Setting up Rescue to Support LGfL 2.0

This document provides instructions for setting up LogMeIn Rescue with custom authentication for supporting end-user computers on the London Grid for Learning 2.0 (LGfL) network.

LogMeIn and LGfL have cooperated to create a special authenticated version of LogMeIn Rescue that Support Technicians and Support Provider companies can use to connect into the LGfL 2.0 network and offer help to educational organizations.

Both LGfL and LogMeIn recognize that LogMeIn Rescue is a secure, permission based remote support tool in its standalone format. Nonetheless, to implement remote support in an education/school environment, an added authentication layer was deemed necessary. This integration package provides access to the Rescue Technician console and to end-user URLs over an IP-restricted, Certificate-verified, and audited authentication mechanism.

Contents

One time setup steps

These steps have to be completed when a Support Provider company wants to provide support into the LGfL IP range.

Initial requirements

- The Support-provider company must have a paid LogMeIn Rescue account.
    - This LogMeIn Rescue account must be specially set up by LogMeIn to allow LGfL network access.
- The Support-provider company must have all Technician users provisioned with LGfL USO Usernames and Passwords and OTP Tags.
- There must be a selected user at Nominated Contact permission level in the LGfL system.
- There must be a selected user with Master Account Holder (MAH) rights in LogMeIn Rescue.

Note: Default LogMeIn Rescue accounts and Trial accounts are unable to support LGfL computers. This restriction is provided by LogMeIn's endpoint IP Address verification system.

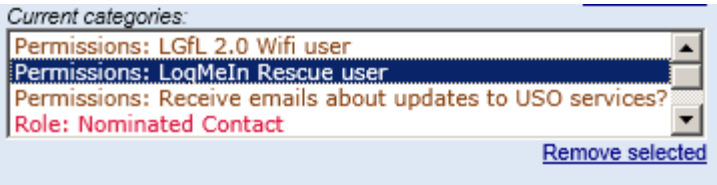
Setup of CompanyID in LGfL Portal

- The Nominated Contact user must log in to the LGfL Support portal, at https://support.lgfl.org.uk
- The Rescue CompanyID must be entered and saved in the Portal for the USO account.
  Tip: The Rescue Company ID can be found in the Administration Center on the Global Settings tab in the SSO Sample code field.
    - Option One: Go to **Resources > LogMeIn Rescue credentials**

    - Option Two: While logged in, go to https://support.lgfl.org.uk/secure/resources/3pso/logmein.aspx, and enter the value.

Assign LGfL Portal permission to Technicians

In the LGfL Support Portal, the Nominated Contact must assign **Permissions > LogMeIn Rescue User** to all other USO User accounts who will use Rescue as Technicians or Administrators under LGfL. You can assign this role at https://support.lgfl.org.uk/secure/user/user_view.aspx.



Optionally, an LGfL Support Request can be logged to allocate this permission to a group of users at once.

Setting up Rescue Technician SSO ID

In the Rescue Administration center, each Technician user must be provisioned with a unique SSO ID. The Rescue SSO ID must match the User's USO username, as provided in the LGfL Support Portal >User management section.

Technician and Administrator logins

This section explains the login process for Rescue Technicians and Rescue Administrators through the LGfL Portal.

Login URL and login process

- Provisioned Technician and Administrator Users visit **My USO** > **LGfL App Launcher** and log in with their USO Username, Password and OTP at https://my.uso.im.
  Tip: For more information about LGfL MyUSO, visit https://my.uso.im/Help/Help.html.
- In the App Launcher interface, the LogMeIn Rescue logo is presented. The user clicks the logo to initiate a Single-Sign-On process based on the USO Username and launch the Technician Console Automatically.
- Administrative Rescue users will be logged in to the My Account page in LogMeIn Rescue, and are able to launch either the Technician Console or the Administration Center where applicable.
- Technician only users will automatically be redirected to the Rescue Technician Console, or to the plug-in installation page.
- Once in the Technician Console, Support Provider agents can connect to End-user computers either from within the LGfL network or to other users on the public Internet.
- Master Account Holder user can log in either via App Launcher via SSO or via Password Authentication at https://secure.logmeinrescue-enterprise.com/enterprise/home.aspx. The MAH cannot launch the Technician console in any way.

  Note: Internet Explorer version 6.x or later, and Mozilla Firefox version 3.x or later are the supported browsers for the Technician console. The system will not function with other browsers at this time.

End-user experience

End-users must visit the Enterprise-enabled LogMeIn Rescue connection websites. Standard LogMeIn Rescue website access is restricted from within the LGfL 2.0, and access to other LogMeIn services is also restricted.

Pin code entry URL

- For PIN code entry, end-users must visit 123rescue.com.
    - This page only accepts PIN codes from LGfL enabled Support providers.
- Access to standard the LogMeIn Rescue PIN page at http://logmein123.com is blocked in the LGfL network.
- Companies choosing to host PIN code entry pages on other web portals must post to https://secure.logmeinrescue-enterprise.com/enterprise/home.aspx portal.

Channel sessions and Calling Card in Rescue

Channel sessions and Calling Card sessions can be launched from within the LGfL network; however, the Channel URL or Calling card must be deployed from https://secure.logmeinrescue-enterprise.com/enterprise/home.aspx, and sessions must terminate in LGfL enabled accounts. Any other end-user session attempts to reach standard Rescue URLs or non-LGfL enabled accounts will be blocked.

Functionality restrictions

This section explains feature differences between a standard LogMeIn Rescue accounts and special LGfL Enabled accounts.

Standalone Technician Console

- LGfL enabled users cannot log in via the Technician Console Desktop app.
- All references to the Desktop app have been removed from the Rescue login pages.

External Technician invites

The permission **Inviting External Technicians** has been disabled and hidden for LGfL enabled accounts

Interactive Password logins and other SSO logins

- Password based login on the LogMeIn Rescue website is disabled for all Rescue users other than the Master Account Holder
- Classic Single Sign-on logins are disabled for LGfL accounts.
- Technician Console desktop app logins are disabled for all users.
- Classic SAML 1.1 based SSO logins are disabled for LGfL accounts.

Note: In summary, only LGfL App Launcher logins are allowed; all other authentication attempts are rejected with appropriate error messages. The LGfL App Launcher website and the source URL is verified by certificate.

Master Account Holder

The Master Account Holder (MAH) user in Rescue cannot launch the Technician Console in any form. The MAH login is reserved for configuration purposes only.

Other Master Administrators and Group Administrators can login only via the Single Sign-On system on the LGfL App Launcher portal, but can use all features as normal.

If you use Rescue as both a technician and MAH, you must separate your MAH login from your technician login.

Before activating LGfL mode for your account, please perform the following steps:

1. Login to the Administration Center in Rescue on www.logmeinrescue.com
2. On the Organization Tree, locate and select your Technician login (indicated by a green icon and the name you set up during registration).
3. Right-click your Technician icon and select **Delete** to remove your original Technician login from your MAH profile.
4. Now create a new technician for yourself, but use a different email than you used as an MAH. Ignore this step if you **do not** want to be a technician.

Troubleshooting

This section lists possible issues and their resolution steps related to the integration package.

Technicians can’t see the LogMeIn Rescue app on the LGfL app launcher

Ensure that the Technician’s USO Username has the LogMeIn Rescue User permission in the LGfL Support Portal.

Technician cannot launch the Technician Console through App Launcher URL

In case of a generic error message "Sorry, but an error occurred. Please try again later,” try the following:

- It is possible that the Technician has Invalid SSO ID, so please ensure that the Technician’s SSO ID in the Administration center matches the Technician’s USO Username.
- The Rescue account CompanyID may be missing or incorrect, or LogMeIn has not enabled LGfL mode for your account. Verify Company ID and try again, then contact LogMeIn Support.

Technician cannot connect to LGfL network end-users

The Technician is not using a USO enabled login and has not started the Technician console through the LGfL App Launcher Single-sign-on system. Please ensure you conform to login requirements and follow all instructions.