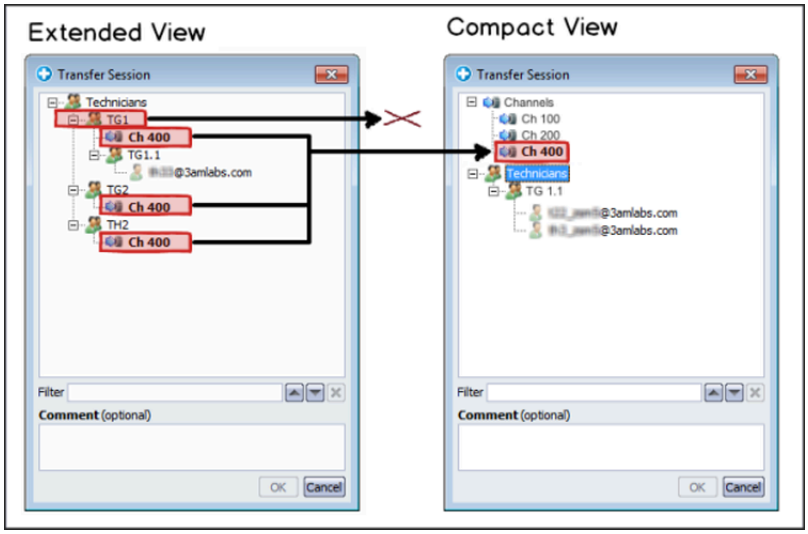
The next time the selected member(s) log in, they are prompted to *set up two-step verification*.

How to Set Hierarchy Visibility in Technician Console

The Hierarchy Visibility feature allows Master Administrators to simplify the organizational hierarchy displayed to users when transferring sessions, inviting other technicians, or choosing a technician to monitor.

1. Select the **Global Settings** tab.
2. Under **Hierarchy Visibility in Technician Console**, select from the following options:

Option	Description
Compact View	Technicians see only those organization entities that are relevant targets for their given action (transferring a session, inviting a technician, or monitoring a technician). **Compact View** displays an aggregated view of channels (only one instance of each channel displayed). **Note:** The Monitoring Technician feature is available for Administrators with a technician seat.
Extended View	**Transfer session**, **Invite technician**, and **Monitor technician** windows display the full Organization Tree. Channels are displayed for each organization entity they are assigned to.



3. Click **Save Changes**.
   The settings are applied to all users in your Rescue organization.

How to Show Technician Groups only to Assigned Administrators

Master Administrators can control if Administrators can see the whole Organization Tree or only those Technician Groups to which they are assigned.

1. Select the **Global Settings** tab.
2. Under **Show Technician Groups only to Assigned Administrators**, enable the **Show Technician Groups only to Assigned Administrators** setting.
3. Click **Save**.
   On the Organization Tree, Technician Groups will now be hidden from Administrators to whom they are not assigned.

   Remember: Master Administrators will still be able to see the whole organization structure.

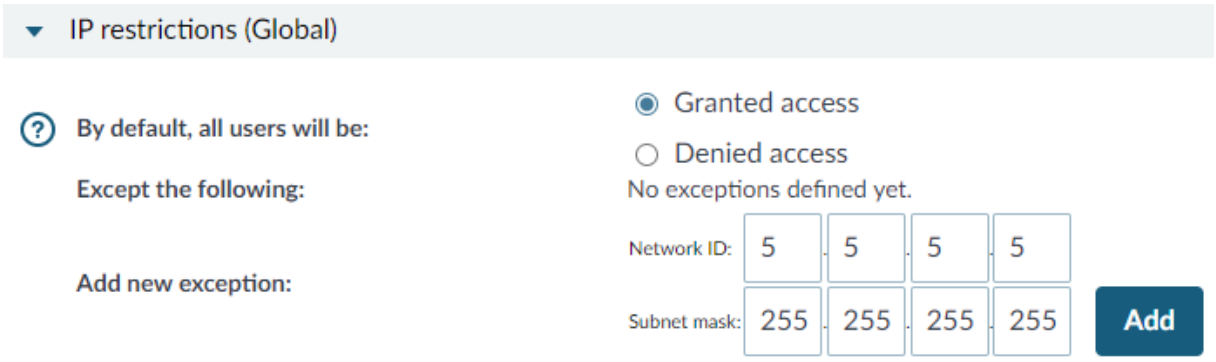
How to Restrict Access Based on IP Address

Use the IP Restriction feature to grant or deny access to according to specified IP address ranges.

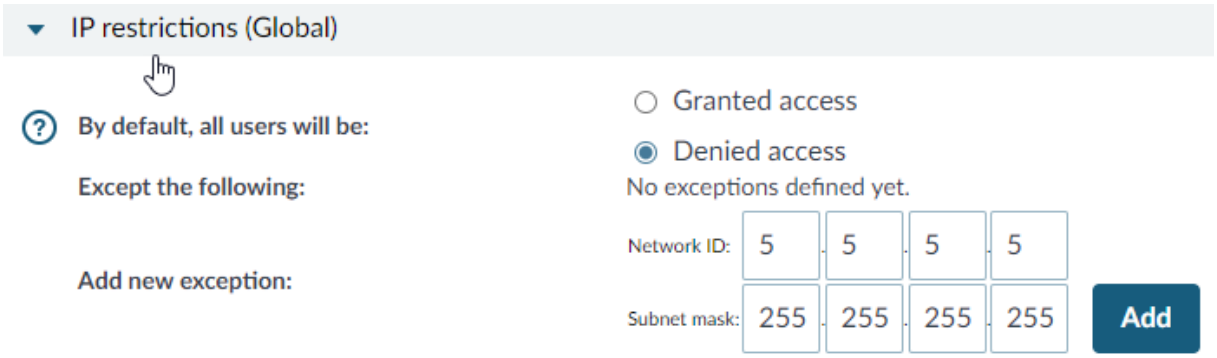
Grant/Deny Access to All Components

By default, users can access all components from any IP address. You can grant or deny access to all components, including the Administration Center and Technician Console, according to specified IP address ranges.

1. Select the **Global Settings** tab.
2. Under **IP restrictions (Global)**, complete the **Add new exception** fields to *allow* access to all Rescue components from all IP addresses except those specified.



3. To *deny* access to all Rescue Components from all IP addresses except those specified, select **Denied access** and enter the appropriate Network ID.



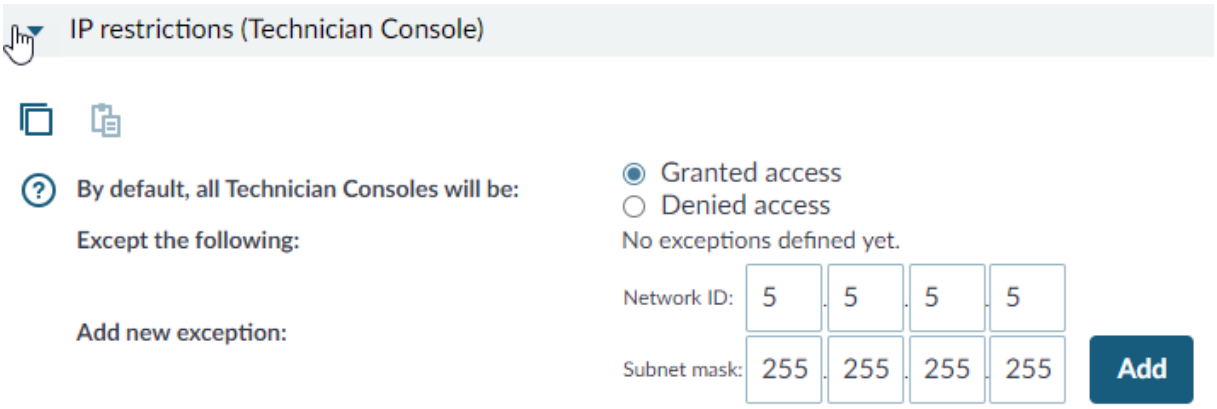
Users of the Rescue account will be able to access Rescue components only from the address set as an exception.

Grant/Deny Access to Technician Console

By default, technicians can access the Technician Console from any IP address. You can grant or deny access to the Technician Console according to specified IP address ranges.

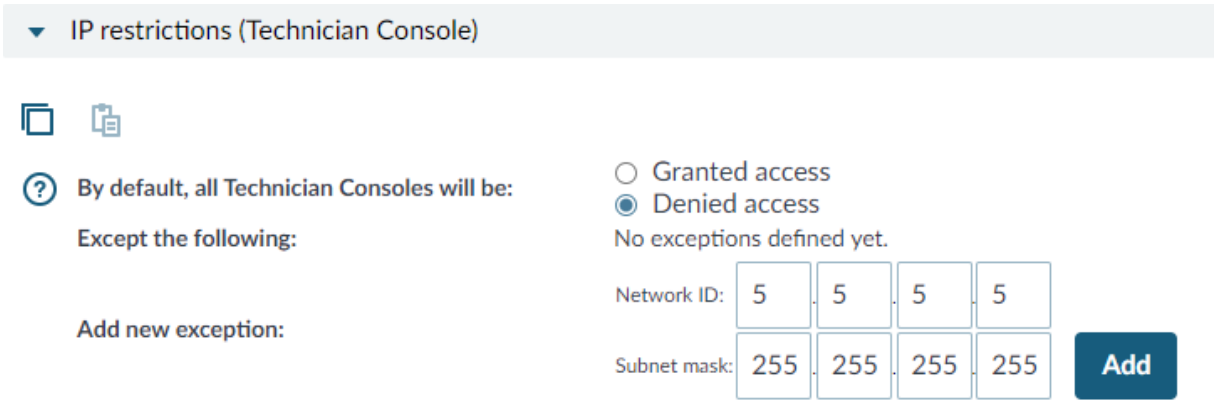
These settings have no impact on external collaborating technicians.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **IP restrictions (Technician Console)**, complete the **Add new exception** fields to *allow* access to the Technician Console from all IP addresses except those specified.



Remember: If a technician cannot access the Technician Console, make sure they have also been granted access to all components under **Global Settings** > **IP restrictions (Global)**

4. To *deny* access to the Technician Console from all IP addresses except those specified, select **Denied access** and enter the appropriate Network ID.



Users in the Technician Group will be able to access the Technician Console only from the address set as an exception.

Remember: If a technician cannot access the Technician Console, make sure they have been granted access to all components under **Global Settings** > **IP restrictions (Global)**

5. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Allowlisting and

We suggest you allow the GoTo URLs listed below to ensure that services are able to connect.

Important: For information about SaaS products offered by GetGo, Inc., a subsidiary of , Inc., *visit this page*.

- ***.logmein.com**, ***.logmein.eu** - 's main site

  Note: The ***.logmein.eu** site is not eligible for secure testing.
- ***.logmeinrescue.com**, ***.logmeinrescue.eu** - Powers the service
- ***.logmeinrescue-enterprise.eu, *.logmeinrescue-enterprise.com** - Powers account-specific features (should only be allowlisted by enterprise accounts)
- ***.logmein-gateway.com**- Part of the service
- ***.internap.net** - Powers updates to multiple products
- ***.internapcdn.net** - Powers updates to multiple products
- ***.logmein123.com**, ***.logmein123.eu** - Site used to connect to a technician
- ***.123rescue.com** - Site used to connect to a technician
- ***.support.me** - Site used to connect to a technician
- ***.rescuemobile.eu** - Site used to connect to a technician
- ***.rescuemobile.com** - Site used to connect to a technician
- ***.oty.com** - Site used to connect to a technician

- *** .logmeininc.com** -'s corporate website
- ***.remoteview.logmein.com** - Powers Nextgen media-specific features for Rescue Lens and Rescue 7.50 and above.
- ***.turn.console.gotoassist.com** - Powers Nextgen media-specific features for Rescue Lens and Rescue 7.50 and above.
- ***.lastpass.com** -'s leading password management solution for personal and enterprise use and for two factor authentication service

Note: This list includes sub-domains for these domains, so it is advisable to use wildcard rules wherever possible when you allowlist or block any service on your network. The client-to-host connection uses peer-to-peer connections, encrypted within a 256-bit AES tunnel. The services themselves communicate using port 443 (HTTPS/SSL) and port 80, so no additional ports need to be opened within a firewall.

IP Ranges

It is recommended to use wildcard rules whenever possible while allowlisting or blocking any services on your network as sub-domains of the domains listed above are included. Also, the client-to-host connection uses peer-to-peer connections, encrypted within a 256-bit AES tunnel.

Use of IP ranges instead of domain names for the firewall configuration is **discouraged unless absolutely necessary** because our IP ranges and those of our provider networks need to be periodically audited and modified, creating additional maintenance for your network. These changes are necessary to continue to provide the maximum performance for our products. Maintenance and failover events within our infrastructure may cause you to connect to servers within any of the ranges.

If your firewall includes a content or application data scanning filter, this may cause a block or latency, which would be indicated in the log files for the filter. To address this problem, verify that the domains or IP ranges will not be scanned or filtered by specifying exception domains or IP ranges. If your security policy requires you to specify explicit domain or IP ranges, then configure your firewall exceptions for outbound TCP ports 8200, 443, and 80 as well as UDP ports 8200 and 1853 for the domains or IP ranges, including those of our *third-party provider networks*.

We do not recommend explicit IP allowlisting of ranges. If URL allowlisting is not feasible, refer to the list of IP addresses.

IP Ranges

CIDR Notation	Numeric IP Range	Netmask Notation
111.221.57.0/24	111.221.57.0 - 111.221.57.255	111.221.57.0 255.255.255.0
176.34.175.41/32	176.34.175.41 - 176.34.175.41	176.34.175.41 255.255.255.255
176.34.201.99/32	176.34.201.99 - 176.34.201.99	176.34.201.99 255.255.255.255
18.202.5.124/32	18.202.5.124 - 18.202.5.124	18.202.5.124 255.255.255.255
212.118.234.0/24	212.118.234.0 - 212.118.234.254	212.118.234.0 255.255.254.0
34.254.76.175/32	34.254.76.175 - 34.254.76.175	34.254.76.175 255.255.255.255
34.255.156.182/32	34.255.156.182 - 34.255.156.182	34.255.156.182 255.255.255.255
46.137.118.35/32	46.137.118.35 - 46.137.118.35	46.137.118.35 255.255.255.255
52.19.6.219/32	52.19.6.219 - 52.19.6.219	52.19.6.219 255.255.255.255
52.209.158.52/32	52.209.158.52 - 52.209.158.52	52.209.158.52 255.255.255.255
52.210.249.247/32	52.210.249.247 - 52.210.249.247	52.210.249.247 255.255.255.255
52.49.175.18/32	52.49.175.18 - 52.49.175.18	52.49.175.18 255.255.255.255

CIDR Notation	Numeric IP Range	Netmask Notation
54.154.227.245/32	54.154.227.245 - 54.154.227.245	54.154.227.245 255.255.255.255
54.170.31.64/32	54.170.31.64 - 54.170.31.64	54.170.31.64 255.255.255.255
54.217.134.155/32	54.217.134.155 - 54.217.134.155	54.217.134.155 255.255.255.255
54.220.196.131/32	54.220.196.131 - 54.220.196.131	54.220.196.131 255.255.255.255
54.246.98.107/32	54.246.98.107 - 54.246.98.107	54.246.98.107 255.255.255.255
54.73.215.233/32	54.73.215.233 - 54.73.215.233	54.73.215.233 255.255.255.255
54.75.205.153/32	54.75.205.153 - 54.75.205.153	54.75.205.153 255.255.255.255
63.251.34.0/24	63.251.34.0 - 63.251.34.255	63.251.34.0 255.255.255.0
63.251.46.0/23	63.251.46.0 - 63.251.47.255	63.251.46.0 255.255.254.0
63.33.145.40/32	63.33.145.40 - 63.33.145.40	63.33.145.40 255.255.255.255
64.74.103.0/24	64.74.103.0 - 64.74.103.255	64.74.103.0 255.255.255.0
64.74.17.0/24	64.74.17.0 - 64.74.17.255	64.74.17.0 255.255.255.0
64.74.18.0/23	64.74.18.0 - 64.74.19.255	64.74.18.0 255.255.254.0
64.94.18.0/24	64.94.18.0 - 64.94.18.255	64.94.18.0 255.255.255.0
64.94.46.0/23	64.94.46.0 - 64.94.47.255	64.94.46.0 255.255.254.0
64.95.128.0/23	64.95.128.0 - 64.95.129.255	64.95.128.0 255.255.254.0
66.150.108.0/24	66.150.108.0 - 66.150.108.255	66.150.108.0 255.255.255.0
67.217.80.0/23	67.217.80.0 - 67.217.81.255	67.217.80.0 255.255.254.0
69.25.20.0/23	69.25.20.0 - 69.25.21.255	69.25.20.0 255.255.254.0
69.25.247.0/24	69.25.247.0 - 69.25.247.255	69.25.247.0 255.255.255.0
79.125.88.65/32	79.125.88.65 - 79.125.88.65	79.125.88.65 255.255.255.255
95.172.70.0/24	95.172.70.0 - 95.172.70.255	95.172.70.0 255.255.255.0

Rescue Lens and Rescue Nextgen media

CIDR Notation	Numeric IP Range	Netmask Notation
175.41.141.140/32	175.41.141.140 - 175.41.141.140	175.41.141.140 255.255.255.255
18.140.137.139/32	18.140.137.139 - 18.140.137.139	18.140.137.139 255.255.255.255
18.158.121.211/32	18.158.121.211 - 18.158.121.211	18.158.121.211 255.255.255.255
18.158.218.2/32	18.158.218.2 - 18.158.218.2	18.158.218.2 255.255.255.255
3.122.32.27/32	3.122.32.27 - 3.122.32.27	3.122.32.27 255.255.255.255
3.230.232.226/32	3.230.232.226 - 3.230.232.226	3.230.232.226 255.255.255.255
44.229.217.227/32	44.229.217.227 - 44.229.217.227	44.229.217.227 255.255.255.255
44.232.77.24/32	44.232.77.24 - 44.232.77.24	44.232.77.24 255.255.255.255
50.17.158.207/32	50.17.158.207 - 50.17.158.207	50.17.158.207 255.255.255.255

CIDR Notation	Numeric IP Range	Netmask Notation
52.13.255.230/32	52.13.255.230 - 52.13.255.230	52.13.255.230 255.255.255.255
52.28.148.85/32	52.28.148.85 - 52.28.148.85	52.28.148.85 255.255.255.255
52.35.84.247/32	52.35.84.247 - 52.35.84.247	52.35.84.247 255.255.255.255
52.54.244.43/32	52.54.244.43 - 52.54.244.43	52.54.244.43 255.255.255.255
54.146.34.187/32	54.146.34.187 - 54.146.34.187	54.146.34.187 255.255.255.255
54.185.112.207/32	54.185.112.207 - 54.185.112.207	54.185.112.207 255.255.255.255
54.189.249.52/32	54.189.249.52 - 54.189.249.52	54.189.249.52 255.255.255.255
54.204.126.154/32	54.204.126.154 - 54.204.126.154	54.204.126.154 255.255.255.255
54.227.77.39/32	54.227.77.39 - 54.227.77.39	54.227.77.39 255.255.255.255
54.255.100.96/32	54.255.100.96 - 54.255.100.96	54.255.100.96 255.255.255.255
54.255.48.58/32	54.255.48.58 - 54.255.48.58	54.255.48.58 255.255.255.255

Nextgen media

- ***.remoteview.logmein.com**
- **turn.console.gotoassist.com**
- For networks explicitly filtering outbound destination ports and protocols, the following ports are used on Rescue Lens side and Rescue Nextgen media: 15000 (UDP traffic) or 443 (TCP traffic) for Rescue media sessions.

Tip: It is recommended that you allow UDP traffic through port 15000. Restricting the traffic to TCP may decrease the quality of the Rescue media support experience.

Important: The use of IP ranges instead of domain names for the firewall configuration is discouraged unless absolutely necessary because our IP ranges and those of our provider networks need to be periodically audited and modified, thus creating additional maintenance for your network. If URL allowlisting is not feasible, refer *to the list of IP address in this document*.

Third-party IP Ranges

You must also allowlist ranges for these third-party services:

- *Microsoft Azure*

Chat monitor

Needed only if you are using the Chat monitoring feature.

CIDR Notation	Numeric IP Range	Netmask Notation
18.193.134.63/32	18.193.134.63 - 18.193.134.63	18.193.134.63 255.255.255.255
3.74.125.23/32	3.74.125.23 - 3.74.125.23	3.74.125.23 255.255.255.255

Email domains

For email invitations and correspondences from us and the software, we recommend allowing the following email domains through your email's spam and allowlist filters.

- @m.logmein.com
- @t.logmein.com

- @logmeinrescue.com
- @logmein.com
- @m.lastpass.com
- @t.lastpass.com

server / Data Center IP addresses for use in firewall configurations

Equivalent specifications in 3 common formats

Assigned Range by Block	Numeric IP Address Range	Netmask Notation	CIDR Notation
Block 1	216.115.208.0 – 216.115.223.255	216.115.208.0 255.255.240.0	216.115.208.0/20
Block 2	216.219.112.0 – 216.219.127.255	216.219.112.0 255.255.240.0	216.219.112.0/20
Block 3	67.217.64.0 – 67.217.95.255	67.217.64.0 255.255.224.0	67.217.64.0/19
Block 4	173.199.0.0 – 173.199.63.255	173.199.0.0 255.255.192.0	173.199.0.0/18
Block 5	206.183.100.0 – 206.183.103.255	206.183.100.0 255.255.252.0	206.183.100.0/22
Block 6	68.64.0.0 – 68.64.31.255	68.64.0.0 255.255.224.0	68.64.0.0/19
Block 7	23.239.224.0 – 23.239.255.255	23.239.224.0 255.255.224.0	23.239.224.0/19
Block 8	158.120.16.0 - 158.120.31.255	158.120.16.0 255.255.240.0	158.120.16.0/20
Block 9	202.173.24.0 – 202.173.31.255	202.173.24.0 255.255.248.0	202.173.24.0/21
Block 10	78.108.112.0 – 78.108.127.255	78.108.112.0 255.255.240.0	78.108.112.0/20
Block 11	185.36.20.0 – 185.36.23.255	185.36.20.0 255.255.252.0	185.36.20.0/22
Block 12	188.66.40.0 – 188.66.47.255	188.66.40.0 255.255.248.0	188.66.40.0/21
Block 13	45.12.196.0 – 45.12.199.255	45.12.196.0 255.255.252.0	45.12.196.0/22
Block 14	162.250.60.0 – 162.250.63.255	162.250.60.0 255.255.252.0	162.250.60.0/22
Block 15	199.36.248.0 – 199.36.251.255	199.36.248.0 255.255.252.0	199.36.248.0/22
Block 16	199.87.120.0 – 199.87.123.255	199.87.120.0 255.255.252.0	199.87.120.0/22
Block 17	103.15.16.0 – 103.15.19.255	103.15.16.0 255.255.252.0	103.15.16.0/22

Assigned Range by Block	Numeric IP Address Range	Netmask Notation	CIDR Notation
Block 18	64.74.17.0 – 64.74.17.255	64.74.17.0 255.255.255.0	64.74.17.0/24
Block 19	64.74.18.0 – 64.74.19.255	64.74.18.0 255.255.254.0	64.74.18.0/23
Block 20	64.74.103.0 – 64.74.103.255	64.74.103.0 255.255.255.0	64.74.103.0/24
Block 21	64.94.18.0 – 64.94.18.255	64.94.18.0 255.255.255.0	64.94.18.0/24
Block 22	64.94.46.0 – 64.94.47.255	64.94.46.0 255.255.254.0	64.94.46.0/23
Block 23	64.95.128.0 – 64.95.129.255	64.95.128.0 255.255.254.0	64.95.128.0/23
Block 24	66.150.108.0 – 66.150.108.255	66.150.108.0 255.255.255.0	66.150.108.0/24
Block 25	69.25.20.0 – 69.25.21.255	69.25.20.0 255.255.254.0	69.25.20.0/23
Block 26	69.25.247.0 – 69.25.247.255	69.25.247.0 255.255.255.0	69.25.247.0/24
Block 27	95.172.70.0 – 95.172.70.255	95.172.70.0 255.255.255.0	95.172.70.0/24
Block 28	111.221.57.0 – 111.221.57.255	111.221.57.0 255.255.255.0	111.221.57.0/24

Allowlisting and - Data Center Range in the European Union

We suggest you allow the URLs listed below to ensure that services are able to connect.

Important: For information about SaaS products offered by GetGo, Inc., a subsidiary of , Inc., *visit this page*.

- ***.logmein.eu** - 's main site
- ***.logmeinrescue.eu *.logmeinrescue.com**- Powers the service
- ***.logmeinrescue-enterprise.eu,**- Powers account-specific features (should only be allowlisted by enterprise accounts)
- ***.logmein-gateway.com** - Part of the service
- ***.internap.net** - Powers updates to and invite external technician feature
- ***.internapcdn.net** - Powers updates to and invite external technician feature
- ***.update.logmein.com**- Powers updates to
- ***.logmein123.eu** - Site used to connect to a technician
- ***.rescuemobile.eu** - Site used to connect to a technician
- ***.remoteview.logmein.eu** - Powers Nextgen media specific features for Rescue Lens and Rescue 7.50 and above.
- ***.turn.console.logmeinrescue.eu** - Powers Nextgen media specific features for Rescue Lens and Rescue 7.50 and above.
- ***.lastpass.com** -'s leading password management solution for personal and enterprise use and for **two factor authentication service**

Note: This list includes sub-domains for these domains, so it is advisable to use wildcard rules wherever possible when you allowlist or block any service on your network. The client-to-host connection uses peer-

to-peer connections, encrypted within a 256-bit AES tunnel. The services themselves communicate using port 443 (HTTPS/SSL) and port 80, so no additional ports need to be opened within a firewall.

IP Ranges

It is recommended to use wildcard rules whenever possible while allowlisting or blocking any services on your network as sub-domains of the domains listed above are included. Also, the client-to-host connection uses peer-to-peer connections, encrypted within a 256-bit AES tunnel.

Use of IP ranges instead of domain names for the firewall configuration is **discouraged unless absolutely necessary** because our IP ranges and those of our provider networks need to be periodically audited and modified, creating additional maintenance for your network. These changes are necessary to continue to provide the maximum performance for our products. Maintenance and failover events within our infrastructure may cause you to connect to servers within any of the ranges.

If your firewall includes a content or application data scanning filter, this may cause a block or latency, which would be indicated in the log files for the filter. To address this problem, verify that the domains or IP ranges will not be scanned or filtered by specifying exception domains or IP ranges. If your security policy requires you to specify explicit domain or IP ranges, then configure your firewall exceptions for outbound TCP ports 8200, 443, and 80 as well as UDP ports 8200 and 1853 for the domains or IP ranges, including those of our *third-party provider networks*.

We do not recommend explicit IP allowlisting of ranges. If URL allowlisting is not feasible, refer to the list of IP addresses.

EU IP addresses for use in firewall configurations

We do not recommend explicit IP allowlisting of ranges. If URL allowlisting is not feasible, refer to the list of IP addresses.

Equivalent specifications in 3 common formats

CIDR Notation	Numeric IP Range	Netmask Notation
158.120.16.0/20	158.120.16.0 - 158.120.31.255	158.120.16.0 255.255.240.0
176.34.175.41/32	176.34.175.41 - 176.34.175.41	176.34.175.41 255.255.255.255
176.34.201.99/32	176.34.201.99 - 176.34.201.99	176.34.201.99 255.255.255.255
18.202.5.124/32	18.202.5.124 - 18.202.5.124	18.202.5.124 255.255.255.255
34.254.76.175/32	34.254.76.175 - 34.254.76.175	34.254.76.175 255.255.255.255
34.255.156.182/32	34.255.156.182 - 34.255.156.182	34.255.156.182 255.255.255.255
46.137.118.35/32	46.137.118.35 - 46.137.118.35	46.137.118.35 255.255.255.255
52.19.6.219/32	52.19.6.219 - 52.19.6.219	52.19.6.219 255.255.255.255
52.209.158.52/32	52.209.158.52 - 52.209.158.52	52.209.158.52 255.255.255.255
52.210.249.247/32	52.210.249.247 - 52.210.249.247	52.210.249.247 255.255.255.255
52.49.175.18/32	52.49.175.18 - 52.49.175.18	52.49.175.18 255.255.255.255
54.154.227.245/32	54.154.227.245 - 54.154.227.245	54.154.227.245 255.255.255.255
54.170.31.64/32	54.170.31.64 - 54.170.31.64	54.170.31.64 255.255.255.255
54.217.134.155/32	54.217.134.155 - 54.217.134.155	54.217.134.155 255.255.255.255
54.220.196.131/32	54.220.196.131 - 54.220.196.131	54.220.196.131 255.255.255.255

CIDR Notation	Numeric IP Range	Netmask Notation
54.246.98.107/32	54.246.98.107 - 54.246.98.107	54.246.98.107 255.255.255.255
54.73.215.233/32	54.73.215.233 - 54.73.215.233	54.73.215.233 255.255.255.255
54.75.205.153/32	54.75.205.153 - 54.75.205.153	54.75.205.153 255.255.255.255
63.33.145.40/32	63.33.145.40 - 63.33.145.40	63.33.145.40 255.255.255.255
64.95.128.0/23	64.95.128.0 - 64.95.129.255	64.95.128.0 255.255.254.0
79.125.88.65/32	79.125.88.65 - 79.125.88.65	79.125.88.65 255.255.255.255
95.172.70.0/24	95.172.70.0 - 95.172.70.255	95.172.70.0 255.255.255.0

Rescue Lens and Rescue Nextgen media

Lens Server / Data Center IP addresses:

CIDR Notation	Numeric IP Range	Netmask Notation
18.192.225.252/32	18.192.225.252 - 18.192.225.252	18.192.225.252 255.255.255.255
18.198.147.201/32	18.198.147.201 - 18.198.147.201	18.198.147.201 255.255.255.255
18.198.174.137/32	18.198.174.137 - 18.198.174.137	18.198.174.137 255.255.255.255
18.198.176.236/32	18.198.176.236 - 18.198.176.236	18.198.176.236 255.255.255.255

Nextgen media

- ***.remoteview.logmein.eu**
- **turn.console.logmeinrescue.eu**
- For networks explicitly filtering outbound destination ports and protocols, the following ports are used on Rescue Lens side and Rescue Nextgen media: 15000 (UDP traffic) or 443 (TCP traffic) for Rescue media sessions.

Tip: It is recommended that you allow UDP traffic through port 15000. Restricting the traffic to TCP may decrease the quality of the Rescue media support experience.

Important: The use of IP ranges instead of domain names for the firewall configuration is discouraged unless absolutely necessary because our IP ranges and those of our provider networks need to be periodically audited and modified, thus creating additional maintenance for your network. If URL allowlisting is not feasible, refer *to the list of IP address in this document*.

Third-party IP Ranges

You must also allowlist ranges for these third-party services:

- *Microsoft Azure*

Chat monitor

Needed only if you are using the Chat monitoring feature.

CIDR Notation	Numeric IP Range	Netmask Notation
18.193.134.63/32	18.193.134.63 - 18.193.134.63	18.193.134.63 255.255.255.255
3.74.125.23/32	3.74.125.23 - 3.74.125.23	3.74.125.23 255.255.255.255

Limitations in case of using IP Ranges

The following features won't be able to use in case of using IP based allowlist since these are using dynamic IPs:

- External technician invite: invited external technicians won't be able to reach one-time technician console to download. This applies to networks where the external technicians are located.
- Auto-upgrade of Calling Card and Unattended endpoints won't be able to auto-upgrade. Manual upgrade and redeployment will be required.

Email domains

For email invitations and correspondences from us and the software, we recommend allowing the following email domains through your email's spam and allowlist filters.

- @m.logmein.com
- @t.logmein.com
- @logmeinrescue.com
- @logmein.com
- @m.lastpass.com
- @t.lastpass.com

Setting up Channels

About Channels

Customers use channels to initiate support sessions by clicking a URL embedded in your website or via the Calling Card.

Incoming sessions are added to the queue for all members of any Technician Group which is assigned to a channel. Any incoming channel session will be displayed to all technicians in a group until it is picked up or times out.

provides ten channels for flexible session routing.

How to Assign a Channel to a Technician Group

Channels can be assigned to a Technician Group by a Master Administrator or by an Administrator responsible for that Technician Group.

By default, the channels are named "Channel 1", "Channel 2", and so on. You cannot create new channels; only rename.

1. On the Organization Tree, select the **Technician Group** to which you want to assign a channel.
2. Select the **Channels** tab.
3. On the Channels tab, click the checkbox next to the channel(s) you want to assign to the selected Technician Group.
   The assignment is applied immediately in the Administration Center. Any technician who is logged in to the Technician Console must log off and log in again before the change is applied.

How to Make a Channel Available for Use

Master Administrators can configure channel details and integrate a channel link or form code into your support site.

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Channels** tab. The Channel Configuration page is displayed.
3. Enter a **Channel name**.
   This will be seen in both the Administration Center and Technician Console.
4. Enter a **Description** (optional). This is for your own reference.
5. Copy the appropriate channel link or code for your preferred channel type.

Option	Description
Channel link	This method allows you to build a simple link into your website/intranet. Customers click the link to establish a support session.
Custom Live Support Form	This method allows you to host both a link on your website/intranet as well as a questionnaire which your customers have to complete.
Custom Live Support Form with self-hosted Instant Chat	For detailed information regarding Instant Chat and Instant Chat customization and integration, please refer to the LogMeIn Rescue *Customization and Integration Guide*.

6. Integrate the channel link or form code into your support site.

Important: Channel integration is best performed by an experienced web developer.

How to Remove an Individual Technician from a Channel

Technicians and channels are assigned to Technician Groups. By default, each technician can work with sessions in any channel assigned to his Technician Group. To deny an individual technician access to a channel, follow this procedure.

1. On the Organization Tree, select the **technician** that you want to remove from a channel.
2. Select the **Channels** tab.
   The Channels tab shows a list of channels assigned to the selected technician.
3. On the Channels tab, clear the checkmark next to the **Assigned to…** box for each restricted Channel.
   The assignment is applied immediately in the Administration Center. Any technician who is logged in to the Technician Console must log off and log in again before the change is applied.

Deny an individual technician access to a channel

This feature is useful if you use product- or platform-based channels and have technicians who may not be ready to support certain products or platforms.

Assume that you have assigned the Windows channel and Mac channel to Technician Group 1. All technicians in Technician Group 1 except for the technician named “Sample Technician” have the skills to handle Mac issues. In this case, you can remove “Sample Technician's” access to the Mac channel. "Sample Technician" will see sessions arriving to the Windows channel, but not the Mac channel. Once “Sample Technician” has the skills to handle Mac sessions, you can re-assign him to the Mac channel.

How to Test a Channel

Test a channel to make sure it is working properly.

1. On the Organization Tree, select the channel you want to test.
2. Select the **Channels** tab.
3. Click **Test channel (Standard)** or **Test channel (Instant Chat)** as appropriate.
   Download and run the Applet when prompted.
4. Select the **Sessions** tab.
   If the channel is working properly, the test session will appear in the appropriate queue.

Setting up the Applet

How to Set the Default Applet (Standard or Instant Chat)

Choose to run either the Applet or Instant Chat at the start of any session with a PC or Mac.

Note: Instant Chat runs by default for all sessions with PalmPre devices. No settings are required.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Go to the **Customer Applet** section.
4. Choose a **Running Mode**:
   - Choose **Use Instant Chat** to activate all sessions for the selected channel or group as Instant Chat sessions in Chat-only mode.
   - Choose **Standard** to activate all sessions for the selected channel or group as standard Rescue Applet sessions.
5. For the standard Rescue Applet, you can select the following options:
   - Select **Display Customer Applet download page** to show customers a standard web page that explains how to download the Applet.
   - Select **Use ActiveX Customer Applet** if you want to install an ActiveX component on the customer device that will download and automatically run the Applet. Use this feature to overcome restrictions related to direct downloading of .exe files and to reduce the number of steps required to establish a connection.

     Restriction: This method does not work for customers using Internet Explorer 11 and above, as these browsers do not allow .exe files to be run from an ActiveX control.
6. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

How to Set Windows System Service Behavior

By default, the Applet is started as a normal application. You can set to launch the Applet as a Windows System Service whenever the customer has Windows administrative rights.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, go to **Automatically start as Windows System Service** and select the appropriate options:
   - Select **if customer has administrative rights** to launch the Applet as a Windows System Service whenever the customer has Windows administrative rights.
   - Select **and UAC is enabled** to launch the Applet as a Windows System Service when the customer has administrative rights but is running an operating system with UAC enabled.
4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

Tip: If the customer does not have administrative rights, or is running a Mac, then the technician can manually restart the Applet as described in the “How to Restart the Applet as Windows System Service or Mac Daemon” section of Technician Console User Guide.

How to Set Mouse and Keyboard Data Entry Priority for Remote Control

During a Remote Control session, the technician and customer may simultaneously use their mouse or keyboard. Select the user whose actions should be processed first.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, go to **Priority over mouse and keyboard actions during remote control** and select the user whose actions should be processed first: `Technician` or `Customer`.
4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Show Estimated Length of Waiting to Customers

Show your customers the amount of time they can expect to wait before a technician will be able to activate their session.

For a Technician Group

For private sessions, you can show the estimated waiting time. calculates the estimated waiting time based on the average pick-up time for the last ten sessions of a specific technician. The time is displayed in the Applet, Calling Card, or Instant Chat.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, select **Display estimated waiting time**.
4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

For a Channel

For channel sessions, you can choose to show customers either the estimated waiting time or their position in the queue of waiting customers. For estimated waiting time, calculates the average pick-up time of the last ten sessions of a channel. The time or position in queue is displayed in the Applet, Calling Card, or Instant Chat.

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Settings** tab.
3. Choose what you want Rescue to show to waiting customers.
   - For Rescue to show the estimated waiting time, under **Customer Applet** > **Message to waiting customers:**, select **Estimated waiting time**.
   - For Rescue to show the customer's position in the queue, under **Customer Applet** > **Message to waiting customers:**, select **Queue position**.
4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

How to Customize Applet Appearance

An Administrator can customize the appearance of the Applet by inserting a custom logo and icon.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, go to **Branding**.

Option	Description
Application name	Enter text to be displayed at the top of the Customer Applet, Mobile Applet, and Instant Chat.
Logo	Upload the logo for the selected channel or Technician Group to use. The logo will be shown in the top-right corner of the standard Applet, Mobile Applet, and Instant Chat. Download the template to see a sample that conforms to all format requirements.
Icon	Upload the icon you want to use. The icon will be shown in the top-left corner of the Customer Applet and Instant Chat. Download the template to see a sample that conforms to all format requirements.

Note: The name of your organization will appear on the Applet as entered in the **Organization** field of the **My Account** > **Modify Contact Information**.

How to Set up Custom Terms and Conditions

Show customers a customized Terms and Conditions after they have downloaded the Applet, but before the technician can begin to provide service (while the session is in Connecting status).

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, go to **Terms and Conditions** and select from the following options:

Option	Description
Use Terms and Conditions	Select **Use Terms and Conditions** to show customers a customized Terms and Conditions after they have downloaded the Applet or Mobile Applet, but before the technician can begin to provide service (while the session is in Connecting status). **Tip:** To give customers enough time to read the Terms and Conditions, increase the time allowed before connecting sessions will time out (on the **Settings** tab under **Time-outs**).
Terms and Conditions	Type or insert your Terms and Conditions text in the **Terms and Conditions** box that customers using computers or mobile devices will see. Plain text only. No formatting. No character limit.
Force scrolling to bottom	Select **Force scrolling to bottom** to force customers to scroll through the entire Terms and Conditions before the Accept button on the Applet or Mobile Applet is activated.

4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

Note: When enabled, Channel *Custom terms and conditions* will display for **Channel Link**, **Custom Live Support forms**, and **Custom Live Support form with self-hosted Instant Chat sessions**, however, they will not display during Calling Card Channel sessions.

How does it work? A session remains in Connecting status while the customer is reading the Terms and Conditions. Once the customer accepts the Terms and Conditions, the Applet chat window will appear and the

connection to the technician will be made. The session appears as Waiting in the technician's queue. If the customer declines the Terms and Conditions, the Applet closes and is deleted immediately.

How to Disable the Pause/Break Key

Disable the Pause/Break key as a hotkey that customers press to revoke all permissions and end the current action, even when the Applet is not in focus.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, select **Disable Pause/Break hotkey for revoking permissions**.
4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

The Pause/Break key is disabled as a Rescue hotkey. Customers will be forced to click the red X on the Applet toolbar to revoke permissions and end the current action.

Sample use of Pause/Break key

The technician starts to control the customer's desktop. The customer realizes that confidential information is exposed on his desktop. The customer presses the `Pause/Break` key to immediately end remote control even though the Rescue Applet is not in focus on his desktop. Remote control ends; the session continues.

How to Prompt the Customer for Permissions at Session Start

Force the Applet to display a permission dialog before any other session activity occurs. Otherwise, customers are prompted when the technician first attempts a remote action, such as when launching remote control or requesting system information.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Applet**, select **Prompt customer for permissions** > **One time when session starts**.
4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

Once downloaded, the Applet will immediately display a dialog prompting the customer to grant overall permission that remains valid for the life of the session.

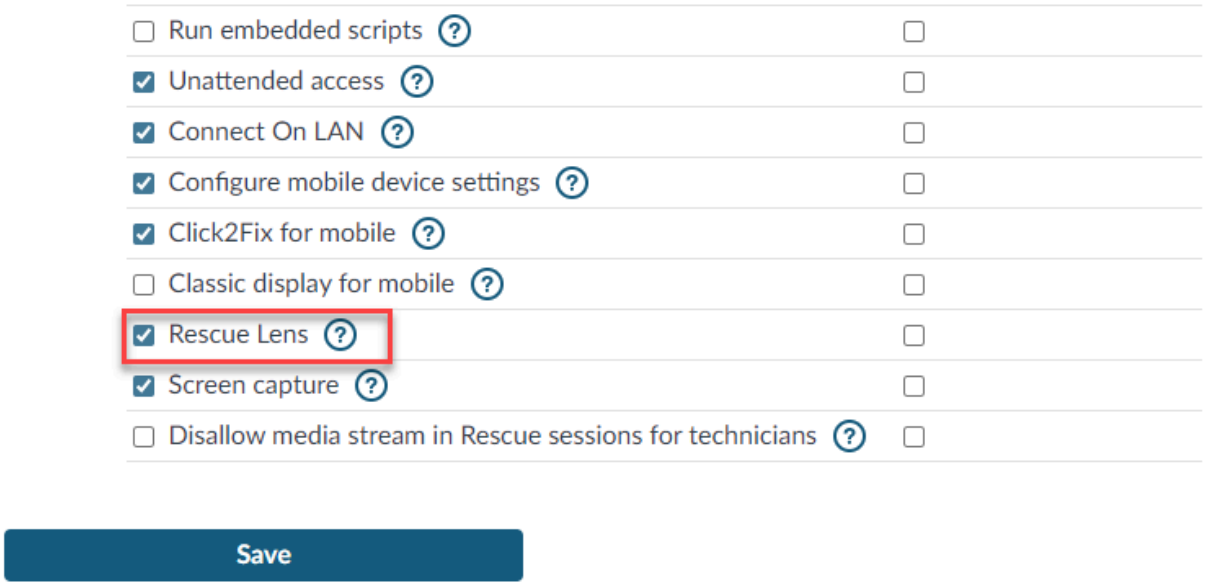
Important: If the customer denies permission upon startup, he will be prompted again for permission when the technician next attempts a remote action. If the customer accepts the first request, no further requests are made.

Setting up Lens

Allowing Technicians to Use Lens

Allow group members to start Lens sessions. With Lens, customers can use their mobile device to stream live video to a technician.

1. Log in to the LogMeIn Rescue Administration Center.
2. On the Organization Tree, select the Technician Group you want to work with.
3. Select the **Organization** tab.
4. Under **Permissions**, select **Rescue Lens**.



5. Click **Save Changes**.

Enabling Lens Audio

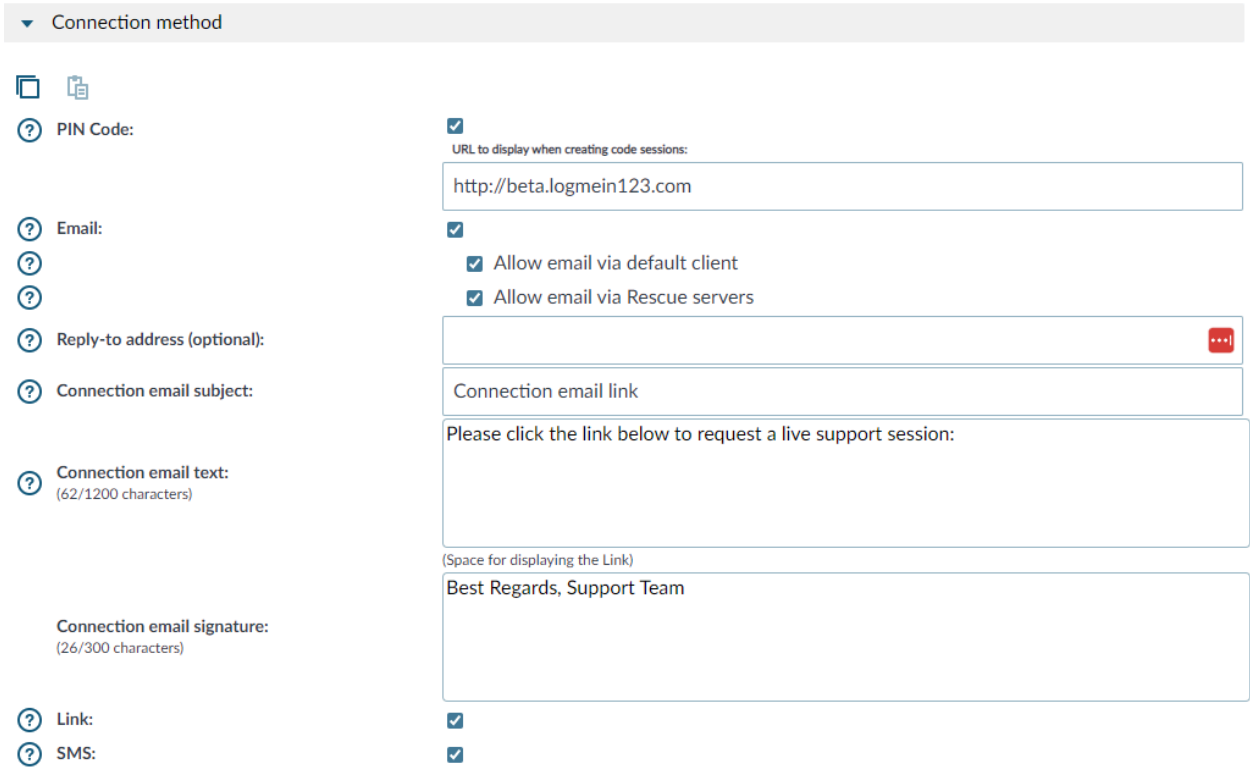
You can set Lens sessions to launch with an active VoIP connection between technician and customer that remains open throughout the session but can be muted by either party.

1. Log in to the LogMeIn Administration Center.
2. On the Organization Tree, select the Technician Group you want to work with.
3. Select the **Settings** tab.
4. Under **Rescue Lens**, select **Enable audio:**
   For the selected Technician Group, all Lens sessions are launched with an active VoIP connection between technician and customer.
5. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to all subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

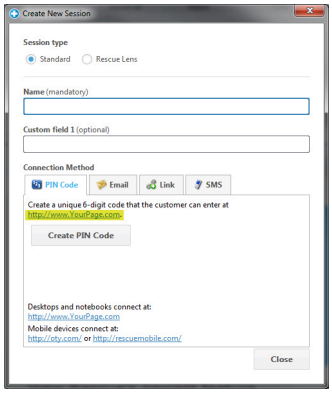
Controlling How Sessions are Started and Managed

How to Set Connection Methods Available to Technicians

Choose which connection methods to make available to technicians on the Technician Console **Create New Session** dialog box.



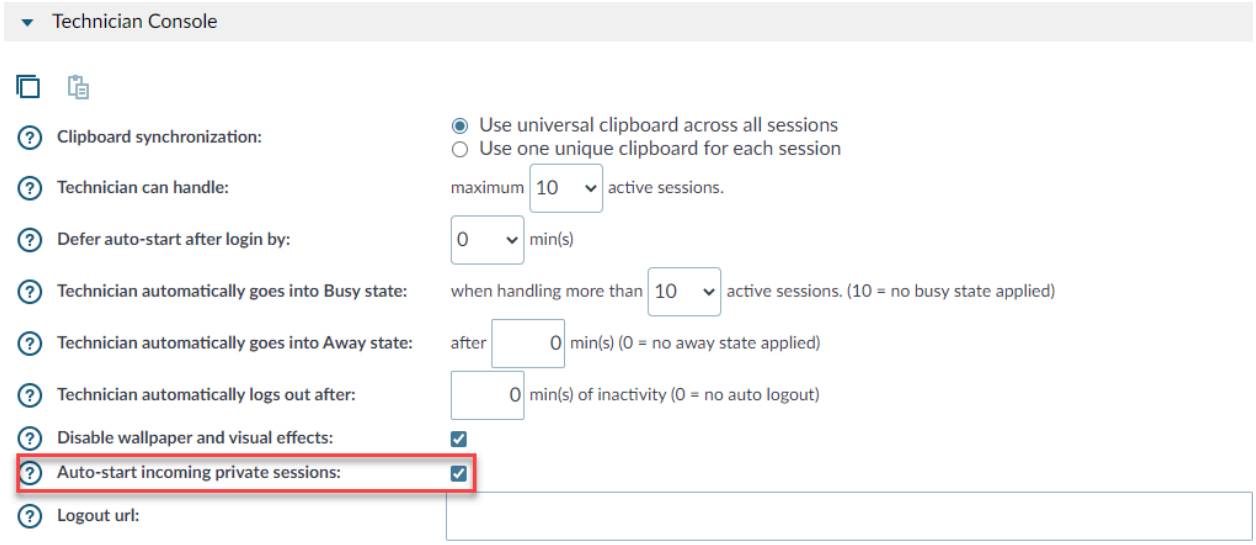
1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Connection Method**, select the connection methods you want to allow.

Option	Description
PIN Code	Allow technicians to use the PIN Code connection method. Enter the URL of the site that customers use to enter the session PIN. The value will be shown to technicians on the PIN Code tab of the Create New Session dialog box.  **Figure 1: Technician Console, Create New Session dialog box showing the URL to display when creating code session**
Allow email via default client	Allow technicians to use the email connection method and to send the email via their default email client.
Allow email via Rescue servers	Allow technicians to use the email connection method and to send the email via LogMeIn Rescue servers.
Reply-to address (optional):	Specify the email address to which replies to a session connection email are sent. To use the email address of the technician who sent the session connection email, leave this field blank. **Restriction:** Applies only to emails sent via servers!
Connection email subject	The default subject line of all session connection emails. A technician can change the subject line in his email client.
Connection email text	The default introductory text of all session connection emails. A technician can change the text in his email client.
Link	Allow technicians to use the Link connection method.
SMS	Allows technicians to use the SMS connection method to start private sessions: • For Rescue Lens sessions, available to all technicians with Rescue Lens permission • For Rescue+Mobile sessions, available to technicians with a Rescue+Mobile license

4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Set Private Sessions to Start Automatically

Administrators can set all PIN Code, Link, and SMS sessions to go directly from Connecting status to Active. Technicians will be unable to change the **Auto-start Incoming Private Sessions** option in the Technician Console.



1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console**, select **Auto-start incoming private sessions**.
4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Set Channel Sessions to Transfer Automatically

Reduce customer waiting time for channel-based sessions by automatically transferring waiting sessions to another channel. Set the amount of time to wait before initiating a transfer to the selected receiving channel. The actual transfer may take up to an additional 90 seconds to complete.

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Settings** tab.
3. Under **Session management**, go to **Auto-transfer waiting sessions**.
4. Set the amount of time (in minutes) to wait before initiating a transfer to the selected receiving channel.
5. Click **Save changes**.

Note: You cannot save this setting to all channels.

From the technician perspective, the status of any automatically transferred session will be shown as **Outgoing** in the original channel queue and **Incoming** in the receiving queue.

How to Set Channel Sessions to Start Automatically

Reduce customer waiting time for channel-based sessions by automatically activating sessions at the least busy technician (defined as the technician with the fewest active sessions or the longest idle time upon session arrival).

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Settings** tab.
3. Under **Session management**, select the **Auto-start waiting sessions** box.
   Sessions will only be started automatically when the technician is handling a number of sessions under the threshold defined in the **...less than X active sessions** drop-down list.

Tip: Select a value of 10 to start sessions automatically regardless of the number of active sessions a technician is handling.

4. Click **Save changes**.

Note: You cannot save this setting to all channels.

How to Defer Auto-start for Channel Sessions

Exempt group members from being auto-assigned waiting sessions for a configurable period of time after logging in to the Technician Console.

Remember: This setting only applies when **Auto-start waiting sessions** is enabled.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console** > **Defer auto-start after login by** set the length of time for which you want the selected group members to be exempted from being assigned waiting channel sessions.

   Note: A value of 0 means no deferment.
4. Save your changes.

How to Prevent Technicians from Transferring Sessions to Unmanned Channels

An Administrator can ensure technicians can only transfer sessions to a channel with available technicians.

This feature helps you avoid long customer waiting times due to transfer to an unmanned channel.

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Settings** tab.
3. Under **Session management**, select the **Incoming transfer restriction** box.
4. Save your changes.
   - Click **Save Changes** to apply the setting to the current channel.
   - Click **Save settings to all channels** to apply the setting to all channels in your organization.

How to Exempt a Technician from Channel Session Auto-start

An Administrator can override the auto-start waiting session option for individual technicians.

The use of this feature is recommended for supervisors who should be exempt from "round-robin" session routing. For example, let's say you have an Administrator who logs in as a technician in order to monitor technicians by using the Technician Console monitoring feature. You do not want the Administrator to be interrupted by new sessions, so you select the **Never auto-start waiting channel sessions** option.

1. On the Organization Tree, select the technician who should be exempt from channel session routing.
2. Select the **Organization** tab.
3. Select **Never auto-start waiting channel sessions**.
4. Click **Save changes**.

How to Schedule Working Hours and "No Technician Available" Behavior for a Channel

Apply working hours to a channel and set the default behavior in response to requests that arrive when no technician is available.

1. On the Organization Tree, select the **channel** you want to work with.
2. Select the **Settings** tab.
3. Under **No technician available and Scheduling**, choose the **Start Time** and **End Time** for your working day.
4. Choose the **Time Zone** to be associated with the selected working hours.
5. Clear the box next to each day that should *not* be a working day.
6. Set up the default behavior in response to sessions that arrive **during working hours when no technician is available** and **during non-working hours**.

Option	Description
Keep sessions alive	Choose **Keep sessions alive** if you want all sessions to remain in a queue even if no technicians are online and available.
Notify technicians of pending sessions via email	Select **Notify technicians of pending sessions via email** if you want to send an email to the relevant technicians when an incoming support request is received, but no technician is logged in. An email message from alerts@LogMeInRescue.com will be sent to all the technicians who could handle this support request.
Abort sessions and show this webpage to the customer	Choose **Abort sessions and show this webpage to the customer** if you want to display a specific web page to the customer when no technician is available. Enter the URL of the web page to be displayed in the corresponding box.

7. Save your changes.
   - Click **Save Changes** to activate the form for the current Channel.
   - Click **Save settings to all channels** to apply the same settings to all Channels in your organization.

How to Set No Technician Available Behavior for Private Sessions

Set the default behavior in response to requests that arrive when no technician is available.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **No technician available**, select from the following options:

Option	Description
Keep sessions alive	Choose **Keep sessions alive** if you want all sessions to remain in a queue even if no technicians are online and available.
Notify technicians of pending sessions via email	Select **Notify technicians of pending sessions via email** if you want to send an email to the relevant technicians when an incoming support request is received, but no technician is logged in. An email message from alerts@LogMeInRescue.com will be sent to all the technicians who could handle this support request.

Option	Description
Abort sessions and show this webpage to the customer	Choose **Abort sessions and show this webpage to the customer** if you want to display a specific web page to the customer when no technician is available. Enter the URL of the web page to be displayed in the corresponding box.

4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Set Time-outs and Warnings

Administrators can define the length of time after which a PIN Code, a waiting, connecting, or active but idle sessions times out. They can also configure alarms for timed out and waiting sessions.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Time-outs**, select from the following options:

Option	Description
Private code validity period	The length of time a PIN Code or Link remains valid. If a customer attempts to start a session after this period has expired, he receives a message saying that the PIN Code or Link has expired.
Connecting sessions will time out	The length of time a connecting session remains valid. The session will be removed from the Technician Console queue after the specified time is exceeded.
Waiting sessions will time out	The number of minutes after which a waiting session (a session in a queue that has not yet been picked up) is dropped from a technician's queue. The session is displayed in red before being removed. The period can be between 1 and 999 minutes. A value of 0 means sessions will never time out.
Active session idle time-out	The number of minutes after which an Active session will be ended if no action is taken by the technician or customer. Certain processes will prevent time out, including the following: an open remote control, screen sharing, or file manager session; a pending file transfer; an open save dialog; or a pending Calling Card deployment. The period can be any length between 1 and 999 minutes. A value of 0 means an active session will never time out. On Hold sessions will never time out.
Time-out alarms	Use predefined colors to highlight Time-out and Waiting session alarms. The connection and/or wait times can be specified in seconds, including multiple alarms to escalate waiting sessions in the Technician Console.

4. Save your changes.
   - Click **Save** to apply the settings to the current channel or Technician Group
   - Click **Apply to all channels/groups** to apply the same settings to all channels or Technician Groups in your organization
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups

Managing Sessions: Start, Transfer, Close, Hold

Administrators use the Sessions tab to manage LogMeIn support sessions. A session can be started, transferred, closed, or put on hold directly from the **Sessions** tab.

How to View Session Information

Administrators use the Sessions tab to manage LogMeIn support sessions. A session can be started, transferred, closed, or put on hold directly from the Sessions tab.

1. On the Organization Tree, select the **Technician Group**, **channel**, or **technician** for which you want to view session information.
2. Select the **Session** tab.
   Sessions are displayed for the selected Technician Group, channel or technician. You can see a simple snapshot of active and waiting sessions, including the name of the technician(s) handling sessions, session start times, and whether the sessions are Channel or Private.

Tip: To view session information for another Technician Group, Channel, or Technician simply select a new item on the Organization Tree and the Session tab will be updated.

How to Start a Session from the Administration Center

Sessions can be manually started directly from the Administration Center **Sessions** tab.

1. In the Administration Center, select the appropriate session from the list on the **Session** tab and click **Start**.
   The Session Start dialog box is displayed.
2. Select the technician for which you want to start the session.
   You are prompted to confirm your selection.
3. Click **OK** to start the session.
   The session appears in the session list of the technician for whom it was started.

Tip: You may need to click **Refresh** to see the change.

How to Transfer Sessions from the Administration Center

Sessions can be manually transferred directly from the Administration Center **Sessions** tab.

Remember: You can only transfer mobile sessions to a technician with a valid + Mobile subscription.

1. Select the appropriate session from the session list on the **Session** tab and click **Transfer**.

The Transfer dialog box is displayed.

2. Type a description in the **Comment** box (for example, a reason for the transfer or a brief summary of the case).
3. Select the technician, Technician Group or channel to which you want to transfer the session.
   You are prompted to confirm your selection.
4. Click **OK** to execute the transfer.
   The session appears in the session list of the Technician, Technician Group, or Channel to which it was transferred.

Tip: You may need to click **Refresh** to see the change.

The original technician will see the session as Transferred in their Technician Console queue. Any comment that the administrator added during the transfer will also be visible in the **Transferred by** box.

Monitoring a Technician's Desktop

How to View a Technician's Desktop

Administrators can view the desktop of technicians in their organization from within the Technician Console.

Requirements:

- A Master Administrator or Administrator with both an administrator and a technician license can use this feature
- Both the administrator and the monitored technician must be running a Technician Monitoring enabled version of the Technician Console
- A Master Administrator can monitor any technician in an organization
- An Administrator can monitor any technician in a Technician Group to which he has administrative rights

Restriction: Monitoring the desktop of a technician running the Technician Console for Mac is not supported.

Remember: Technician Monitoring is initiated in the Technician Console, not the Administration Center.

1. On the Technician Console Session toolbar, click the **Monitoring** button.

   The **Monitor Technician** dialog box is displayed.
2. In the **Monitor Technician** dialog box, select the technician you want to monitor.

   Note: The list of technicians visible in the **Monitor Technician** dialog box depends on a permission granted by a Administrator.

   Optional: In a large organization, use the **Filter** field to locate technicians.
3. Click **OK**.
   A connection is made to the technician's computer and a new Session tab appears in the Technician Console workspace showing the technicians name.
4. You must authenticate yourself to the technician's computer. On the Session tab showing the technician's name, select an authentication method.
   - Select **Use current credentials** to send the Windows credentials you used to log on to your current Windows session. You must be a Windows administrator or otherwise have user rights on the target machine.
   - Select **Add username and password** to use a different combination with valid user rights on the target machine.

     Tip: If the domain name is needed in the **Username** field, the acceptable formats are `username@domain` and `domain\username`.
   - Select **Request Authorization** to ask the technician for permission to monitor his desktop.
5. Click **Launch Monitoring**.
   The technician's desktop is displayed on the Session tab in your Technician Console workspace.

How to Set up Technician Monitoring Options

Set up authentication requirements for administrators attempting to monitor a technician's desktop. Control how technicians will be notified when they are being monitored.

1. Select the **Global Settings** tab.
2. Under **Technician monitoring**, select from the following options:

Option	Description
Credentials required for authentication	Select this option to allow monitoring only by users with an administrative account on the monitored technician's computer. Select **any user** to allow monitoring by users with any user account type on the monitored technician's computer.
Disable technician monitoring	Select this option to turn off technician monitoring. When disabled, no technician desktop can be monitored by the organization.
Notify technician about desktop monitoring	• Select **upon login to the Technician Console** if you want technicians to be shown only a single message upon logging in to the Technician Console listing users who have permission to monitor the technician's desktop without providing notification. • Select **every time monitoring starts** to notify technicians each time they are being monitored.  **Note:** When the **Disable technician monitoring** setting is enabled, the setting **every time monitoring starts** is automatically selected. This cannot be changed. Technicians will not receive any notification about desktop monitoring.

3. Click **Save Changes**.
   The settings are applied to all administrators in your Rescue organization.

Monitoring Performance Data: The Command Center

The Command Center is a LogMeIn component that gives you a powerful tool for monitoring key performance indicators in your support organization. Use it to generate and analyze performance data to determine usage patterns, optimize resource allocation and identify problem areas in your organization.

Requirements:

- A LogMeIn Rescue account
- A Rescue organization already built in the Administration Center
- A supported browser
  - Internet Explorer 8 or higher
  - The latest version Firefox, Chrome, Safari

To have a quick look at how the Command Center works, see *Command Center – At a Glance*.

How to Monitor Performance Data for a Channel

1. In the Command Center, open the drop-down menu and select the unit you want to monitor.

   Remember: Master Account Holders and Master Administrators can access data from their whole Organization Tree. Administrators can only access data concerning the Technician Group they are assigned to.

   Data for the selected Channel is displayed in two sections: **Overview** and **Table**.

   Tip: Don't see the data you expected? You can set the starting time of the data collection period. See *How to Set Monitoring Data Collection Time Period* on page 63.

   CAUTION: The browser **Back** button quits the Command Center. To navigate to previous levels in the hierarchy, use the breadcrumb.
2. Review data in the **Overview** section.

   This is aggregated data about the selected Channel as a collective entity including all of its Technician Groups.

   - Status (Technicians)
   - Capacity (Total, Available, Used). Both private and channel sessions are considered.
   - Missed session count
   - Closed session count
   - Running session count
   - Waiting session count
   - Incoming session count
   - Outgoing session count
   - Wait time average
   - Wait time max
   - Handling time average
   - Handling time max

   Tip: For definitions, see *Command Center Terms and Definitions* on page 63.
3. Review data in the **Table** section.

- Under the **Technicians** tab, data pertain to technicians belonging to the selected Channel.
  - Status
  - Name
  - Technician Group
  - Wait time average
  - Wait time maximum
  - Handling time average
  - Handling time maximum
  - Available capacity
  - Total capacity
  - Closed session count
  - Active session count from the selected Channel
  - Active session count from other Channel(s)
  - Private session count
- Under the **Sessions** tab, you can view data for individual channel sessions handled by technicians belonging to the selected channel.
  - Technician
  - Wait time
  - First chat time
  - Handling time
  - Wrap time
  - Session status
  - Custom column (as defined under Settings)
  - Channel
  - Session ID
  - Chat monitor

Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

How to Monitor Performance Data for a Technician Group

1. In the Command Center, open the drop-down menu and select the unit you want to monitor.

   Remember: Master Account Holders and Master Administrators can access data from their whole Organization Tree. Administrators can only access data concerning the Technician Group they are assigned to.

   Data for the selected Technician Group is displayed in two sections: **Overview** and **Table**.

   Tip: Don't see the data you expected? You can set the starting time of the data collection period. See *How to Set Monitoring Data Collection Time Period* on page 63.

   CAUTION: The browser **Back** button quits the Command Center. To navigate to previous levels in the hierarchy, use the breadcrumb.
2. Review data in the **Overview** section.

   This is aggregated data about the selected Technician Group as a collective entity of all the technicians that belong to it.

Important: Sub-groups of the selected Technician Group are excluded from calculation.

- Status (Technicians)
- Capacity (Total, Available, Used)
- Missed session count
- Closed session count
- Running session count
- Waiting session count
- Incoming session count
- Outgoing session count
- Wait time average
- Wait time max
- Handling time average
- Handling time max

Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

3. Review data in the **Table** section.
   - Under the **Technicians** tab, data pertain to technicians belonging to the selected Technician Group.
     - Status
     - Name
     - Wait time average
     - Wait time maximum
     - Handling time average
     - Handling time maximum
     - Available capacity
     - Total capacity
     - Closed session count
     - Channel session count
     - Private session count
   - Under the **Sessions** tab, you can view data for individual channel sessions handled by technicians belonging to the selected channel.
     - Technician
     - Wait time
     - First chat time
     - Handling time
     - Wrap time
     - Session status
     - Custom column (as defined under Settings)
     - Channel
     - Session ID
     - Chat monitor

Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

How to Monitor Performance Data for a Technician

Technicians cannot be accessed directly, but rather through a Technician Group or Channel to which they belong.

1. In the Command Center, use the drop-down menu to choose the unit that includes the technician who you want to monitor.
2. In the **Table** section under the **Technicians** tab, find the technician's row and click it.
   Monitoring data for the selected technician is displayed in two sections: **Overview** and **Table**.

   Tip: Don't see the data you expected? You can set the starting time of the data collection period. See *How to Set Monitoring Data Collection Time Period* on page 63.
3. Review data in the **Overview** section.

   Data pertain to the selected technician.

   Tip: For definitions, see *Command Center Terms and Definitions* on page 63.
4. Review data in the **Table** section.
   Under the **Sessions** tab, you can view detailed data about each channel and private session handled by the selected technician.

   - Technician
   - Wait time
   - First chat time
   - Handling time
   - Wrap time
   - Session status
   - Custom column (as defined under Settings)
   - Channel
   - Transferring from/to
   - Session ID
   - Chat monitor

   Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

How to Monitor Performance Data Based on Custom Attributes (Labels)

What is a Label?

A label collects all Technician Groups and/or Channels that have been tagged with it, so that organization units can be monitored as an arbitrary group. This helps administrators to monitor their organization along any lines relevant to their operation. By applying labels, Command Center monitoring is no longer restricted to a single organizational unit.

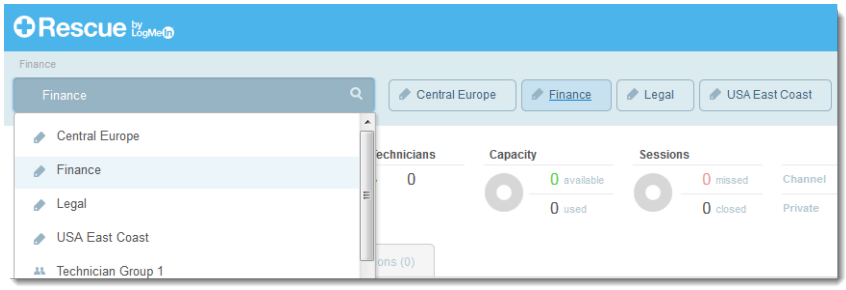


Figure 2: Labels in the Command Center

Organization units can be assigned more than one label. For example, if a support organization has five Technician Groups (TG1, TG2, TG3, TG4 and TG5), and these work in two geographical areas, an Administrator can create labels such as "Central Europe" (TG1, TG2 and TG3 belong here in this example) and "USA East Coast" (TG4 and TG5 belong here in this example). Also, in this example, this organization supports two departments; therefore, the Administrator will also create two corresponding labels "Finance" (for TG1, TG3 and TG4 in this example) and "Legal" (for TG2 and TG5 in this example). This means that, for example, Technician Group 2 has both label "Central Europe" and label "Legal".

Technician Group	Labels
TG1	Central Europe, Finance
TG2	Central Europe, Legal
TG3	Central Europe, Finance
TG4	USA East Coast, Finance
TG5	USA East Coast, Legal

How to Add Labels

This option is available to Master Administrators and Master Account Holders.

1. In the Administration Center, go to the **Global Settings** tab.
2. Under **Labels**, click **Manage Labels**.
   The **Add/Remove Labels** page is displayed.
3. Click the gear icon.
   The **Add new labels** option is displayed.
4. Under **Add new labels**, name the new label and click **Add**.
   The new label is displayed.

   Tip: Repeat this step for each label you want to add.
5. Click **Done**.

Remember: Don't forget to assign labels to Channels or Technician Groups. See *How to Assign Labels* on page 60.

How to Assign Labels

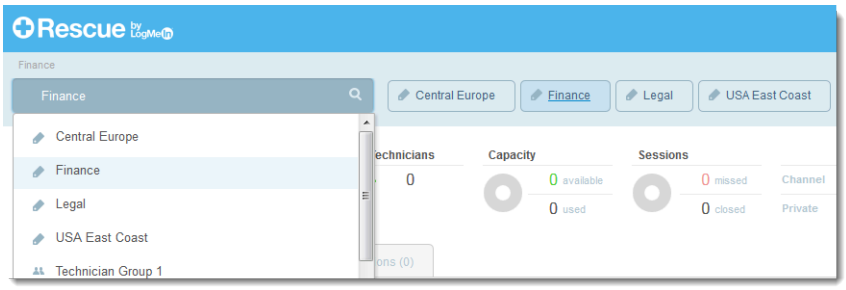
Master Administrators and Master Account Holders can assign labels to any Technician Group or Channel in their organization tree. Administrators can assign labels to the Technician Group that they are assigned to.

1. In the LogMeIn Rescue Administration Center on the Organization Tree, select the Technician Group or Channel to which you want to assign the label.
2. Select the **Organization** tab.
3. Under **Assigned labels**, select a label.
4. Click **Add**.
   The selected label is displayed next to **Labels**
5. Click **Save Changes**.

How to Monitor Performance Data According to a Label

Monitoring according to labels is only available if labels have been added and assigned.

1. In the Command Center, select a label from the Label List or from the drop-down menu.



   Data related to the selected label is displayed in two sections: **Overview** and **Table**.

   Remember: Master Account Holders and Master Administrators can access data from their whole Organization Tree. Administrators can only access data concerning the Technician Group they are assigned to.

   Tip: Don't see the data you expected? You can set the starting time of the data collection period. See *How to Set Monitoring Data Collection Time Period* on page 63.

   CAUTION: The browser **Back** button quits the Command Center. To navigate to previous levels in the hierarchy, use the breadcrumb.

2. Review data in the **Overview** section:

   This is aggregated data about the selected Label as a collective entity of all the elements assigned to it.

   - Status (Technicians)
   - Capacity (Total, Available, Used)
   - Missed session count
   - Closed session count
   - Running session count
   - Waiting session count
   - Incoming session count

- Outgoing session count
- Wait time average
- Wait time max
- Handling time average
- Handling time max

Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

3. Review data under **Table**:

   Data is for all Technician Groups and all Channels assigned to the selected Label.

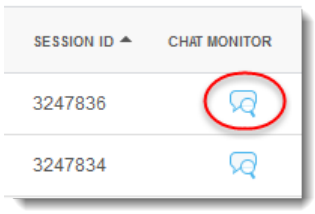
   - Under the **Channels** tab, data pertain to Channel(s) assigned to the selected Label.
   - Under the **Technician Groups** tab, data pertain to the Technician Group(s) assigned to the selected Label.
   - Under the**Sessions** tab, you can view data for individual sessions handled by technicians belonging to Technician Groups and Channels assigned to the selected Label.
     - Technician
     - Wait time
     - First chat time
     - Handling time
     - Wrap time
     - Session status
     - Custom column (as defined under Settings)
     - Channel
     - Session ID
     - Chat monitor

   Tip: For definitions, see *Command Center Terms and Definitions* on page 63.

How to Monitor Technician Chatlog

Administrators can monitor chat sessions in the Command Center.

1. Under the **Sessions tab** in the **Table** section of the Command Center, select the session you want to monitor.
2. Click the **CHAT MONITOR** icon to see the full chatlog of the selected session.



The chat conversation is displayed in a new window. All information normally included in a chatlog is displayed, such as status changes and connection messages.

Tip: In case of active sessions, the Chat Monitor window displays the live chatlog in real time.

How to Set Command Center Alert Thresholds

Command Center alerts give you visual notification if the performance of the selected unit is out of the specified range. Configure the values that trigger alerts.

There are two kinds of alerts: **Warning** (yellow) and **Alert** (red). When triggered, these alerts make the background of the corresponding Table panel cell yellow (for Warnings) or red (for Alerts).

Important:

Configuring alerts is optional. However, when you configure both an Alert value and a Warning value for a cell, the following applies:

- For Wait Time Max, Handling Time Max, and Handling Time Avg, the **Alert value** must be higher than the **Warning** value. This is because lower Wait and Handling time values are more desirable, and an Alert is stronger than a Warning.

1. In the Command Center, click the gear icon in the upper right corner.
   The **Settings** page is displayed.
2. Set alert levels for any of the following fields:
   - Wait Time Max
   - Handling Time Max
   - Handling Time Avg

How to Restrict Administrators to Command Center Monitoring Function

A Master Administrator or a Master Account Holder can restrict an Administrator Group's role to Command Center monitoring only.

If this feature is activated for an Administrator Group, members will not be able to access the Administration Center.

Tip: This feature is recommended for Administrators whose role is exclusively to monitor Technician Groups to which they are assigned.

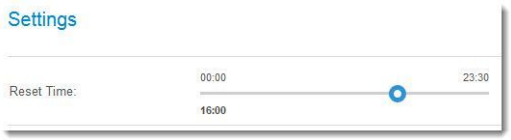
1. In the Administration Center on the Organization Tree, select the Administrator Group that should be restricted to Command Center monitoring only.
2. Select the **Organization** tab.
3. Select **Access Command Center only**.
4. Click **Save Changes**.

Customizing the Command Center

How to Set Monitoring Data Collection Time Period

Set the starting time from which Command Center should collect data.

1. In the Command Center, click the gear icon in the upper right corner.
   The **Settings** page is displayed.
2. Use the slider to set the time from which you want to start collecting data.



3. Click **Apply** to save your changes.

In this example, a monitoring agent's shift starts at 4pm, so he is only interested in data reported starting from 4pm and wants to ignore data before that time.

How to Set Value of Custom Column on Sessions Tab

When viewing detailed information about sessions, you can choose which Custom Field is reported as a column on the Session tab.

1. In the Command Center, click the gear icon in the upper right corner.
   The **Settings** page is displayed.
2. Under **Custom column on Session tab**, select a field.
   These are the Custom Fields set in the Administration Center under **Global Settings** > **Custom fields**.
3. Click **Apply** to save your changes.

The chosen field is shown as a column on the **Sessions** tab in the **Table** section of the Command Center.

Command Center Terms and Definitions

For information on general terms and definitions, see "Appendix - Session statuses in the Technician Console" in *Technician Console User Guide*.

Available capacity	Total capacity minus active sessions of technicians belonging to the unit being monitored.
Capacity	The number of sessions a technician can handle. Configurable in Administration Center (value: 1-10).

Total capacity Total capacity is the sum of the capacity of all the technicians who belong to the organizational unit that is being monitored. For example, for a Technician Group the sum of all the online technicians in the group is calculated. For a label, the calculation considers all Technician Groups assigned to the given label, plus all Technician Groups belonging to the Channels assigned to the label, excluding any technicians whose assignment to a given channel has been revoked.

Used Total capacity minus Available capacity.

Running The number of sessions of the given type (private or channel) that have been picked up and are in a status that allows a technician to work with them in the Technician Console.

Waiting The number of sessions of the given type (private or channel) in waiting status in the Technician Console.

Incoming The number of sessions of the given type (private or channel) being transferred **to** the unit being viewed.

Outgoing The number of sessions of the given type (private or channel) being transferred **from** the unit being viewed.

Missed Sessions that reached Waiting status, but did not become Active. This includes:

- Sessions closed by customer before Pickup
- Sessions that timed out after Waiting time

Remember: Waiting session timeout is configurable in the Administration Center. For information, see "How to Set Time-outs and Warnings" in *Administration Center User Guide*.

Closed Sessions that were picked up, and then closed.

Note: Only those sessions are calculated that were closed after the starting time configured in **Settings** > **Reset time**. (For details, see section *How to Set Monitoring Data Collection Time Period* on page 63).

Wait time The length of time the session is in Waiting status. (Pickup time minus Start time)

Wait time average	Average of waiting time calculating sessions in Waiting state.
Wait time max	The longest waiting time calculating sessions in Waiting state.

Handling time

1. If the session has been picked up and closed: Close time minus Pickup time
2. If the session has been picked up but has not been closed: Current time minus Pickup time
3. If the session has neither been picked up nor closed: 0

Handling time average	Average of handling time for all the sessions.
Handling time max	The length of the session with the longest handling time.

Command Center Error Messages

The selected view is not available. Select an option below.

This error message is displayed in either of the following cases:

- An Administrator tries to monitor an organizational entity for which he has no authorization.
- An Administrator tries to monitor an organizational entity that no longer exists.

Note: The Command Center remembers the view last used by the Administrator. If his authorization for the given organizational entity has been revoked, or the organizational entity has been deleted since his last using/refreshing the Command Center, this error message is displayed.

Authorization has been denied for this request.

This error message is displayed in either of the following cases:

- An Administrator tries to refresh the Command Center, but he has already been logged out of his account.

  Note: For example, an Administrator is working in the Command Center, and he is also logged in to the Administration Center at the same time. If he logs out from the Administration Center, or his account login expires, he will receive this error message in the Command Center.
- An Administrator tries to refresh the Command Center, but his right to access the Command Center has been revoked.

Managing Unattended Computers

About Unattended Access

Unattended access allows a technician to connect to a remote computer when no user is present.

Technicians are often unable to resolve an issue during a single session; the job may be too big, or the customer may need his computer. The technician and customer could theoretically arrange a time for a second session, but it is more practical for the technician to continue work later – at a time more convenient for all – even when the customer is not present.

Administrators use the Administration Center to assign unattended computers to groups or technicians, or to disable unattended access.

See the *Technician Console User Guide* for step-by-step instructions on how to enable unattended access.

Requirements:

- The agent's Technician Group must have permission to use unattended access
- Unattended access requests cannot be sent during the following session types: Instant Chat in Chat-only mode, Mobile Applet

Setting up Unattended Access on Multiple Computers (Access Wizard)

By using the Access Wizard, customers can conveniently mass-deploy the Unattended Access service to multiple devices. Once the installer is deployed, Administrators can manage the machines associated with each MSI they created.

Topics in this article:

- *Creating the Installer*
- *Deploying the Installer*
- *Managing Unattended Access in the Admin Center*

Creating the Installer

Master Account Holders and Master Administrators can create MSI installers with the Access Wizard.

Note: The installer is only compatible with a direct connection to *secure.logmeinrescue.com*; it is unable to connect to a proxy using a PAC file.

1. Log in to your Rescue account, and go to **My Account**.
2. Click **Launch Access Wizard**.
   The Access Wizard page is displayed.

Note: At any time during the process, you can return to the My Account page by clicking **Discard & close** in the bottom right corner. This, however, will discard all the parameters you have configured.

3. Configure the parameters for the installer.

Name	The name you provide here will identify the installer and the computers associated with it in the following places. • In the Admin Center: On the **Computers** tab, under section **Unattended MSI-s** (for detailed information, see *Managing Unattended Access in the Admin Center* on page 68). • In the Technician Console: In the **Description** field of the **Unattended Accessible** tab in the **Computers** window. **Note:** To see the list of Unattended Accessible Computers, click the **Computers** icon on the Session Toolbar.
Description	You must add a description. This will appear in the Admin Center as the description of the computers on which the installer has been deployed.
Daily time range	Select a time range if you want the unattended machines to be available only during set hours (for example, business hours, or off hours only). If no range is defined, the default (12 AM - 12 AM) value means the unattended machines will be available 24 hours a day.
Unattended access expires in	You can set an expiration date (defined in days or weeks) for Unattended Access, or check **Never expires** for permanent access.

4. Click **Next Step**.
   Step 2/3 of the Wizard is displayed.
5. Select the technician(s) and/or Technician Group(s) you want to enable to access any machine on which this particular installer is deployed.
   - To select individual users, use the **Technicians** tab.
   - To select one or more entire Technician Group, use the **Technician Group** tab.

   Note: When you select a Technician Group, members of that group show as checked when reviewing the **Technicians** tab.
6. Click **Next step**.
   The final screen of the Wizard displays a summary of the package that is being created.

   Note: If you need to make any changes, you can return to a previous step by clicking **Previous step**.
7. To generate and download the MSI installer, click **Download installer**.
   Once the installer is generated, you are prompted to save the file on your computer.
8. To exit the Wizard, click **Finish & close**.

Deploying the Installer

The MSI file can be shared and deployed in a number of ways thus offering Rescue users flexibility in how their Unattended Access devices are initially set up. Below you can find some examples for sharing and deploying the installer file:

- Sending the MSI via email to a vendor in a remote location
- A field service agent storing the MSI on a pendrive to install on machines in the field
- Placing a download link to the MSI on a portal page for self-service customer installs

- Deploying the MSI via group policy to machines on an internal network

Note: This option assumes you are familiar with and use built-in Windows software distribution methods such as Microsoft Group Policy Management.

Managing Unattended Access in the Admin Center

This section describes the management of the MSI installers created by the Access Wizard. For information about general management of unattended computers, see *How to Assign or Delete Unattended Computers* on page 68.

1. In the Administration Center, select the **Technicians** root or a **Technician Group** on the Organization Tree.
2. Select the **Computers** tab.
   Under section **Unattended MSI-s** the list of installers generated for the selected organizational entity is displayed.
3. You can manage the MSI installer in the following ways.

Download the installer again	Under **Regenerate installer**, click **x86** or **x64** depending on your OS.
Make the installer expire	Under **Regenerate installer**, click the **Make package expire** icon. **Note:** The installer cannot be downloaded anymore.

How to Assign or Delete Unattended Computers

Use the Computers tab to manage the unattended computers that are accessible to an organizational unit.

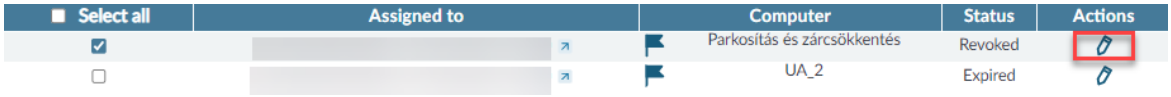
A computer is added to your Rescue organization each time a customer grants unattended access rights to a technician.

Each computer is named according to the value entered in the **Name** field for the session during which unattended access was enabled.

1. Select the **Technicians** root or a **Technician Group** on the Organization Tree.
2. Select the **Computers** tab.
   A list of all unattended access computers assigned to the selected unit is displayed.
3. Select computers and choose an action:
   - Use **Copy...** to assign the selected computers to an additional Technician Group or Computer Group while maintaining any current assignments.
   - Use **Move...** to assign the selected computers to a different Technician Group or Computer Group.
   - Click **Delete** to remove the selected assignment(s). Any other assignments remain valid.
   - To revoke unattended access for a given computer, select all assignments and click **Delete**.
4. Confirm your action.
   The new assignment is reflected on the Organization Tree and Computers tab.

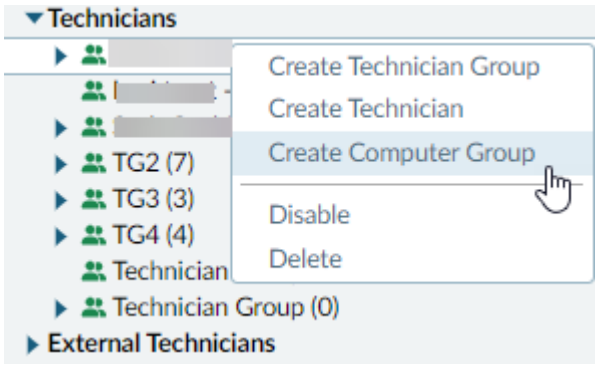
Tip:

To change the name of a computer, under **Actions** click the **Rename Computer** (pencil) icon, and submit the new name.



Right-click an item to delete an individual assignment.

To create a Computer Group, right-click on a **Technician Group** and select **Create Computer Group**.



How to Set the Authentication Method for Unattended Access

You must decide how technicians will authenticate when they access an unattended computer.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Unattended Access**, set the **Technician enters administrator credentials at start of every session** option:
   - Clear this option to allow technicians to authenticate to an unattended computer using a customer's credentials. This is the default setting.

     Important: The duration of unattended access is limited to two weeks when technicians authenticate using customer credentials.
   - Select this option to force the technician to enter valid administrative credentials at the start of every unattended session.
4. Under **Unattended Access**, set the **Block pop-up notification after session** option:
   - Clear **Block pop-up notification after session** to send a pop-up notification to the customer at the end of the unattended session that their computer was accessed by a technician.
   - Select **Block pop-up notification after session** to block the pop-up notification on the customer’s computer at the end of the unattended session.
5. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Controlling Technician Status

How to Set Technician Status Controls (Maximum sessions, Busy, Away, Auto-logout)

offers a group of settings that help you control technician status.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console**, select from the following options:

Option	Description
Technician can handle maximum X active sessions	Set the maximum number of simultaneous sessions that you want to allow technicians to handle. When the maximum number is reached, a technician will be unable to activate new sessions.  **Restriction:** A technician can handle only one active Lens session at a time.
Technician automatically goes into Busy state when handling more than X active sessions	Sessions cannot be transferred to a Busy technician, but a Busy technician can see all sessions in his queue and pick up new sessions.
Technician automatically goes into Away state after X min(s) of inactivity	Sessions cannot be transferred to an Away technician, but an Away technician can see all sessions in his queue and pick up new sessions.
Technician automatically logs out after X min(s) of inactivity	Inactivity is measured as the time when no actions are taken in the Technician Console. Certain processes running in the Technician Console will prevent automatic log out, including the following: an open remote control, screen sharing, or file manager session; a pending file transfer; or an open save dialog.

4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Customizing the Technician Console

See also:

- *Hiding Disabled Features* on page 12
- *How to Set Connection Methods Available to Technicians* on page 44
- *Setting up Custom Fields* on page 75

External Content Portal

Add a link to any source of information that may help technicians do their job, such as a Knowledge Base, documentation, or other valuable support material. Technicians will see a link added to the menu in the upper-left corner of the Technician Console interface.

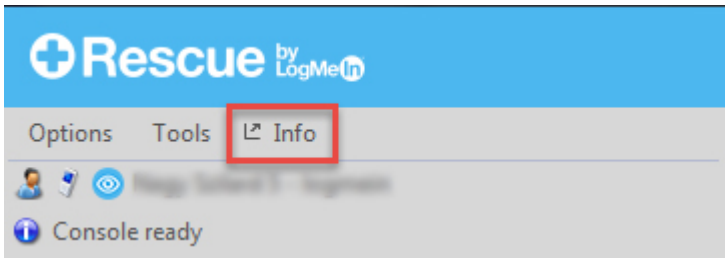


Figure 3: Sample Custom Informational Link

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Content Portals**, go to **External Content Portal**.
4. Select **Show link in Tech Console menu** to activate the feature.
5. Enter the **Link name** as you want it to be shown in the Technician Console.
6. In the **Link opens new window at** box, enter the URL of the site that will be opened when the link is clicked in the Technician Console.
7. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Integrated Content Portal

Administrators can set a URL that technicians can open within the Technician Console.

This feature integrates a modified Internet Explorer browser window into the Technician Console. The window can be set to display any URL.

How to set the Integrated Content Portal URL

The Integrated Content Portal URL is set per Technician Group in the Administration Center.

Fastpath: Settings tab > Content Portals > Integrated Content Portal

Opens with session	The given link opens when a session enters Active status.
Opens on launch	The given link opens when the Technician Console is launched, and stays open until there is a session.

Additionally, you can post session data to the URL by appending the following parameters:

- `$cfield0$` Customer's name
- `$cfield1$` Custom Field 1
- `$cfield2$` Custom Field 2
- `$cfield3$` Custom Field 3
- `$cfield4$` Custom Field 4
- `$cfield5$` Custom Field 5
- `$platform$` Platform
- `$sessionid$` Session ID
- `$techid$` Technician ID
- `$techdescr$` Technician description
- `$techemail$` Technician email
- `$techname$` Technician name
- `$techssoid$` Technician Single Sign-on ID
- Example: `http://myurl.com/$techid$`

How to Manage Predefined Replies and URLs

An Administrator with a technician license can create a set of standard replies and URLs and then export them to an XML file. Technicians in the Administrators' organization will then be able to import the replies and URLs into their own Technician Console.

Create New Predefines Replies and URLs

1. Log in to the Rescue Technician Console.

   Restriction: Only Administrators with a technician license can access the Technician Console.

2. From the **Tools** menu, select **Manage Predefined Replies**.
   The Manage Predefined Replies tab is displayed in the Technician Console workspace.
3. On the Predefined Replies or Predefined URLs tab, click **Add New**.
   The Add New Predefined Reply form is displayed.
4. Give the reply or URL a short **Name**.
5. Type the text of the reply or the URL in the **Content** box.
   All content is text only. Formatting is not available.

Note: You can also enter an FTP address.

6. Click **Save**.

Export a Set of Predefined Replies and URLs

1. Log in to the Rescue Technician Console.

   Restriction: Only Administrators with a technician license can access the Technician Console.

2. From the **Tools** menu, select **Manage Predefined Replies**.
   The Manage Predefined Replies tab is displayed in the Technician Console workspace.
3. On the Manage Predefined Replies tab, click the **Import/Export** tab.
4. Click **Export**.
   The **Save As** dialog box is displayed with `replies.xml` in the **File name** field.
5. Choose a location where you would like to save `replies.xml`.
   You should choose a location accessible to other members of your organization.

   Remember: Files saved/exported during a session are available at `Users/[username]/Library/Application Support/-/Bottles//drive_c/users/crossover/My Documents`

6. Click **Save**
   Your replies and URLs are saved as an XML file.

Share a Set of Predefined Replies and URLs

Share the xml file with your technicians so they can start using your set of predefined replies and URLs by following the below procedure.

Tip: You can send the xml file attached to an email, or you can share the URL of the location where the xml file has been stored. Make sure the location is accessible to your technicians.

1. Log in to the Rescue Technician Console.
2. From the **Tools** menu, select **Manage Predefined Replies**.
   The Manage Predefined Replies tab is displayed in the Technician Console workspace.
3. On the Manage Predefined Replies tab, click the **Import/Export** tab.
4. Click **Import**.
   The **Open** dialog box is displayed.
5. Locate the xml file and click **Open**.
   The replies are added to your list of predefined replies.

How to Set Up Script Files for Storing Recordings in a Cloud

Administrators can set up script files to store session recordings in the cloud.

Requirements:

- Check in the **Do not allow the technician to set the location** box.
- Enter script reference into the **Screen recording location** box:

```
"custom:MyUploadScript.cmd"
"custom:c:\MyScripts\MyUploadScript.cmd"
```

Note: We recommend customizing the ready-to-use Rescue script titled *CustomSRUploader.cmd*, however, customers are allowed to set up their own scripts as well.

Important: For security reasons, if the edit box contains only the name of the script, the TC is looking for the script only around the TC's executable in the installation folder, to protect the integrity of the script. If the administrator provides the absolute path of the script on the technician machine, the TC will accept it.

Why does Rescue provide the "CustomSRUploader.cmd" script

Rescue provides a ready-to-use script template suitable for the majority of use cases. For security reason we recommend saving the custom script into a dedicated folder where restricted users cannot modify it, granting editing permissions to administrators only. Consequently, malicious intruders, or hackers cannot change the intended upload flow.

The *CustomSRUploader.cmd* is placed near the TC binary file in the installation folder for this reason.

The script can be used as a safe starting point for calling customer's own scripts. While it seems to be easy to find the install folder of the Technician Console, it is quite the contrary with the browser TC. Windows may change folders of plugin files depending on the preliminary install history. Using "CustomSRUploader.cmd" will make integration with the TC easier. As safety is paramount, we recommend using absolute paths, and using quotation marks for any path containing space characters in the scripts.

What command line tool is recommended for uploading the script

We recommend using the “rclone” command line, available at *https://rclone.org*, to execute upload tasks.

"Rclone" is a command line program to manage files on cloud storage, first released in 2014. It is a feature rich alternative to cloud vendors' web storage interfaces. Over 40 cloud storage products support rclone including S3 object stores, business & consumer file storage services, as well as standard transfer protocols. "rclone" hides the differences of the various targets by a simple configuration process.

TC expects a so called "remote" element preconfigured by the customer, to be able to upload the screen recordings to the remote location. Authentication is done during the configuration process.

Rclone executes checks on:

- duplicated uploads
- size and content of the target file
- resend in case of broken uploads

Rclone and its configuration parameters may be either deployed by IT, or through the customer's upload script. Rclone is able to manage proxy based on preconfigured environment parameters:

HTTP_PROXY=*http://mm:password@192.168.1.2:3128*

HTTPS_PROXY=*http://mm:password@192.168.1.2:3128*

Setting up Custom Fields

How to Name Custom Fields

Custom Fields allow you to collect information about your customers or sessions. Set the name of fields as they will appear in reports and in the Technician Console.

1. Select the **Global Settings** tab.
2. Under **Custom Fields**, set the names of the various fields.

Option	Description
Name for name field	This field is used as a primary session identifier. Some organizations may want to use an employee number or ID code instead of a given name.
Name for custom fields	These are further session identifiers. Technicians can add these fields as columns on their Session List. Technicians with permission to use Inline Editing of Queue will be able to edit the values entered in these fields during a session.

3. Click **Save changes**.

Field values are entered by the customer for Channel sessions; by the technician for Private.

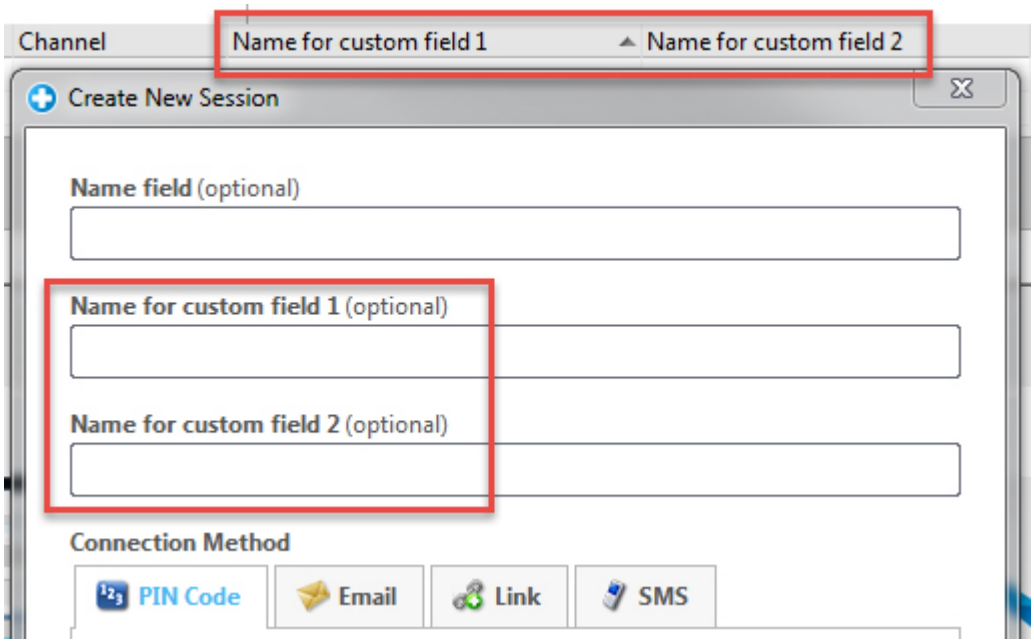


Figure 4: Custom Fields as seen in the Technician Console

Note: To change the name of the custom fields used in a Channel Form, edit the code for **Custom Live Support Forms** when you integrate it into your website. See *How to Make a Channel Available for Use* on page 35.

Remember: The default language used by the Administration Center Organization Tree, channel names, and Custom Fields on the Global Settings tab is set according to the language used at the time when you register for a Rescue account. This feature protects your Custom Fields and Organization Tree entity names from unwanted changes.

How to Enable Custom Fields for Private Sessions

Custom Fields appear in the Technician Console on the Create New Session dialog box. They are seen by a technician while creating a new session.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Custom Fields (Private Sessions)**, choose from the following options:
   - Select **Enabled** to activate a Custom Field. It will be displayed on the Create New Session dialog box
   - Select **Mandatory** for each field that must be completed by the technician before a new session can be generated
   - Select **Open text** if you want technicians to be able to enter any text in the field's text box (up to 64 characters)
   - Select **Drop-down** to add a drop-down list and choices to a field
4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Setting up Remote Control Defaults

How to Set up Screen Recording

Define how and when Remote Control and Desktop Viewing sessions are recorded.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Screen Recording**, select from the following options:

Option	Description
Forced screen recording	Choose this option to record all Remote Control and Desktop Viewing sessions conducted by members of the selected Technician Group.
Allow Remote Control when screen recording cannot be saved	Choose this option if you want technicians to be able to run Remote Control sessions even if a recording of the session cannot be saved. If you disable this option, technicians can only launch remote control when a recording can be saved on the technician's computer. Furthermore, remote control will end if an error occurs during screen recording.
Screen recording location	Specify a central location to which recorded sessions will be saved. You can save locally, to a network location, to an FTP, HTTP, or HTTPS server, or to a *cloud location*. Examples: • Network: `\\computer\directorypath`. For example, `\\support\recordings` • Local: `C:\recordings` • External server: `<scheme>://<user>:<pass>@<domain>:<port><path><extra>` where `<scheme>` is ftp, http, and https. For example, `ftp://user:password@company.org:21/recordings` **Restriction:** For technicians working on Technician Console for Mac, uploading screen recordings to an HTTP or HTTPS server is not available. **Tip:** User name and password in the URL are only required when the host or proxy requires authentication. When credentials are omitted from URL, the Technician Console will prompt for credentials. Credentials in the URL are allowed, but not recommended.
Deferred Upload of Screen Recordings	By default, screen recordings are uploaded to the screen recording location in real time, as the session occurs. This works well in a high bandwidth environment, but may cause performance issues if a technician is using a low bandwidth connection. Select **Deferred Upload of Screen Recordings** to temporarily save all screen recordings to the technician's local drive and then upload them to the screen recording location as bandwidth becomes available. If the Technician Console is closed while

Option	Description
	uploading a file, it starts the upload process upon restarting the Technician Console. If you select FTP, HTTP, or HTTPS as a **Screen recording location**, deferred upload is automatically enabled regardless of your settings.
File Format	Recorded sessions can be saved as AVI files or in RCREC format. RCREC is a LogMeIn proprietary format that must be converted to AVI using the Rescue *AVI Converter* on a Windows PC. Each AVI option offers similar file size, with some variations in color and smoothness. Experiment to find the best choice to meet your needs. The LogMeIn encoder (RASC) is designed to offer the highest overall quality, but requires the *LogMeIn codec* for playback (available for Windows only). Anyone viewing your recordings must have the appropriate codec for the chosen AVI type. **Note:** Rescue 7.50 and later offers MKV/VP8 screen recording method for sessions initiated from the applet. No preinstalled Rescue or Windows codec is needed, no more headaches if codecs are missing on x64 platforms. The recording can be played back with most open source media players without the hassle of converting the recordings.

4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Set Clipboard Synchronization Behavior

Define how you want clipboard synchronization to behave during Remote Control.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console**, go to **Clipboard Synchronization** and select from the following options:
   - Choose **Use universal clipboard across all sessions** to allow a technician's clipboard to store copied items from multiple sessions.
   - Choose **Use one unique clipboard for each session** to ensure that material copied during any given session can be pasted to the technician's computer, but never to another customer.
4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Disable Wallpaper for all Remote Sessions

Force the customer's desktop wallpaper and all user interface effects to be disabled during remote control. User interface effects include transition effects (fade, scroll), shadows under menus, and trailing effects while dragging windows.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console**, select **Disable wallpaper and visual effects**.
4. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

The **Disable wallpaper and visual effects** box in the Technician Console will be deactivated. Wallpaper and effects will be disabled for all remote control sessions.

Setting up Surveys

How to Set up the Technician Survey

Administrators can customize and activate a survey to be completed by technicians at the end of a session.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Survey**, select the appropriate options:

Option	Description
No technician survey	Choose **No technician survey** if you do not want your technicians to complete a survey at session end.
Use Rescue technician survey	Choose **Use Rescue technician survey** to collect responses using a standard Rescue survey interface. The form can contain up to ten questions, each with five possible predefined answers, or with free-form (open-ended) answers. Technicians will be shown the survey at session end. Survey results are reported in the Technician Survey report, generated on the Reports tab.
Use self-hosted technician survey	Choose **Use self-hosted technician survey** to redirect technicians to a self-hosted survey or third-party survey tool. Enter the URL of your survey in the URL field. Technicians will be taken to the specified site at session end. In this case, survey data is not reported in the Technician Survey report, but rather using the mechanism native to the self-hosted or third-party survey site.
Add additional Rescue session details to this URL	If you are using a self-hosted or third-party survey, select **Add additional Rescue session details to this URL** to send the value of the Session ID and Custom Fields to the survey. The survey URL will be appended with the following data: `RescueSessionID=xxxxxxxxx&CField0=xxxxx&CField1=xxxxx&CField2=xxxxx&CField3=xxxxx&CField4=xxxxx&CField5=xxxxx` These parameters can be used, for example, to map a Rescue report to an external report. Your survey should be coded to accept these parameters in a GET request. **Note:** `CField0`, `CField1`, etc. refer to the **Name for name field** and other Custom Fields set on the Global Settings tab. The actual values passed to the survey are entered when the session is generated.

4. Click the **Edit** button next to a question.
   The **Type your question here** box is activated.
5. Type your question.
6. Choose the question type:
   - open answer
   - drop-down
7. Select **mandatory** to force technicians to complete the question.
8. Select **enable** to activate the question.

The question will be included in the survey.

9. Click **Apply** when you are satisfied with the question.
10. Add more questions as required.
11. Save your changes.
    - Click **Save** to apply settings to the current Technician Group
    - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
    - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Tip: To view survey results, go to the **Reports** tab and generate a **Technician Survey** report.

How to Set Up the Customer Survey

Administrators can customize and activate a survey to be completed by the customer at the end of a session.

1. On the Organization Tree, select the **channel** or **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Customer Survey**, select the appropriate options:

Option	Description
No customer survey	Choose **No customer survey** if you do not want your customers to complete a survey at session end.
Use Rescue customer survey	Choose **Use Rescue customer survey** to collect responses using a standard Rescue survey interface. The form can contain up to ten questions, each with five possible predefined answers, or with free-form (open-ended) answers. Customers will be shown the survey at session end. Survey results are reported in the Customer Survey report, generated on the Reports tab.
Use self-hosted customer survey	Choose **Use self-hosted customer survey** to redirect customers to a self-hosted survey or third-party survey tool. Enter the URL of your survey in the URL field. Customers will be taken to the specified site at session end. In this case, survey data is not reported in the Customer Survey report, but rather using the mechanism native to the self-hosted or third-party survey site.
Add additional Rescue session details to this URL	If you are using a self-hosted or third-party survey, select **Add additional Rescue session details to this URL** to send the value of the Session ID and Custom Fields to the survey. The survey URL will be appended with the following data: `RescueSessionID=xxxxxxxxx&CField0=xxxxx&CField1=xxxxx&CField2=xxxxx&CField3=xxxxx&CField4=xxxxx&CField5=xxxxx` These parameters can be used, for example, to map a Rescue report to an external report. Your survey should be coded to accept these parameters in a GET request. **Note:** `CField0`, `CField1`, etc. refer to the **Name for name field** and other Custom Fields set on the Global Settings tab. The actual values passed to the survey are entered when the session is generated.

4. Click **enable** and then **edit** to activate and edit questions.
5. Save your changes.
    - Click **Save** to apply settings to the current Technician Group

- Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
- Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

Tip: To view survey results, go to the **Reports** tab and generate a **Customer Survey** report.

Setting up Instant Chat

You can set Instant Chat as the default running mode for all PC and Mac sessions. See *How to Set the Default Applet (Standard or Instant Chat)* on page 36.

Tip: Refer to the *Customization and Integration Guide* for detailed information about Instant Chat, including implementation tips and a “How to” guide to Instant Chat customization.

Setting up Calling Card

MAC calling card JAMF deployment

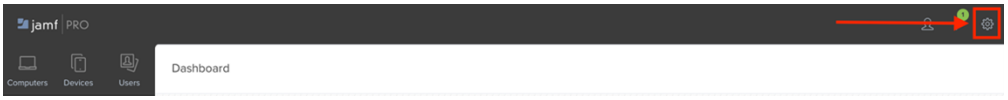
You can learn more about setting up a Mac Calling Card through JAMF deployment.

- Open Jamf pro with appropriate permissions

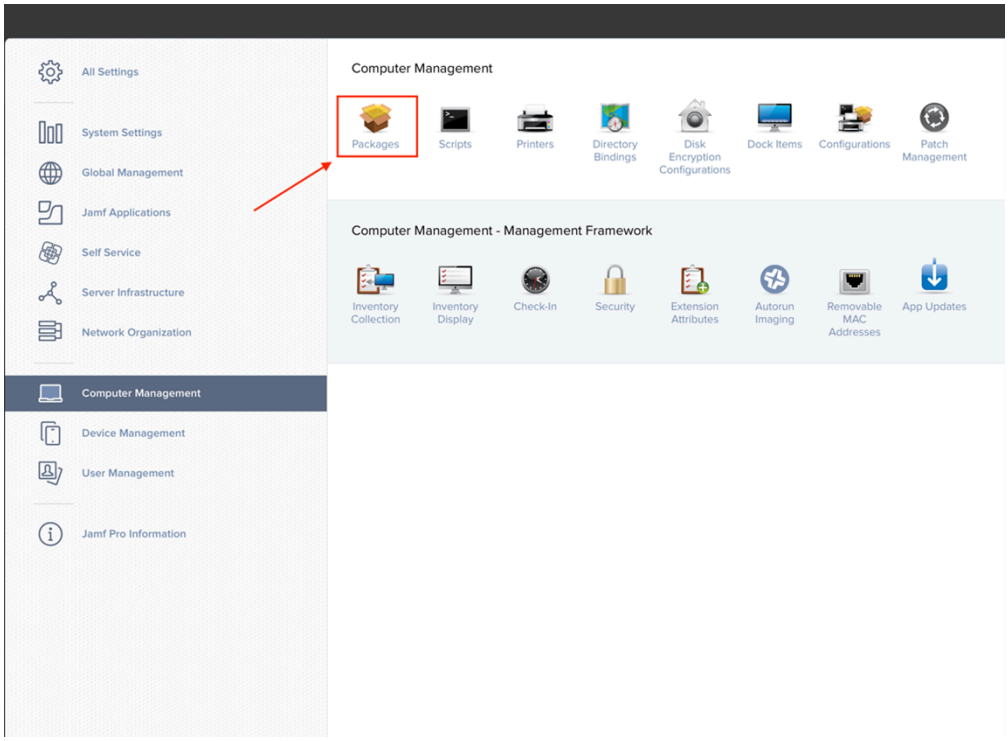
The purpose of this guide is to provide a workflow for Mac administrators to deploy Rescue Calling Cards for Mac with customized settings to multiple Mac computers. This guide uses Jamf Pro as an example mobile device management (MDM) solution and uses a feature called Custom Schema which was introduced in Jamf Pro version 10.19.

Configuring the Rescue Calling Card PKG

1. Sign in to Jamf Pro with appropriate permissions
2. Navigate to **Settings** using the gear icon in the top right of the main page.

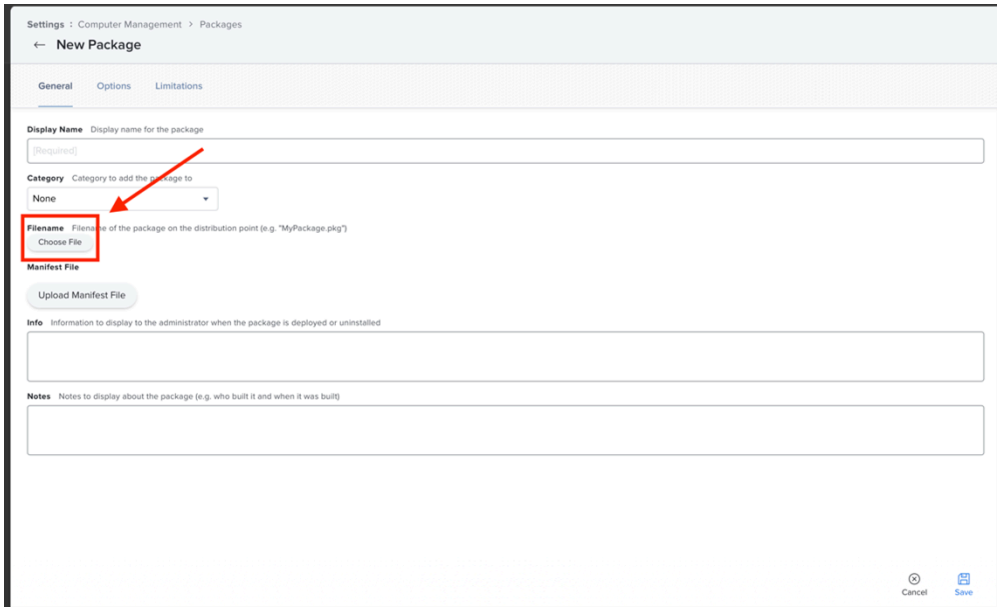


3. Click **Computer Management**, then **Packages**



4. Select **+ New** to create a new package.
5. Add a new package by clicking **Choose file** under **Filename**.
6. Upload the **Rescue Calling Card** package you generated.

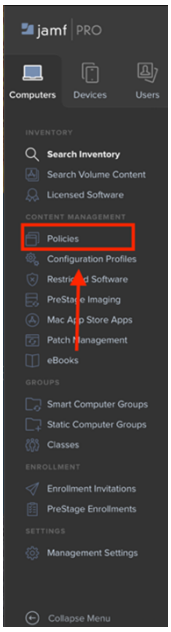
Important: Do not modify the name of the package!



7. Once the file uploads, click **Save**.

Creating a Policy to Install the Rescue Calling Card for Mac

1. On the JamfPro dashboard, navigate to **Policies** under **Content Management** in the computers tab and click **New** to start creating a new policy.



2. Configure the required settings:
   a) *Display Name:* A name of your choosing. This guide uses Install Zoom.
   b) *Enabled:* Checkbox selected
   c) *Category:* optional field
   d) *Trigger:* Select the checkbox for the **Custom** option.
   e) *Trigger: Custom Event:* Enter a name of your choice.
   f) *Execution Frequency:* Choose a frequency, for example **Once per computer**.
3. Under **Packages** find your calling card and click **Add**.
4. Choose a **Distribution point** if needed.
5. Click **Scope**.
6. Set the **Target Computers** you wish to apply the policy to.
7. Click **Save**.
8. Open the **Terminal** on your Mac.
9. Run the following command to run the policy that installs the Rescue Calling Card for Mac on your computer by using the customer event name you specified earlier:`sudo jamf policy -event InstallRescue`
10. Enter your administrator credentials when prompted.
11. The installation process will start.
12. Confirm that the Rescue Calling Card for Mac was installed in the **Applications** folder. Do not open the application now.

Configuring a Privacy Preference Policy for Rescue

On an unattended Mac, the first time you open Rescue, you'll see a dialog asking to allow Rescue access to the Downloads folder. However, for a Mac that you manage with Jamf Pro, you can use a configuration profile to allow apps to access certain files used for system administration, and to access application data. For example, if an app requests access to your Downloads folder, the configuration profile can allow or deny the request without user intervention. As an MDM administrator, you can apply a configuration profile with the Privacy Preferences Policy Control payload to stop these messages from being presented to the user. Not all messages can be managed using the Privacy Preferences Policy Control payload. For example, access to the camera, microphone, and screen recording must be approved by the user and cannot be managed by an MDM server.

1. Download the *PPPC Utility app* to configure PPPC settings for Rescue.
2. Open the **Applications** folder.
3. Click the + sign and locate **LogMeIn-Rescue**.
4. Add **LogMeIn-Rescue** to the **Applications** section in the PPPC Utility app.
5. In the **Applications** column select **LogMeIn-Rescue**.
6. In the **Properties** column, next to **Accessibility**, click the menu and select **Allow**.
7. In the **Properties** column, next to the **Downloads** folder, click the menu and select **Allow**.
8. Click **Upload**.
9. Configure the following settings:
   a) *Jamf Pro Server:* Enter the URL of your Jamf Pro server.

      Note: If you use an Identity Provider (IdP) to log in to Jamf Pro, when you enter your Jamf Pro URL use the following pattern: https://hcs.jamfcloud.com/?failover where you replace “hcs.jamfcloud.com” with your organization's URL.

   b) *Username:* Enter a Jamf Pro administrative account name.
   c) *Password:* Enter a Jamf Pro administrative password.
   d) Click **Check Connection**. If the connection was successful, the PPPC Utility automatically enters the appropriate information in the Organization field. Otherwise, double-check the Jamf Pro Server, Username, and Password fields and click **Check Connection** again.
   e) *Payload Name:* Enter a name you find easy to remember.
   f) *Payload Description:* Enter a description if you wish (optional).
10. Click **Upload** - This will create the PPPC configuration profile on your Jamf Pro server.
11. Quit the PPPC Utility application and log in to Jamf Pro.
12. Click **Computers** and select **Configuration profiles**.
13. Confirm that the configuration profile you uploaded is displayed in the **No category assigned** section.
14. Click your configuration profile.
15. Click **Edit** in the lower right corner.
16. Scroll down and select he Privacy Preferences Policy Control payload (optional).
17. Confirm that the settings were automatically applied by the PPPC Utility app.
18. Click **Scope**.
19. Set the **Target Computers** you wish to apply the policy to.
20. Click **Save**.
21. Open **System Preferences** on your Mac.
22. Click **Profiles**.
23. Confirm that your profile is installed.

About the Calling Card Connection Method

The LogMeIn Calling Card allows for both Channel and Private connections.

When your customers need support, they simply click the Calling Card icon to open your branded Calling Card Applet.

Unlike other connection methods, the Calling Card needs to be installed on the customer's PC before it can be used. It exists as a desktop shortcut or Quick Launch icon, which the customer clicks to launch the pre-installed Calling Card Applet.

The Calling Card can be downloaded as an MSI installer, or on Mac as a .zip file, from your website, or it can be silently deployed by technicians during the first session with the customer, using the Technician Console.

The Calling Card can be customized in appearance; including text, logos, images, and color schemes. For advanced Calling Card customization options, see the *Customization and Integration Guide*.

Note: The 123 app available through the Microsoft Store offers a limited set of the Calling Card functionalities for Windows 10S. For detailed information, see *the related Release Notes*.

Process Overview: Calling Card

- A Administrator generates Calling Card Installers for channels in the Administration Center
- A Administrator allows Calling Card deployment for Technician Groups
- A Administrator associates Calling Card Installers with Technician Groups
- Optional: Administrators may customize the Calling Card's appearance
- Customers download the Calling Card application or it is deployed by technicians via the Technician Console
- A customer opens the Calling Card and connects to your organization using a PIN provided by a specific technician or via the channel associated with the Calling Card
- The support session is assigned to the individual technician who provided the PIN, or to the Channel Queue of the Technician Group(s) associated with the channel
- The individual technician or any online technician in an assigned Technician Group can activate the support session

Benefits of Calling Card Connection

- Once the Calling Card is installed, it offers an easy, one-click, no-download connection
- Branding allows you to extend your corporate appearance right to the customer’s desktop
- The layout can be dynamically changed, for example to announce special offers and marketing messages
- Each Calling Card is linked to a channel

Points to consider:

- Customers may try to connect 24 hours a day, so Administrators must use 'No Technician Available' settings to deal with connections made outside of business hours
- When customers are initiating session requests, Administrators must use dynamic channel and team re-routing to control traffic during peak hours
- Web developer and/or graphic design resources may be required for customization and integration

Calling Card Setup, Task One: Generate a Calling Card

The first task in the process of setting up a Calling Card is to generate a Calling Card installer for a channel.

1. On the Organization Tree, select the channel for which you want to generate a Calling Card.
2. Select the **Channels** tab and scroll to the **Generate Calling Card for this Channel** section.
3. Give the Calling Card a meaningful name in the **Installer Name** box.

   Tip: In large organizations with many Calling Card installers, always use a meaningful installer name to help identify different installers.
4. Select the operating system you want to generate the Calling Card for.

   Note: Check Windows Service Mode if you want to use the Calling Card as a Windows service. The feature is available from Calling Card v.7.51.1043.
5. Click **Generate**.
6. On Windows operating systems run the .msi file to install it on the local machine or save the .msi file to a folder on the local machine or on a network for later manual distribution. On Mac operating systems unzip and save the file to a local or network location for later manual distribution.

You will see the Calling Card details on the **Channels** tab in the **Generate Calling Card for this Channel** section.

Each Calling Card installer that you generate has a unique Referral ID. This Referral ID is tracked when a new Rescue session is started using the Calling Card application and it will appear in any session reports.

Using Multiple Installers

Every installer is linked to a particular channel; however, administrators can track sessions based on different installers by generating multiple installers for the same channel.

This may be useful, for example, if you have two Technician Groups and you want to measure how many sessions are launched from each group's installer. The two Technician Groups will have two different Referral IDs for their Calling Card. Both of the groups then start to deploy Calling Cards and you are then able to see how many sessions originate from each deployment.

Similarly, you may want to use two website landing pages for your installers. By using separate Referral IDs, you can track which one is used more often, based on the number of sessions started.

Calling Card Setup, Task Two: Give a Technician Group Permission to Deploy the Calling Card

The second task in the process of activating a Calling Card is to give a Technician Group permission to be able to deploy the Calling Card.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Organization** tab.
3. Under **Permissions**, select **Deploy Calling Card**.

   Note: Check **Allow Service Mode**, if you want to use the Calling Card as a Windows service. The feature is available from Calling Card v.7.51.1043.
4. Click **Save Changes**.

Calling Card Setup, Task Three: Apply a Calling Card Installer to a Technician Group

The third task in the process of activating a Calling Card is to apply a Calling Card to a Technician Group.

1. On the **Channels** tab in the **Generate Calling Card for this Channel** section, copy the **Referral ID** of the Calling Card you want to apply.
2. On the Organization Tree, select the **Technician Group** you want to work with.
3. Select the **Organization** tab.
4. Scroll to the Apply Calling Card section, and enter the referral ID into the **Installer Referral ID** field.
5. Click **Save Changes**.

Any technician in the Technician Group will be able to deploy the Calling Card via the Technician Console.

Calling Card Setup, Task Four: Customize the Calling Card Applet

A Master Administrator can customize Calling Card appearance and content on the Calling Card tab.

1. Select the **Calling Card** tab.
2. Edit the following options, as required.

Option	Description
Application name	How the Applet will be named on the user's device. Choose a name that is easy for your customers to identify with your organization.
Menu Bar color, text color	These settings determine the color of the menu bar and the text that appears in the bar. It is important to ensure that these two colors contrast highly to ensure the text is clearly visible.
Border	Set the color of the border and its width in pixels.
Footer	Set the color and height of the footer in pixels.
Icon file	The icon that a customer will click to open the Calling Card. Maximum file size is 50 kilobytes. File format must be .ico.
Logo	The logo shown in the top-right corner of the Calling Card once the connection to the technician has been established. Download the template to see a sample that conforms to all format requirements.
Header image	The header image shown at the top of the Calling Card. Maximum file size is 100 kilobytes. File format must be .bmp, .png, or .jpg.
Background	The image shown in the background of the Calling Card. Maximum file size is 100 kilobytes. File format must be .bmp, .png, or .jpg.
Help URL	You may want to provide instructions to your customers regarding the Calling Card. The Help URL should point to these instructions.
Disable Help URL	Select this option if you do not want to display the Help menu item on the Calling Card.

Option	Description
Footer text and links	There is space in the Calling Card footer to include up to five hyperlinks to other websites. You should keep the text as brief as possible since line space may become an issue if you use all five links or long link names.
Text before form	Use these fields to specify up to three lines of text that will be seen at the top of the Calling Card. Example: “Please fill in all fields and click Connect to contact a technician”
Text after form	Use this field to specify one line of text that will be seen at the bottom of the Calling Card Connect to Remote Support dialog box. Example: “Thank You!”
Custom fields	Choose which input fields to include in the Calling Card interface. Custom Fields are named on the Global Settings tab.  **Note:** Select **Retain text** to preserve values entered by the customer. That is, the next time the customer starts the Calling Card, previously entered values will be retained.
Code lines	On the PIN code connection page, you can specify up to three lines of text to explain to the user what he must do to complete the form correctly. Example: “Please enter the 6-digit PIN code provided by your technician”
Supported connection methods	Calling Card can be used to initiate channel sessions, PIN code (Private) sessions, or both.
Default connection method	Set the connection method to be displayed by default when the Calling Card is opened. If both connection methods are active, the customer will be able to switch between methods using the Connect menu on the Calling Card.
Company ID validation	Select this option to ensure that the Calling Card only accepts PIN codes created by the same support organization that installed the Calling Card. The **Company ID validation** option is selected by default.

3. Click **Save Changes**.

 **Note:** The name of your organization will appear on the Calling Card as entered in the **Organization** field of the **My Account** > **Modify Contact Information** page. The "Powered by " logo cannot be customized.

 **Tip:** After making changes, click the **Regenerate** button on the **Channel** tab to regenerate the installer. The same referral ID is used. You will not need to inform your customers of the update, because the Calling Card application will automatically be updated when started. The exception to this is if you place the installer somewhere on your website for your customers to download. This installer will not be updated. However, once it is downloaded and run by your customers, it will be automatically updated. If the original installer is deleted, use **Regenerate** to reinstall an identical copy of the installer onto your local hard drive.

Calling Card Setup, Task Four: Customize the Calling Card Applet on a Mac

A Master Administrator can customize Calling Card appearance and content on the Calling Card tab.

1. Select the **Calling Card** tab.
2. Edit the following options, as required.

Option	Description
Border	Set the color of the border and its width in pixels.

Option	Description
Footer	Set the color and height of the footer in pixels.
Logo	The logo shown in the top-right corner of the Calling Card once the connection to the technician has been established. Download the template to see a sample that conforms to all format requirements.
Help URL	You may want to provide instructions to your customers regarding the Calling Card. The Help URL should point to these instructions.
Disable Help URL	Select this option if you do not want to display the Help menu item on the Calling Card.
Footer text and links	There is space in the Calling Card footer to include up to five hyperlinks to other websites. You should keep the text as brief as possible since line space may become an issue if you use all five links or long link names.
Terms and Conditions	Use the Terms and Conditions fields to set up a custom link to your organization's Terms and Conditions or other legal text.
Text before form	Use these fields to specify up to three lines of text that will be seen at the top of the Calling Card. Example: “Please fill in all fields and click Connect to contact a technician”
Text after form	Use this field to specify one line of text that will be seen at the bottom of the Calling Card Connect to Remote Support dialog box. Example: “Thank You!”
Custom fields	Choose which input fields to include in the Calling Card interface. Custom Fields are named on the Global Settings tab.  **Note:** Select **Retain text** to preserve values entered by the customer. That is, the next time the customer starts the Calling Card, previously entered values will be retained.
Code lines	On the PIN code connection page, you can specify up to three lines of text to explain to the user what he must do to complete the form correctly. Example: “Please enter the 6-digit PIN code provided by your technician”
Supported connection methods	Calling Card can be used to initiate channel sessions, PIN code (Private) sessions, or both.
Default connection method	Set the connection method to be displayed by default when the Calling Card is opened. If both connection methods are active, the customer will be able to switch between methods using the Connect menu on the Calling Card.
Company ID validation	Select this option to ensure that the Calling Card only accepts PIN codes created by the same support organization that installed the Calling Card. The **Company ID validation** option is selected by default.

3. Click **Save Changes**.

 **Note:** The name of your organization will appear on the Calling Card as entered in the **Organization** field of the **My Account** > **Modify Contact Information** page. The "Powered by " logo cannot be customized.

 **Tip:** After making changes, click the **Regenerate** button on the **Channel** tab to regenerate the installer. The same referral ID is used. You will not need to inform your customers of the update, because the Calling Card application will automatically be updated when started. The exception to this is if you place the installer somewhere on your website for your customers to download. This installer will not be updated. However, once it is downloaded and run by your customers, it will be automatically updated. If the original installer is deleted, use **Regenerate** to reinstall an identical copy of the installer onto your local hard drive.

Calling Card Setup, Task Five: Deploy the Calling Card to a Customer's Computer

Follow this procedure to install the Calling Card on a customer's computer during an active session. A technician installs the Calling Card to the customer's PC from the Technician Console.

Requirements:

- The agent's Technician Group must have permission to deploy the Calling Card
- A Rescue Administrator must have already applied a Calling Card to the agent's Technician Group
- The session must be Active

1. Click the **Calling Card** tab.

   Remember: This task is performed in the Technician Console.

2. Select one of the following options:

   - Select **Launch Calling Card immediately after installation** if you want the Calling Card application to run once it has been successfully installed on the customer's computer
   - Select **Launch Calling Card every time the remote device is started** to set the Calling Card application to open each time the target device is started

     Tip: Customers can clear this setting on the **Settings** > **General** tab of the Calling Card.

3. Click **Install Calling Card**.
   The Calling Card installer is deployed and executed. The customer may be prompted to give you permission to deploy the installer. If so, ask the customer to accept the deployment.

Once the installation is complete, the customer will be able to initiate sessions via the Calling Card.

Setting Up External Technician Collaboration

Controlling How Your Technicians Collaborate With External Technicians

Define whether the members of a Technician Group will be able to invite external technicians, and more.

Goal	Setting or Location in Administration Center
Define whether the members of a Technician Group will be able to invite external technicians	**Technician Group** > **Organization tab** > **Permissions** > **Invite external technicians**
Define whether members of a Technician Group can invite anyone or only approved external technicians	**Technician Group** > **Organization tab** > **Permissions** > **Invite external technicians** > **anyone can be invited / only approved** **Tip:** To make an external technician or group available to a specific technician or group, drag their name tag to the appropriate technician or group on the Organization Tree. **Note:** IP controls set in the Administration Center do not apply to external technicians.
Control how technicians are able to invite external technicians to a session	**Technician Group** > **Settings tab** > **Connection method for external technician invitations**. For maximum flexibility, select all options. For maximum control, only allow technicians to invite external technicians via email sent through servers. Invitation settings impact the tabs available on the **Invitation to External Technician** dialog box under **Connection Method**.

Setting Permissions for External Technicians

Define what approved external technicians can do during a session, and more.

What can approved external technicians do during a session?

For each group of approved external technicians, Administrators define the permissions that can be assigned by the lead technician to the approved external technician. The lead technician can toggle permissions on and off at the time of invite and during the session.

Fastpath: External Technician Group > **Organization tab** > **Permissions**

What can unapproved external technicians do during a session?

For each technician group with permission to invite any external technician, Administrators define the permissions that can be assigned by the lead technician to the external technician. The lead technician can toggle permissions on and off at the time of invite and during the session.

Fastpath: Technician Group > **Organization tab** > **External Permissions**

Can unique session permissions be set for a single external technician?

The lead technician can toggle permissions on and off at the time of invite and during the session. The permissions that are available to lead technician are set in the Administration Center.

Security and Reporting for External Technician Collaboration

Follow these guidelines for maximum control and accountability when using external technician collaboration.

Goal	Setting or Location in Administration Center
Only allow technicians to invite from an approved list	Select a Technician Group and go to **Organization tab** > **Permissions** > **Invite external technicians** > **only approved**.
Prevent external technicians from using specific features	Select an External Technician Group and go to **Organization tab** > **Permissions** > **clear permissions**. Any permission that is cleared will not be available to the lead technician to grant to the external technician.
Only allow technicians to send invitations via email sent through servers	Select a Technician Group and go to **Settings tab** > **Connection method for external technician invitations** > **Email** > **Allow email via servers.** Clear all other options.
Check reports for any External Technician Group or individual external technician	Select an External technician group or External technician and go to **Reports** > **Chatlog or Session**.
Check reports for any Technician Group or individual technician	Select a Technician Group or technician and go to **Reports** > **External Technician Chatlog**.

Setting up Scripting

Embedded Scripting for Applet and Calling Card

You can set up LogMeIn to run embedded scripts via the Customer Applet and Calling Card.

Fastpath: To configure embedded scripts, go to the Administration Center **Resources** tab.

Requirements

- The customer must be using a Windows-based computer
- The session must use the Customer Applet or Calling Card (not Mobile Applet or Instant Chat in chat-only mode)

How it works

- You can specify one script up to 64 KB, with an associated resource file up to 2 MB. A resource file is any file used by the script. For example, if the script sends a ZIP file to the customer, the ZIP file is the resource file.
- This is an organization-level setting. That is, the script will be transferred during each session that uses the Customer Applet or Calling Card, for every Technician Group and channel in your organization.
- The script is transferred when the Customer Applet is downloaded or Calling Card is started.
- The script is executed according to your preference:

  Remember: You can set your preference in the **Configure Embedded Script** section on the **Resources** tab.

  - Select **Run after reboot** to execute the script after restarting the customer's computer.
  - Select **Run after X minutes of disconnection** to execute the script every X minutes for as long as the session remains disconnected (for example, due to a network connection problem).
  - Select **Run event triggered script** to execute the script after specified session events. To obtain a sample script with condition syntax for all valid parameters in its body, click **Download an example script**.
  - Additionally, technicians in a group with the **Run embedded script** permission set in the Administration Center can run an embedded script via the Technician Console **Script** tab. The **Run embedded script** permission is off by default.

Tip: Sample scripts are available in the *Community Script Repository*.

Centralized Scripting

How to Create a New Script Collection

Master Administrators can upload and organize scripts to a common repository and share them with technicians.

1. In the Administration Center, go to the **Global Settings** tab.
2. Under **Centralized Scripts**, click **Manage Centralized Scripts**.
   The **Centralized Scripts** window is displayed.
3. Click **New collection**.
4. Name the collection and click **Create**.
   The collection is created.
5. Add scripts. You have two options.
   - Option one: Add a new script by clicking **Add script.**. Fill in the fields and select the necessary files. Fields with an asterisk are mandatory.
   - Option two: Import scripts from the Technician Console or from another collection by clicking **Import XML**.
6. Save your changes.

How to Share a Script Collection with a Technician Group

Master Administrators and Administrators can provide script collections to any Technician Group in their organization tree.

1. In to the Administration Center on the Organization Tree, select the Technician Group to which you want to provide the script collection.
2. Select the **Settings** tab.
3. Under **Centralized Scripts**, select the desired script collection from the **All collections** box, and click **<< Add**.
   The name of the script collection is listed in the **Collections available to this group** box.

   Tip: Want to add more script collections? Repeat this step for each collection that you want to provide to this Technician Group.
4. Click **Save Changes**.

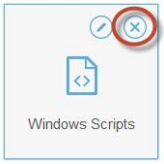
The agent's Technician Group must have permission to deploy scripts. Make sure the **Script deployment** permission is enabled in the Administration Center at the group level on the **Organization** tab.

How to Modify a Script Collection

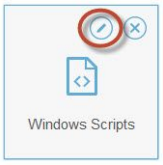
Master Administrators can modify their script collections.

1. In the Administration Center, go to the **Global Settings** tab.
2. Under **Centralized Scripts**, click **Manage Centralized Scripts**.
   The **Centralized Scripts** window is displayed.
3. Hover over the script collection you want to modify. You can perform the following modifications:

- To delete a collection, click the **Delete** button.



- To rename a collection, click the **Rename** button.



- To delete a script from the collection:
  a. In the Script Library, click the selected collection. The list of scripts belonging to the collection is displayed.
  b. Select the script you want to delete and click the **Delete** button.

How to Modify a Script in the Collection

Master Administrators can modify scripts in their script collections.

1. In the Administration Center, go to the **Global Settings** tab.
2. Under **Centralized Scripts**, click **Manage Centralized Scripts**.
   The **Centralized Scripts** window is displayed.
3. Select the script collection you want to modify.
   Scripts belonging to the selected script collection are listed.
4. Select the script you want to modify. You can perform the following modifications:
   - To modify data related to a script, select the script and click the Edit button.

   - To make a script run automatically upon session start, in the **Autostart** drop-down list select a numerical value. The actual value corresponds to the execution priority of the script upon session start relative to other autostart scripts in the collection. For example, when a support session is started, the script with value 1 will run first; the script with value 2 will run second, and so on.

Generating Reports

How to Generate a Report

Follow this procedure to generate a report in the LogMeIn Administration Center.

1. On the Organization Tree, select the organizational unit for which you want to generate a report.
2. Select the **Reports** tab.
3. Select the type of report you want to generate using the **Report Area** drop-down box.
4. For most report areas, you must select a **List Type**.
   - Choose `List All` to view information about specific sessions or logins
   - Choose `Summary` to view cumulative information
5. Specify the reporting period (**Date Range**) in one of two ways:
   - Choose a pre-defined report period (today, yesterday, etc.)
   - Choose a specific **Start Date** and **End Date**
6. Select the **Time Zone** to be applied:
   - Choose `Local` to report all times using your current time zone (where you are when you generate the report)
   - Choose `UTC` to report all times in Coordinated Universal Time, which is effectively the same as Greenwich Mean Time (GMT)
7. Choose a **Daily Time Range**.

   Generate reports covering any period of the day. This is useful for evaluating shift performance.
8. Select the type of file to generate from the drop-down list next to **Get report**.

   Tip: To view the report on the Administration Center Reports tab without downloading a file, choose **HTML**.
9. Generate the report by clicking **Get report**.

Time Zone Example

Local time. Assume you are in New York and you generate a report for a Technician Group with technicians in San Francisco and Paris. Event times will be reported in local (New York) time. An event that occurred at 2:00:00 PM in San Francisco will be reported as 5:00:00 PM. An event that occurred at 2:00:00 PM in Paris will be reported as 8:00:00 AM.

UTC. Assume you generate a report for a Technician Group with technicians in San Francisco and Paris. Regardless of your location, event times will be reported in UTC. An event that occurred at 2:00:00 PM San Francisco time (UTC-8) will be reported as 10:00:00 PM. An event that occurred at 2:00:00 PM in Paris (UTC+1) will be reported as 1:00:00 PM.

Customer Survey Report (List All)

This report returns the results of **individual** customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents one submitted survey.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Date	The date and time when the technician ended the session. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Survey Columns]	These variable columns will show responses to the survey questions defined on the Settings tab in the Customer Survey section. **Open answers** — If **open answers** is selected under **Settings** > **Customer Survey** > **Edit**, the column displays the verbatim answer submitted by the customer. **Drop-down** — If **drop-down** is selected under **Settings** > **Customer Survey** > **Edit**, the column displays the numeric value corresponding to the configured predefined reply. (For example, **1** corresponds to the first predefined answer from the drop-down list, while **2** corresponds to the second one, and so on.) Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.

Customer Survey Report (Summary)

This report returns the **cumulative** results of customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents an organizational unit.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Number of Surveys	The total number of surveys received. Data type: Integer. Data length: unspecified.
[Survey Columns]	These variable columns will show the total number of responses to the survey questions defined on the Settings tab in the Customer Survey section. Data type: String. Data length: 128 characters.

Customer Survey Issuance Report (List All)

This report returns the results of **individual** customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period. It also displays whether the closing or the starting technician issued the customer survey.

Important: This report type does NOT contain data for Live Control sessions.

Important: This report is only available if in the Administration Center you choose **Global Settings** > **Customer Survey Issuance** > **Survey issued by** > **Closing technician**.

Each row represents one submitted survey.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Date	The date and time when the technician ended the session. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.

Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Survey issued by closing technician	Displays which technician issued the customer survey: • **Yes** – the closing technician issued the survey • **No** – the starting technician issued the survey

Customer Survey Issuance Report (Summary)

This report returns the **cumulative** results of customer surveys submitted in response to sessions conducted by members of the selected unit during the selected period. It also displays whether the closing or the starting technician issued the customer survey.

Important: This report type does NOT contain data for Live Control sessions.

Important: This report is only available if in the Administration Center you choose **Global Settings** > **Customer Survey Issuance** > **Survey issued by** > **Closing technician**.

Each row represents an organizational unit.

Source	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.
Number of Surveys	The total number of surveys received. Data type: Integer. Data length: unspecified.
[Survey Columns]	These variable columns will show the total number of responses to the survey questions defined on the Settings tab in the Customer Survey section. Data type: String. Data length: 128 characters.
Survey issued by closing technician	Displays which technician issued the customer survey: • **Yes** – the closing technician issued the survey • **No** – the starting technician issued the survey

Performance Report (List All)

This report returns **individual** performance data for each member of the selected unit for the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents a technician.

Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.

Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Total Login Time	Per technician, the total time spent logged in to the Technician Console. Data type: DateTime. Data length: unspecified.
Number of Sessions	Per technician, the number of sessions handled. Data type: Integer. Data length: unspecified.
Number of Sessions per Hour	Per technician, the number of sessions divided by total login time. Use this value to assess how many sessions a technician can manage in an hour. Data type: String. Data length: 128 characters.
Average Pick-up Speed	Per technician, the average elapsed time between the beginning of Waiting status and session start by the technician. From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.
Average Duration	Per technician, the average session duration. Data type: DateTime. Data length: unspecified.
Average Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Longest Session	Per technician, the length of the longest single session. Data type: DateTime. Data length: unspecified.
Total Active Time	Per technician, the cumulative time spent in Active status for all sessions. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Total Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.

Performance Report (Summary)

This report returns **collective** performance data for all members of the selected unit for the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Number of Sessions	The total number of sessions handled. Data type: Integer. Data length: unspecified.
Total Login Time	The total time spent logged in to the Technician Console. Data type: DateTime. Data length: unspecified.
Average Number of Sessions per Hour	The average number of sessions handled per hour. Data type: String. Data length: 128 characters.

Average Pick-up Speed	The average elapsed time between the beginning of Waiting status until entering Active status (when the session is picked up by the technician). From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.
Average Session Duration	The average length of sessions handled by technicians in the selected unit. Data type: DateTime. Data length: unspecified.
Average Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Total Session Time	The total length of sessions handled by technicians in the selected unit. Data type: DateTime. Data length: unspecified.
Longest Session	The length of the longest session conducted during the selected period by any member of the selected unit. Data type: DateTime. Data length: unspecified.
Total Active Time	The cumulative time spent in Active status for all sessions. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Total Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.

Login Report (List All)

This report returns data for each **unique** login performed by a member of the selected unit during the selected period

This report can be generated for any organizational unit.

Each row represents a unique login event.

Login Date	The date when the login occurred, based on the selected time zone. Data type: DateTime. Data length: unspecified.
Name	The user's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
User ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Email	The user's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Start Time	The exact login time. Data type: DateTime. Data length: unspecified.
End Time	The exact logout time. Data type: DateTime. Data length: unspecified.
Total Login Time	Length of time logged in to . Data type: DateTime. Data length: unspecified.
IP Address	The IP address from which login occurred. Data type: String. Data length: 15 characters.
Busy Time	Length of time in Busy status. Reported for technicians only. Data type: DateTime. Data length: unspecified.

Away Time	Length of time in Away status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Idle Time	Idle Time is when a technician is logged in to the Technician Console but has no sessions. Idle Time ends as soon as any session enters any status in the Technician Console. Data type: DateTime. Data length: unspecified.

Login Report (Summary)

This report returns **cumulative** login data for members of the selected unit for the selected period.

This report can be generated for any organizational unit.

Each row represents one member of the organization.

Name	The user's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
User ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Email	The user's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Nickname	The user's nickname as recorded in the **Nickname** field on the Organization tab. Data type: String. Data length: 128 characters.
Group	The name of the Administrator Group or Technician Group to which the user belonged at the time of login. Data type: String. Data length: 128 characters.
User Created On	The date when the user was added to the organization with a valid name and email on the Organization tab. Data type: DateTime. Data length: unspecified.
Number of Logins	The number of unique login events recorded during the selected period. Data type: Integer. Data length: unspecified.
Average Login Time	The average length of time logged in to . Data type: DateTime. Data length: unspecified.
Total Login Time	The total time spent logged in to . Data type: DateTime. Data length: unspecified.
Total Busy Time	The total time in Busy status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Total Away Time	The total time in Away status. Reported for technicians only. Data type: DateTime. Data length: unspecified.
Total Idle Time	Idle Time is when a technician is logged in to the Technician Console but has no sessions. Idle Time ends as soon as any session enters any status in the Technician Console. Data type: DateTime. Data length: unspecified.

Session Report (List All)

This report returns data for each **unique** session conducted by members of the selected unit during the selected period.

Each row represents a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Last Action Time	The exact time of the action that ended the technician's state of being "in action". A technician is in action if he is in a session, and for that session the Technician Console and the Applet have a working connection (that is, the sockets between the Technician Console and Applet are connected). Any of the following ends the technician's "in action" state: • The technician's status Changes to "Away". • The technician loses connection with customer. • The session tab gets unselected, or the TC goes to background while there is no active tear-away window of the session. • The tear-away window of the session gets inactive while either the session tab is unselected or the TC is in the background. • The technician or Administrator ends, holds, or transfers the session. Data type: DateTime. Data length: unspecified.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters. Possible values are as follows: • Mobile Applet • Calling Card • Instant Chat • Unattended • Applet On LAN • Applet
Status	The final status at the time of the last action performed by the given technician. Data type: String. Data length: 64 characters. Possible values are as follows: • Connecting • Waiting • Active • Closed by customer

- Closed by technician
- Transferring
- Transferred
- Closed by waiting customer
- Timed out
- Aborted: technician was deleted or disabled
- Rebooting
- Reconnecting
- On Hold
- Timed out: closed by technician
- Offline
- Disconnected
- Rebooted
- Declined by customer

[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Customer IP	The customer's IP address. If no value is reported, your organization probably chose not to store customer IP address information (**Global Settings** > **Do not store customer IP address**). Data type: String. Data length: 15 characters.
Device ID	The customer's device ID. Data type: String. Data length: 128 characters.
Incident Tool Used	This column lists Technician Console tools used by the technician during the session. See the legend at the bottom of the report for a key to abbreviations. Data type: String. Data length: 128 characters.
Resolved/ Unresolved	This column is no longer actively used though may show results when reporting on sessions held prior to May 2009 (Resolved/Unresolved, as submitted by the technician). Data type: String.
Channel ID	The Channel ID of the channel used during the session. Data type: Integer. Data length: unspecified.
Channel Name	The name of the channel used during the session. Data type: String. Data length: 64 characters.
Calling Card	The Installer Name of the Calling Card used during the session. Data type: String. Data length: 64 characters.
Connecting Time	From the beginning of Applet download until the session appears as Waiting in a queue. Data type: DateTime. Data length: unspecified.
Waiting Time	From the beginning of Waiting status until session start (Active status). Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.

Active Time	The total time the session was in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Hold Time	The length of time in Hold status. Data type: DateTime. Data length: unspecified.
Time in Transfer	The length of time in Transfer status. Data type: DateTime. Data length: unspecified.
Rebooting Time	The length of time in Rebooting status. Data type: DateTime. Data length: unspecified.
Reconnecting Time	The length of time in Reconnecting status due to a problem on the customer side. Data type: DateTime. Data length: unspecified.
Platform	The customer's operating system. Data type: String. Data length: 20 characters.
Browser Type	The type of browser in which the customer started the Instant Chat session. Data type: String.Data length: unspecified.

Session Report (Summary)

This report returns **cumulative** data for all sessions conducted by members of the selected unit during the selected period.

Number of Sessions	The total number of sessions handled. Data type: Integer. Data length: unspecified.
Average Session Time	The average length of sessions. Total Session Time divided by Number of Sessions. Data type: DateTime. Data length: unspecified.
Total Session Time	The cumulative length of all sessions. Data type: DateTime. Data length: unspecified.
Average Pick-up Time	The average elapsed time between the beginning of Waiting status and session start by the technician. From the customer's perspective, this is the amount of time the customer sees the message `Waiting for a technician`. Data type: DateTime. Data length: unspecified.
Total Pick-up Time	For all sessions, the total elapsed time between the beginning of Waiting status and session start by the technician. Data type: DateTime. Data length: unspecified.
Average Active Time	The average time in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Total Active Time	For all sessions, the total time in Active status. Active time is measured from pickup (Active status) to close (Closed status), excluding Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time. Data type: DateTime. Data length: unspecified.
Average Work Time	Work Time is actual Technician Console utilization time during a session. It is the time spent actually using Technician Console functionality: (1) the session must be selected, (2) with an active connection to the Applet, (3) with the Technician Console in focus, and (4) the technician's status must not be Away. Data type: DateTime. Data length: unspecified.
Total Work Time	Total Technician Console utilization time during all sessions. Data type: DateTime. Data length: unspecified.

Average Hold Time	The average time in Hold status. Data type: DateTime. Data length: unspecified.
Total Hold Time	The total time in Hold status. Data type: DateTime. Data length: unspecified.
Average Transfer Time	The average time in Transfer status. Data type: DateTime. Data length: unspecified.
Total Transfer Time	The total time in Transfer status. Data type: DateTime. Data length: unspecified.
Average Rebooting Time	The average time in Rebooting status. Data type: DateTime. Data length: unspecified.
Total Rebooting Time	The total time in Rebooting status. Data type: DateTime. Data length: unspecified.
Average Reconnecting Time	The average time in Reconnecting status. Data type: DateTime. Data length: unspecified.
Total Reconnecting Time	The total time in Reconnecting status. Data type: DateTime. Data length: unspecified.
Longest Session Time	The length of the longest single session. Data type: DateTime. Data length: unspecified.
Number of Missed Sessions	The number of sessions that were never picked up (that is, sessions that never entered Active status). Data type: Integer. Data length: unspecified.

Chatlog Report

This report retrieves the chatlog and session notes for each unique session conducted by a member of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of each channel or Technician Group for which a Customer Survey has been activated on the **Settings** tab > **Customer Survey** section. The value `Technicians` is returned when a global survey is assigned to all technicians in an organization. Data type: String. Data length: 128 characters.

Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Chat Log	An icon is displayed if a Chat Log is available. Click the icon to view the log. Data type: String. Data length: 2048 characters.
Notes	An icon is displayed if notes are available. Click the icon to view the notes. Data type: String. Data length: 1024 characters.

Note: For collaboration sessions, the log contains full details of the session, including system messages, chat between technicians, and chat between technicians and customer.

Sample Chat Log

This sample shows the Chat Log for the same session as shown in the sample for the Collaboration Chat Log report. Notice that the perspective is that of the Lead Technician.

```
9:19 AM Connecting to: [...]
9:19 AM Connected to Applet (RSA 2048 bits, AES256-SHA 256 bits)
9:19 AM Switched to P2P
9:19 AM Technician 2 invited to the session...
9:19 AM Technician 2 joined the session
9:19 AM «Technician 1»: This is between technicians
9:20 AM «Technician 2»: This is between technicians
9:20 AM Technician 1: This is between technician and customer
9:20 AM Technician 2: This is between technician and customer
9:20 AM Customer: This is from the customer to the technicians
9:20 AM The technician ended the session.
```

How to Delete Chatlogs

If sensitive information is communicated during a session, **Master Administrators** can choose to delete a session's chatlog, thereby excluding sensitive data from the Chatlog report.

Important: This report type does NOT contain data for Live Control sessions.

1. When logged in as a Master Administrator, go to Organization Tree and select an organizational unit.
2. Select the **Reports** tab.
3. Under **Report Area**, select **Chatlog**.
4. Find the sessions with chatlogs you want to delete:
   - Option 1. If you need to delete the chatlog for multiple sessions or do not know the exact Session ID, you should first generate the Chatlog report **in HTML format**. For step-by-step instructions, see *How to Generate a Report* on page 99.
   - Option 2. If you already know the Session ID of a single session, enter it in the **Session ID** field and click **Find**.
5. In the **Delete** column, click the **trash can icon** for each appropriate session.
   The chatlog for each selected session is queued for deletion. Chatlogs are **not** deleted immediately.

Tip: If you change your mind, you can revoke any deletion within 24 hours by clicking this icon

in the Delete column.

Chatlogs are deleted 24 hours from the moment they are queued for deletion. Pending deletions are reported in the Chatlog report; deleted chatlogs are not.

Collaboration Chat Log Report

This report returns the chat log from each unique session in which a member of the selected unit participated as a collaborating technician.

Important: This report type does NOT contain data for Live Control sessions.

Start Time	For the collaborating technician. The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	For the collaborating technician. The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
Total Time	The amount of time that the collaborating technician spent in the session. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Chat Log	The Collaboration Chat Log contains full details of the collaboration session, including system messages, chat between technicians, and chat between technicians and customer. Click the icon to view the log. Data type: String. Data length: 2048 characters.

Sample Collaboration Chat Log

This sample shows the Collaboration Chat Log for the same session as shown in the sample for the Chat Log report. Notice that the perspective is that of the Collaborating Technician.

```
9:19 AM Incoming collaboration session from: Technician 1
9:19 AM Connecting to: [...]
9:19 AM Connected to Applet (RSA 2048 bits, AES256-SHA 256 bits)
9:19 AM Switched to P2P
9:19 AM «Technician 1»: This is between technicians
```

```
9:20 AM «Technician 2»: This is between technicians
9:20 AM Technician 1: This is between technician and customer
9:20 AM Technician 2: This is between technician and customer
9:20 AM Customer: This is from the customer to the technicians
9:20 AM The Lead Technician ended the session
9:20 AM Disconnected (Applet)
9:21 AM The technician ended the session.
```

Custom Fields Report

This report returns data entered into Custom Fields for individual sessions conducted by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents a set of data submitted during a unique session.

Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Time in Transfer, Rebooting Time, and Reconnecting Time; excluding Connecting and Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.

Missed Sessions Report (List All)

This report returns data for each individual session missed by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

A missed session is any session that enters the queue and never enters Active status.

Each row represents a missed session.

Start Time	The exact time when the session entered Waiting status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the customer ended the session (Closed status), or when the session timed out (Timed Out status). Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time from Start Time to End Time. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters. Possible values are as follows: • Mobile Applet • Calling Card • Instant Chat • Unattended • Applet On LAN • Applet
Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Tracking ID	A custom field used for mapping Rescue sessions to a CRM system or for other custom administrative purposes. Data type: String. Data length: 256 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session	For Private Sessions, this column lists the name of the initiating technician. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.

Missed Sessions Report (Summary)

This report returns **cumulative** data for all sessions missed by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

A missed session is any session that enters the queue and never enters Active status.

Number of Missed Sessions	The total number of sessions that were never activated by a technician. Data type: Integer. Data length: unspecified.
Average Waiting Time	Average time customers waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.
Total Waiting Time	Total time customers waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.
Longest Session	The longest time any one customer waited before abandoning the session or timing out. Data type: DateTime. Data length: unspecified.

Transferred Sessions Report

This report returns data for each transfer executed by a member of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents one transfer event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Time of Transfer	The exact time of the transfer event. Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time before the customer either abandons the session or is transferred again. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Transferred by	The entity that initiated the transfer. The value `System` is returned for channel sessions that are automatically transferred according to rules set at **Settings** > **Session Management** > **Auto-transfer waiting sessions**. Data type: String. Data length: 128 characters.
Transferred from	The technician or channel from which the session was transferred. Data type: String. Data length: 128 characters.
Transferred to	The technician or channel to which the session was transferred. Data type: String. Data length: 128 characters.
Transfer Comment	The value of the **Comment** field in the Transfer Session dialog box. Data type: String. Data length: 128 characters.

Time in Transfer	The length of time in Transfer. Data type: DateTime. Data length: unspecified.

Transferred Sessions - Extended Report

This report returns data for each transfer executed by a member of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents one transfer event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Time of Transfer	The exact time of the transfer event. Data type: DateTime. Data length: unspecified.
Waiting Time	The length of time before the customer either abandons the session or is transferred again. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
Transferred by - Technician ID	An automatically generated, unique identification number of the technician that initiated the transfer. Data type: Integer. Data length: unspecified.
Transferred by	The entity that initiated the transfer. The value `System` is returned for channel sessions that are automatically transferred according to rules set at **Settings** > **Session Management** > **Auto-transfer waiting sessions**. Data type: String. Data length: 128 characters.
Transferred from - Technician/ Channel ID	An automatically generated, unique identification number of the technician or channel from which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred from	The technician or channel from which the session was transferred. Data type: String. Data length: 128 characters.
Transferred to - Technician/ Channel ID	An automatically generated, unique identification number of the technician or channel to which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred to	The technician or channel to which the session was transferred. Data type: String. Data length: 128 characters.
Transfer Comment	The value of the **Comment** field in the Transfer Session dialog box. Data type: String. Data length: 128 characters.
Time in Transfer	The length of time in Transfer. Data type: DateTime. Data length: unspecified.
Transferred from - Technician Group ID	An automatically generated, unique identification number of the technician group from which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred from -	The Technician Group from which the session was transferred. Data type: String. Data length: 128 characters.

Technician Group	
Transferred to - Technician Group ID	An automatically generated, unique identification number of the technician group to which the session was transferred. Data type: Integer. Data length: unspecified.
Transferred to - Technician Group	The Technician Group to which the session was transferred. Data type: String. Data length: 128 characters.
Chatlog	An icon is displayed if a Chatlog is available. Click the icon to view the log. Data type: String. Data length: unspecified.

Technician Survey Report (List All)

This report returns the results of **individual** technician surveys (technician session evaluations) submitted by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents one submitted survey.

Source	The name of the Technician Group the technician belonged to at the time of submitting the survey. Data type: String. Data length: 128 characters. **Note:** For Technician Survey Reports concerning periods before 12 August 2014, the value `Technicians` is returned when a global survey is assigned to all technicians in an organization.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Date	The date and time when the technician submitted the survey. Data type: DateTime. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Survey Columns]	These variable columns will show responses to the survey questions defined on the Settings tab under Session evaluation by technician. Data type: String. Data length: 128 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.

Failed Sessions Report (List All)

This report returns data for each individual session that fails during Connecting status for members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

Note: A session enters Connecting status when the customer begins downloading the Applet.

Start Time	The exact time when the session entered Connecting status. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters.
Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session	For Private Sessions, the name of the technician who initiated the failed session. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.

Failed Sessions Report (Summary)

This report returns **cumulative** data for all sessions that fail during Connecting status for members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

Note: A session enters Connecting status when the customer begins downloading the Applet.

Number of Failed Sessions	The total number of failed sessions for members of the selected unit during the selected period. Data type: Integer. Data length: unspecified.

Average Connecting Time	The average time spent in Connecting status before failure. Data type: DateTime. Data length: unspecified.
Total Connecting Time	The total time spent in Connecting status before failure. Data type: DateTime. Data length: unspecified.

Failed Sessions - Extended

This report returns data for each individual session that fails during Connecting status for members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

A Failed session is any session successfully submitted by the customer, but which never proceeds from Connecting to Waiting status.

Note: A session enters Connecting status when the customer begins downloading the Applet.

Start Time	The exact time when the session entered Connecting status. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Session Type	The customer-side technology applied. Data type: String. Data length: 100 characters.
Status	The final status at the time of session end. Data type: String. Data length: 64 characters.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Customer IP	The customer's IP address. Data type: String. Data length: 15 characters.
Private Session Technician Name	For Private Sessions, the name of the technician who initiated the failed session. Data type: String. Data length: 128 characters.
Channel	For Channel Sessions, the name of the incoming channel. Data type: String. Data length: 64 characters.
Technician Email	The technician's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician Group ID	An automatically generated, unique identification number of the Technician Group to which the technician belonged at the time of generating the report. Data type: Integer. Data length: unspecified.
Technician Group	The name of the Technician Group to which the technician belonged at the time of generating the report. Data type: String.Data length: 128 characters.

External Technician Chatlog Report

This report retrieves the chat log and session notes for the selected period for each unique session conducted with an external technician.

Important: This report type does NOT contain data for Live Control sessions.

You can run external technician chat log reports on your technicians and on invited external technicians. When you run a report on external technicians, only those sessions will be listed where the invited technician was approved. When you run a report on your technicians, sessions with unlisted external technicians will also be listed.

Start Time	The exact time when the session entered Collaborating status for the external technician. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status for the external technician. Data type: DateTime. Data length: unspecified.
Total Time	The sum of Active Time, Hold Time, Rebooting Time, and Reconnecting Time; excluding Waiting time. This is not the same as Total Time as shown in the Technician Console Session List. Data type: DateTime. Data length: unspecified.
Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Name]	The name of this column is derived from the following setting: **Global Settings** > **Custom Fields** > **Name for name field**. The actual reported value is entered by a customer or technician during session generation. By default this is the name of the customer. Data type: String. Data length: 128 characters.
External Technician Name	The name of the external technician. For approved external technicians, the name is recorded in the **Name** field on the **Organization** tab. For unlisted technicians, the name is recorded during the invitation process. Data type: String. Data length: 128 characters.
External Technician Email	The email address of the external technician. For approved external technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Inviter's Name	The technician's name who invited the external technician. Data type: String. Data length: 128 characters.
Inviter's ID	The Rescue identifier of the technician who invited the external technician. Data type: String. Data length: 128 characters.
Inviter's Email	The technician's email address who invited the external technician. Data type: String.Data length: 128 characters.
Chat Log	An icon is displayed if a Chat Log is available. Click the icon to view the log. Data type: String. Data length: 2048 characters.

Audit Report (List All)

This report returns data for each action taken by Administrators on the selected item of the Organization Tree during the selected period.

Note: Company-level actions only appear in the report when the report is generated either for the Administrator who performed the action, or for the root-level Master Administrators organizational unit.

Requested by The Administrator that performed the given action. The displayed value is the Administrator's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.

Entity type The type of organizational entity affected by the action taken by an Administrator. Data type: String.Data length: 128 characters. Possible values are as follows:

- Channel
- Technician Group
- Technician
- Unattended Computer Group
- Unattended Computer
- Administrator Group
- Master Administrator
- Administrator
- Administrator Group link
- Administrator link
- External Technician Group
- External Technician
- External link

Entity ID An automatically generated, unique ID of the organizational entity affected by the action taken by an Administrator. Data type: Integer. Data length: Unspecified.

Entity name The name of the organizational entity affected by the action taken by an Administrator. The displayed value is the organizational entity's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 256 characters.

Change type The type of change action taken by the Administrator. Data type: String. Data length: 128 characters. Possible values are as follows:

- Add
- Delete
- Move
- Copy
- Assign
- Unassign
- Change
- View

Last changed The exact time when the change action took place. Data type: DateTime. Data length: unspecified.

Section The header in the Administration Center under which the change was made. Data type: String.Data Length: unspecified.

Field	The field under the **Section** header in the Administration Center that was affected by the change. Data type: String.Data Length: unspecified.
Old Value	The value of **Field** before the change action took place. Data type: String.Data Length: unspecified.
Old Action	The status of **Field** before the change action took place. Data type: String.Data Length: unspecified. Possible values are as follows: • Enabled • Disabled • Selected • Unselected • Set • Not set • Assigned • Unassigned • Locked • Unlocked • Added • Removed • Order • Unknown
New Value	The value of **Field** after the change action took place. Data type: String.Data Length: unspecified.
New Action	The status of **Field** after the change action took place. Data type: String.Data Length: unspecified. Possible values are as follows: • Enabled • Disabled • Selected • Unselected • Set • Not set • Assigned • Unassigned • Locked • Unlocked • Added • Removed • Order • Unknown

Rebooting/Reconnecting Report

This report returns data for each **unique** reconnecting or rebooting event that occurred during a session conducted by members of the selected unit during the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents a unique reconnecting/rebooting event.

Session ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
[Custom Fields]	The names of these columns are derived from the following settings: **Global Settings** > **Custom Fields** > **Name for custom field**. Data type: String. Data length: 64 characters.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified.
Technician Email	The email address of the technician. For approved technicians, the email is recorded in the **Email** field on the **Organization** tab. For unlisted technicians, the email is recorded during the invitation process. Data type: String. Data length: 128 characters.
Channel ID	The Channel ID of the channel used during the session. Data type: Integer. Data length: unspecified.
Channel Name	The name of the channel used during the session. Data type: String. Data length: 64 characters.
Technician Group	The name of the Technician Group to which the technician belonged at the time of the session. Data type: String.Data length: 128 characters.
Start Time	The exact time when the session entered Active status. Data type: DateTime. Data length: unspecified.
End Time	The exact time when the session entered Closed or Timed Out status. Data type: DateTime. Data length: unspecified.
Last Action Time	The exact time of the action that ended the technician's state of being "in action". A technician is in action if he is in a session, and for that session the Technician Console and the Applet have a working connection (that is, the sockets between the Technician Console and Applet are connected). Any of the following ends the technician's "in action" state: • The technician's status Changes to "Away". • The technician loses connection with customer. • The session tab gets unselected, or the TC goes to background while there is no active tear-away window of the session. • The tear-away window of the session gets inactive while either the session tab is unselected or the TC is in the background. • The technician or Administrator ends, holds, or transfers the session. Data type: DateTime. Data length: unspecified.
Event type	The type of event that triggered the report entry. Data type: String. Data length: unspecified. Possible values are as follows: • Rebooting

- Reconnecting

Rebooting/ Reconnecting Start Time	The exact time when the session entered Rebooting/Reconnecting status. Data type: DateTime. Data length: unspecified.
Rebooting/ Reconnecting End Time	The exact time when the session moved to the next status from Rebooting/Reconnecting status. Data type: DateTime. Data length: unspecified.

Technician Status Report

This report delivers cumulative status data for members of the selected unit for the selected period.

Important: This report type does NOT contain data for Live Control sessions.

Each row represents one technician.

Technician ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified. **Tip:** This node ID is displayed when you hover over the technician on the Organization Tree.
Technician Name	The technician's name as recorded in the **Name** field on the Organization tab. Data type: String. Data length: 128 characters.
Technician Email	The email address of the technician as recorded in the **Email** field on the **Organization** tab. Data type: String. Data length: 128 characters.
Parent Group	The name of the Technician Group to which the technician belonged at the time of generating the report. Data type: String. Data length: 128 characters.
Status	The status of the technician at the time of generating the report. Possible values are as follows: • Active • Inactive Data type: String. Data length: 8 characters.
Type	The type of user for whom data is retrieved. Possible values are as follows: • Technician • Administrator • Master Administrator Data type: String. Data length: 22 characters.
Last Login Time	The time when the technician last logged in to the Technician Console. Data type: DateTime. Data length: unspecified.
Last Used Technician Console Version	The version of the Technician Console to which the technician last logged in. Data type: String. Data length: 50 characters.

Administrator Status Report

This report delivers cumulative status data for members of the selected unit for the selected period.

Each row represents one Administrator.

Administrator ID	An automatically generated, unique identification number. Data type: Integer. Data length: unspecified. **Tip:** This node ID is displayed when you hover over the Administrator on the Organization Tree.
Administrator Name	The Administrator's name as recorded on the **Name** field of the **Organization** tab.
Administrator Email	The email address of the Administrator as recorded in the **Email** field on the **Organization** tab. Data type: String. Data length: 128 characters.
Status	The status of the Administrator at the time of generating the report. Possible values are as follows: • Active • Inactive Data type: String. Data length: 8 characters.
Type	The type of user for whom data is retrieved. Possible values are as follows: • Technician • Administrator • Master Administrator Data type: String. Data length: 22 characters.
Linked to	The name of the Technician Group to which the Administrator is assigned. Data type: String.
Last Login Time	The exact time of the Administrator's last login to . Data type: DateTime. Data length: unspecified.

Integration and API

See also the *Customization and Integration Guide* (English and Japanese only).

For API documentation see the *API Guide* (English only).

Setting up Single Sign-On Authentication

Using Single Sign-on, support technicians can securely log in to from other applications.

In the world of enterprise IT, many companies end up with multiple, disparate systems that all require their own separate authentication. This proves to be a challenge for both administrators and end users. 's Single Sign-on (SSO) capability helps you manage this issue.

Options

Setup takes place in the **Administration Center** on the **Global Settings** tab under **Single Sign-On**.

You have control over how technicians and administrators can log in to .

Here is a summary of options available under **Global Settings** > **Single Sign-On** > **Allowed login method**:

- Option One: **Standard or SSO**
  - Users will be able to login with either their standard email/password or their SSO ID. Both methods are valid.
  - Remember: When allowing SSO you must set a Master SSO password (on the Global Settings tab) and assign an SSO ID per user (on the Organization tab). Users without an SSO ID are unable to use SSO.
- Option Two: **SSO only**
  - Users will be able to login using their SSO ID only. With this option, users without an SSO ID will be unable to login.
  - Remember: When allowing SSO you must set a Master SSO password (on the Global Settings tab) and assign an SSO ID per user (on the Organization tab).
- Option Three: **SSO only** plus **Allow users without an SSO ID to use standard login**
  - Users with an SSO ID will be able to login using their SSO ID only.
  - Users without an SSO ID will be able to use standard login.

How it Works

SSO functionality makes use of API technology.

- The company-hosted script makes an HTTP request to the SSO login services
- SSO login service confirms the successful login and retrieves the login URL, or an error message upon failure
- The company-hosted script then evaluates the returned value
- If successful, the company-hosted script redirects the user to the URL provided, or if unsuccessful, error handling is triggered

The HTTP request is a simple formatted URL string, which contains the SSO URL, SSOID, CompanyID, and SSO Password.

Single Sign-on URL (SSO URL)	For logging in to the web-based Technician Console:
	`https://secure.logmeinrescue.com/SSO/GetLoginTicket.aspx`
	For logging in to the Desktop Technician Console:
	`https://secure.logmeinrescue.com/SSO/GetDTCLoginTicket.aspx`

Single Sign-on ID (SSOID)	The ID you define in the **Single Sign-On ID** box on the **Organization** tab of the Administration Center when adding or editing organization members.
CompanyID	See the sample code on the **Global Settings** tab of the Administration Center.
Master SSO Password	The SSO password defined on the **Global Settings** tab.

An example of this formatted URL would be:

In case of logging in to the web-based Technician Console:

```
https://secure.logmeinrescue.com/SSO/GetLoginTicket.aspx?
ssoid=123456&Password=secretPassword&CompanyID=654321
```

In case of logging in to the Desktop Technician Console:

- x86 DTC:

```
 https://secure.logmeinrescue.com/SSO/GetDTCLoginTicket.aspx?
ssoid=123456&Password=secretPassword&CompanyID=654321
```

- x64 DTC:

```
https://secure.logmeinrescue.com/SSO/GetDTCLoginTicket.aspx?
ssoid=123456&Password=secretPassword&CompanyID=654321&arch=64
```

When making this request, the **SSOID**, **Password**, and **CompanyID** are sent to the SSO service, which returns a string value. A successful authentication would return a string similar to:

In case of the web-based Technician Console:

```
OK: https://secure.logmeinrescue.com/SSO/Login.aspx?
Ticket=6ab9a0f6-d3ce-4f498-8ea7-b9a76a67a0c8
```

In case of the Desktop Technician Console:

- x86 DTC:

```
https://secure.logmeinrescue.com/TechConsole/DesktopApp/DownloadSSO.aspx?
companyid=654321&ticket=4c6f1815-1e0c-43ab-8117-d79b8f523824
```

- x64 DTC:

```
https://secure.logmeinrescue.com/TechConsole/DesktopApp/DownloadSSO.aspx?
companyid=654321&ticket=4c6f1815-1e0c-43ab-8117-d79b8f523824&arch=64
```

An unsuccessful authentication would return a string similar to:

```
ERROR: INVALIDPASSWORD
```

You can then process this string, process for errors, and handle them accordingly. In a typical scenario, you would use an IF condition to process the returned string, and check for the presence of OK: in the first three characters. If they are present, you would then take the URL (the last part of the string you processed) and either present it to the user or redirect them automatically.

Single Sign-On: Considerations

Since Single Sign-on requires a user ID to be authenticated, the logical step is to use Windows credentials. Most programming languages allow you to do this with server-side variables. The key driver is that the server connection needs to be an authenticated connection (not anonymous). This is an integration process through Internet Explorer, which would pass Domain credentials to the Intranet server automatically, provided you do not allow anonymous access. The best approach is to pass the authenticated user ID from your Intranet web server to the SSO service as the SSOID.

Single Sign-On and SAML 2.0

is compatible with Security Assertion Markup Language (SAML) 2.0. For detailed information about configuring to use SAML 2.0 with your Identity Provider, see the *Web SSO via SAML 2.0 User Guide*.

Note: The final step in the SSO configuration process needs to be performed by the Support team. Please contact your Customer Success Manager or Support for assistance. Remember to send out the Certificate before contacting Support to finish te SSO setup.

Web SSO via SAML 2.0 User Guide (PDF)

Having trouble viewing? Click here

This document describes how to configure to use Security Assertion Markup Language (SAML) 2.0 with your Identity Provider (IDP) (for example, ADFS 2.0).

Generate API Token

Master Account Holders (MAH) and Master Administrators (MA) can generate a secret token that is used to authenticate the user and to prevent them from logging out if there is a timeout. This feature serves the same purpose as the requestAuthCode API call, but this code is shown to the MAH or MA only upon creation and will not be visible once they leave the page, thus increasing security.

1. To generate an API token, select the **Global Settings** tab in the Administration Center.
2. Under **Generate API token**, click **Generate and Copy**
   A new API token is generated, displayed, and automatically copied to your clipboard.
3. Optionally, select either or both from the following restrictions.
   - Select **Deny access to the requestAuthcode endpoint** to force your users to use the token obtained from Generate API token in API calls that require an AuthCode.

     Important: Users will not be able to use the requestAuthCode API endpoint.
   - Select **Deny access to the login endpoint** to stop users from being able to log in via the login API call.

     Remember: Users will still be able to use the website login.

For more information about the related API calls, see:

- *https://secure.logmeinrescue.com/welcome/webhelp/en/RescueAPI/API/API_Rescue_requestLensPINCode_v3.html*
- *https://secure.logmeinrescue.com/welcome/webhelp/en/RescueAPI/API/API_Rescue_requestLensPINCode_v4.html*

Sending Session Data to a URL (Post-to-URL)

About Post-to-URL

The Post to URL function is used in conjunction with CRM Integration APIs (particularly `requestPINCode`) to provide a complete set of integration tools for CRMs or other applications.

Post to URL allows you to host your own server script to handle the session data and to process them as you see fit. Some potential use examples include database importing and email notifications.

How it Works

- The technician starts a support session
- At the beginning and/or end of a session, the session data are transferred via HTTP Post or XML to the specified URL
- Your script processes the data as specified in your code

Post-to-URL Variables

These are the variables that are submitted via the Post to URL function.

`[...]` is replaced with the actual data value. This method does an XML request to your URL. You would handle this via an XML parser.

Session Data	Description
`<sessionid>[...]</sessionid>`	Session ID
`<techid>[...]</techid>`	Technician ID
`<techssoid>[...]</techssoid>`	Technician Single Sign-on ID (as defined on the Organization tab in the Administration Center)
`<techname>[...]</techname>`	Technician name (as defined on the Organization tab)
`<techemail>[...]</techemail>`	Technician email (as defined on the Organization tab)
`<techdescr>[...]</techdescr>`	Technician description (as defined on the Organization tab)
`<cfield0>[...]</cfield0>`	Value returned for the Name field (as defined on the Global Settings tab in the Administration Center)
`<cfield1>[...]</cfield1>`	Value returned for Custom field 1 (as defined on the Global Settings tab)

Session Data	Description
<cfield2>[...]</cfield2>	Value returned for Custom field 2 (as defined on the Global Settings tab)
<cfield3>[...]</cfield3>	Value returned for Custom field 3 (as defined on the Global Settings tab)
<cfield4>[...]</cfield4>	Value returned for Custom field 4 (as defined on the Global Settings tab)
<cfield5>[...]</cfield5>	Value returned for Custom field 5 (as defined on the Global Settings tab)
<tracking0>[...]</tracking0>	Value returned for the Tracking field; typically used for mapping sessions to a CRM
<chatlog>[...]</chatlog>	Transcript of all chat held since the previous post
<notes>[...]</notes>	Notes saved by the technician
<waitingtime>[...]</waitingtime>	From the beginning of Waiting status until session start (Active status) in seconds
<pickuptime>[...]</pickuptime>	The exact time when the session entered Active status (UTC)
<closingtime>[...]</closingtime>	The exact time when the session entered Closed or Timed Out status (UTC)
<worktime>[...]</worktime>	Actual Technician Console utilization time during the session (until the post) in seconds
<lastactiontime>[...]</lastactiontime>	The exact time of the last action taken by the technician in the Technician Console (UTC)
<transmitted>[...]</transmitted>	Amount of data transmitted during the session (until the post) in bytes
<platform>[...]</platform>	The platform of the customer device
<tsurvey0>[...]</tsurvey0>	Value returned for Technician Survey Question 1 (as defined on the Settings tab)
<tsurvey1>[...]</tsurvey1>	Value returned for Technician Survey Question 2
<tsurvey2>[...]</tsurvey2>	Value returned for Technician Survey Question 3
<tsurvey3>[...]</tsurvey3>	Value returned for Technician Survey Question 4
<tsurvey4>[...]</tsurvey4>	Value returned for Technician Survey Question 5
<tsurvey5>[...]</tsurvey5>	Value returned for Technician Survey Question 6
<tsurvey6>[...]</tsurvey6>	Value returned for Technician Survey Question 7
<tsurvey7>[...]</tsurvey7>	Value returned for Technician Survey Question 8
<tsurvey8>[...]</tsurvey8>	Value returned for Technician Survey Question 9
<tsurvey9>[...]</tsurvey9>	Value returned for Technician Survey Question 10

HTTP Post based

This method submits the URL with the POST variables on the end. This is the same as submitting an HTML form. The variables use the same naming convention as the XML format.

```
https://example.com/script.aspx]?
SessionID=[...]&TechID=[...]&TechSSOID=[...]
&TechDescr=[...]&CField0=[...]&CField1=[...]&CField2=[...]&CField3=[...]&CField4=[...]
&CField5=[...]&Tracking0=[...]&ChatLog=[...]&Notes=[...]&WaitingTime=[...]
&PickupTime=[...]&ClosingTime=[...]&WorkTime=[...]&LastActionTime=[...]&Transmitted=[...
&TSurvey0=[...]&TSurvey1=[...]&TSurvey2=[...]&TSurvey3=[...]&TSurvey4=[...]&TSurvey5=[...
&TSurvey6=[...]&TSurvey7=[...]&TSurvey8=[...]&TSurvey9=[...]
```

Note: The HTTP POST option is actual POST data. Using the GET method will not work properly.

How to Post Session Data to a URL

This feature allows you to take the session data from your technicians and have them posted to a script you create on your own server.

To implement this feature, knowledge of web forms or XML handling is recommended. This feature requires you to code and host the target page/URL to which Rescue is sending data.

Note: does not support code troubleshooting.

1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Exporting session data**, type the URL to which you want to post session details.

   Note: When the **Hide post session URLs** setting is enabled on the Global Settings tab, users are required to click **Show URLs** to see or modify the values set for the given Technician Group. Clicking this button is recorded in the Audit Report log. For more information, see *How to Hide Post Session URLs* on page 131.

   You can post data in the following cases:

   - Each time a session is started (each time it enters Active status)
   - Only when a session is started for the first time (the first time it enters Active status)
   - When a session is ended (enters Closed status)
   - When a session is suspended by putting it on hold or transferring it to a technician
   - When the Technician Console is refreshed or closed

   - Enter a URL your technicians can access. For example: `https://webserver/path`
   - For authentication, use this format: `https://[username]:[password]@webserver/path`

     Prerequisite: Sending sensitive session data and credentials via cleartext http protocol is NOT recommended.

4. As appropriate, choose to post session details in one of the following formats:

   - HTML Form parameters
   - XML data

- JSON

Restriction: This format is only available with Technician Console version 7.12.3341 and above.

5. By default, the complete chat log is posted. To control how chat data is posted, select from the following options:
   - Select **Omit chat text from post to URL** to post only system messages. All chat between the technician and customer is excluded.
   - Select **Omit chat from Rescue Data Center storage** to ensure that only system messages are passed to the Rescue Data Center when a session is transferred or placed on hold, or when the browser that is running the Technician Console is refreshed or closed during a session. Only system messages will be posted at session end.
6. Save your changes.
   - Click **Save** to apply settings to the current Technician Group
   - Click **Apply to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Apply to all groups** to apply the same settings to all Technician Groups in your organization

How to Hide Post Session URLs

Master Administrators can force Administrators to click a dedicated button to see or modify session data URLs in the **Exporting session data** section of the **Settings** tab. Viewing or modifying the URLs will be recorded in the Audit Report log. This feature protects sensitive information (such as, username, password, API key) provided in the URLs, and allows companies to track which user viewed or modified these values.

1. Select the **Global Settings** tab.
2. Under **Hide post session URLs**, enable the **Hide post session URLs** setting.
3. Click **Save**.
   Post session URLs are now hidden in the **Exporting session data** section of the **Settings** tab. Users need to click **Show URLs** to see or modify the values set for the given Technician Group.

API Guide (Web)

Having trouble viewing? Click here

The API provides an interface to third parties for communicating with an application. Use this API to customize how integrates with your other support applications.

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