

This document describes the data export functionality and compliance approach of LogMeIn Resolve under the EU Data Act. LogMeIn Resolve (part of the GoTo family of products) provides customers with options to export account and usage data for reporting and analysis, either via the API or the Admin Console.

LogMeIn Resolve API

Can you export data from LogMeIn Resolve using an API?

Yes, LogMeIn Resolve maintains an API (<https://developer.goto.com/>) that enables Customers to export tickets (cases), device inventory, user details, and actions and audit logs.

What data can be exported via the API?

The LogMeIn Resolve API allows Customers to programmatically access and export various data types related to their remote support sessions and device management. Common data types that can be exported via the API include:

Data Category	Description
Case / Session Data	Information about remote support sessions, such as Case/session ID (unique identifier), Case title/subject/description, Session/case status, Created/closed/completed timestamps, Requester/End-user name and email, Assigned technician/agent name and email, Actions performed during the session (reboots, scripts, file transfers, etc.), Attached notes or transcripts, Tags, labels, and custom fields (if defined in your org), Device associated with the session, and Priority, SLA, escalation info
Device Data	Information about endpoints/connect devices, including Device ID and hostname, Device status (online/offline, healthy, etc.), Operating System and version, Last check-in time, Assigned user, Device group(s), Tags, Hardware attributes (CPU/RAM/serial, if available), Installed software (if enabled), Remote access history
User Data	User details (for technicians and end-users), such as User ID, name, email, Role/permissions, Last login, Assigned devices, Team/group assignment
Action and Activity Data	Catalogue of actions (within cases or device management: script run, file transfer, note added), Action timestamp and technician, Audit trails (who did what, when)
Asset and Inventory Data	Information about your organization's assets, such as Full device inventory (comprehensive lists), Custom asset fields (location, asset tag, etc.), Device assignments

Helpdesk Ticket Data	Information about tickets, such as Ticket/Case ID, Summary and description, Status (open, closed, waiting), Requester, assignee, followers, Priority, severity, SLA times, Conversation history, Tags, categories
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Consult the LogMeIn Resolve API documentation (<https://developer.goto.com/>) for details.

What Export Formats Are Available using the API?

The LogMeIn Resolve API provides data in the following formats:

- **JSON:** The response format is JSON. Some complex data (event logs, installed apps) require parsing of nested objects/arrays.
- **CSV:** You must convert JSON data to CSV or Excel locally or via script.

Limitations / Caveats:

- **Integration Variances:** The data available for reporting may change if the product is integrated with third-party platforms or tools.
- **Rate Limits:** API usage is subject to throttling or rate limits (typically a few hundred requests per hour).
- **Data Volume:** You must use pagination mechanisms to retrieve large datasets.
- **Bulk Export Limitations:** Bulk history exports may need to be processed in batches due to volume or system constraints.
- **Data Retention:** Session histories may be limited to a fixed lookback period (often 30-90 days).
- **Access Rights:** You can only export data you are permitted to access, determined by your API key or account privileges.
- **Agent or Session-Dependent Data:** Access to certain data may require agent installation or an active session on the target device.
- **Sensitive Data:** Sensitive fields may be masked or redacted for privacy. Certain data may require elevated API rights to access.
- **Feature Availability:** Not all account levels support API export.

LogMeIn Resolve Admin Console Reports

Can you export data in LogMeIn Resolve using Console Reports?

Yes. LogMeIn Resolve provides multiple ways for administrators and users (with permissions) to export data from the console, specifically from reporting modules and session/case histories.

What Export Formats Are Available using Console Reports?

Reports from the LogMeIn Resolve Admin Console are typically exportable as **CSV** files, which can be opened in most spreadsheet and data analysis programs. Some reports may support **PDF** or **Excel**, but **CSV** is the most common.

What data can Customers export?

LogMeIn Resolve provides a wide variety of reports from the Admin Console. Consult <https://support.logmein.com/resolve/help/working-with-reports> or <https://support.logmein.com/resolve/help/working-with-reports> for more information.

Limitations / Caveats:

- **Custom Fields:** Some complex custom fields or views may not be fully exported as shown in the UI.
- **Sensitive Data:** Sensitive fields (like password fields, private comments, or full command outputs) may be excluded/redacted for privacy/security.
- **Report Data Fields:** The specific fields may vary depending on product version, enabled modules, customizations, and user permissions.
- **Export Size and Frequency Limit:** Export size and frequency may be limited by subscription plan or system capacity.

What Data is Not Exportable Data

GoTo does not release information that is specific to the internal functioning of GoTo's data processing service, or data where the release would pose a risk of breach of trade secrets or may jeopardize the security of the Service. For example, GoTo does not release passwords or tokens.