

LogMeIn Rescue: Unattended Access

Introduction

A new feature in LogMeIn Rescue (LMIR) allows a technician to connect to a remote computer when no user is present.

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

When in a regular LMIR session, the technician will enable unattended access.

What the Customer sees

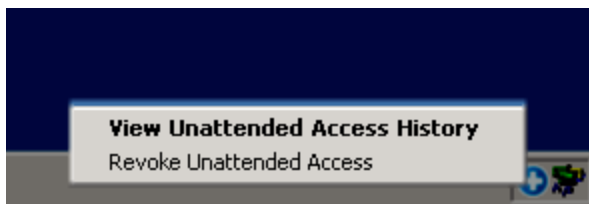
When logging into the computer that has unattended access enabled, the customer will see a LMIR icon in the system tray:



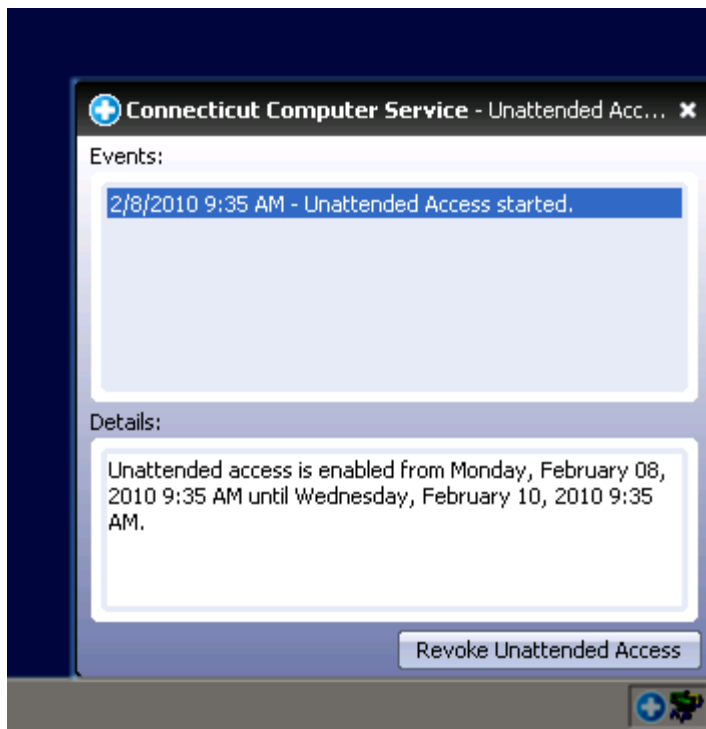
When there is a session currently taking place you will see the icon contain the figure of a person:



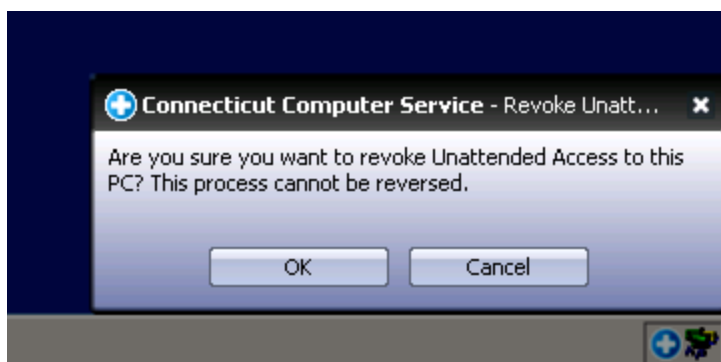
You can right click on the icon and view access history, or revoke unattended access:



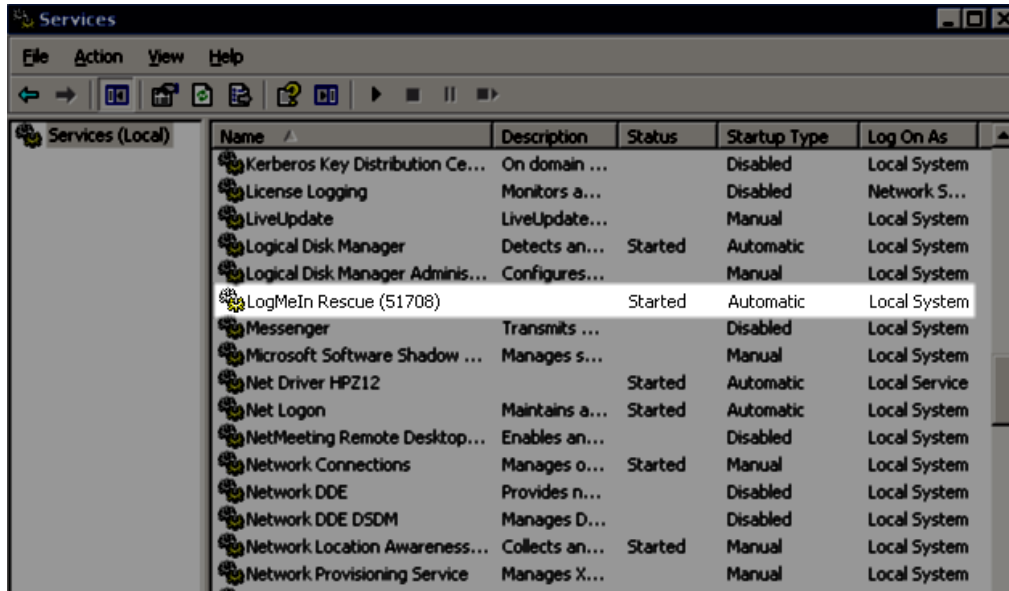
Selecting “View Unattended Access History” will give you a list of all events that took place during the unattended access sessions, and when the unattended access session will expire. You may also revoke access here:



When right-clicking the icon you can also select “Revoke Unattended Access”. This will walk you through revoking the access:



When looking at the services on the computer in Unattended Access mode, you will see a LogMeIn Rescue Service listed:



Security

Support sessions are protected with end-to-end 256-bit SSL encryption. Support operations must be permitted by the end user before the technician can perform them. Support session logs are stored in a database and can be queried later.

Unattended sessions that were created using CCS owned LMIR accounts can only be retrieved from the same accounts. Another LMIR customer does not have any access to these unattended sessions.

Once connected to the remote computer, the technician must enter administrative credentials for the computer being controlled to gain access. As with all LMIR sessions, once connected and authenticated, the session is handed-off directly to the technician – it is not routed through the LMIR data center. Logs and statistics will be sent to the LMIR data center.

Sessions are logged on both the customer's computer (logs are available in the LMIR Unattended App) and the main CCS administrative console (only available to CCS employees).