

GSD. General - How to use GoToRescue as the Remote Tool

Article ID: KB0039861

Created: 2024-12-19 14:03:42

Updated: 2024-12-19 14:03:42

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b513d404c3ca1a100acd3300150131fb',

'value': 'b513d404c3ca1a100acd3300150131fb'}

General Information:

Possible symptoms/errors:

How to use GoToRescue as the Remote Tool

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Conditions:

The IT system, in the scope presented, is released with the following conditions:

A disclosure of personal or relatable data from Fresenius employees in IT security systems or other logs requires prior application and approval of the ITA.

The release includes a pilot phase of 6 months, so that a re-presentation has to take place no later than the ITA meeting in March 2023.

Accessing the Fresenius employee's systems has to take place in 2 stages. This means that first a request for screen sharing must be made and then, separately from this, a further request must be made to take over the control if required.

Remote access must be carried out under the need-to-know principle.

NOTE: Everytime a Fresenius Global IT Service Desk agent is using GoTo Rescue remote access tool in order to connect to Fresenius End User it must happen in accordance with the abovementioned conditions.

Details:

Installation of Desktop App:

Go to LogMeIn portalGo to Login in the top right corner and select Rescue Remote Support.

Log into an account.Under My Account category, go to Download the Technician Console desktop app.

Install downloaded executive file.

Usage of Rescue Technician Desktop app Console

Under My Account category, go to Launch Technician Console.

Choose the Launch Desktop Console option.

New window with LogMeIn Rescue Technician Console is going to open.

Options: Allows technician to customize own experience with rescue (sound alerts, color scheme, prompt before ending session etc.)

Tools: Allow technician to e.g., pre-define replies, manage scripts etc. - Creates new session- Starts the session- Closes the session- Pauses the session- Transfers the session to another agent (needs to be chosen them from the list)- Invites other Technician to the session

Create New session

To create new session, click on the button New Session

In the new window, put necessary details like Name of the user (for correct recognizing)

Choose the option to approve connection:

Via PIN Code

Click Create PIN Code - Rescue generates a 6-digit PIN code and displays it in the Generate New Session windows and in the Session log

Share it with user to connect on phone (Important: not via Link or email)Ask the user to enter 6-digit PIN code at <https://www.logmein123.com>

Advise the user to click Start Download buttonIf the executable file will be downloaded, user must open it.Ask the user to click OK if any allowance is required.

Via Email – send a link to the user to approve connection by:

Send email via default email client – to use own email client and account, orSend email on behalf via the LogMeIn Rescue servers – to allow Rescue send the email on your behalf

Advise user to open the link.Tell the customer to download the applet and run it.

When user will be connected, go to queue in the Technician Console

The new session will appear in the queue on Waiting status. To start the session, click button or double-click on the desired session. The status will change to Active.To Launch the session click Launch Desktop Viewing Session

NOTE: Accessing the Fresenius employee's systems has to take place in 2 stages. This means that first a request for screen sharing must be made and then, separately from this, a further request must be made to take over the control if required.

To end the session, highlight it and click button.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

LogMeIn portal