



# LogMeIn

## What's new at LogMeIn?

December 2025  
Release Update

## Greatest & Latest

»»» DEC '25

Remote Management and Support



**End-user Access (beta)**

Securely provide end-users with remote access into managed devices



**Brandable Remote Sessions**

Customize remote sessions with your logo and colors



**Wake on LAN**

Remote power on end-user devices (PC and Mac) in sleep mode or powered off (PC)



**Pop-out Sessions**

Pop out remote support sessions into separate browser tabs



**Remote Printing**

Download files in PDF format from remote device to local device



**User-level admin settings**

Disable the registry editor, service manager, and blank screen features



**Copy Paste on  
Windows Login Screen**

Copy and paste username and password during remote sessions



**End-user App (beta)**

Centralize end-user management and assign devices for end-user remote access



**AI Generated Session Notes**

AI captures and organizes notes from remote sessions automatically



**Multi-to-Multi Monitor Support**

Pop out different remote screens and map monitors to yours



**Safe Reboot in Remote Support Sessions**

New checkbox available to reboot device in safe mode



**Windows Session Selection**

When starting a session, select which session to join



**Agents choose session**

Agents can join the right session when multiple users are already connected



**Copy Paste on  
Mac Login Screen**

Copy and paste username and password during remote sessions



**Device Verification Permissions**

Restrict users to be able to add devices, but not verify them



**Improved Sticky Key Usage**

In sessions, sticky keys are easier to use with more visibility



**Disable Auto Login during Sessions**

Disable Windows autologon to perform admin tasks after a reboot



**Improved Session Quality Indicator**

An improved quality indicator is in the top corner of sessions



**Custom Fields in End-User Panel**

Display more information by creating custom fields in GoTo Admin



**Keyboard shortcuts in full screen mode**

Use keyboard shortcuts in sessions without sticky keys



**Improved Windows Defender Status**

See status and real-time protection settings on devices



**Run Diagnostics**

Agents and end-users can run diagnostics to ensure devices can connect to Resolve



**UX Improvements**

The Devices screen has been reworked to be easier to use and manage



**Pop-out Monitors to Tabs**

Session recording in GoTo Admin no longer needs to be disabled



**Lock Device Upon Ended Session**

Lock a device automatically after a session ends



**Dynamic Insights**

Create insightful custom reports using natural language queries



**LogMeIn Data Protection Suite**

Gain security and resiliency with BCDR and EDR/XDR powered by Acronis



**Dynamic Device Groups  
for RE jobs**

Scale operations by linking device groups to recurring remote execution jobs



**Dynamic Device Groups  
for EPP policies**

Scale operations by linking device groups to endpoint protection policies



**Dynamic Device Groups  
for WUP**

Scale operations by linking device groups to Windows update policies



**Application Updates Policies  
(open beta)**

Automate third-party application updates with policies



**Force Reboot Management**

Manage how end-users can postpone a reboot after patch installation



**Create Alerts from  
Device Details page**

Start alert creation directly from device insights



**Alert Presets**

Access predefined server and workstation alert packages



**Alert Grouping**

Organize alerts based on type,priority, or day triggered



**Application Patch Overview**

See available application patches and ability to install on devices



**Activity Log**

Review, filter, and export various events users triggered in Resolve





**Fleet Reporting**

Executive summary, RMM, and Inventory reports now available for better insights



**Password Protected EPP**

Secure endpoint protection by enabling a password required to uninstall



**Retry failed remote execution job**

Retry if a device is offline, rerun within a set time when online



**Bitlocker Change Alerts**

Monitor changes in a remote device's BitLocker encryption and protection



**Silence antivirus threats**

Silence antivirus threats that are incorrectly identified as active



**Partially Successful Patch History**

Easily visualize failed jobs that are partially completed



**Turn RMM modules on/off**

Admins can disable specific modules on devices to save resources



**Batch installation of third-party applications**

Select devices and batch install applications



**End-User can Install Updates**

If set, end-users can install Windows patches even if a policy exists



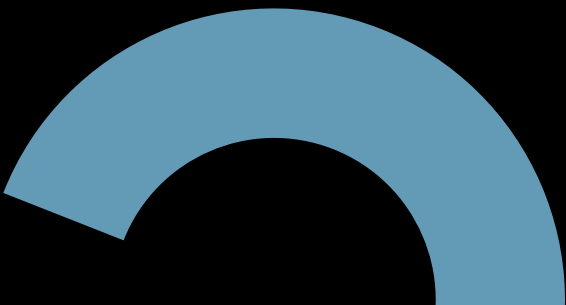
**View Installed OS Updates**

View all installed OS updates on a single managed device



**Sessions Insights (beta)**

AI sort sessions by issue or app for clear reporting and insights





## Acronis Integration

Manage automated backups and initiate recovery from within Resolve



## Tenant Level Mapping with Acronis

Configure mapping tenant mapping to streamline device protection



## Microsoft Intune Integration

Seamless onboarding and managing Intune managed devices in Resolve



## ConnectWise PSA Integration

Introduced advanced tenant and device management, alerting, and more.



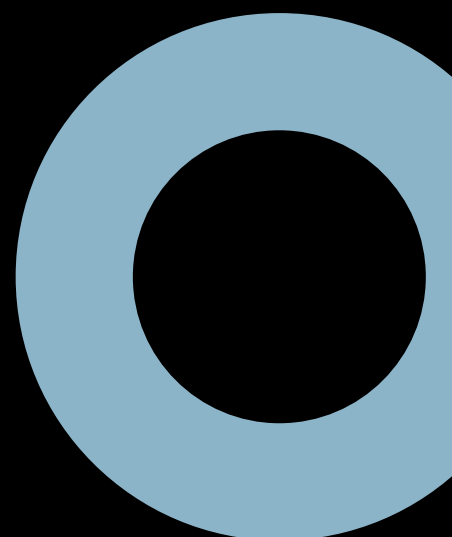
## Halo PSA Integration

Sync tenant, devices and alerts from Resolve to Halo



## SentinelOne Integration

Integrate SentinelOne for endpoint detection and response (EDR)





**Tenant-based Permissions**

Control how users access tenant data and devices



**Global Tenant Selector**

Select a tenant and retain that selection to review data throughout Resolve



**Activity Log Filtering**

Filter the activity log by tenant for tenant-level insights



**Streamlined User Creation**

Upon creating a new user, immediately link them to the right tenants



**Standalone MDM for MSPs**

Multi-tenant MDM is available in standalone and trial formats



**SSO and AD Sync**

Map users synced from a customer's AD directly to the correct Resolve tenant





## Add Applications to Inventory

Add Windows apps to software inventory that Winget doesn't discover



## Manage Duplicate Assets

Easily discover and manage duplicates via asset import and in-app



## Asset management dashboard widgets

Widgets for hardware and software assets.



## Manage prohibited applications

Manage prohibited applications within an asset inventory



## Asset replenishment

Management allows agents to set threshold alerts for hardware assets





### **Knowledge Management**

Manage KB articles smarter with approvals, AI capabilities, and more



### **Knowledge Base Articles from Session Notes**

Automatic KB creation from remote session notes



### **Send External Surveys**

Send third-party surveys from closed Resolve tickets



### **Virtual Technician**

A Virtual Technician that can perform actions on your behalf



### **Ticket History**

Get the full overview of all activities related to an incident



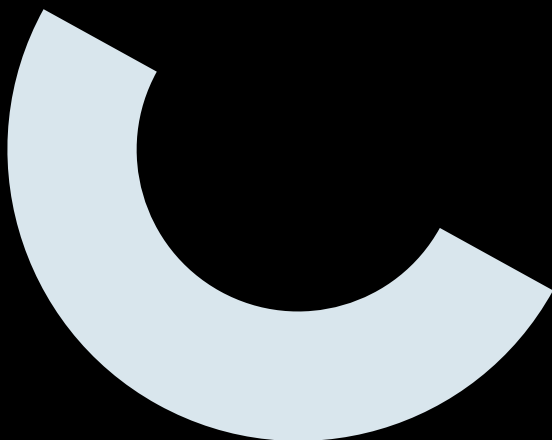
### **Disable helpdesk services in the customer portal**

Set helpdesk availability for ticket creation



### **Helpdesk API**

Leverage the API to retrieve services, users, incidents, and more







**Showroom Experience  
in Resolve MDM**

Get the full product experience without enrolling devices



**Unlock Local Mac Accounts**

Unlock local macOS accounts directly from the MDM console



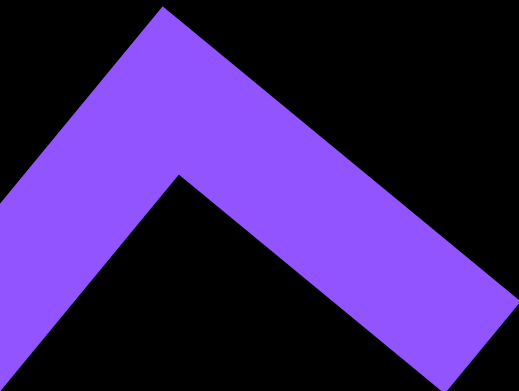
**Migrate Apple Devices**

Without factory resets, migrate Apple devices from on MDM to Resolve MDM



**Expanded Options in Restrictions**

Take more control over mobile devices with more available options





## Zero-download Remote View

Join Rescue sessions and share screen without the need for download



## Guided Agent Flow

Guide users to join session (and applet download if needed) for a seamless join flow



## Session Transfer

Transfer a live support session to another technician, while retaining all session information



## Scripting

Use approved scripts to fix issues and perform tasks in support sessions



## Session History & Notes

Document important session details and securely attach to the session history



## Session Summaries under History & Notes

Generate and store AI-powered session summaries in the remote session history



## Live Lens Sessions

Initiate a Live Lens camera-share session directly from the Rescue Web Technician Console



## Live Guide

Initiate a Live Guide co-browsing session directly from the Rescue Web Technician Console



## Screen Translation

Activate Translation feature from web console to translate end user screen and chat in real time



## File Manager

Access to end user's file system and allows for file exchange with technician device



### **AI Script Building Assistant**

Admins can create AI-generated scripts using conversational language in the Admin Center



### **AI Error Analysis**

Interprets on-screen errors in seconds and delivers clear fix recommendations



### **AI Session Summary**

Generate instant AI session summaries from chat, device info, and actions



### **AI integration with ServiceNow**

Auto-sync AI summaries to ServiceNow and get smarter fixes using ticket insights and knowledge base



### **AI Device Analysis**

Instantly flag abnormal device behavior, from resource drains to recurring crashes



### **GoPilot in Admin Center Assistant**

Navigate complex features and settings in Rescue with your AI-powered assistant





## Core Remote Support & Unattended



### Multiple Selection & Delete

Multiple selection and deletion of technicians in the Rescue admin center



### Unattended End User Permission Prompt

Interactive prompt gives users control and clarity before Unattended Access



### Unattended without Admin Credentials

Technicians can establish unattended sessions by entering any credentials on the remote device



## Admin



### Self-Service Custom Data Retention Policies

Flexible, self-service data retention settings from 30 days to 2 years



### ServiceNow Integration Certified on Yokohama

Certified for ServiceNow Yokohama, ensuring seamless updates and uninterrupted use

## LogMeIn Rescue

## Lens & Guide



### Live Lens Pan & Zoom

Enlarge and navigate freeze frames for clearer, more precise remote diagnostics

## LogMeIn Rescue

## Security



### MS Teams SSO Support

Streamlined login with Microsoft Teams single sign-on



### Transport Layer Security (TLS 1.3)

Stronger, faster encryption for enhanced security and performance



### Device-Based Restricted Access (DRAP)

Ensure only approved Rescue accounts can start sessions on protected devices



### Scam Protection on Mobile

Mobile app flags trial agents and lets users report abuse instantly



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Visit [LogMeIn.com/whats-new](https://LogMeIn.com/whats-new) for more details  
on each of these exciting new updates.

