LogMeIn

This document describes the data export functionality and compliance approach of Miradore under the EU Data Act. The Miradore service (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.

Miradore API

Can you export data from Miradore using an API?

Yes, GoTo provides an API that enables customers to support the export of data from Miradore.

For more details, consult: Miradore API.

What Export Formats Are Available using the API?

The Miradore 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.

What data can be exported via the API?

Common exportable data types include:

Data Category	Description
Device Data	Information about endpoints/connect devices, including Device ID and hostname, serial number, 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 name, email, and phone number
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

Limitations / Caveats:
- **Read-only:** Some logs can only be viewed within the product and are not available for export through the API.
- **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.
- **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.
- **Feature Availability:** Not all account levels support API export.
- **Enrolled Devices:** Device data is only available for devices properly enrolled in Miradore (agent/profile must be installed).
- **Sensitive Data:** Sensitive fields may be masked or redacted for privacy. Certain data may require elevated API rights to access.
- **Custom Fields:** Only custom fields that are defined and populated in your Miradore instance are exportable.
- **Admin Logs:** Admin action logs and audit trails available via the API are limited in scope compared to dedicated security or ticketing systems.

Miradore Admin Console Reports

Can you export data in Miradore using Console Reports?

Yes. Miradore 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?

Typically, Miradore supports exporting reports via the Admin Console as:

- **CSV:** Most common; works for spreadsheet import.
- **XLS/XLSX:** Sometimes supported, but CSV is the default in most exports.
- **PDF:** Some summary reports can be exported as PDFs, but this is less common for raw data exports.

The included fields are robust and cover session metadata, device/environment info, user/agent data, and customizable fields. Extremely sensitive or voluminous data may require API access, not just Admin Console exports.

The exact available formats may depend on the specific report within the Admin Console.

What data can Customers export?

Miradore provides a variety of reporting from the Admin Console.

- Miradore Admin Console: https://www.miradore.com/knowledge/features/dashboard-and-reports/
- Miradore Support: https://www.miradore.com/support.

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.
- **Real-Time Access:** Reports are based on the last sync; some real-time info may lag slightly.

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.