Rescue Lens Administrators Guide

Contents

About Rescue Lens

Rescue Lens is LogMeIn's video-enabled support solution with integrated VoIP. With Rescue Lens, customers can use a smartphone to stream secure, live video directly back to service representatives. Support agents can see the issue with their own eyes, enabling them to remotely guide end-users through troubleshooting, problem resolution, product setup, claim reporting and more.

Rescue Lens is available both as a service and as a feature of LogMeIn Rescue. For the latest pricing and subscription options, visit *https://www.logmeinrescue.com/*.

Important: This guide applies to Rescue Lens subscribers. If you are a LogMeIn Rescue subscriber, visit *http://help.logmein.com* for information about Lens.

Restriction: A Lens technician can handle only one active Lens session at a time.

Rescue Lens Administration Center – At a Glance

Rescue Lens Administrators use the LogMeIn Rescue Administration Center to configure LogMeIn Rescue Lens for use by support organizations of any size.

The online interface is used by administrators to create other administrators and Technician Groups.

LogMeIn Rescue Lens System Requirements

Visit *help.logmein.com* for up-to-date system requirements.

About Rescue Lens in a Multilingual Environment

Supported Languages

The LogMeIn Rescue Lens web site, Technician Console, and Administration Center are available in the following languages:

de – German	ko – Korean
en – English	nl – Dutch
es – Spanish	pt-br – Portuguese (Brazilian)
fr – French	th – Thai
it – Italian	zh – Chinese
ja – Japanese	zh-TW – Chinese (Taiwan)

The Rescue Lens mobile apps are available in the following languages:

Table 1: Rescue Lens Android app languages

bg – Bulgarian	nl – Dutch
cz – Czech	no – Norwegian
da – Danish	pl – Polish
de – German	pt – Portuguese
el – Greek	pt-BR – Portuguese (Brazilian)
en – English	ro – Romanian
es – Spanish	ru – Russian
es – ar - Spanish (Argentinian)	sk – Slovak
et – Estonian	sl – Slovenian
fi – Finnish	sr – Serbian
fr – French	sv – Swedish
he – Hebrew	th – Thai
hr - Croatian	tr – Turkish
hu – Hungarian	uk – Ukrainian
it – Italian	vi – Vietnamese
ja – Japanese	zh – Chinese
ko – Korean	zh-TW – Chinese (Taiwan)

Table 2: Rescue Lens iOS app languages

ar – Arabic	ko – Korean

bg – Bulgarian	nl – Dutch
cz – Czech	no – Norwegian
da – Danish	pl – Polish
de – German	pt – Portuguese
el – Greek	pt-BR – Portuguese (Brazilian)
en – English	ro – Romanian
es – Spanish	ru – Russian
fi – Finnish	sk – Slovak
fr – French	sv – Swedish
he – Hebrew	th – Thai
hr – Croatian	tr – Turkish
hu – Hungarian	zh – Chinese
it – Italian	zh-TW – Chinese (Taiwan)
ja – Japanese	

How to Set Administration Center Language

To change the language used by the Administration Center, use the language drop-down list on any Administration Center page. You can change Administration Center language at any time.

About Language Selection for Custom Fields and the Organization Tree

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

For example, if you register for a LogMeIn Rescue Lens account using the German registration form, then the Organization Tree and custom fields will show in German until they are manually edited. The language selector will not change the language displayed in the Organization Tree or custom fields.

Code samples are always in English.

How to Set Technician Console Language

The browser-based version of the Technician Console uses the language that is active on the Rescue Lens Login page, Administration Center, or My Account page when you launch the Technician Console. The desktop app uses the language selected at the time of installation.

For example, if you are viewing the Rescue Lens Login page in Spanish when you launch the Technician Console, then the Technician Console will open in Spanish.

• To change the active language used by the browser-based console:

a) Exit the Technician Console.

b) Change the active language on the Login page or My Account page.

c) Re-launch the Technician Console in your browser.

- To change the language used by the desktop app, uninstall and reinstall the desktop app. Be sure to choose the desired language during installation.

About Customer-side Language Settings

The Rescue Lens app automatically detects the target smartphone's language setting and runs in that language. If the app is not available in the customer's language, the English version is used.

Setting up Your Organization

About the Organization Tree

The Organization Tree is where you configure Rescue 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 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).

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 Rescue Lens.
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 Rescue Lens.
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
• 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 Rescue Lens.

Option	Description
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 Rescue Lens.
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.
2. Enter a **Group name** and **Description**.
3. Under **Status**, select **Enabled** to activate the group.
4. Click **Save changes**.

How to Create a Technician Group

Master Administrators can create Technician Groups anywhere in the organization, while administrators can only create groups under Technician Groups to which they are assigned.

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. Click **Save changes**.

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 Rescue Lens.
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 Rescue Lens.
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 Set Global Password Policies

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

How to Restrict Access Based on IP Address

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

Grant/Deny Access to All Components

By default, Rescue Lens users can access all Rescue Lens components from any IP address. You can grant or deny access to all Rescue Lens components, including the Rescue Lens 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 Lens Components from all IP addresses except those specified, select **Denied access** and enter the appropriate Network ID.

Users of the Rescue Lens account will be able to access Rescue Lens 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 Rescue Lens 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 Rescue Lens components under **Global Settings** > **IP restrictions (Global)**

5. Save your changes.

Setting up Rescue Lens

Enabling Rescue 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 Rescue 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 changes** to apply settings to the current Technician Group
   - Click **Save changes to subgroups** to apply the settings to the current Technician Group and all of its subgroups
   - Click **Save settings 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.
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.
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:

4. Save your changes.

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.
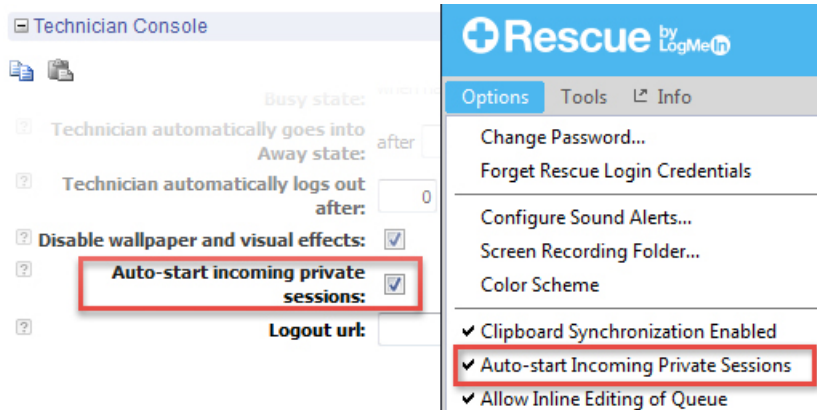
1. On the Organization Tree, select the **Technician Group** you want to work with.
2. Select the **Settings** tab.
3. Under **Technician Console**, select **Auto-start incoming private sessions**.
4. Save your changes.

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.
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.

How to Set Time-outs and Warnings

1. On the Organization Tree, select the **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. 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 changes** to apply the settings to the current Technician Group.
   • Click **Save settings to all groups** to apply the same settings to all Technician Groups in your organization.
   • Click **Save settings to all subgroups** to apply the settings to the current Technician Group and all of its subgroups.

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**.

> **Remember:** The default language used by the Administration Center Organization Tree and Custom Fields on the Global Settings tab is set according to the language used at the time when you register for a LogMeIn Rescue Lens 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.

Setting up Remote Control Defaults

How to Set up Screen Recording

Define how and when Lens sessions are recorded.

> **Restriction:** Screen recording is available for Technician Console only.

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 Lens sessions conducted by members of the selected Technician Group.
Screen recording location	Specify a central location to which recorded sessions will be saved. You can save locally, to a network location, or to an FTP, HTTP, or HTTPS server. 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 uploading a file, it starts the upload

Option	Description
	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.

4. Save your changes.

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.

> **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 **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.

Option	Description
	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.

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

Generating Reports

How to Generate a Report

Follow this procedure to generate a report in the LogMeIn Rescue 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. Generate the report.

   - Click **Get report** to view the report on the Administration Center Reports tab
   - Click **Get Excel report (XML format)** to view or save the report as a Microsoft Excel spreadsheet in XML format
   - Click **Get Excel report (Tab delimited)** to view or save the report as a Microsoft Excel spreadsheet in tab delimited format

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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

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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.

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. Numeric values correspond to the values assigned while defining survey content (**Settings** > **Customer Survey** > **Edit**). 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.

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 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 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.

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.

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 Rescue 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 LogMeIn Rescue. 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 Rescue 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 Rescue user's email address as recorded in the **Email** field on the Organization tab. Data type: String. Data length: 128 characters.
Nickname	The Rescue 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 LogMeIn Rescue. Data type: DateTime. Data length: unspecified.
Total Login Time	The total time spent logged in to LogMeIn Rescue. 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.

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.

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 ReportFollow this procedure to generate a report in the LogMeIn Rescue Administration Center.* .

- 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.

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.

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.

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.

Technician Group	The name of the Technician Group to which the technician belonged at the time of the missed session. Data type: String. Data length: 128 characters.

Missed Sessions Report (Summary)

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

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.

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.

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 - Technician Group	The Technician Group from which the session was transferred. Data type: String. Data length: 128 characters.
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.

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.

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.

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.

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.

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

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

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

Integration and API

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

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

Setting up Single Sign-On Authentication

Using Single Sign-on, support technicians can securely log in to LogMeIn Rescue Lens 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. LogMeIn Rescue's Single Sign-on (SSO) capability helps you manage this issue.

Options

Set up 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 Rescue.

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 Rescue Lens 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 Rescue 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.

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.

> **Restriction:** Available for Desktop Technician Console and browser-based Technician Console only.

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

How it Works

- The Rescue Lens 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.

Rescue Session Data	Description
`<sessionid>[...]</sessionid>`	Rescue 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)

Rescue Session Data	Description
`<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)
`<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 Rescue 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

Rescue Session Data	Description
`<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 Rescue Lens 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: LogMeIn does not support code troubleshooting.

Restriction: Available for Desktop Technician Console and browser-based Technician Console only.

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.

   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: `http://webserver/path`
   • For authentication, use this format: `http://[username]:[password]@webserver/path`

4. As appropriate, choose to post session details as **HTML Form parameters** or **XML data**.
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.

Integrating Rescue with Other (CRM) Systems

LogMeIn Rescue Integration Services offer you the ability to access your remote support session data through a set of standard web services.

Service options can be called via SOAP and also both HTTP GET and POST methods, making it easy to integrate with your external applications and systems. Login authentication, remote session creation, and session data retrieval are just a few of the available API calls.

Support Statement

Integration with any platform via an API requires development. It is each customer's responsibility to plan, resource, and develop its own integration effort.

The LogMeIn support team will help you with the following:

• Support can provide general assistance, overview, and documentation
• Support can provide best-effort troubleshooting upon implementation of an
  integration solution

The LogMeIn support team will *not* be able to provide detailed assistance, as follows:

• Support cannot provide detailed development support
• Support cannot write code for customers
• Support cannot debug customer code

Each customer remains responsible for building, verifying, and debugging its own custom code.

Managing API Keys for the In-App Support SDK for Mobile

The Rescue In-App Support SDK for Mobile allows your customers to establish a Rescue Lens support session within your app.

Take advantage of In-App Support:

• Gain access to end-user app issues and enable quicker diagnosis and problem resolution without the end-user ever leaving the app.
• Optimize the customer experience with a seamless, intuitive customer support solution.
• Reduce app abandonment levels.
• Maximize customer satisfaction.

The SDK enables your technician to use the following features with LogMeIn Rescue Technician Console:

• Retrieve device information.
• Chat with the end-user.
• Send a URL.

• See the app's screen (depending on the technician configuration).

• Annotate the app's screen.

The SDK is available for iOS and Android platforms. See the *LogMeIn Rescue In-App Support Documentation* page for details (English only).

Having trouble? See the respective FAQ pages for *iOS* and *Android*.

How to generate an API key

The SDK uses an API key to authenticate your app with Rescue Lens. You must generate an API key in the Administration Center for your app to be able to initiate sessions using the SDK.

1. On the **Global Settings** tab, click **Manage API keys** under **API Key**.
   The **API Keys** window is displayed.
2. Click **Create new API key**.
3. Enter the unique identifier of your app.

   - If you develop for Android, enter the *Package name*. You can find the Package name in the package attribute at the root element of your manifest file.
   - If you develop for iOS, enter the *Bundle ID*. See the *iOS Developer Library* documentation on finding and setting the Bundle ID.

4. Click **Create**.

You must provide the created API key when programmatically initiating a Rescue Lens session using the SDK.

You can edit and disable API keys in the Administration Center. Hover your mouse over the key you want to modify in the API key list and click the **Modify** icon. Make your changes and click **Save**. The API key is updated instantaneously.

API Reference

For API documentation and other integration and customization information, see the *LogMeIn Rescue API Guide* (English only).

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