

LogMeIn Pro

User Guide



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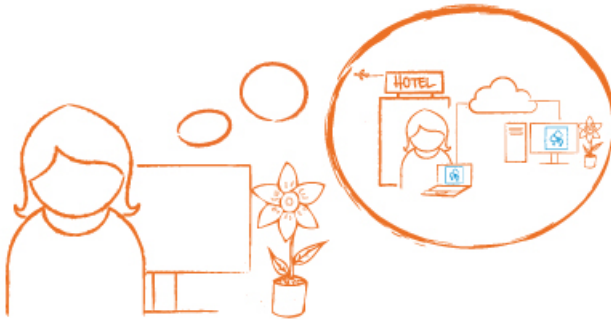
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How it Works

LogMeIn is all about remote access.

You have a dream.

To be in two places at once. To use your computer, phone, or tablet to control a computer that is somewhere else.



One. Sign up for a LogMeIn ID

Go to LogMeIn.com and sign up for a LogMeIn ID. Follow the on-screen instructions.



Two. Install LogMeIn.

From the computer you want to access (the one that will eventually be "somewhere else"), log in at LogMeIn.com, click **Download** (or **Add Computer**) and follow the on-screen instructions. You've just installed LogMeIn.



Three. Connect anywhere, anytime.

Leave your computer **powered on** and **connected to the Internet**.

You are ready to connect from almost any device.

Connect from a PC or Mac

- On a different computer, go to LogMeIn.com and log in with your LogMeIn ID and password.
- On the **Computers** page, click the computer you want to control.
- Log in with your computer user name and password.
- That's it. You're in two places at once.

Connect from a phone or tablet

Download the LogMeIn app to your Android or iOS device and connect.



Your LogMeIn Account

Use your LogMeIn ID to access LogMeIn products and services on every platform with a single login.

How to Sign up for a LogMeIn ID

Sign up for a LogMeIn ID to use LogMeIn software and services. No obligation. No credit card required.

Your LogMeIn ID provides a single login experience for the following LogMeIn products and services on every platform.

- LogMeIn (client and host)
- Central
- join.me



Note: You need to log in separately to LogMeIn Rescue.

1. Go to www.LogMeIn.com.
2. Click **Log In** in the upper-right corner.
The **Log in or sign up** page is displayed.
3. Click **Sign up**.
4. Fill in the registration form and follow all on-screen instructions.
Upon completing the account form you will be sent a confirmation email.
5. Carefully follow all instructions in the email you receive from LogMeIn regarding account activation.
Can't find an email from LogMeIn? Check your junk or spam folder.

Once you have an account, your next step should be to add computers by installing LogMeIn to computers you want to access.

Managing Your LogMeIn Account

How to Change Your LogMeIn ID (account email)

Change the email address you use when you log in to LogMeIn.

No host connection is required to manage your LogMeIn account details. The Internet and a browser is all you need.

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
3. At the top of the page, click **Settings** and then **Account Settings**.
The **Account Settings** page is displayed.
4. Click **Change** next to your current LogMeIn ID.
The **Change LogMeIn ID** page is displayed.
5. Type a new email address in the **New email** field, enter it again, and click **Change ID**.

-
- An email containing a confirmation link is sent to the new address.
6. Click the confirmation link that was sent to your new email address.
 7. Log in with your new LogMeIn ID (email address) and password.
Once logged in, your new LogMeIn ID will be committed to the LogMeIn system.

How to Change Your LogMeIn Account Password

Change the password you use to log in to LogMeIn.com, join.me, and cubby.com.

No host connection is required to manage your LogMeIn account details. The Internet and a browser is all you need.

Changing your password

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
3. At the top of the page, click **Settings** and then **Account Settings**.
The **Account Settings** page is displayed.
4. Next to your password, click **change**.
The **Change password** page is displayed.
5. Complete the **current password**, **new password**, and **Retype new password** fields.
The Password Strength Meter will measure the strength of your new password.
6. Click **Save**.

You are ready to use your new password the next time you log in to LogMeIn.com, join.me, or cubby.com.

Resetting a forgotten password

1. Go to www.LogMeIn.com and click **Log In** in the navigation bar.
The **Login** window is displayed.
2. Click **Forgot your password?**
3. Enter your LogMeIn ID (email address) and click **Submit**.
An email is sent to you with further instructions.
4. Check your mailbox, and click the link in the email (or copy and paste it into your browser).
5. Enter and confirm your new password.
The Password Strength Meter will measure the strength of your new password.
6. Click **Create new password**.

You are ready to use your new password the next time you log in to LogMeIn.com, join.me, or cubby.com.

How to View or Change Billing Information

LogMeIn account holders use the **Billing** page to view and edit contact and billing information for their LogMeIn account.

To access the **Billing** page, log in to LogMeIn and click **Settings** at the top of the page, and then select **Billing**.

Fields are grey? Can't make edits? Only account holders can edit information on the **Billing** page. For example, when your active profile is called "User of Xxxx" you won't be able to edit billing information.



Tip: The name in the **Company Name** field in the Contact Information section is used to define the profile name of your LogMeIn account. Other users will see this Company Name listed as part of the profile they use to access shared resources in your account.

Billing history?

 **Fastpath:** **Settings > Billing > Billing History**

Only account holders can view **Billing History**.

Copy of your invoice?

 **Fastpath:** **Settings > Billing > Billing History > Print Receipt**

Only account holders can print a receipt.

How to View Subscription Information

View information about your subscriptions to LogMeIn products and services.

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password. The **Computers** page is displayed.
3. At the top of the page, click **Settings** and then **Subscriptions**. All subscriptions to LogMeIn products and services that are associated with your LogMeIn ID are listed. The information displayed includes Product, Type, Start date, Expiration date, and Renewal Price.

How to View Account Activity Reports

View reports on account activity, choose the specific data you want to see, and save your new report for easy retrieval.

1. Go to www.LogMeIn.com.
2. Go to the **Reports > Report Viewer** page.
3. Select the specific **Report** that you want to use as a base.

Option	Description
Remote Access Sessions (In Last Month)	Lists remote control sessions. Reported details include host name, user, start time, end time, duration.
User Account Access (In last week)	Lists all occasions when your LogMeIn account was accessed. Reported details include user, user IP address, and time of account login.

4. Click **View Report**. The base report is created with no filters applied.
5. Click **Filter** to begin applying data filters.
6. Click **Apply** to refresh the report.
7. Click **Save** to save the filtered report as a custom report.

-
- The **Save Report** dialog is displayed.
8. Name the new report and click **Save**.
The report is added to the **Report** drop-down list for easy retrieval.

Securing Your Account and the Login Process

Enable settings that help prevent unauthorized access to your LogMeIn account.

LogMeIn users must be authenticated by both the LogMeIn gateway and host computers. An email address and password verification is performed whenever a user logs on to the LogMeIn website or via a LogMeIn app. Users are advised to enable one or more of LogMeIn's extra security features to strengthen this authentication step.

Account Audit Log

Use the Audit Log feature to access detailed account activity information.

1. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
2. At the top of the page, click **Settings > Account Settings**.
The Account settings page is displayed.
3. Under **Audit log**, click **view**.
The **Audit log** window is displayed.
4. Select an *event type* and *time period* to filter audit information.

The audit log preserves events related to the following account activities and settings:

- Login Initiated
- Login Failed
- Two-step verification successful
- Two-step verification failed
- Login successful
- Logout
- Password confirmation successful
- Password confirmation failed
- Two-step verification enabled
- Two-step verification disabled
- Two-step verification settings changed
- Password reset requested
- Password reset successful
- Password change successful
- Password change failed
- Account email change requested
- Account email change successful
- Account email change failed
- Email notifications settings changed
- Email notifications recipients changed
- Social account connected
- Social account disconnected

-
- Product updates emails enabled
 - Product updates emails disabled
 - Name changed
 - Timezone changed
 - Language changed
 - Trusted device expiry changed
 - Trusted device added
 - Trusted device revoked

Two-Step Verification

Two-step verification adds a second layer of protection to your account.

Once you set up two-step verification, your login procedure changes: After entering your LogMeIn ID and password, you are also required to verify your identity using either a mobile authenticator app or text message (or using a backup method, which can be either text message or email).

With two-step verification, you will be able to log in with the following components, versions, sites:

- LogMeIn.com
- LogMeIn host software for Windows, 4.1.4141 and above
- LogMeIn host software for Mac, 4.1.4132 and above
- LogMeIn for iOS app, all versions
- LogMeIn for Android app, all versions except "Ignition" branded versions
- join.me (all components), all versions

You will be unable to log in to the following components:

- Legacy versions of LogMeIn Ignition for Windows: Please switch to the LogMeIn Client desktop app before using two-step verification
- Legacy versions of LogMeIn Ignition for Android: Please upgrade to the LogMeIn for Android app

How to Setup Two-Factor Authentication for Your Own Account

Two-step verification works with LogMeIn products and components that allow login via `accounts.logme.in`, LogMeIn's common login service. Certain legacy products and components do not meet this requirement.

Setup involves two main tasks.

- First, set up your **primary method** for receiving login codes (this will be LastPass Authenticator)
- Second, set up either text message or email as a **backup method** in case your primary is not available.

Let's take a closer look. This procedure describes setup using our own LastPass Authenticator. The procedure is similar for other popular authenticator apps.

1. **Log in** to your account at LogMeIn.com using your LogMeIn ID (email address) and password.
2. At the top of the page, click **Settings** and then **Account Settings**.
The **Account Settings** page is displayed.
3. Under **Security**, look for **Two-step verification** and click **get started**.
Read the introductory information and click again to get started.
The **Protect your account** page is displayed.
4. On the **Protect your account** page, click **Set up mobile app**.
5. If you already have LastPass Authenticator, simply click **Next**.



Tip: You can download the app from this site: <https://lastpass.com/auth/>.

The **Set up mobile** page is displayed. You should see a scannable QR code.

6. Launch LastPass Authenticator on your device and scan the QR code, as follows:

- a) On the LastPass Authenticator app, tap the + (**plus**) sign.
- b) Physically hold your device in front of the LogMeIn website to scan the code.

A message is displayed confirming that your device has been paired to your LogMeIn account. Tap to dismiss the message.

7. Returning to the LogMeIn website, you must now choose the **backup method** to use when your primary method is unavailable. Here's how:

a) To receive login codes via text message:

- Click **Set up text message**.
- Enter the phone number to which login codes should be sent and click **Next**. A code is sent.
- Go to your phone and open the text message from LogMeIn.
- Enter the code from the text message on the **Verify phone number** page.
- Click **Finish text setup**.

b) To receive login codes via email:

- Click **Set up email**.
- Enter the email address you want to use to receive codes. To use the same address you use to log in to LogMeIn, click **Use your LogMeIn ID**.
- Go to your email inbox and open the message from LogMeIn.
- Enter the code on the **Set up email** page in your browser.
- Click **Finish email setup**.

8. Finally, click **Activate** at the bottom of the page to actually turn on two-step verification.

After setup, the following is expected:

- LastPass Authenticator: Tap the on-screen notification to confirm your identity.
- Authenticator app other than LastPass Authenticator: Enter a one-time code that you get from the paired authenticator app.
- Text message: Enter the one-time code sent to the number.
- Primary method is unavailable: Request a code via your backup.

How To Force All Users to Use Two-Factor Authentication

Force all users accessing your LogMeIn account to follow a two-step process to verify their identity.

Only LogMeIn Central users with **Login policy management** permission can edit or enforce a login policy.

The policy is valid when logging in to LogMeIn.com, LogMeIn apps for iOS and Android, and the LogMeIn Client desktop app.

1. In LogMeIn Central, click **Users > Login Policy**.

The **Login Policy** page is displayed.

2. Under **Login process**, select **Two-factor authentication**.

The *You are about to require two-factor authentication* confirmation prompt is displayed.

3. Click **Switch on**.

Users must follow a two-step process to verify their identity. They can choose any method currently available for LogMeIn. The policy cannot force them to use a specific method. For details, see [Two-Step Verification](#) on page 13.

Upon next login, **Two-factor authentication** is applied to all users in the account.



Tip: As a courtesy to your users, you may want to notify them when you apply policy changes. LogMeIn does not automatically notify users of policy changes. If users need assistance setting up two-step verification, direct them to: [How to Setup Two-Factor Authentication for Your Own Account](#) on page 13.



Tip: When using LogMeIn Central in a browser, Login Policy does not allow you to save devices. This only applies if the Master Account Holder enables Two-factor authentication under **Users > Login Policy**.

How to Force a User Group to Use Two-Factor Authentication

Force all members of a User Group to follow a two-step process to verify their identity when logging in to their LogMeIn account.

Only LogMeIn Central users with **User management** permission can edit or enforce a login policy.

1. In LogMeIn Central, click **Users > Manage**.
The **Users** page is displayed.
2. Click **edit permissions** next to the name of the **User Group** you want to edit.
The **Edit** page is displayed.
3. Under **Extra Security**, select **Two-factor authentication**.
4. Click **Save**.
Users must follow a two-step process to verify their identity. They can choose any method currently available for LogMeIn. The policy cannot force them to use a specific method. For details, see [Two-Step Verification](#) on page 13.

Upon next login, the user must set up **Two-factor authentication**.



Tip: As a courtesy to your users, you may want to notify them when you apply policy changes. LogMeIn does not automatically notify users of policy changes. If users need assistance setting up two-step verification, direct them to: [How to Setup Two-Factor Authentication for Your Own Account](#) on page 13.



Tip: When using LogMeIn Central in a browser, Login Policy does not allow you to save devices. This only applies if the Master Account Holder enables Two-factor authentication under **Users > Login Policy**.

How To Force Individual Users to Use Two-Factor Authentication

Force an individual user to follow a two-step process to verify their identity when logging in to their LogMeIn account.

Only LogMeIn Central users with **User management** permission can edit or enforce a login policy.

1. In LogMeIn Central, click **Users > Manage**.
The **Users** page is displayed.
2. Click the email address of the user you want to edit.
The **Edit** page is displayed.

3. Under **Extra Security**, select **Enforce two-factor authentication for this user**.
4. Click **Save**.
Users must follow a two-step process to verify their identity. They can choose any method currently available for LogMeIn. The policy cannot force them to use a specific method. For details, see [Two-Step Verification](#) on page 13.

Upon next login, the user must set up **Two-factor authentication**.



Tip: As a courtesy to your users, you may want to notify them when you apply policy changes. LogMeIn does not automatically notify users of policy changes. If users need assistance setting up two-step verification, direct them to: [How to Setup Two-Factor Authentication for Your Own Account](#) on page 13.



Tip: When using LogMeIn Central in a browser, Login Policy does not allow you to save devices. This only applies if the Master Account Holder enables Two-factor authentication under **Users > Login Policy**.

How to switch off two-step verification

You may want to switch off two-step verification if you get a new device or no longer want to take advantage of the feature.



Remember: You may be required by your administrator to use two-step verification.

1. Log in to your account using your LogMeIn ID (email address) and password.
The Computers page is displayed.
2. At the top of the Computers page, click **Settings** and then **Account Settings**. The Account settings page is displayed.
3. Under **Security**, click **Switch off**.
You may be prompted to confirm your identity and review your settings before actually switching off two-step verification.
4. To remove pairing for all existing devices, select **Clear all settings when I switch off**.



Tip: LogMeIn will still be listed in your app, but any login codes it generates will not be accepted. To avoid confusion, we recommend removing LogMeIn from your app.

5. Click the **Switch off** button.

Trusted Devices

Save time when logging in to your LogMeIn account by skipping password entry and/or two-factor authentication on devices you trust.

How do I designate a device as trusted? When logging in to your LogMeIn account on any given device, you can select the following options, depending on your security settings: Don't ask me for a password. I trust this device. and/or Don't ask me for a code. I trust this device..

What is a trusted device? On a device you designate as trusted, you are not required to enter a password and/or verification code to access your LogMeIn account.

How do I remove a trusted device? Go to **Account settings > Trusted devices** and click **view devices**. Review the list and remove devices as required.

What's the "trust period"? By setting a trust period you are telling LogMeIn how long you want to trust your devices. For each trusted device you will only be asked to verify your identity when logging in outside the trust period. Each login renews trust for a given device. To set your trust period, go to **Account settings > Trust period** and click **change**.



Tip: In LogMeIn Central, if *Two-factor authentication* is enabled under **Users > Login Policy** by the Master Account Holder, the Login Policy does not allow you to save devices.

One-time Emailed Security Codes

When you enable **Emailed Security Code** for your LogMeIn account, each time you log in you are sent an email containing a security code that you must enter to access your account.



Note: This feature should not be confused with two-step verification codes that you may receive via email. See [Two-Step Verification](#) on page 13.

To activate emailed security codes for your LogMeIn account:

1. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
2. At the top of the page, click **Settings > Security**.
The **Security** page is displayed.
3. Under **Security**, select **Emailed Security Code**.
4. Enter a single **email** address to which a code should be sent upon login.



Tip: The email account should be accessible from a wireless device to ensure you receive the code promptly, wherever you are.

5. Click **Save**.
A test security code is sent to the defined address.
6. Go to your email account and locate the email from `LogMeIn.com Auto-Mailer` with the subject `Emailed test code: xxxx-xxxx`.
7. Enter the code from the email in the **Test code** field.
Each code can be used only once.
The Emailed Security Code feature is now enabled.

Upon next login to your account, you will receive an email from `LogMeIn.com Auto-Mailer` with the subject `Your LogMeIn Security Code: xxxx-xxxx`. Enter this code in the **Security code** field on the LogMeIn site when prompted.



Tip: Emailed security codes are only valid for 30 minutes.

To disable the feature, go to the **Security** page, clear the **Emailed Security Code** option, and save your change.

Printed Security Codes

When you enable the **Printed Security Code** feature for your LogMeIn account, LogMeIn generates a list of one-time security codes that you must enter in order to access your account.

1. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
2. At the top of the page, click **Settings > Security**.
The **Security** page is displayed.
3. Under **Security**, select **Printed Security Code**.
4. Click to generate a new list of one-time security codes.
The list of codes is displayed in a new window.
5. Print the list.
Be sure to keep the printed list safe.

Each time you log in to your LogMeIn account you will be prompted to enter one of the security codes from the printed list before you can access your account.



Remember: Each code can be used only once.



Tip: To disable the feature once all printed codes on the list have been used, select **Stop prompting for security codes when all security codes have been used up**.

Installing LogMeIn

Installing LogMeIn on a PC or Mac

You must install LogMeIn on each computer you want to be able to access remotely.

The computer being accessed is sometimes called the **host**. Think of the host as the computer that is "welcoming you in" by allowing you to use it remotely. For example, to access your home computer from work, you must install LogMeIn on your home computer. Your home computer is the host.

System Requirements – Host Computer

Before installing LogMeIn host software on the computer you want to access remotely, make sure the device meets the following requirements.

Supported Operating Systems

- Windows 7 or newer (including 64-bit)
- On Intel-based Macs: OS X 10.10 (Yosemite) or newer
- Windows Server 2008R2 or newer (including 64-bit)
- Linux, Chromebook and Windows RT are **not** supported



Important: Make sure you are using up to date, officially supported third-party technology together with LogMeIn. LogMeIn is designed for use with third-party products and services (browser, OS, etc.) that are officially supported by their respective vendors and well-maintained by the end user (latest patches and updates installed). [Learn more](#)

Internet Connection

Remote control performance depends on several factors, such as screen resolution, color depth, type of activity, available bandwidth and latency.

- For connecting and doing non-remote control work, any always-on internet connection is sufficient.
- For remote control, we require a 1.5 Mbit/s (192 Kbyte/s) or higher connection speed on each end, as per [FCC guidelines for video streaming](#). For optimal experience in Full HD resolution, a 2 Mbit/s (256 Kbyte/s) connection is recommended.

For details, see [How much bandwidth is required to use LogMeIn?](#)



Installing LogMeIn Host Software (Add a computer)

Each computer you want to access must be running the LogMeIn host software. In a sense, the LogMeIn host software safely and securely "opens the door" to a computer for a qualified remote user.

Here is how to add a computer to your account:

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
3. On the **Computers** page, click **Add Computer**.

4. Choose an option:

Option	Description
Add this computer	To add the computer you are using, click Add this computer > Download installer . Follow the on-screen instructions to download and install LogMeIn.  Important: If asked to create a Computer Access Code during the installation process, be sure to remember the code! You will need it when connecting to the computer. The Computer Access Code cannot be retrieved , but it can be changed directly on the host. See How to Change Your Computer Access Code on page 41.
Add different computer	To add a computer other than the one you are using, click Add different computer > Generate link . Follow the on-screen instructions to download and install LogMeIn.  Note: A one-time link expires after 24 hours or after the first install.

Installation also includes the LogMeIn Client desktop app, a tool you can use to connect to your LogMeIn computers.

A computer can be attached to one LogMeIn account at a time.

How to Add a Computer via Phone or Tablet

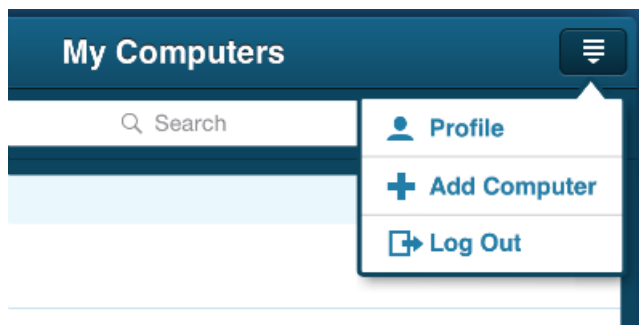
Generate a link from your phone or tablet that can be used to add a computer to your account.

1. Launch the LogMeIn app on your device and log in using your LogMeIn ID and password.



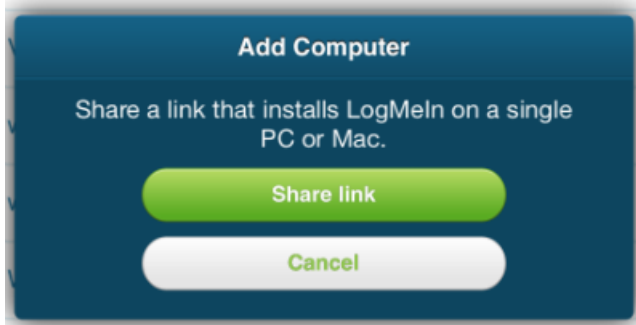
Tip: Only Master Account Holders can add computers via phone or tablet. Make sure that you have selected your personal profile (Account Holder of...).

2. On the My Computers page, tap the menu icon and select **Add Computer**.



Note: On tablets, you can add a computer by simply tapping the + icon.

3. Tap **Share link** to generate a deployment link.



4. Share the deployment link via your preferred method.

When the recipient clicks the link, LogMeln host software is installed to the computer the recipient is using.



Note: The link is valid for 24 hours and can only be used once.

Installing the LogMeln app on a Phone or Tablet

Install the LogMeln app on any iOS or Android device that you want to use to connect to computers in your LogMeln account.

Android

Install LogMeln for Android directly to your device from Google Play. Your device must meet the requirements shown in the store listing.

1. On your Android device, tap **Google Play**.
2. Search for LogMeln.
3. Tap **LogMeln**.
4. Follow all on-screen instructions.



Remember: You will not need your Google Play user name and password to sign in to LogMeln. Instead you will create a LogMeln ID and password that you use to access your LogMeln account.

iOS

You can install LogMeln directly to your iPhone, iPad, or iPod touch from the App Store. Your device must meet the requirements shown in the store listing.

1. On your iPhone, iPad, or iPod touch, tap **App Store**.
2. Search for LogMeln.
3. Tap **LogMeln**.
4. Follow all on-screen instructions.



Remember: You will not need your App Store user name and password to sign in to LogMeIn. Instead you will create a LogMeIn ID and password that you use to access your LogMeIn account.

Example: Control your Work Computer from your Phone or Tablet

You want to use your phone to access your work computer while on vacation.

- From anywhere, create a LogMeIn account
- On your work computer (PC or Mac), install LogMeIn
- On your phone or tablet, install the LogMeIn app
- On your phone or tablet, use the LogMeIn app to access your work computer

LogMeIn and Firewalls

LogMeIn is compatible with all major security suites. Some configuration may be required to make LogMeIn work when the host is behind a firewall.



Important: If prompted, you must allow LogMeIn program files to communicate over the Internet for the service to function properly. For hardware firewalls, you must allow TCP port 443 traffic.

Table 1: LogMeIn components

LogMeIn.exe	LogMeIn
LogMeInSystray.exe	LogMeIn Desktop Application
LogMeInToolkit.exe	LogMeIn Control Panel
LMIIgnition.exe	LogMeIn Client
LMIGuardianSvc.exe	LogMeIn Service

For troubleshooting assistance, visit help.LogMeIn.com.

Specific Knowledge Base articles cover known issues with numerous leading security products, including McAfee, Norton Internet Security, PC-Cillin, ZoneAlarm, Kaspersky, and AOL Spyware.



Tip: The [LogMeIn Community](#) is an excellent source of information from other LogMeIn users.

Working with Computers in Your LogMeIn Account

Viewing a List of Available Computers via PC or Mac

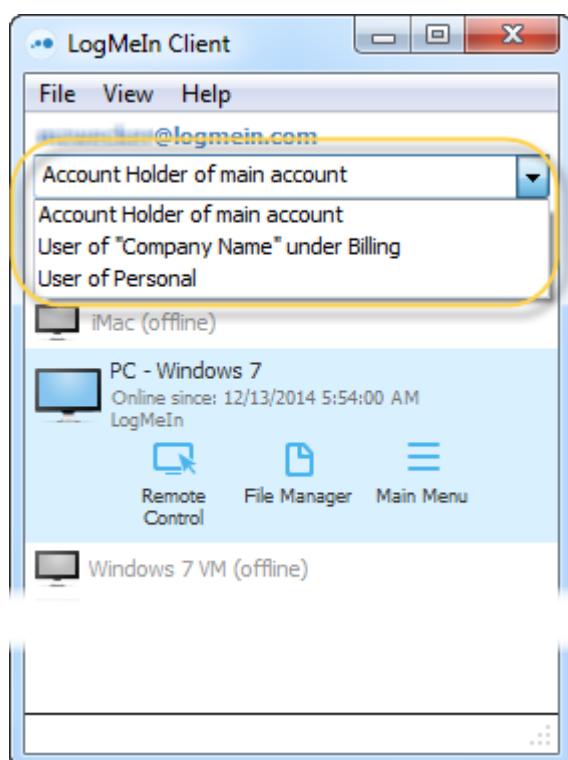
From the LogMeIn Client desktop app

Use the LogMeIn Client desktop app to view a list of computers in your account.

To launch the LogMeIn Client desktop app:

- Option 1. Click the LogMeIn system tray (or menu bar) icon and select **Connect to computers**.
- Option 2. Using the Start menu or Finder, start the **LogMeIn Client**.

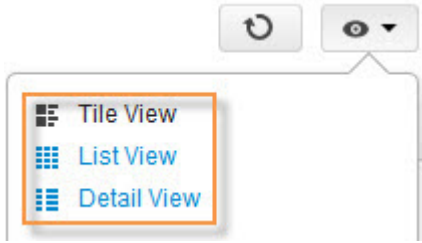
Don't see the computers you are looking for? Remember to choose the correct *Profile* at the top of the LogMeIn Client interface.



From LogMeIn.com

Log in to your account at LogMeIn.com to view a list of computers in your account.

Use the **List buttons** to change how computers are displayed.



Tile View

Try **Tile view** for a graphic view of computers in your account. Tile view is ideal if you have only a few computers in your account.



Figure 1: Tile view

List View

Try **List view** for a clean, simple view of computers in your account. List view shows the most computers at one time, making it an excellent choice if you have many computers in your account.

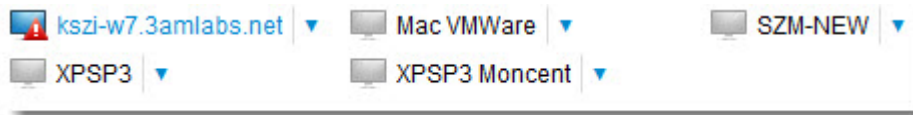


Figure 2: List view



Tip: To open the session in a new browser tab, click the blue "down arrow" next to a computer and select **Remote Control in new window**.

Direct to Remote Control

Click a computer name to go directly to remote control. Control-click or middle-click to open the session in a new browser tab.



Detail View

Try Detail view for a good balance between the graphic quality of Tile view and practicality of List view.

Status	Computer ▲	Version	Direct Connect	Note	Updates	Properties
	Microsoft Surface Pro 4	2126				
	Mac VMWare	1940				
	SZM-NEW	2126				
	XPS	2126				
	XPSP3	1890				
	XPSP3 Moncent	1890				

Figure 3: Detail view

Customize available columns

Click the column selector in the header bar to view a list of available columns.

Health

Shows the status of Windows features on your hosts, including Windows Updates and Anti-virus. Hover your mouse over the icon to see the updates.

Available on Windows hosts only.

Status

Shows which state the computer is in:

- Offline
- In Session
- Available

Click on these icons to take remote control of the host.

Computer

The Computer Description given when LogMeIn is installed. Click the Computer Description to control the host.

Version

The version number of the LogMeIn host software installed on the host. Click the version number to install the most up to date version of the LogMeIn Control Panel software on the host.

Direct Connect

- Take Remote Control of the host
- Enter File Manager
- Enter the Dashboard . For more information on the Dashboard, see [Using the LogMeIn Dashboard](#) on page 92.

Last Online

Shows the last time and date when the host was online.

Note

Add information about the host. Character limit: 500

Update

Shows the status of Windows Updates on the host machine.

Available on Windows hosts only.

Anti-Virus

Shows the status of Anti-virus software on the machine. For more information, see [Viewing Anti-virus Status and Details](#) on page 86.

Alerts	Shows an indicator of unacknowledged alerts on a host. For more information on alerts, see Working with Alerts <i>Alerts notify you of specific events or problems that occur on one or multiple LogMeIn Windows or Mac hosts in a Premier account. This feature provides a quick and easy way to monitor any number of hosts from one client.</i>
Properties	Takes you to the Host Properties screen.
Inventory	Takes you to the Host Properties > Computer inventory section to run an Inventory on a single host. For more information see About Inventory Reporting <i>Central offers a variety of reports for keeping track of hardware and software inventory on Windows host computers.</i>

For additional Custom Fields, see [Using Custom Fields to Organize Computers](#).

Direct to Remote Control

Click a computer name to go directly to remote control. Control-click or middle-click to open the session in a new browser tab.



Viewing a List of Available Computers via Phone or Tablet

In mobile apps, the **My Computers** page lists all computers in your account that are running LogMeIn host software.

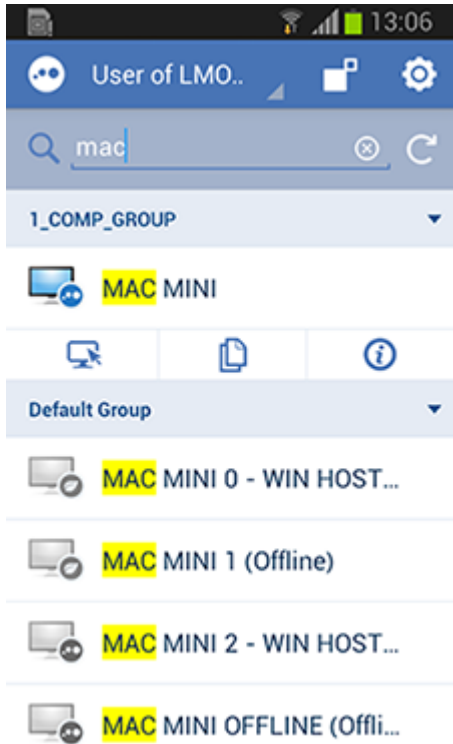






Figure 4: The My Computers screen on an Android, with an active search for the term "Mac"

Icon	Description
	Online. You can connect to the computer.
	Offline. You cannot connect to the computer. See also Why does my computer show as Offline? on page 127 Note: To show only online computers, at the top of the My Computer screen tap the Settings (gear) button and slide Show Offline Computers to OFF .
	The computer is ready for a wake-up signal via Wake On LAN. This is displayed when a computer is asleep and meets all Wake On LAN requirements. These computers are not shown if you are filtering out offline computers. For more information, see How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN on page 45.

Computer buttons

Button	Description
	Log out or change your active profile. The Profile option is available when you are a user of another LogMeIn account holder's computers.

Button	Description
	<p>Settings:</p> <ul style="list-style-type: none"> • Show or hide offline computers • Change Save Viewed Files settings • Clear saved login credentials • Set timeout for your sessions • View the "Get Started" guide • Send feedback to LogMeIn • Check for updates
	<p>Refresh the computer list.</p> <p> Tip: You can also pull down the computer list to refresh results.</p>
	<p>Switch between open pages:</p> <ul style="list-style-type: none"> • Go to Local Files to view files transferred to your device using File Manager • Go to Computers to launch Remote Control or File Manager • Go to any open instance of the File Manager to work with files

How to Find a Computer on a PC or Mac

To find a specific computer, you can filter and sort computers in your LogMeIn account.

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
3. Start typing into the **Search** field in the top-right corner. You can enter multiple search words.
Computers with properties or custom field data that contain your search words are automatically displayed.
4. To filter your results, click the drop-down list next to the **Search** field and select a filter.

You can sort your results in Details View by clicking a column name. Sorting and filtering are kept when you change your view.

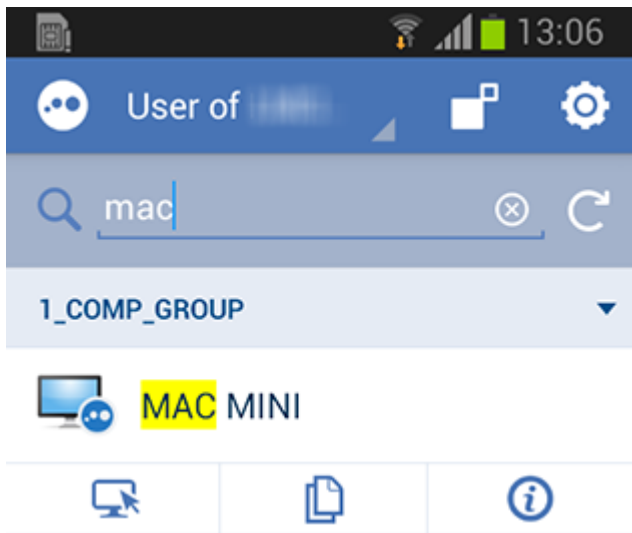



Note: You can limit the maximum number of computers displayed on one page by selecting a limit from the drop-down list at the bottom of the page.

How to Find a Computer on a Phone or Tablet

To find a specific computer, you can search for computer or group names on your phone or tablet.

1. Open the LogMeIn app.
2. In the Search field above the computer list, type your search expression.
The computer list is filtered by your criteria.



 **Tip:** Pull down the computer list to refresh results.

How to Rename a Computer

Go to the LogMeIn website to change the name by which a computer is listed in your LogMeIn account.



Important: This does not change the actual Computer Name as set at the operating system level (for example, under **System Properties** > **Computer Name** in Windows).



Remember: Use your browser for this action.

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password. The **Computers** page is displayed.
3. On the Computers page, click **Properties** > **General Settings** for the computer you want to rename.
4. Enter a new computer name in the **Computer description** box.
5. Click **Change** to save the new name.

How to Delete a Computer from Your Account

You can clean up your computer list by deleting computers from your account.



Remember: Use your browser for this action.



Important: When you delete a computer, all associated current and historical data is permanently lost.

-
1. Go to www.LogMeIn.com.
 2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
 3. To delete a single computer:
 - a) On the **Computers** page, click **Properties**. The **Host Properties** page is displayed.
 - b) At the bottom of the **Host Properties** page (General Settings tab), click **Delete this computer**.
The computer is removed from your list. The host software remains on the computer. Nothing is uninstalled.
 4. To delete multiple computers:
 - a) On the **Computers** page, change the computer view to *Detail View*.
 - b) Click the checkbox for each computer you want to delete.
 - c) Click the **Delete** icon above the computer list and confirm deletion.
The computers are removed from your list. The host software remains on each computer. Nothing is uninstalled.

Files for LogMeIn: Storage for your files and folders

Files for LogMeIn gives you a new way to retrieve and share files from anywhere. You get 1TB of storage per Pro or Central subscription.

Requirements

- An active LogMeIn Pro or LogMeIn Central subscription
- The latest version of a leading browser: Firefox, Chrome, Safari; Internet Explorer 10 or above



Note: Shared links can be opened in any leading browser (Chrome, Firefox, Safari, IE, Edge) on any major operating system (mobile or desktop). No LogMeIn account required.

Getting started with Files for LogMeIn

1. On a Windows or Mac computer, go to www.LogMeIn.com.
2. Log in to your account using your LogMeIn ID (email address) and password.
3. On the **Computers** page left menu, click **Files**.
4. You're ready to try Files.

What happens at the end of your trial or subscription?

- Everything in your Files drive remains in read-only mode for 14 days:
 - You can download existing files and folders, but you can't upload new data
 - Existing public links remain active, but you can't create new ones
- If you are an account holder with invited users:
 - The feature is dropped from LogMeIn Pro for all invited users
 - You can no longer manage permissions for this feature (**Accessible Files**)
- After 14 days the feature will no longer be available for use

How to access your files on your desktop with Files for LogMeIn

Connect your storage space as a network drive for easy access from your PC or Mac.

Requirements:

- Windows 7, 8, 8.1, 10 with the latest version of the LogMeIn Client
- Mac OS X 10.9 or above with the latest version of the LogMeIn Client

1. Open the LogMeIn Client.
2. At the bottom of the LogMeIn Client under LogMeIn Files, click **Open**.

Your Files drive is added to *Windows Explorer* under **Computer** as LogMeIn Files - [your LogMeIn ID].



Note: Files for LogMeIn tries to create a share drive letter. It starts with Z:\ and works backwards through the alphabet until it finds an available letter.



Important: The space listed as available under your Files drive refers to your main hard drive. It is not reflective of the 1TB of space available in your LogMeIn account.

To stop using Files in this way, click **File > Close LogMeIn Files drive**. No data is lost.

How to share files with Files for LogMeIn

Share your files and folders with other users using Files for LogMeIn.



Note: You must be a Master Account Holder to share files.

Share a file or folder (read-only access)

You can share files and folders by sending a link to others using email, chat, or your preferred tool. Anyone with the link is able to view the file or folder (read-only access). Here's how to generate and copy the link.

1. On the **Files** page, click the item you want to share.
2. In the **share** column, click the link **share file** or **share folder**.
3. Click **Generate link**.
4. Copy the generated URL to your clipboard.
5. Send the link to others using email, chat, or your preferred tool.

Share a folder with Users (view, modify, delete)

You can turn Files into a collaboration tool by sharing folders with specific users who will be able to view, modify and delete all content in the shared folders.

1. On the **Files** page, click the folder you want to share.
2. In the **share** column, click the link **share folder**.
3. Under **Users**, enter the email addresses of the people you want to collaborate with. They do not need to be LogMeIn users already.



Tip: The text box's limit is 100 email addresses and 70 characters per email address.

4. Click **Share with users**.
An invitation email is sent from LogMeIn Auto-Mailer.

The invited users must open the invitation and click the invitation link. Any invitee who is not yet a LogMeIn user will be prompted to create a LogMeIn account. Any invitee who is already a LogMeIn user will have a new profile added to his existing LogMeIn account: User of [your "Company Name "].

How to stop sharing (remove link)

To stop sharing a linked item, you must remove its link.

1. On the **Files** page, select an item.

-
2. In the **Share** column, click the shared link icon. The **Share** dialog is displayed.
 3. Click **Remove link**.

How to upload and download files with Files for LogMeln

Upload single files or entire folders to Files for LogMeln.

Upload files or folders



Important: The maximum file size a single file can be is 2GB.

1. On the **Files** page, click the **upload file** (all browsers) or **upload folder** icon (Chrome only).



Tip: You can also drag and drop any of your local files (all browsers) or folders (Chrome only) to the **Files** page.

2. Browse your local files/folders and select items to upload.
3. Click **Open** to upload.

Upload progress is indicated at the bottom of the **Files** page.

Download a file

- **Option A.** Right click any file and click **Download**
- **Option B.** Double click a file



Important: You cannot download a folder, only individual files.

Managing Users

How to Add Users to Your LogMeIn Account

Invite others to access computers in your LogMeIn account.

Any LogMeIn Pro account holder (subscriber) can add users to their account.

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password.
The **Computers** page is displayed.
3. On the left menu, click **Users > Manage**.
The **Users** page is displayed.
4. Click **Invite**.
The **Invite users to access your computers** page is displayed.
5. Enter the **Email address** of each user you want to invite.
The address will be used to log in at LogMeIn.com.



Tip: Anyone with an email address can be added as a user. A LogMeIn account is not required in advance.

6. Click **Send Invitation**.
You can view the invitation email by clicking **Preview Invitation Email**.

The invited users are sent an invitation email. They must open the invitation and click the invitation link. Any invitee who is not yet a LogMeIn user will be prompted to create a LogMeIn account. Any invitee who is already a LogMeIn user will have a new profile added to his existing LogMeIn account: `User of [your "Company Name"]`.

Connecting to a Host Computer

What is the client?

Any device you use to access a computer in your LogMeIn account is called the client. The client is "welcomed" by the host.

The client can be a PC or Mac, or a phone or tablet running Android or iOS:

- From a PC or Mac, use the *LogMeIn Client* desktop app or log in to [LogMeIn.com](https://www.logmein.com)
- From iPhone, iPad, or iPod touch, use the LogMeIn app
- From an Android device, use the LogMeIn app



Remember: The term "client" is also used for the *LogMeIn Client*, a desktop app used as a launch pad for accessing your LogMeIn host computers.

Examples: Which device is the client?

You connect to your office computer from your home computer. Your home computer is the client.

You connect to your office computer from your iPhone. Your iPhone is the client.

System Requirements – Client Device

The computer, phone, or tablet you use to remotely access a LogMeIn computer must meet certain technical requirements.



Important: Make sure you are using up to date, officially supported third-party technology together with LogMeIn. LogMeIn is designed for use with third-party products and services (browser, OS, etc.) that are officially supported by their respective vendors and well-maintained by the end user (latest patches and updates installed). [Learn more](#)

PC and Mac Client-side Operating System

- Windows 7 or newer (including 64-bit)
- Windows Server 2008R2 or newer (including 64-bit)
- On a Mac: OS X 10.10 (Yosemite) or newer
- Linux, Chromebook and Windows RT are **not** supported

PC and Mac Client-side Browser

While we recommend connecting via the LogMeIn Client desktop app, you can still access LogMeIn host computers through [a supported browser](#).

On Internet Explorer and older versions of other leading browsers, a plugin is required for a full-featured experience.

Phone or Tablet

Install LogMeIn on any iOS or Android device that meets the requirements shown in the current AppStore or GooglePlay listing.

Internet Connection

Remote control performance depends on several factors, such as screen resolution, color depth, type of activity, available bandwidth and latency.

- For connecting and doing non-remote control work, any always-on internet connection is sufficient.
- For remote control, we require a 1.5 Mbit/s (192 Kbyte/s) or higher connection speed on each end, as per [FCC guidelines for video streaming](#). For optimal experience in Full HD resolution, a 2 Mbit/s (256 Kbyte/s) connection is recommended.

For details, see [How much bandwidth is required to use LogMeIn?](#)

How to Connect from LogMeIn.com

Connect to LogMeIn host computers in your LogMeIn account from LogMeIn.com.

Connect to any computer that meets these conditions:

- LogMeIn host software must be installed and running on the host
- The host must be turned on
- The host must be connected to the Internet
- The host must not be in Sleep mode or Hibernation mode



Tip: If the host computer is on a network with other LogMeIn host computers then you may be able to wake it using Wake On LAN. To review Wake On LAN requirements, see [How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN](#) on page 45.

- The host must not already be controlled by another LogMeIn user



Note: Multiple users can connect to a host simultaneously; however, only a single remote user can control it. For example, one user can control a computer while another uses *File Manager* or *Management Tools*.

To connect from your browser:

1. Go to www.LogMeIn.com.
2. **Log in** to your account using your LogMeIn ID (email address) and password. The **Computers** page is displayed.
3. On the **Computers** page, click the computer you want to access.



Tip: Control-click or middle-click to open the session in a new browser tab. On a Mac, use Command-click.

LogMeIn will attempt to make a connection to the host. You will be prompted to authenticate to the host.

4. Log in to the computer using the appropriate authentication method:

- If prompted, enter the username and password you would enter if you were sitting in front of the host computer.
- If prompted, enter the Computer Access Code you created when you installed LogMeIn to the host computer.



Remember: Do not enter your LogMeIn ID and password. This will result in Error 1326 or Error 5 (incorrect user name and password).

Your session begins upon successful authentication. The first time you start a remote session you may be asked to install the LogMeIn Client app or an Internet Explorer browser plug-in to the computer you are using to initiate the remote session.

How to Connect using the LogMeIn Client Desktop App

Connect to LogMeIn host computers in your LogMeIn account from your PC or Mac directly using the LogMeIn Client desktop app.

Connect to any computer that meets these conditions:

- LogMeIn host software must be installed and running on the host
- The host must be turned on
- The host must be connected to the Internet
- The host must not be in Sleep mode or Hibernation mode



Tip: Wake on LAN is only available from LogMeIn.com

- The host must not already be controlled by another LogMeIn user





Note: Multiple users can connect to a host simultaneously; however, only a single remote user can control it. For example, one user can control a computer while another uses *File Manager* or *Management Tools*.




1. Launch the LogMeIn Client desktop app:

- Option 1. Click the LogMeIn system tray (or menu bar) icon and select **Connect to computers**.
- Option 2. Using the Start menu or Finder, start the **LogMeIn Client**.

Can't find the LogMeIn Client desktop app? Download it from the [LogMeIn.com desktop app page](#).

2. **Log in** to your account using your LogMeIn ID (email address) and password.
The computer list is displayed.
3. Click the computer you want to access and select an action.

Option	Description
 Remote Control	Access and control remote computers
 File Manager	Transfer files between computers and more

Option	Description
 Command Prompt	Access remote computers in the background
 Main Menu	Manage remote computers
 Info	View computer details



Tip: To connect to a specific computer automatically when the LogMeIn Client starts, select the computer and the default action under **View > Options > General > Connect to...**

LogMeIn will attempt to make a connection to the host. You will be prompted to authenticate to the host.

- Log in to the computer using the appropriate authentication method:
 - If prompted, enter the username and password you would enter if you were sitting in front of the host computer.
 - If prompted, enter the Computer Access Code you created when you installed LogMeIn to the host computer.



Remember: Do not enter your LogMeIn ID and password. This will result in Error 1326 or Error 5 (incorrect user name and password).

Your session begins upon successful authentication.

Automatically Connect to a Computer when LogMeIn Client Starts

Follow this procedure to set LogMeIn Client to automatically create a connection to a specific computer when you start and successfully log in.

- On the LogMeIn Client, click **View > Options**.
The **LogMeIn Client Options** window is displayed.
- In the **LogMeIn Client Options** window, select **Connect to the following computer when LogMeIn Client starts**.
The **Connect to** and **Default action** drop-down boxes are activated.
- Available options:

Option	Description
Profile	If you have multiple profiles, you may need to change your active profile to see the computer you want.
Connect to	Select the computer to which the LogMeIn Client connects upon start-up.
Default action	To go directly to a remote control session, select Remote Control .

Option	Description
	<p>To go directly to the File Manager, select File Manager</p> <p>To go directly to the LogMeIn host main menu, select Main Menu.</p>

- Click **OK** to save your settings.
The next time you start and successfully log in to the LogMeIn Client, the selected action is automatically made for the chosen host.

Upon connection, you must login to the host with a valid user name and password.

How to Connect Using a Desktop Shortcut

Save time by connecting directly to a computer using a secure shortcut on a client computer.

- Create a LogMeIn desktop shortcut on the client computer, as follows:
 - Go to www.LogMeIn.com and log in to your account using your LogMeIn ID (email address) and password.
 - Go to **Computers > Properties of a computer > Desktop Shortcut**.

Follow the on-screen instructions.

- Use the newly created shortcut to connect to the host:
 - Double-click the shortcut on the client desktop. You do not need to log in to your LogMeIn account.
 - Log on to the host using the appropriate authentication method.

Your session begins upon successful authentication.



Tip: For maximum security, you should not use a LogMeIn desktop shortcut on a public or shared computer.

How to Connect via Phone or Tablet

You can access any computer that meets these conditions:

Connect to any computer that meets these conditions:

- LogMeIn host software must be installed and running on the host
- The host must be turned on
- The host must be connected to the Internet
- The host must not be in Sleep mode or Hibernation mode



Tip: If the host computer is on a network with other LogMeIn host computers then you may be able to wake it using Wake On LAN. To review Wake On LAN requirements, see [How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN](#) on page 45.

- The host must not already be controlled by another LogMeIn user



Note: Multiple users can connect to a host simultaneously; however, only a single remote user can control it. For example, one user can control a computer while another uses *File Manager* or *Management Tools*.

1. Launch the LogMeIn app on your device and log in using your LogMeIn ID and password.
2. On the My Computers page, tap the computer you want to access.
3. Choose how you want to connect.
 - **Remote Control** to control the computer.



- **File Manager** to move files between your device, your computers, and your cloud storage services.



4. Authenticate yourself to the host by entering your computer user name and password or Computer Access Code.



Tip: Enter the user name and password you would normally enter on your computer when you see a Windows or Mac logon screen. Do not enter your LogMeIn ID and password!

If the host computer is not a member of a domain, leave the **Domain** field blank. Generally home computers are not in a domain.

5. To save the user name and password you use to authenticate to the host, select the **Remember login** option.
Assuming you do not log out of the app, this saves you from tapping your user name and password the next time you connect to the same computer. See also [How to Manage Saved Login Details](#) on page 63.
6. Tap **Log In**.
You will be connected to the host computer.



Tip: If your password or Computer Access Code contains two or more consecutive spaces, exit the app and turn off the "." **Shortcut** feature on your iPhone or iPad under **Settings > General > Keyboard**.

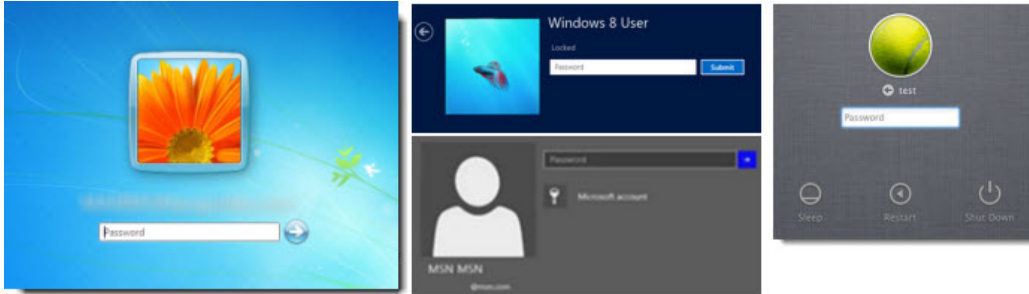
Access Code? Password? About Authentication

Whenever you connect to a host computer running LogMeIn, you must authenticate yourself to the host computer. That means you need to prove that you have the right to use the remote (host) computer by

entering a user name and password that the computer recognizes. **Do not enter your LogMeIn ID and password.** This will result in Error 1326 or Error 5 (incorrect user name and password).

Which user name and password do I enter?

Enter the user name and password you use to access your computer. It should be the same information you enter when you see a logon screen like one of these samples.



Most computers with multiple users or on a corporate network require you to authenticate in this way. For example, on a Windows PC you are typically forced to press **Ctrl-Alt-Delete** and enter your user name and password. When connecting via LogMeIn to such a computer, you will be asked to enter the same user name and password you use when logging in locally.



Remember: Do not enter your LogMeIn ID and password. This will result in Error 1326 or Error 5 (incorrect user name and password).

Do you need to change your Windows password? On many Windows computers you can press **Ctrl+Alt+Del**, and then click **Change a password**. If your computer uses a Microsoft account for Windows login (Windows 8 and above), [follow these instructions from Microsoft](#).

Don't know your computer user name? Learn how to find it here: [Why can't I log in to my computer? \(error 5 / 1326 / 1327 / Login failed.\)](#) on page 129

What's a Computer Access Code?

On some computers you may be prompted to enter a *Computer Access Code*. Usually you are prompted to create a Computer Access Code when you install LogMeIn to a computer that is not configured to require a Windows or Mac user name and password (when you start the computer, it is ready to go without entering a password). The Computer Access Code gives you assurance that only people who know the special code can access your computer.



Important: Do not lose your Computer Access Code. It can be changed from the host itself, but cannot be retrieved!



Remember: Do not enter your LogMeIn password when asked for a Computer Access Code.

Advanced Users: In Windows, the Computer Access Code is actually linked to a hidden Administrator account called `LogMeInRemoteUser`. The Computer Access Code is the password for the user `LogMeInRemoteUser`.

How to Change Your Computer Access Code

LogMeIn is unable to retrieve a lost Computer Access Code, but you can change the access code directly on the host computer.

This procedure is only valid on host computers already set to use a Computer Access Code.

1. Go to the computer that you want to be able to access remotely.
2. Click the **LogMeIn icon** and then **LogMeIn Control Panel**.

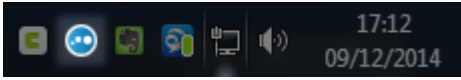


Figure 5: Windows host



Figure 6: Mac host

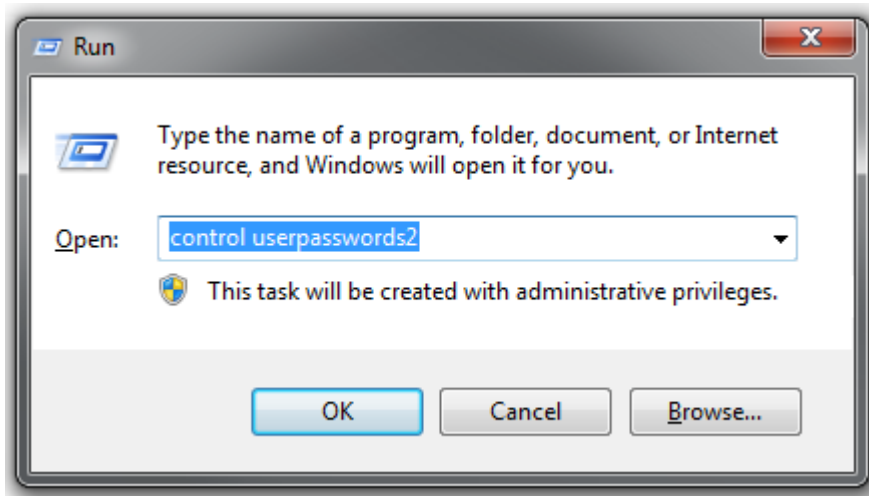
The LogMeIn Control Panel is displayed.

3. Click the **Options** tab.
4. Under **Username and Password**, click **Change Computer Access Code....**
5. Type and confirm your new Computer Access Code.
6. Click **OK** to save your change.

Alternate solution: "control userpasswords2"

On a Windows host, you can reset the Computer Access Code without opening the LogMeIn host interface using the so-called `control userpasswords2` method.

1. Go to the computer that you want to be able to access remotely.
2. On the host, open the **Run** window: On Windows 7, 8, and Vista, go to **Start** and type `run` in the **Search** field.
3. Type `control userpasswords2` and click **OK**.

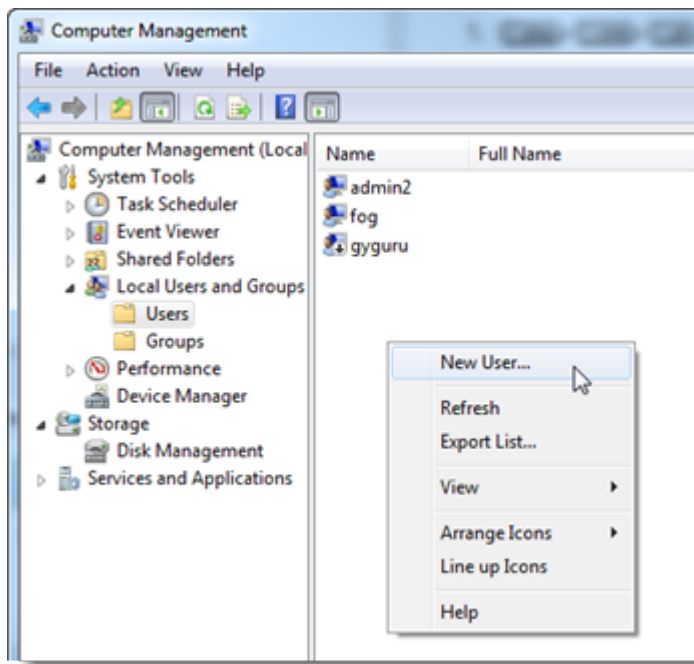


4. On the list of users, select `LogMeInRemoteUser`.
5. Click **Reset Password**.
6. Type and confirm your new Computer Access Code.
7. Click **OK** to save your change.

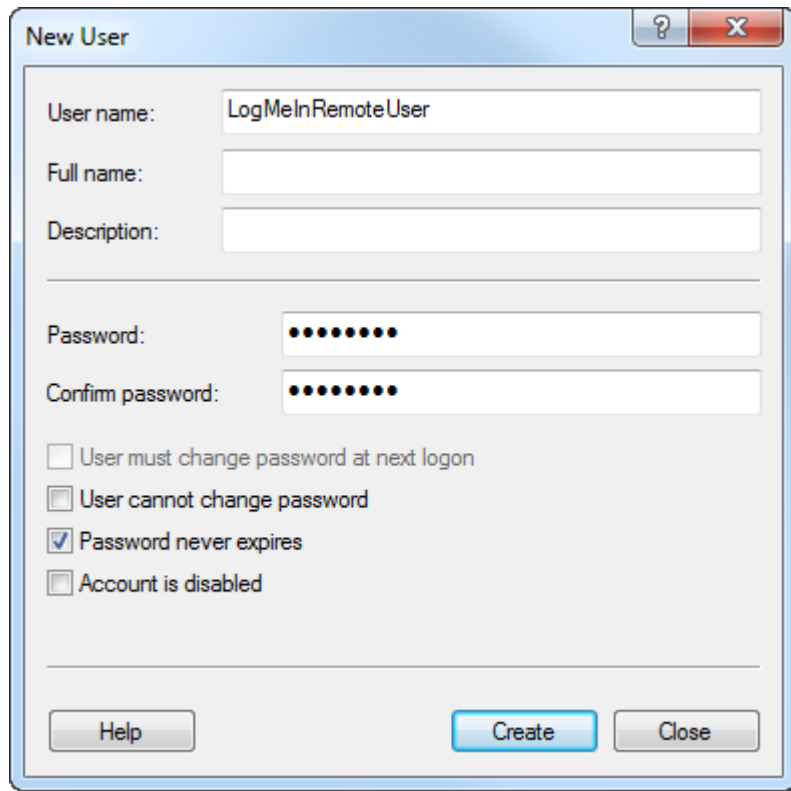
Alternate solution: Create "LogMeInRemoteUser"

On a Windows host, you can set a Computer Access Code by creating a user called LogMeInRemoteUser. If you are not comfortable working with tools such as Windows Computer Management, feel free to contact LogMeIn for assistance.

1. Go to the computer that you want to be able to access remotely.
2. Create the user called LogMeInRemoteUser, as follows:
 - a) On the host, open the **Computer Management** window: On Windows 7, 8, and Vista, go to **Start** and type `Computer Management` in the **Search** field.
 - b) In the **Computer Management** window, click **Local Users and Groups**.
 - c) On the left panel, open the **Users** folder and right-click to display the menu. Select **New User**. The **New User** window is displayed.



-
-
-
- d) In the **New User** window under **User name**, type `LogMeInRemoteUser` (one word, exactly as shown).



- e) Enter and confirm a password.



Important: This password is one and the same as your Computer Access Code.

- f) Select **Password never expires**.
 - g) Click **Create**. A new user called LogMeInRemoteUser is created.
 - h) Close the **New User** window. The **Computer Management** window is displayed.
3. Add LogMeInRemoteUser to the Administrators group, as follows:
 - a) On the left panel, open the **Groups** folder and double click **Administrators**.
 - b) In the **Administrators Properties** window, click **Add**.
 - c) Under **Enter the object names to select**, enter LogMeInRemoteUser.



Tip: If you receive a Name Not Found error, select the computer's domain under **Locations** and set it to the local computer: `computername\LogMeInRemoteUser`.

- d) Click **OK** and close the **Computer Management** window.
4. Restart the LogMeIn service, as follows:
 - a) On Windows 7, 8, and Vista, go to **Start** and type `Services` in the **Search** field.
 - b) On the list of services, right-click **LogMeIn** and select **Restart**.

When you next log in to this computer using LogMeIn, you will be prompted to enter the password you created for LogMeInRemoteUser. In other words, the password for LogMeInRemoteUser **is exactly the same** as your Computer Access Code.

How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN

When all requirements are met, you will be able to use Wake On LAN to switch on a computer that is in sleep mode (PC and Mac) or powered off (PC).

Minimum Requirements

- The computer you are trying to wake up must be on a wired connection (not on WiFi)
- A second LogMeIn host computer must be switched on and in the same network in order to send the wake request



Important: Make sure you are using up to date, officially supported third-party technology together with LogMeIn. LogMeIn is designed for use with third-party products and services (browser, OS, etc.) that are officially supported by their respective vendors and well-maintained by the end user (latest patches and updates installed). [Learn more](#)

Wake On LAN for a Windows PC

How to enable Wake On LAN on a Windows PC.

- Make sure Wake On LAN is enabled in the BIOS of the computer you want to wake up. Consult the user guide of your computer or motherboard to locate the appropriate BIOS switch, usually **Wake On LAN from S5**.
- Open the **LogMeIn Control Panel** and navigate to **Options > Preferences > Advanced Settings**. Under **Wake On LAN**, select **Enable 'Wake On LAN' from sleep and power off**. **Can't access this feature?** If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

Any computer that is ready for Wake On LAN shows the **Switch On** button next to the computer. Click the button to wake the computer. It may take several minutes for the computer to wake.

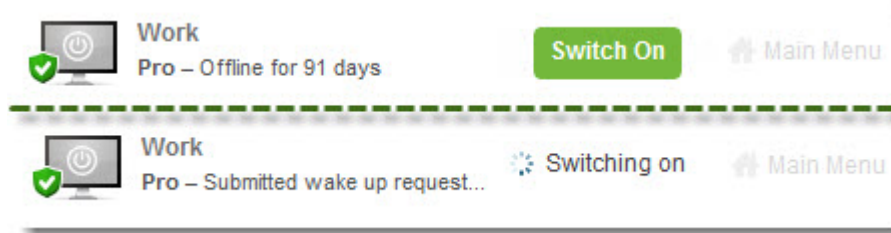


Figure 7: Wake On LAN in the browser



Figure 8: Wake On LAN on a phone or tablet

Still Not Working? See [Troubleshooting Wake On LAN issues on a Windows PC](#) Here are some steps you can take to troubleshoot issues when trying to wake a PC. .

Wake On LAN for a Mac

How to enable Wake On LAN on a Mac.

- On the computer you want to wake up, under **System Preferences > Energy Saver**, enable **Wake for Network Access**.
- **Can't access this feature?** If your Mac is part of a domain or a network, your domain administrator may have restricted some of the features and settings available on your MAC. Contact your administrator for more information.
- Open the **LogMeIn Control Panel** and navigate to **Options > Preferences > Advanced Settings**. Under **Wake On LAN**, select **Enable 'Wake On LAN' from sleep and power off**.

Any computer that is ready for Wake On LAN shows the **Switch On** button next to the computer. Click the button to wake the computer. It may take several minutes for the computer to wake.

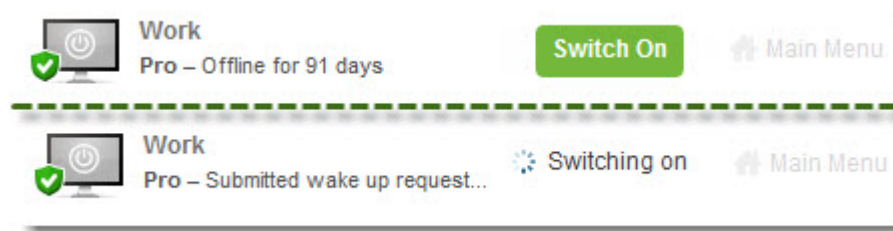


Figure 9: Wake On LAN in the browser



Figure 10: Wake On LAN on a phone or tablet



Important: You cannot wake a Mac that is powered off. Make sure your Mac is in sleep mode and not powered off.

Still Not Working? See [Troubleshooting Wake On LAN on a Mac](#) Here are some steps you can take to troubleshoot issues when trying to wake a Mac. .

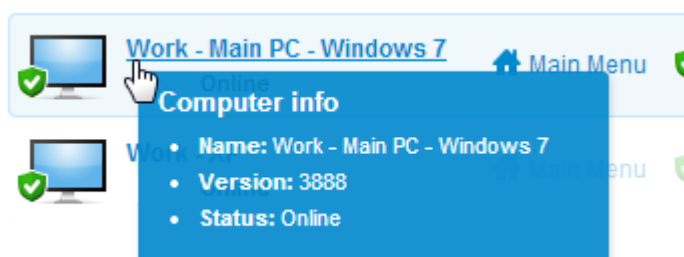
Remote Control from a PC or Mac

Starting Remote Control

Choose the most convenient way to gain control of a host computer.

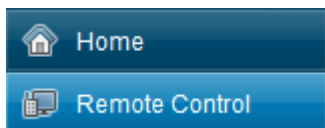
From the Computers page

Log in to LogMeIn.com and click the name of the computer you want to control.



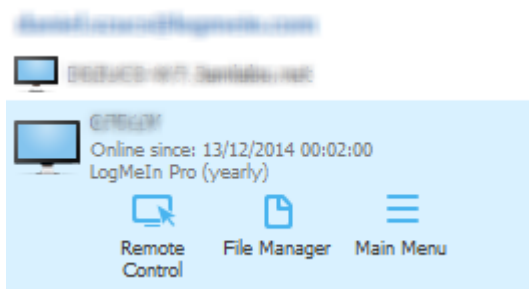
From the Host Main Menu

Once connected to the host *Main Menu*, click **Remote Control**.



From the LogMeIn Client desktop app

Connect to host computers from your PC or Mac directly.



For details, see [How to Connect using the LogMeIn Client Desktop App](#) on page 37.

Once Remote Control has started...

Once you have launched remote control and successfully authenticated to the host computer, you see the host computer's desktop and the LogMeIn remote control toolbar.

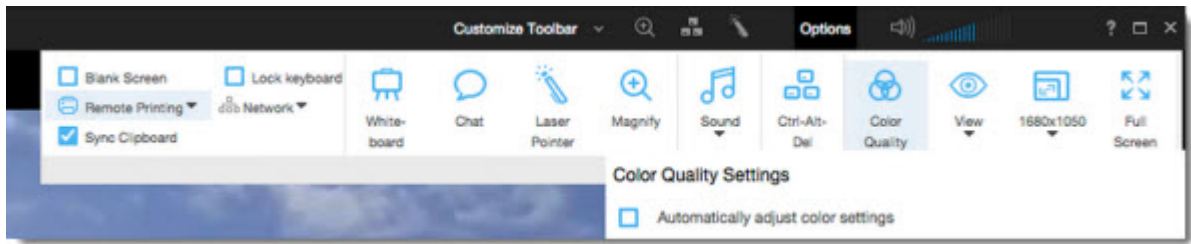


Figure 11: Sample remote control toolbar

Changing How You View the Host

How to View the Host Computer in Full Screen Mode

In Full Screen Mode the host display covers the entire client display. Full Screen mode gives you the most realistic "as if you were there" experience.

- On the Remote Control toolbar, click the **Full Screen Mode** button. The LogMeIn interface is minimized and the host computer's display appears on your entire screen. Only the Remote Control toolbar remains visible.
- To exit full screen mode, click the **Full Screen Mode** button again.

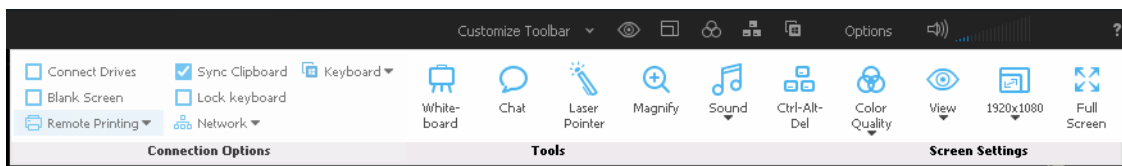


Figure 12: The Remote Control toolbar



Tip: For best results during Full Screen viewing, go to **Options > Resolution Settings** and select **Match Resolution**.

How to Keep the Remote Control Toolbar Visible During Full Screen Mode

In Full Screen Mode, the Remote Control toolbar is hidden to allow maximum visibility.

- To keep the toolbar visible, click the pin icon on the Full Screen version of the Remote Control toolbar.



The toolbar remains open.

How to Magnify a Section of the Host Screen

The Magnifying Glass feature opens a box that you move on the host screen to view a small area in high resolution without otherwise adjusting your resolution.

The Magnifying Glass is available when screen size is less than 100% of its original size.



Note: To adjust your screen size, see [How to Change Screen Size During Remote Control](#) on page 49.

1. On the Remote Control toolbar, click **Options > Magnify**.
The magnifying glass is activated.
2. Drag the box.
3. Click the **Magnify** button again to deactivate the magnifying glass.

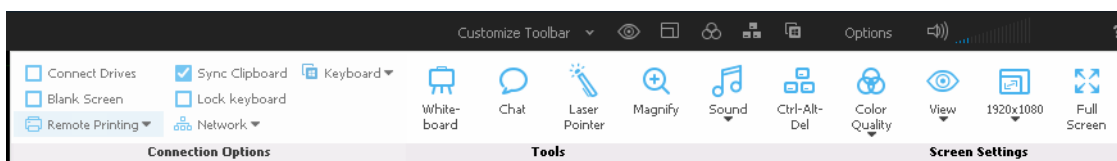
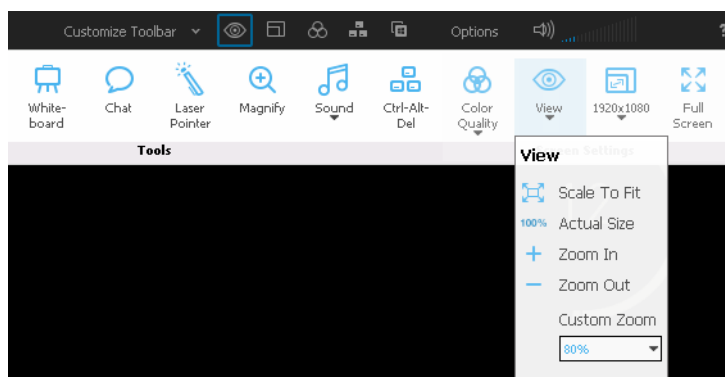


Figure 13: The Remote Control toolbar

How to Change Screen Size During Remote Control

View the host display on the client device in a way that you find comfortable.

1. On the Remote Control toolbar, click **Options > View**.



2. Select the appropriate setting.
Your selection is applied immediately.

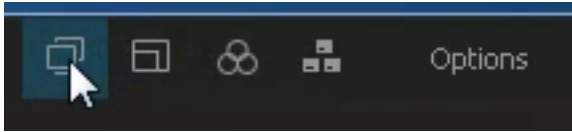


Tip: To change the actual screen resolution of the host display, edit the host Desktop Properties (Windows) or System Preferences (Mac).

How to Work with Multiple Host Monitors

When connected to a host with multiple monitors, the **Monitors** button will be available on the remote control toolbar.

Click the **Monitors** button to switch between monitors.



The **Monitors** button is also available under **Options** on the Remote Control toolbar.



Tip: On a Windows PC, try this shortcut. Press `Left CTRL key-Left Windows key-Right/Left Arrow key` to switch monitors. To see all monitors at once, keep moving through until you can see all available monitors on the client display.



Note: The Java and HTML remote control clients do not offer multiple monitor support.

Multi-Monitor Display

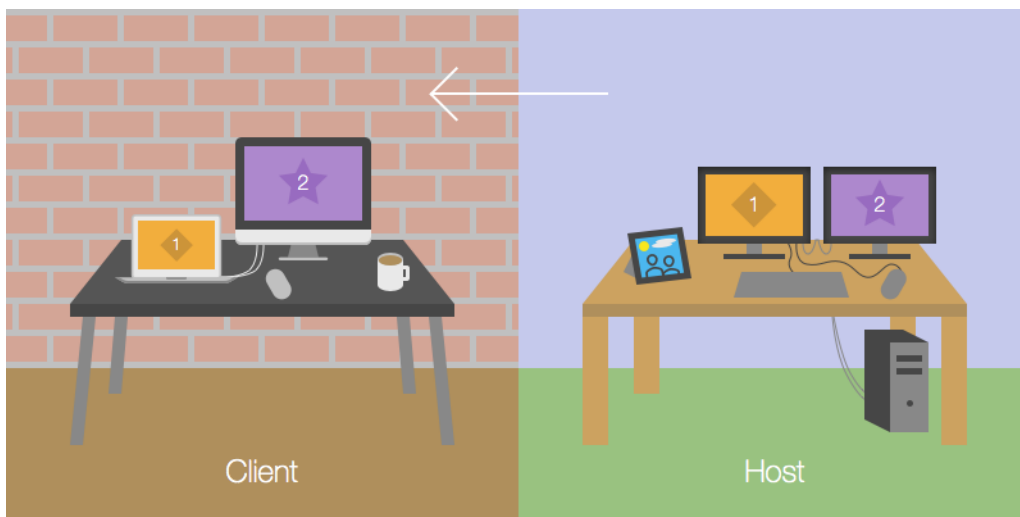


Important: Multi-Monitor Display is not available for LogMeIn Central Basic accounts.

When both the client and host have multiple monitors, host-side monitors can be cloned "one-to-one" to the client. Screens are automatically cloned upon connection.

When using the LogMeIn Client to connect, this "one-to-one cloning" happens automatically upon connection. You can also click the **Monitors** icon to switch between host-side monitors.

This illustration shows how the host-side monitors are reproduced "one-to-one" on the client computer.

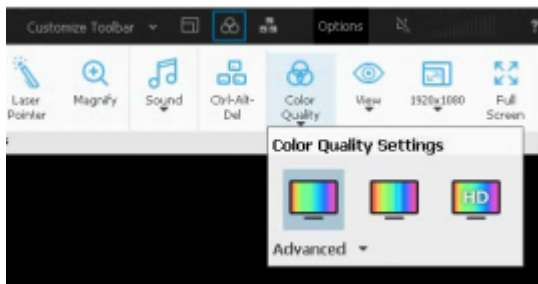


Click the **Monitors** button to switch between cloned monitors.

About HD Remote Control

High-definition (HD) quality provides a premium remote control experience. With HD remote control you can seamlessly watch videos and stream music from one computer to another.

Fastpath: To turn on HD while controlling a computer from a PC or Mac, go to the Remote Control toolbar and click **Options > Color Quality**.



For more information, see [How to Change the Color Quality of the Host Screen](#) on page 51.

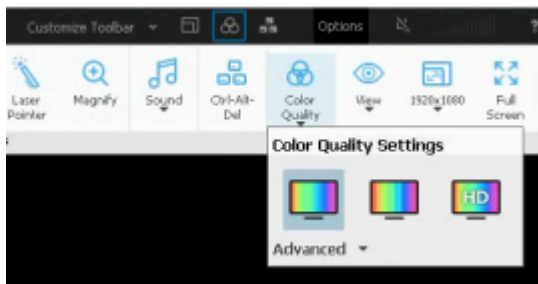


Tip: HD quality provides the least amount of latency and the smoothest transition with an automatically adjusting resolution.

How to Change the Color Quality of the Host Screen

Choose a color quality setting during remote control.

1. On the Remote Control toolbar, click **Options > Color Quality**. The Color Quality options are displayed.
2. Select the appropriate setting.



- For better image quality, select **Low quality** or **Medium quality**.
- For best image quality and performance, select **HD quality**.



Tip: HD quality provides the least amount of latency and the smoothest transition with an automatically adjusting resolution.



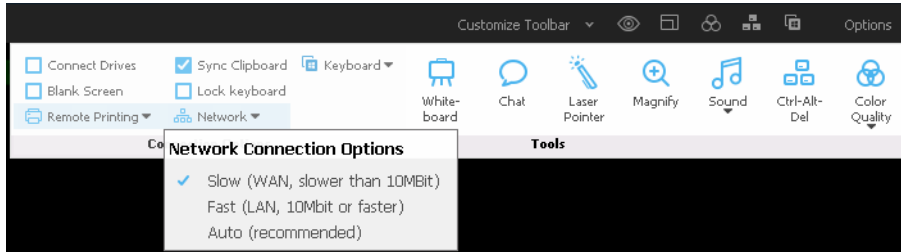
Tip: Choose **Automatically adjust color settings** to allow LogMeIn to detect the optimal setting.

Your selection is applied immediately.

How to Optimize Remote Control Performance at Slower Connection Speeds

Adjust your network connection speed to achieve optimal performance during remote control.

On the Remote Control toolbar, click **Options > Network**.



- Select **Slow** to optimize your connection on lower speed connections
- Select **Fast** to exploit a high bandwidth connection
- Select **Auto** to allow to detect the optimal settings

Customizing the Remote Control Toolbar

Add icons to the remote control toolbar for easy access to favorite remote control features. All features available under the **Options** menu can be added.

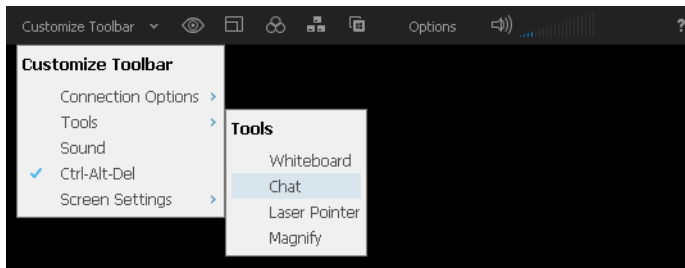


Figure 14: The toolbar customization menu

Security During Remote Control

You can prevent others from viewing the host screen and from using the host mouse and keyboard.



Tip: Want to know more about security? Read more about [securing your LogMeIn remote environment](#).

How to Blank the Host Screen During Remote Control

Protect your data by blanking the host display during a remote control session.

1. On the Remote Control toolbar, click **Options > Blank Screen**.
You can turn this feature on or off at any time.
2. If prompted, install the DPMS driver (Display Power Management Services) driver.
This happens the first time you use the screen blanking feature on the host.

Not all monitors, video cards, motherboards, or BIOS support DPMS. Check with your hardware vendor if you experience problems with the DPMS driver. In case of incompatibility, you may not be able to use this feature with some host computers.

Anyone at the host device sees a blank screen on the physical monitor while the remote session is active.



Tip: When you connect to a computer for the first time, you are presented with the option to automatically blank the remote screen during all your future sessions. To change your remote control preferences, click **Blank Screen** in the toolbar.

How to Block Input During Remote Control

Lock the host keyboard and mouse to prevent anyone sitting at the host machine from entering data during a remote control session.

- On the Remote Control toolbar, select **Options > Lock Keyboard**. You can turn this feature on or off at any time.

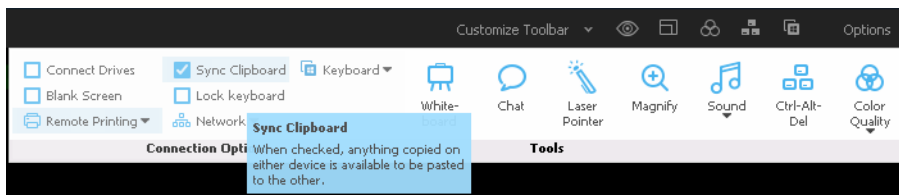
Moving Data During Remote Control

How to Copy and Paste Between Devices (Clipboard Synchronization)

Use Clipboard Synchronization to save time and avoid errors by directly copying and pasting information between devices during remote control.

This feature is not available during a view-only Monitor Host Screen session.

- On the Remote Control toolbar, select **Options > Sync Clipboard**.



Anything copied on either device is available to be pasted to the other.

- When copying between devices with the same operating system (PC to PC, Mac to Mac), copy and paste as normal.
- When controlling a PC host from a Mac client:

Option	Description
Copy from the PC (host)	Ctrl + c
Paste to the Mac (client)	cmd + v
Paste to the PC (host)	Ctrl + v

- When controlling a Mac host from a PC client:

-
- a) Set your PC-to-Mac keyboard mapping. See [How to Set PC-to-Mac Keyboard Mapping](#) on page 110.
 - b) Follow these guidelines:

Option	Description
Copy from the Mac (host)	[mapped cmd key] + c
Paste from the Mac (host) to the PC (client)	Ctrl + v
Paste to the Mac (host)	[mapped cmd key] + v

How to Connect Drives During Remote Control

Use the Connect Drives feature to make files on the client accessible to the host without copying or moving any data.

Get Connected

To connect client-side drives to the host, start a remote control session and click **Options > Connect Drives** on the Remote Control toolbar. You can turn this feature on or off at any time.

 Available on Windows hosts only.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

Find the Connected Drive

To access connected client-side drives, open **Computer** in Windows 7 or **This PC** in Windows 8 or 10. Client-side drives are listed as `Network Drives` or `Drives connected from [client name]`.

Connected Drives: Example

You have a Spyware cleaner program saved on a removable disk (such as a USB stick) attached to the client. You want to run the Spyware cleaner on the host.

1. Start a LogMeIn remote control session.
2. Connect drives at **Options > Connect Drives**.
3. During remote control, open **Computer** or **This PC** on the host.
4. Under **Network Drives**, locate and run the executable file for the Spyware cleaner to run it directly from the drive attached to the client. There is no need to copy or move any files.



Remember: Some programs may require additional configuration or a license key before they will run on the host.

Using Presentation Tools

Use the whiteboard and the laser pointer to highlight items on the host screen.

How to Draw on the Host Screen

Use the Whiteboard to activate a pencil tool that you can use to draw freehand images on the host computer's screen.

1. On the Remote Control toolbar, click **Options > Whiteboard**.
The pencil tool is activated.



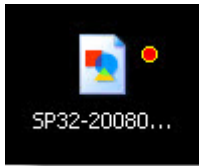
Note: You cannot control the host while Whiteboard is enabled.

2. Draw on the host screen.
The pencil tool leaves a red line on the host screen. All drawings appear on both the client and host.
3. To erase drawings, click **Options > Whiteboard**.

How to Use the Laser Pointer

The Laser Pointer is a small red dot that the client-side user moves around the host screen to highlight features for the host-side user.

1. On the Remote Control toolbar, click **Options > Laser Pointer**.
To the host-side user, the laser pointer appears as a simple red dot.



Note: You cannot control the host while Laser Pointer is enabled.

2. To exit, click **Laser Pointer** again.

Remote Sound

Use the Remote Sound feature to listen to sounds played on the host computer while you are at the client.



Important: This feature is only available for LogMeIn Pro, LogMeIn Central Plus and LogMeIn Central Premier subscribers. It is not available for LogMeIn Central Basic subscribers.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

Mute

To mute remote sound during remote control, click the loudspeaker icon on the Remote Control toolbar.

Adjust the volume

To adjust the volume during remote control, drag your mouse across the volume bars on the Remote Control toolbar.

Change sound quality

To change sound quality during remote control, click **Options > Sound** on the Remote Control toolbar and adjust the **Quality** slide bar.

Remote Printing

You can print from the host computer to a printer connected to the client.

Make sure at least one printer is connected to the client.

1. On the Remote Control toolbar, click **Options > Remote Printing** to activate Remote Printing.



Tip: You will be able to connect one or more printers when multiple client-side printers are available. For best results, only print to one printer at a time, otherwise this can lead to issues with the document reaching the print spooler successfully.

The selected printer (or the client's default printer if there is only one printer available) will be ready to receive print jobs from the host.

2. On the host, print as you normally would during regular use.
3. Make sure the client printer is selected in the Print dialog box: [Printer Name] via LogMeIn.
4. Click **Print** on the Print dialog box.
The file will print to the selected client-side printer.

Having trouble printing? See [Troubleshooting Remote Printing](#) on page 132.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

System Management (Quitting Programs on the Host)

Remotely list and quit applications running on the host.

How to Open the Windows Task Manager on the Host Computer (Ctrl-Alt-Del)

During a remote session, the `Ctrl-Alt-Del` key combination entered on the client will only be registered by the client.

This feature is not available during a view-only Monitor Host Screen session.

 Available on Windows hosts only.

- On the Remote Control toolbar, click **Options > Ctrl-Alt-Del** button.
The Windows Task Manager opens on the host computer.



Tip: You can also use a hotkey to send the `Ctrl-Alt-Del` command to the host. The default is `Ctrl-Alt-Insert`. To change the hotkey, open the host preferences and go to **General > Remote Control > Interaction** and select a key combination from the **Ctrl-Alt-Del hotkey combination** drop-down list.

How to Force Quit Applications on a Mac Host (Command-Alt-Escape)

This feature is not available during a view-only Monitor Host Screen session.


 Available on Mac hosts only.

- When controlling a Mac from a Windows PC, press `Windows Key-Alt-Esc` on the client keyboard. The **Force Quit Applications** window opens on the host.
- When controlling a Mac from a Mac, click **Options > Cmd-Alt-Esc** on the Remote Control toolbar. The **Force Quit Applications** window opens on the host.

Remote Control from a Phone or Tablet

About HD Remote Control on an iOS Device

High-definition (HD) quality provides a premium remote control experience. With HD remote control you can seamlessly watch videos and stream music from a Windows or Mac computer to your iOS device.

 **Fastpath:** To change to HD during remote control, click **Gear (Settings) icon** > **Color Quality** > **HD quality**.

HD quality requires higher network bandwidth and computer performance than other options. In general, most recently purchased computers can provide the required performance. Network bandwidth depends on your service provider.

How to Zoom in and Zoom out

When viewing a host computer's desktop, you can zoom in and out in several ways.

- Pinch your fingers together or apart.
- Tap the **Magnifying Glass (zoom)** icon to zoom to wherever the mouse is pointing.
- Tap the **Zoom Slider** icon to display a slide on the right side of the screen. Use the slide to zoom in or out to wherever the mouse is pointing.

How to Change Mouse Behavior During Remote Control

Choose how the pointer behaves on the host computer's screen.

You can only change this setting during an active remote session.

1. On the main remote control screen, tap the **Gear (Settings)** icon.



The **Settings** page is displayed.

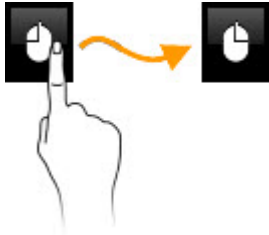
2. Tap **Scroll Mode** to choose how you want the mouse to move on the host computer:
 - Choose **Screen moves** if you want the remote desktop to move "underneath" the pointer, which remains stationary in the center of the touchscreen.
 - Choose **Mouse moves** if you want the pointer to move as you drag, similar to a laptop touchpad.
 - On an iPad and Android tablets and devices running Honeycomb, you can also choose **Direct**, which allows you to tap directly on the remote screen. You can simply tap a button on the host screen without first having to move the pointer to the button.

3. Save your settings.

App Touch Controls for Phone/Tablet: Click, Scroll, and Drag

Various gestures and swipes allow you to reproduce a range of mouse-click actions.

- A **single tap** acts as a single mouse click.
- To switch the behavior of a single click between left click and right click, tap the **Mouse button**.



- A **double tap** acts as a double click.
- A **double tap and hold** allows you to grab and then drag.
- A **two-finger tap** acts as a right click.
- A **two-finger drag** reproduces the mouse wheel scrolling action.
- On devices supporting three-finger swipe, a **horizontal three-finger swipe** switches between host monitors and a **vertical three-finger swipe** opens the keyboard.



Tip: On an iPad you can tap the on-screen mouse buttons for right-click and left-click.



How to Select and Copy Text During Remote Control

To select text on the host computer (the computer you are controlling), you must double-tap, hold, and then drag.



Important: Selecting and copying works according to the behavior of the host computer operating system (Windows or Mac OS), not your phone or tablet operating system.

What can be copied and pasted from the host to the client? You can copy **text** from the host and paste it to your phone or tablet. Other items, such as files or images, can be copied from one location on the host and pasted to another, but not to your phone or tablet.

How can you paste to another application? For devices that do not support multi-tasking you must exit the LogMeIn app and then open the application to which you want to paste the copied content. Similarly, to copy content from your device to the host, you must make a copy before you launch the LogMeIn app. Text copied from the client will be ready for pasting to the host when your remote session begins.

1. At the beginning of the text you want to select, double tap and hold (iOS) or tap and hold (Android), then drag to select the text.
You must position the mouse correctly. On iOS, the magnifying glass is not displayed to help set the insertion point.
2. Lift your finger when your selection is complete.
3. To copy, do a two-finger tap to simulate a right-click and bring up the context menu.

How to Switch Between Monitors

You can only change this setting during an active remote session with a host computer that uses multiple monitors.



Tip: On an iPhone or iPod touch, **shake** the device to switch between monitors ("shake swaps screen"). On devices supporting three-finger swipe, **make a three-finger swipe** left or right to switch between monitors.

1. On the main remote control screen, tap the **Gear (Settings)** icon.



The **Settings** page is displayed.

2. Tap **Monitor**.
A list of available monitors is displayed.
3. Make a selection:
 - To view a specific monitor, tap the monitor you want to view
 - To show all monitors simultaneously, tap **All Monitors**



Note: This is also where you can turn off the **Shake Swaps Screen** behavior.

4. Save your settings.

How to Access the Onscreen Keyboard

Use the onscreen keyboard to enter text, commands, and other information directly to the host computer.

- On the main remote control screen, tap the **Keyboard icon**.



Tip: On devices supporting three-finger swipe, make a three-finger swipe up/down to show/hide the keyboard.

The onscreen keyboard is displayed.

- Tap the screen where you want to begin typing.
- The lower keyboard is the standard keyboard for your device.
 - Tap **ABC** and **123** to switch between letters and numbers.
 - While using numbers, tap **#+=** and **123** or **ALT** to switch between special characters (including punctuation marks) and numbers.
 - On iOS, tap the **Globe** to access international keyboards.
 - On Android, tap and hold the **ABC** or **123** button and select **Input method** to access international keyboards. Refer to device documentation for further information regarding international keyboards.



Important: Characters will not be displayed if your selected international keyboard has a character set that the host computer does not support.

- The upper keyboard is unique to LogMeln.



Figure 15: iOS upper keyboard



Figure 16: Android upper keyboard

- **Shift** is "sticky" and will remain "on" when tapped to allow you to enter key combinations and to act as the Caps Lock key.



- **Ctrl** and **Alt** are both "sticky" and will remain "on" when tapped to allow you to enter key combinations.
- The **Win** key acts as the Windows logo key. Use it to open the Windows Start menu. It is "sticky" to allow for key combinations and shortcuts.



- The **Menu** key acts as the Application key. Use it to open context menus in Windows applications. It is "sticky" to allow for key combinations and shortcuts.



- The **Extra keys** icon brings up various special keys.



You may have to swipe left and right to access all available special keys.

Function keys: F1 - F12

Special keys: Esc (Escape), Caps (Caps lock), PrtScr (Print Screen), Ins (Insert), Del (Delete), Scroll (Scroll Lock), Home, End, Pause, PgUp (Page Up), PgDn (Page Down)

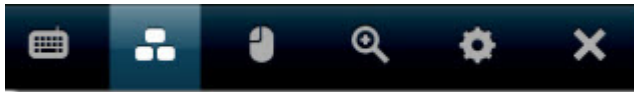
Direction keys: Tab and arrows (up, down, left, right)

- To turn off the keyboard, tap **Hide** or **X**.

How to Use Ctrl-Alt-Delete and Common Key Combinations

When connected to a Windows PC, use the Key Combinations icon to access the Ctrl-Alt-Delete key combination.


- On the main remote control screen (not the onscreen keyboard), tap the **Key Combinations** icon.



The Ctrl-Alt-Delete command is sent to the host computer.

Working with Remote Sound

With remote sound, you can use your device to listen to sounds that are being played on the host computer.

 **Important:** Remote sound is only available when connected to a **LogMeIn Pro** computer.

How to Change the Volume

1. On the main remote control screen, tap the **Gear (Settings)** icon.



-
- The **Settings** page is displayed.
2. Tap the **Host Volume** slide bar to change the volume.
 3. Save your settings.

How to Change Sound Quality

1. On the main remote control screen, tap the **Gear (Settings)** icon.



- The **Settings** page is displayed.
2. Tap **Sound Quality**.
 3. Select the quality of remote sound playback on your device.
 4. Save your settings.

How to turn off remote sound

1. On the main remote control screen, tap the **Gear (Settings)** icon.



- The **Settings** page is displayed.
2. Under **Remote Sound settings**, slide **Remote Sound** to **OFF**.

How to Manage Saved Login Details

Protect your login information by clearing saved credentials (user names and passwords) from your device on the **Settings** page in the LogMeIn app.

Example: Deleting Login Information

You are running LogMeIn on your work computer. When you normally log in to your work computer, you must authenticate to Windows using your Windows user name and password. To save time when you connect via the LogMeIn app, you select the **Remember login** option.

The Problem. Your network administrator forces you to change your Windows password every 30 days. The password remembered by the LogMeIn app will no longer be valid once you have changed the password you use to access your work computer.

The Solution. Go to the **Settings** page in the app and delete all logins (clear user name and password) to clear your old Windows credentials from the app. The next

time you access your work computer from your phone or tablet, you will need to manually enter your user name and password.

How to Protect Information During Remote Control

You can blank the host display and/or lock the host keyboard to protect your information during remote control.

You can only change this setting during an active remote session.

1. On the main remote control screen, tap the **Gear (Settings)** icon.

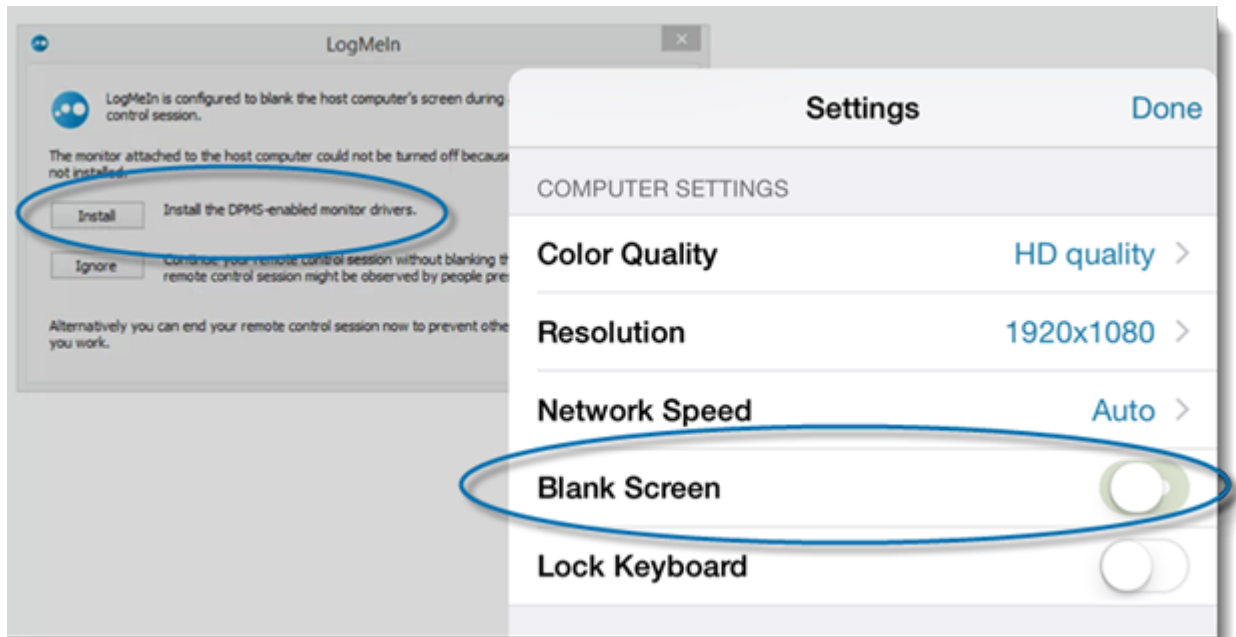


The **Settings** page is displayed.

2. Change **Blank Screen** to **On**.



Tip: Having trouble turning this feature on? Probably the host computer is waiting for you to install the driver that allows this feature to work. Switch to the host computer and install the required driver.



The host computer's monitor will be blank during the remote session. Anyone sitting at the remote location will see a blank screen. Your actions remain unobserved.

3. Change **Lock Keyboard** to **On**.

The host computer's keyboard will be locked during the remote session. Anyone sitting at the remote location will be unable to use the host keyboard.

4. Save your settings.

If you do not want to be notified each time you use Screen Blanking or Lock Keyboard, change the **Screen Blanking** and **Keyboard Lock** options to **Off** in the Notifications section.

Tips for Improving Your Experience

Change display properties and network speed to maximize response times or simply to make it easier to view and navigate the remote screen.

How to Change Display Color Quality

Adjust the color quality of the remote screen to optimize performance by changing the amount of information transferred during remote control.

You can only change this setting during an active remote session.

Adjust color settings to change the look of the screen during remote control. The change does not impact the host computer itself.

1. On the main remote control screen, tap the **Gear (Settings)** icon.



The **Settings** page is displayed.

2. Tap **Color Quality**.
 - For better image quality, select **Low quality** or **Medium quality**.
 - For best image quality and performance, select **HD quality**.



Tip: HD quality provides the least amount of latency and the smoothest transition with an automatically adjusting resolution.

- We recommend using **Auto**.

3. Save your settings.

This setting will be remembered and applied the next time you connect to the same computer.

How to Change Display Resolution

Change the display resolution of the host computer to improve your remote control experience.

You can only change this setting during an active remote session.

1. On the main remote control screen, tap the **Gear (Settings)** icon.



The **Settings** page is displayed.

2. Tap **Resolution**.

The list of available screen resolution settings is displayed.

3. Tap the preferred screen resolution.
4. Tap **Settings**.
This setting is applied to the host computer.
5. Save your settings.

The new setting will be in effect. Anyone sitting at the host will immediately experience the resolution change. When you end the remote control session, the host computer's screen resolution will return to its previous state.

This setting will be remembered and applied the next time you connect to the same computer.

How to Set Network Speed

You can select your network connection type to maximize remote control performance.

You can only change this setting during an active remote session.

1. On the main remote control screen, tap the **Gear (Settings)** icon.



The **Settings** page is displayed.

2. Tap **Network Speed**.
 - Select **Slow** to optimize your connection on lower speed connections.
 - Select **Fast** to fully exploit high bandwidth connections.
 - Select **Auto** to allow LogMeIn to set this connection automatically according to the kind of connection it detects.
3. Save your settings.

How to Protect Connection for Remote Control and File Manager

You can prevent your Remote Control and File Manager sessions from closing by setting a session timeout.

1. Tap the **Gear (Settings)** icon.
The **Settings** page is displayed.
2. Tap **When app runs in background, protect connection for Remote Control and File Manager sessions** and select a timeout limit to your sessions.
3. Slide **Show warning before timeout** to **ON** to display a warning one minute before your session times out. The warning message reads: *Open now to keep active sessions*.
4. Save your settings.

File Manager from a PC or Mac

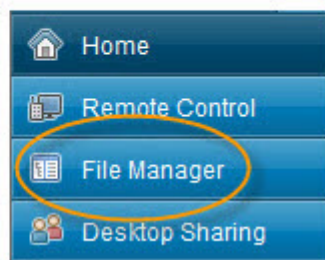
How to Transfer Files Between Computers using File Manager

Transferring files between computers is as easy as selecting files and dragging them to the appropriate folder. Otherwise, use the appropriate options on the File Manager toolbar.



Note: Drag-and-drop does not function when either the host or client computers is a Mac. Use the toolbar buttons instead.

To access File Manager, click the File Manager icon on the **Computers** page or on the LogMeIn left menu once connected to the host.





Tip: Use the simplified File Manager toolbar to show only basic file operations. You can change how the toolbar is displayed at any time in the host preferences under **Preferences > General > Appearance** by selecting **Use simplified File Manager**.



Important: *Directory symbolic links, directory junctions, and file symbolic links* can not be transferred through File Manager.

Option	Icon	Shortcut	Description
Copy		Ctrl+C	Copy the selected file or folder from the existing location to the selected new location. The copied file or folder is now in both locations.
Move		Ctrl+X	Cut a file or folder from the existing location and move it to the new location. The moved file or folder is now only in the new location.

Option	Icon	Shortcut	Description
Synchronize		Ctrl+S	Update the current folders to the client and host so that their contents are the same. Files and folders that exist only on one side are copied normally. If both folders contain one or more files that are different on the client and host, the newer version will be copied that is the one with the most recent modified date. The folders must be open, not simply selected.
Replicate		Ctrl+R	Files and folders that do not exist in the destination folder are copied normally. Files that already exist in the destination folder will be differentially transferred from the source folder. If a destination folder contains a file or a folder that does not exist in the source <i>it will be deleted from the destination</i> . This is very useful if you update the Source folder and want to push those changes to the Destination.

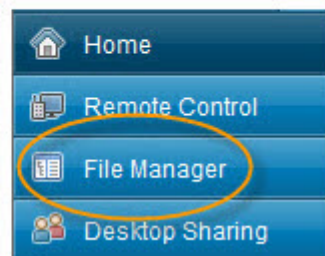
How to Navigate and Sort Files using File Manager

Navigate and Sort options are accessed via a drop-down menu on the File Manager toolbar. Shortcut keys are available for each item.



Note: The host computer's files are displayed in the right frame, the client computer's in the left. Use the Tab key to switch between the two frames.

To access File Manager, click the File Manager icon on the **Computers** page or on the LogMeIn left menu once connected to the host.



Option	Shortcut (Windows client)	Description
Refresh	F5	Refreshes the folders on both the client and host computer.
Up	Backspace	Moves up to the parent directory.
Drive list	Ctrl+Backspace	Displays the available root drives on the selected computer.
Select left drive	Alt+F1	Click to select the disk drive you want to view in the left pane of the File Manager window.
Select right drive	Alt+F2	Click to select the disk drive you want to view in the right pane of the File Manager window.
Go to folder...	Ctrl+G	Click this item to open a box where you can type the name of a specific folder or directory you want to view.
Sort by Name	Ctrl+1	Sort the directory contents by file name.
Sort by Type	Ctrl+2	Sort the directory contents by file type.
Sort by Size	Ctrl+3	Sort the directory contents by file size.
Sort by Date	Ctrl+4	Sort the directory contents by the date files were last modified.
Show...		Select Show folders for all users , Show hidden files , and/or Show system files in any combination.

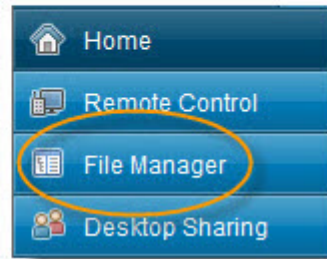
How to Edit Files using File Manager




Edit options are accessed on the File Manager toolbar or by right clicking on a file. Shortcut keys are available for each option.



Tip: Right-click a file and select **Edit** to open it for editing.

To access File Manager, click the File Manager icon on the **Computers** page or on the LogMeIn left menu once connected to the host.

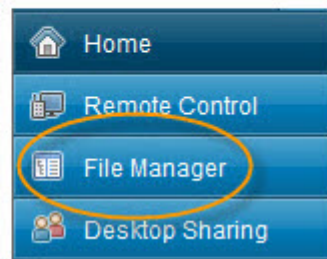




Option	Icon (Windows client)	Shortcut (Windows client)	Description
Create Folder		Ctrl+N	Create a new folder in the selected location
Rename		F2	Rename a selected file or folder
Delete		Delete key	Delete a selected file or folder

How to Select Files using File Manager

File selection options are accessed on the File Manager toolbar. Shortcut keys are available for each option.


To access File Manager, click the File Manager icon on the **Computers** page or on the LogMeIn left menu once connected to the host.



Option	Icon (Windows client)	Shortcut (Windows client)	Description
Select files		+ (on the numeric keypad)	Opens a dialog box you can use to select multiple files
Unselect files		- (on the numeric keypad)	Opens a dialog box you can use to clear selected files
Select all		Ctrl+A	Selects all files in the current location
Select none		Ctrl+- (on the numeric keypad)	Clears all selections in the current location
Invert selection		* (on the numeric keypad)	Change the current selection status to its opposite (any selected item becomes cleared and any unselected items becomes selected)

Example: How can I select or unselect files with the file selector?

The following list provides examples of using the file selector feature of the File Manager:


What to select	Syntax in the file selector
Select all files.	*
Select all files and folders.	*
Select all .exe files in a directory.	*.exe
Select all files and folders, then unselect all .jpg files.	<ol style="list-style-type: none"> 1. Click Select files and then enter * 2. Click Unselect files and then enter *.jpg
 Important: You can only unselect complete directories, not files within directories.	

File Manager from a Phone or Tablet

You can move files and folders between your mobile device, your computers, and your cloud storage services.

Getting Around in File Manager on a Phone or Tablet

File Manager is available for both iOS and Android.

Action	Description
Switch between open pages	Tap the pages icon. Tap the page you want to view. 
Open Local Files	Tap the Local Files page to view files that are available on your phone or tablet.
Open File Manager	Tap My Computers , tap a computer, and then tap the File Manager button.
View a file	To open a file, double-tap it. You should be able to open these common file types on most devices: <ul style="list-style-type: none">• iWork documents• .jpg, .tiff, .gif, .png (images)• .doc and .docx; .xls and .xlsx; .ppt and .pptx (Microsoft Office)• .htm and .html (web pages)• .key; .numbers• .pages• .pdf• .txt; .rtf• .vcf• .csv• .aac• .mp3• .aiff• .wav• .m4v• .mp4• .mov• .avi
Drill down into folders	To see the contents of a folder, double-tap it or tap the arrow icon.
Move back a level	To move back, tap a folder at the top of the page.
Other options	Add a new folder, sort the files in a folder, or select all files in a folder.

How to Copy Files from a Phone/Tablet to a Computer or Cloud

You can transfer files and folders from your phone or tablet to your PC or Mac. On an iOS device, you can also transfer to a cloud storage service.

1. Select the files you want to copy from the **Local Files** on your device. Here's how.
 - a) Tap the pages icon.



- b) Tap the **Local Files** page.
- c) Tap your way to the files you want to copy.
- d) Tap each file or folder you want to copy.

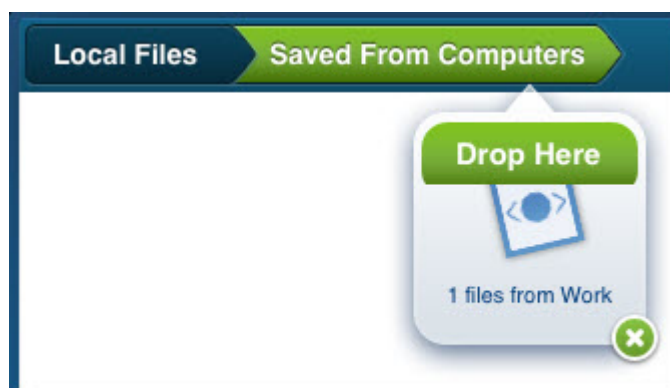


Tip: You can copy photos and images (.jpg, .jpeg, .tif, .tiff, .gif, .png, .bmp, .bmpf, .ico, .cur, .xbr) just as you would any other file.

2. Choose the action to perform. In this case, **Copy**.
The package of copied files is created.
3. Choose a destination.
 - To copy to a computer, go to the **My Computers** page, find the computer that will receive the files, and tap the **File Manager** button.



- To copy to a cloud storage service, go to **My Cloud Bank** and select a service. Only available on iOS devices!
4. Drop the package of files at the chosen destination. Here's how.
 - a) Tap your way to the location where you will paste the files.
 - b) Tap **Drop Here**.



Your files are copied.



Tip: You can store files using **LogMeIn Files** by tapping on **LogMeIn Files**.



Tip: On iOS, you can use iTunes File Sharing to move files into LogMeIn Documents (called **Local Files** on your device). From there, you can transfer them easily to your LogMeIn computers or to a cloud storage service. This may not be available if you are using an older iPhone or iPod touch.

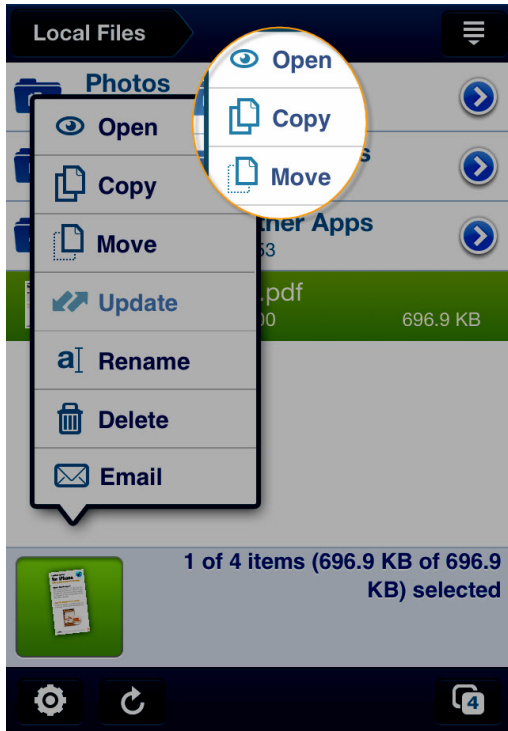
How to Copy Files to a Phone or Tablet

You can transfer files and folders from your computer or cloud to your phone or tablet.

1. Select the computer or cloud with the files you want to copy. Here's how.
 - To copy from a computer, go to the **My Computers** page, select the computer with the files you want to copy, and tap the **File Manager** button.



- To copy from a cloud storage service, go to **My Cloud Bank** and select a service. Only available on iOS devices!
2. Choose the files you want to copy.
 - a) Tap your way to the files you want to copy.
 - b) Tap each file or folder you want to copy.
 3. Choose the action to perform. In this case, **Copy**.



The package of copied files is created.

4. Choose a destination.

- To copy to your device, open the **Local Files** page. You may need to swipe left or right to find it.
- To copy to a computer, go to the **My Computers** page, find the computer that will receive the files, and tap the **File Manager** button.



- To copy to a cloud storage service, go to **My Cloud Bank** and select a service.

5. Drop the package of files. Here's how.

- a) Tap your way to the folder where you will paste the files.
- b) Tap **Drop Here**.

Your files are copied.

- Image files (.jpg, .jpeg, .tif, .tiff, .gif, .png, .bmp, .bmpf, .ico, .cur, .xbm) saved to the LogMeIn Photos folder are also available in your device's **Photo Library**.
- Only image and video files are copied to your device's Photo Library. Other files will be copied to the **Saved From Computers** folder.

How to Email Files from a Phone or Tablet

You can send files via email from the Local Files folder on your device.

You can only email from the Local Files folder on your device. You cannot email from a computer or cloud.

1. Select the files on your device that you want to send in an email. Here's how.
 - a) Tap the **Local Files** page.
 - b) Tap your way to the files on your device you want to email.
 - c) Tap each file or folder you want to email.
2. Choose the action to perform. In this case, **Email**.

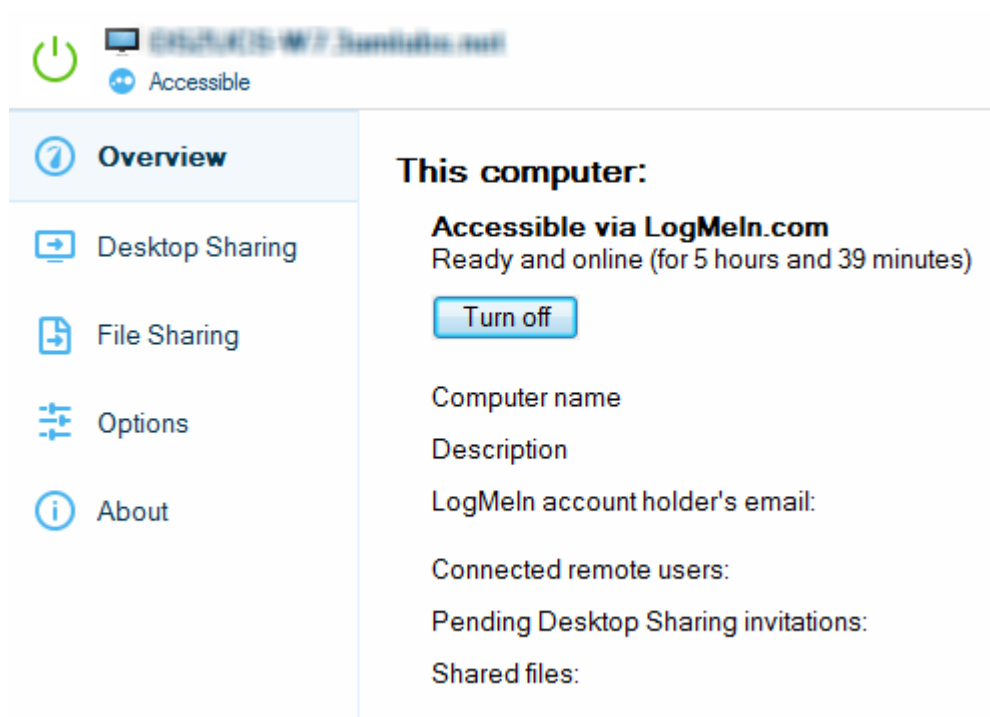
On an iPhone or iPod touch, tap the files icon at the bottom of the screen to show the menu.

Your default email client is displayed with the selected files attached to an email.
3. Type and send your email.

About the LogMeIn Control Panel

The LogMeIn Control Panel is your launch pad to host-side (local) LogMeIn functionality.

While LogMeIn is mainly about making connections to remote computers running LogMeIn host software, it also offers so-called "local" services directly from a host. That is, certain LogMeIn features are accessed directly from a computer running LogMeIn. The main local host features are File Sharing and Desktop Sharing.



What can you do with the Control Panel

- Disable the LogMeIn service on the host (so no one will be able to access your computer remotely)
- View information about connections made to your computer
- Change the LogMeIn subscription used by your computer
- Check for LogMeIn software updates
- Customize and control your LogMeIn experience by setting Preferences
- Use Desktop Sharing...
 - When you are sitting at a computer that is running LogMeIn
 - When you want someone to see your desktop (for example, so you can show how to do something)
 - When you want someone to be able to control your desktop (for example, to help you solve a problem with your computer)
- Use File Sharing...
 - When the file you want to share is too large for email
 - When you want to control how many people will be able to download your file
 - When you want a file to be available for a specific period of time

-
- When you want to be able to see if the file has been downloaded
 - When you want to be able to revoke the file share

How to Open the LogMeIn Control Panel

- **Option 1**
 - Double-click the LogMeIn icon.



Figure 17: LogMeIn icon in the Windows system tray



Figure 18: LogMeIn icon on the Mac menu bar

- **Option 2**
 - In Windows, select **Start > Programs > LogMeIn**.
 - On a Mac, open the **Finder** and select **Applications > LogMeIn > LogMeIn**.

Sharing your Desktop with Another Person (Desktop Sharing)

Use the Desktop Sharing feature to invite anyone with an Internet connection to use or view your computer.

When should you use Desktop Sharing?

- When you are sitting at a computer that is running LogMeIn
- When you want someone to see your desktop (for example, so you can show how to do something)
- When you want someone to be able to control your desktop (for example, to help you solve a problem with your computer)



Note: You will be given the choice to allow full remote control or desktop viewing when your guest makes a connection to your computer.

For security reasons, the following Pro features are not available in a Desktop Sharing session:

- File Transfer
- Clipboard Sync
- Remote Printing

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

How to Send a Desktop Sharing Invitation

1. There are two ways to initiate the Desktop Sharing process.
 - **Option 1.** On the computer you want to share, open the **LogMeIn Control Panel** and click the **Desktop Sharing** tab.
 - **Option 2.** On the computer you want to share, click the LogMeIn icon in the system tray and select **Share my desktop...** from the menu.

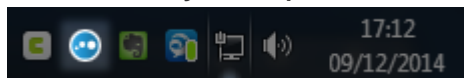


Figure 19: Windows



Figure 20: Mac

2. On the **Desktop Sharing** tab, click **Send an Invitation...**
The **Invitation Details** dialog box is displayed.
3. Enter **Invitation Details:**
 - a) Enter a **Title** for your invitation. This helps you track your invitations.

-
- b) Specify how long the invitation will remain open. The invitation will expire if the invitee does not accept within the given amount of time.
 4. Click **Next**.
 5. Choose an **Invitation Method** (how you want the invitation to be sent):
 - Choose **Send an email on my behalf** to allow LogMeIn to send an email
 - Choose **I will send an invitation myself** to send the invitation using your chosen email program
 6. Click **Next**.
 7. Send the invitation:
 - If you chose **I will send an invitation myself**, you must copy the link and send it using your chosen email program.
 - If you chose **Send an email on my behalf**, you must enter an email address and message to the recipient and click **Next** to send.



Tip: LogMeIn provides the invitation email in all supported languages. Use the **Message Language** drop-down to select a language.

8. Click **Finish** to exit the sharing process.

The email recipient clicks the invitation link to activate the session. You are prompted to acknowledge your guest and grant either remote control rights or desktop viewing rights.

How to Disable/Enable or Delete a Desktop Sharing Invitation

Desktop Sharing invitations can be cancelled or temporarily disabled.

1. Open the **LogMeIn Control Panel** and click the **Desktop Sharing** tab.
2. Under **Current Invitations**, select the invitation you want to disable/enable or delete.
 - Click **Disable** or **Activate** to deactivate or activate the invitation
 - Click **Remove** to cancel the invitation and remove it from the list

Sharing Files on Your Computer with Others (File Sharing)

Use the File Sharing feature to allow colleagues and friends to securely download files *directly* from your LogMeIn computer.

When should you use File Sharing?

- When the file you want to share is too large for email
- When you want to control how many people will be able to download your file
- When you want a file to be available for a specific period of time
- When you want to be able to see if the file has been downloaded
- When you want to be able to revoke the file share



Tip: Do you want to share **multiple files** or an **entire folder**? Zip all of the files you want to share into one file and share the resulting [ZIP file](#).

Using LogMeIn File Sharing



Important: Others can only download shared files from your computer when it is powered on and is online.

1. Choose how you want to initiate the File Sharing process:
 - **Option 1.** On the computer with the file you want to share, open the LogMeIn Control Panel and click the **File Sharing** tab.
 - **Option 2.** On the computer with the file you want to share, click the **LogMeIn icon** in the system tray and select **Share a File...** from the menu.




Figure 21: Windows host



Figure 22: Mac host

- **Option 3.** Windows only. Right-click on the file you want to share and select **Send to > LogMeIn File Sharing** (skip to step 4, below).
2. On the **File Sharing** tab, click the **Share a File...** button.
3. Choose the file you want to share.
4. Enter **Sharing Details**:
 - **Comment** – Write a description of the file you are sharing that will be recognizable to the recipients
 - **Sharing time limit** – Enter the amount of time for which the file will be available for download
 - **Download limit** – Enter the maximum number of times the file can be downloaded

-
5. Click **Next**.
 6. Choose how you want to send the File Sharing notification message:
 - Choose **Send an email on my behalf** to allow LogMeIn to send an email
 - Choose **I will send an invitation myself** to send the invitation using your chosen email program
 7. Click **Next**.
 8. Send the notification:
 - If you chose **Send an email on my behalf**, you must enter an email address and message to the recipient and click **Next** to send.
 -  **Tip:** LogMeIn provides a standard message in all supported LogMeIn languages. Use the **Message Language** drop-down to select a language.
 - If you chose **I will send a notification myself**, you must copy the link and send it using your chosen email program.
 9. Click **Finish** to exit the sharing process.

How to Edit or Delete a File Share

You can change file share settings or delete a file share at any time.

1. Open the **LogMeIn Control Panel** and click the **File Sharing** tab.
2. Under **Shared files**, select the share that you want to edit or delete:
 - To edit the file share, click **Details**
 - To remove the file share, click **Remove**

No file is ever deleted.

Managing Windows and Microsoft Updates

With Update Management you can control how Windows and Microsoft updates are installed on all supported hosts in your account.

Required LogMeln software

Required host software: Version 4.1.1868 or higher

For each computer covered by your Pro subscription, you can do the following:

- View list of pending updates
- Install updates
- View update settings
- Change update settings on a single host

Required host operating systems

The host must run an officially supported Windows operating system. See [System Requirements – Host Computer](#) on page 19.



Tip: Consult Microsoft documentation for comprehensive information about Windows and Microsoft updates.



Note: In Windows 10 Home Edition the **Windows Update Settings** can't be changed.

- Windows 10 – <http://windows.microsoft.com/en-us/windows/windows-update>
- Windows 8 – <http://windows.microsoft.com/en-US/windows-8/windows-update-faq>
- Windows 7 – <http://windows.microsoft.com/en-XM/windows7/Understanding-Windows-automatic-updating>
- Windows Vista – <http://windows.microsoft.com/en-XM/windows-vista/Understanding-Windows-automatic-updating>
- Windows Server 2008 – <http://technet.microsoft.com/en-us/library/cc730810.aspx>

How to View Update Status

On the **Computers** page, click **Properties > Updates** next to the computer you want to work with.

Color coded shield icons indicate the update status of each supported host:

- Service is set to check for updates automatically. All important updates are installed.
- Service is set to check for updates automatically. Important updates are pending.
- Host will attempt to reboot automatically after installing updates. This icon is only available on the **Updates** page.
- Service is set to never check for updates, or the service cannot be accessed.
- Host reboot required

How to Change Update Settings for a Single Host

1. On the **Computers** page, click **Properties > Updates** next to the computer you want to change.
2. Change how Windows installs updates. Some settings may be managed by the system administrator. See Windows documentation for details. All settings are the same as in Windows.

Option	Description
Important updates	Select how important updates are downloaded and installed.
Recommended updates	Choose how to manage recommended updates. Not valid for Windows XP, Windows 2000, and Windows 2003 hosts.
Who can install updates	Choose who can install updates. Not valid for Windows XP, Windows 2000, and Windows 2003 hosts.
Software to update	Choose to install either Windows updates only or Microsoft product updates along with Windows updates (for example, Microsoft Office updates).

The updates that only a system administrator can change are grayed out.

3. To display delivery options, click **Change** next to **How the settings above are delivered to hosts**. These settings are not applied to hosts, but rather tell LogMeIn how to deliver the Updates-related settings.

Option	Description
Attempt to connect to computers for	LogMeIn will attempt to change how Windows installs updates for this period of time.
Wake up computers	Send a Wake On LAN command before attempting to deliver changes to update settings. Hosts must meet all Wake On LAN requirements. See How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN on page 45.

4. Click **Apply Settings**.

Antivirus

Monitor anti-virus software running on LogMeIn host computers.

At a glance

For each computer covered by your subscription, you can do the following:

- Monitor anti-virus status on the Computers list
- View detailed anti-virus information for each supported host
- Install and activate LogMeIn Antivirus on Windows hosts (Premier and Security only)



Note: LogMeIn only displays information on viruses that your anti-virus software is able to detect. It does not display information about malware and spyware.

Required LogMeIn host software

- Windows: LogMeIn host version 4.1.1868 or higher
- Mac: LogMeIn host version 4.1.0.5673 or higher

Supported anti-virus software

Support level	Description
Full support	<p>For anti-virus software that is fully supported:</p> <ul style="list-style-type: none">• LogMeIn can read all relevant information from the anti-virus software installed on the host<ul style="list-style-type: none">• When virus definition was last updated• Threat log• Host's real-time protection setting• LogMeIn Central Premier and Security subscribers can do the following:<ul style="list-style-type: none">• Run commands on the host to manage its anti-virus software• Enable real-time protection• Check for the latest virus definition• Run a full scan on the host
Partial support	<p>For anti-virus software that is partially supported:</p> <ul style="list-style-type: none">• LogMeIn can read all relevant information from the anti-virus software installed on the host<ul style="list-style-type: none">• When virus definition was last updated• Host's real-time protection setting• LogMeIn Central Premier and Security subscribers may be able to do the following:<ul style="list-style-type: none">• Run commands on the host to manage its anti-virus software• Enable real-time protection• Threat log


Support level	Description
	<ul style="list-style-type: none"> • Check for the latest virus definition • Run a full scan on the host
Minimal support	LogMeIn can only read whether or not the virus definition is up-to-date.

Viewing Anti-virus Status and Details





To view the anti-virus status of your hosts, go to the **Computers** page and select **Detail view**.

In the **Anti-virus** column, color coded icons indicate the status of each host.



Tip: Don't see the **Anti-virus** column? Click the column selector  at the top-right of your computer list and choose **Anti-virus**.


Status indicator icons:

-  Host requires immediate attention because either **Real-time Protection** is turned off or there is no anti-virus software installed.
-  Host requires attention because there is an issue with the anti-virus software. For example, its virus definition is out of date or there are unacknowledged threats.
-  The anti-virus software is up and running and the host is not infected.
-  There is not enough information about the anti-virus software running on the host, but the available details do not suggest any problem with the host. Make sure that you have the latest LogMeIn host version, your computer is online, and the anti-virus software is enabled and supported by LogMeIn.

View details for an individual host

To view details for any individual computer, click the icon in the Anti-virus column.

The following details are displayed on the **Host Properties > Anti-virus** tab.

Detail	Description
AV software name	Name of the supported anti-virus software running on the host.
Virus definition up-to-date	Displays whether the anti-virus software has the latest virus definition database.
Virus definition version	The version of the database containing information on viruses.
Real-time Protection	<p>Displays whether the anti-virus software is protecting the host in real time (On) or not (Off).</p> <p>When an anti-virus software is running in real-time mode, it can filter Internet traffic for viruses and scan files before you open or run them.</p> <p> Note: Even if real-time protection is turned off, the anti-virus software may periodically scan for viruses.</p>

Detail	Description
Last full scan time	Time of the last full scan. Click Run full scan now to use the installed anti-virus software to scan the computer for viruses.
Threat Log	<p>A list of viruses detected by the anti-virus software.</p> <p>Click Acknowledge all threats to acknowledge the list of viruses. You cannot acknowledge a single threat.</p> <p>Viruses are not removed on the host when you acknowledge threats.</p>





Computer Health

Health is an indicator shown on the Computers list.

Health indicator icons are color coded and represent the single most serious problem detected on a host. They are shown in the **Health** column in **Detail view**.

Health is determined by Windows updates and anti-virus settings.

Health indicator icons:

-  The host requires reboot to finish the installation of important Windows updates or the Windows updates service is not running on the host. There is a critical issue with the anti-virus software.
-  There is an issue with the anti-virus software or the installation of important Windows updates is pending on the host.
-  The host is running the latest Windows updates and the most up-to-date virus definition.
-  You must update the host to see its full health report.

LogMeIn Antivirus

Premier and Security subscribers can install and activate LogMeIn Antivirus on Windows computers in their LogMeIn Central account.

Once you have installed LogMeIn Antivirus to your computers, you can manage anti-virus status, updates, and more from within the Anti-virus dashboard in LogMeIn Central.

What is LogMeIn Antivirus

LogMeIn Antivirus uses real-time information to proactively identify and protect against unique, sophisticated threats.

The following features are included in LogMeIn Antivirus

- File Scan
- Behavioral Scan
- Traffic Scan
- Exclusion list
- Silent install

System Requirements for LogMeIn Antivirus

- Windows 7 or newer (including 64-bit)
- LogMeIn host version *version 12572* or higher

Installing LogMeIn Antivirus

How to install and activate LogMeIn Antivirus on any Windows host.

Who can use this feature? The ability to activate and manage *LogMeIn Antivirus* is available to any Account Holder of a LogMeIn Central Premier or Security subscription and to users with the following permissions: **Enable LogMeIn Central** and **Anti-Virus Management**.



Important: To ensure optimal performance, all other anti-virus software, except *Kaspersky Endpoint Security for Business*, must be manually removed from the host.

1. In LogMeIn Central, go to **Antivirus**.
2. Select the checkbox for each computer you want to work with.
The **Actions** button is activated at the top of the page. Required host software: On Windows, *version 12572* or higher.
3. Click **Actions** > **Install LogMeIn Antivirus**.
 - For each host that is online with no conflicting anti-virus software installed, LogMeIn Antivirus is installed and activated.
 - If conflicting anti-virus software is detected, you must remove it before continuing.
 - If offline hosts are detected, you should bring them online before continuing.

The host-side end user does not need to take action to complete the installation. Host-side users are not interrupted.

LogMeIn Antivirus remains active as long as a host remains attached to your LogMeIn Central account. Activation renews automatically every 30 days.

As with other LogMeIn Central features, if you have trouble with the LogMeIn Anti-virus installation, please contact LogMeIn Customer Support.

Removing LogMeIn Antivirus

LogMeIn Antivirus is a separate software and not removed when you uninstall the LogMeIn host software from a computer.


When you remove LogMeIn or detach a host from your account, LogMeIn Antivirus remains installed, but does not renew. LogMeIn Antivirus eventually notifies the host-side user that the service is no longer active.


To remove LogMeIn Antivirus from a host, you must manually uninstall it.

Running a Scan with LogMeIn Antivirus

Scan your computer for potential threats and malware.

1.

In the taskbar menu, click the LogMeIn Antivirus icon .
The **LogMeIn Antivirus** software is displayed.



2. Click the scan icon  .
3. Choose from the following:

Option	Description
Quick Scan	Scans major files and folders on the computer except hidden files and system files.
Full Scan	Scans all files on your computer.
Custom Scan	Allows you to customise what files and folders are scanned and when the scan runs. For more information, see Creating a Custom Scan in LogMeIn Antivirus on page 89.

The Antivirus starts scanning your system and creates a report.

Creating a Custom Scan in LogMeIn Antivirus

LogMeIn antivirus lets you create a customized antivirus scan


1. In the taskbar menu, click the LogMeIn Antivirus icon  .
The **LogMeIn Antivirus** software is displayed.
2. Click the scan icon  .
The **Scan Tasks** menu appears.
3. Choose **New Custom Scan**.
The **Custom Scan** menu appears.
4. Under **Target**, select what drives, folders and files you want to scan.
5. Under **Scan Options**, select a scan level.

Option	Description
Aggressive	Configures the scan settings for maximum protection against any type of malware.
Normal	Provides optimum balance between security and performance.
Permissive	Provides basic security but maximum performance.
Custom	Define the granularity of your scan and actions to take.


6. If running the scan is not important, check **Run task with low priority**.
7. Click **Start Scan**.
 - Optional: Under **Save favourite scan**, name and save scan settings for future use.

Applying Filters to LogMeIn Antivirus






The list showing all antivirus related events can be filtered by specific categories.

1. In the taskbar menu, click the LogMeIn Antivirus icon  .

The **LogMeIn Antivirus** software is displayed.

2. Click the Filters icon . The Filters menu is displayed.

3. Select what category you want to filter by.

Name	Icon	Description
General Settings		Settings related to account and licensing.
Antimalware		Notifications related to recent scans.
Update		Updates for the software.
Content Control		What features/modules have been enabled/disabled.
Device Control		Not available right now.

Creating a Policy for LogMeIn Antivirus

You can create a policy containing settings for LogMeIn Antivirus that you can apply to multiple hosts.

1. In LogMeIn Central, Go to **Antivirus > LogMeIn Antivirus policy**.
2. Choose the policy you want to edit or create a new one.
3. Select whether or not to enable **Antimalware**.
4. Under **Scan profile**, choose from the following:

Option	Description
Aggressive	Configures the scan settings for maximum protection against any type of malware.
Normal	Provides optimum balance between security and performance.
Permissive	Provides basic security but maximum performance.

5. Under **Scheduled scans**, choose from the following and set the scan schedule:

Option	Description
Quick scan	Scans major files and folders on the computer except hidden files and system files.

Option	Description
Full scan	Scans all files on your computer.




- Under **Exclusion list**, add any files or file types you do not want scanned.
- Under **Device scan**, select whether or not to enable **Scan USB devices**.
- Under **Extra settings**, you can set the following:

Options	Description
Silent mode	Run LogMeIn Antivirus in the background to prevent host-side users from accessing AV settings.
Antiphishing	Block known phishing and fraudulent websites when browsing.
Traffic scan	Scan HTTP, POP3 and SMTP traffic for viruses.
Block USB storage devices	Prevents USB devices from being used.

- Click **Create** or **Save**.

Can I See a List of Websites Blocked by the Antiphishing Module?

The Content Control filters allow you to see what sites are blocked.

- On the host, in the taskbar, right-click on LogMeIn Antivirus .
- Click **Show**.
The LogMeIn Antivirus menu is displayed.
- Click **Filter** .
- Filter entries by Content Control .

Filtered websites are shown in the application's display.

Remote Management of LogMeIn Hosts

To access remote management features:

- From the LogMeIn website, go to the **Computers** page and click the **Dashboard** link.



- From the LogMeIn Client, go to the **Main Menu**. Once connected, click **Show Detailed Mode**.



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Using the LogMeIn Dashboard

Use the Dashboard to monitor Windows processes and services.



Important: This feature is only available for LogMeIn Pro, LogMeIn Central Plus and LogMeIn Central Premier subscribers. It is not available for LogMeIn Central Basic subscribers.



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.



Available on Windows hosts only.

The LogMeIn Dashboard gives snapshots of multiple Windows features that can be monitored from the web browser or client app.


System Information	View information about the PC, including Memory, Operating System version, and CPU type.
Processes	View a list of active processes and the percentage of the CPU they are using.
Most Recent Accesses	View the Windows user account most recently used to authenticate to the host.
Installed Hotfixes	View emergency patches and Windows hotfixes installed on the host, if any. For more information, see this post from Microsoft.
Events	View a list of the most recent events reported in Event Viewer on the host. To filter out and set exclusions for certain event types, click Set filter .
Network Traffic	View information on activity and data being sent over the host's network connection.

Disk Drives	View information on host's hard disks and partitions, including size and available space.
Scheduled Tasks	View a list of Scheduled tasks that have run on the host, including when the tasks were last ran and when they are due to run again
Journal	Use the Journal to create and view notes about the host and/or sessions.

Managing the Rights of Windows Users and Groups

User Manager supports all features of Windows Computer Management for Local Users and Groups, including full Active Directory support.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > User Manager**




Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Click a user on the **User** tab:
 - Change the password and password settings
 - Rename the user
 - Disable the account
 - Delete the user
 - Assign a Home Directory
 - Assign a Logon Script
 - Assign a Profile Path
- Click a group on the **Groups** tab:
 - Assign members to the group
 - Rename the group
 - Delete the group
 - Edit the Description

Monitoring Events in the Application, Security, and System Logs

LogMeIn Event Viewer supports features similar to the Windows Event Viewer, including the Application Event Log and Security Event Log.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > Event Viewer**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Click an entry to view event details
- Clear the contents of a log file by clicking **X** (Clear Log) on the toolbar
- Click the **Event Filter** icon to filter a long list of events



Accessing Web App Usage Information of Remote Hosts (Top Apps)

The **Top Apps** feature provides quick and easy access to commonly used web applications across LogMeIn host computers in your LogMeIn Pro account.

Who can use this feature? Web app usage information is available to any Account Holder of a LogMeIn Pro subscription.

The LogMeIn service collects data about web app usage from each computer in your account. When logged in to your account, a list of apps is shown along the right side of the **Computers** page.



Note: You can only access usage information on computers in your LogMeIn Pro account. This feature is not available for LogMeIn Central subscriptions.

Follow the steps below to switch on app usage collection.

1. Log in to your LogMeIn Pro account.
2. Navigate to the **Computers** page.
The **Applications** pane is displayed on the right side of your screen.
3. Click **Switch On** and select an option.
 - **Enable app list only to me:** Usage information is only collected for the account you are currently logged into.
 - **Enable to all users of my account:** Usage information is collected for all hosts under your account.

Your most used web apps will be displayed soon, depending on usage frequency. Click a listed app to launch it.



Tip: You can switch off this feature at any time on the **Applications** pane. Collected usage information is retained, and you can opt in again and continue where you left off.

Working with Services

The LogMeIn Services feature is similar to Windows Services.

Available on Windows hosts only.

Fastpath: Connect to a Windows computer and go to **Computer Management > Services**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Select a service:
 - Click the **Properties** icon to view or edit details



- Click **Play** to start a stopped item



- Click **Stop** to stop a running item



- Click **Restart** to restart a running item



Note: When specifying a user account to be used by a service, it must be in DOMAIN\USER form. Type . \USER to use a local account.

Working with Processes

The LogMeIn Processes feature is similar to the Processes tab in Windows Task Manager.


 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > Processes**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Working with Drivers

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > Drivers**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Select a driver:
 - Click the **Properties** icon to view or edit details



- Click **Play** to start a stopped item



- Click **Stop** to stop a running item



- Click **Restart** to restart a running item



Editing the Registry

LogMeIn Registry Editor functionality corresponds to the Windows Registry Editor.



Available on Windows hosts only.



Fastpath: Connect to a Windows computer and go to **Computer Management > Registry Editor**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Registry keys (HKCR, HKCU, HKLM, etc.) are displayed in a tree structure.

- Click an item to view details
 - Click the **Plus** icon to create a new value



- Click the **Key** icon to change access permissions



- Click the **Delete** icon to remove a key



Note: You can edit values that are either of text (REG_SZ, REG_EXPAND_SZ or REG_MULTI_SZ) or integer (REG_DWORD) type; and REG_QWORD type values. Binary values are displayed, but cannot be edited.

Opening the Command Prompt

Open a fully functional command prompt on a host.

The Telnet client provides encryption and data compression for security and speed. It works with the ActiveX plugin (Internet Explorer) or LogMeIn Client app (Firefox26+, Chrome 32+). A Java or HTML-based version is available as a fallback.

Using Your Browser

 Available on Windows hosts only.


1. Connect to a Windows computer.
The **Dashboard** panel is displayed.
2. Go to **Computer Management > Command Prompt**.



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Using the LogMeIn Client App

 Available on Windows hosts only.

1. Select a Windows computer from the list.
2. Click  to open the command prompt.

Rebooting the Host

 **Fastpath:** Connect to a Windows computer and go to **Preferences > Advanced > Reboot Options**


Restart LogMeIn	Restart the LogMeIn service. This does not reboot the host.
Normal Reboot	Close all processes and reboot the host in an orderly fashion.
Emergency Reboot	Available on Windows hosts only. Windows will shut down properly and flush all outstanding file operations to disk. Applications and other processes may not terminate gracefully, so you could lose unsaved data.
Hard Reboot	Reboot as quickly as possible. The operating system will not terminate gracefully, so you could lose unsaved data. Reboot is immediate (like pressing your computer's reset button). You will not receive feedback from the LogMeIn service.
Safe-mode Reboot	Available on Windows hosts only. Restart the computer in safe-mode with networking (and LogMeIn) enabled. Safe-mode is a special way for Windows to load when there is a system-critical problem that interferes with the normal operation of Windows.
Scheduled Reboot	Schedule a date and time to automatically reboot the computer. This is useful if the reboot is not urgent and can take place during off-peak hours.

Enabling Windows Automatic Logon (autologon)


Enable autologon to bypass the Windows logon screen. Upon system startup, the system will attempt to log on to Windows with the specified autologon username and password.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > Reboot**

 **Remember:** Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

 **Caution:** *Read the autologon security warning from Microsoft* before using this feature.


 **Note:** This is not the same as the automatic authentication feature available to LogMeIn Central subscribers. See "How to Set up Automatic Authentication" in the LogMeIn Central User Guide.


1. On the **Reboot** page, click **Specify credentials to automatically login on the host after rebooting**. The **Automatic Login** page is displayed.
2. Enter a **User Name**, **Password**, and a **Domain**.
3. Select the **Automatic logon enabled** box.
4. Click **Apply**.
5. Restart the host.

Viewing a Host Computer Desktop without Taking Control

Use the Monitor Host Screen feature to gain **view-only** access to a host computer's screen.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Management > Monitor Host Screen**


 **Remember:** Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Working with Environment Variables

LogMeIn Environment Variable management corresponds to Environment Variable management under System Properties in Windows.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Settings > Environment Variables**

 **Remember:** Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Select a variable:
 - Click the **Properties** icon to view or edit details



- Click the **Plus** icon to create a new value




Changing Virtual Memory Settings

LogMeIn Virtual Memory management corresponds to Virtual Memory management under System Properties in Windows.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Settings > Virtual Memory**

 **Remember:** Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

1. Change **Minimum** (Initial) size and **Maximum** size.



Tip: To remove the paging file from the drive, enter 0 in both fields.

2. Click **Apply**.
3. Restart the host.

Changing System Time on a Host

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Settings > Time**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Enter the desired values and click **Apply**.




Note: Time is displayed according to time settings on the host.

Managing Shared Resources

View and manage shared resources on the host, including shared folders, administrative shares, printers, scanners, and similar.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Settings > Shared Resources**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Click a folder's **Path** link to open the folder in LogMeIn File Manager
- Click the **Change Access Permissions** button to open a dialog box where you can add new permissions or remove existing permissions for the chosen object




- Click the **Delete** button to remove sharing from an object



Setting Automatic Change Process Priorities

You can automatically update the priority class under which a process runs. This is useful for forcing lengthy, CPU-intensive tasks into the background on a machine where responsiveness of other processes is critical.

 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Computer Settings > Automatic Priorities**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

1. Click the **Plus** icon to create a new priority.
The Automatic Priorities dialog box is displayed.
2. Enter the name of the executable in the **Process Name** field.
3. Choose the target priority class under **Priority**.
4. Select one or more **Processor Affinity** boxes to force a process to execute on a specific processor (or processors).
5. Click **Add**.

Viewing Host Performance Information

To access remote management features:

- From the LogMeIn website, go to the **Computers** page and click the **Dashboard** link.



- From the LogMeIn Client, go to the **Main Menu**. Once connected, click **Show Detailed Mode**.



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Viewing CPU Load

View metrics for CPU load on all processors on a host.

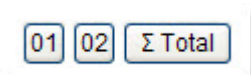
 Available on Windows hosts only.

 **Fastpath:** Connect to a Windows computer and go to **Performance Info > CPU Load**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)
- Use the numbered buttons to switch between CPUs if the host has more than one



- Click any item in the Most CPU-Intensive Processes list to view process details

Viewing Memory Load

View metrics for system memory load on a host.

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Memory Load**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Use the drop-down list to choose the data type displayed in the graphs:
 - Memory Load
 - Physical Memory Load
 - Commit Memory Load
- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)

Viewing Disk Space Utilization

View metrics for disk space utilization per logical disk on a host.



Available on Windows hosts only.



Fastpath: On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Disk Space**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Use the drop-down list to switch between available disks
- Hold your mouse over a graph to see when the sample was taken (each shows a different sampling frequency – 2 seconds, 10 seconds, 5 minutes, 1 hour)

Viewing Drive and Partition Information

View details regarding physical drives and partitions and logical drives on a host.



Available on Windows hosts only.




Fastpath: On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Drive and Partition Info**




Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- To manage files on a drive, click a drive link

Viewing Open TCP/IP Ports

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Open TCP/IP Ports**




Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

1. Specify the type of port(s) you want to view
 - Listening ports (ports that are listening for connections)
 - Connected ports (ports that have been connected to another computer)
 - Everything else (ports in various stages of being connected and disconnected)
2. Select **Resolve IP addresses** to resolve IP addresses appearing in the list of Local names. This can take a considerable amount of time to process.
3. Click **Continue**.
A list of ports is displayed.

Once you have generated the list, you can change the ports you are viewing using the boxes on the toolbar and clicking **Refresh**.

Viewing Network Traffic Information

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Network Load**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- To view traffic for a network, click any listed network
- To see total network traffic, click **Inbound Network Traffic** or **Outbound Network Traffic**

Viewing a List of Open Files

View a list of all files currently open on a host, along with the names of associated processes.

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Open Files**




Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Click a process to view process details
- To end a process, click **End Process** on the toolbar

Viewing a List of Registry Keys Open on a Host

 Available on Windows hosts only.


 **Fastpath:** Connect to a Windows computer and go to **Performance Info > Registry Keys in Use**

- Click a process to view process details
- To end a process, click **End Process** on the toolbar

Viewing a List of DLLs in Use

View a list of all currently loaded dynamic link libraries and the processes that use them.

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > DLLs in Use**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Click a process to view process details
- To end a process, click **End Process** on the toolbar

Viewing LogMeIn Connection Details

Display all connections being served by LogMeIn, including the IP address and host name of any computer making a remote connection, the type of connection, and the name of the Windows user associated with the connection.

 Available on Windows hosts only.

 **Fastpath:** On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > LMI Connections**.



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Viewing Installed Applications

View a list of applications installed on a host. The list is populated from Add or Remove Programs on the host's Control Panel.



Available on Windows hosts only.



Fastpath: On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Installed Applications**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

- Move your mouse over a listed application to view available data, such as estimated size, installation source, registration data, and time and date of last use
- Click any **Installation Directory** link to work with files in the File Manager

Viewing Loaded Device Drivers

The information is view only.



Available on Windows hosts only.



Fastpath: On the **Computers** page of the LogMeIn website, click **Dashboard** to connect to a Windows computer and then go to **Performance Info > Loaded Device Drivers**



Remember: Once connected, you must be in *Detailed Mode* (Dashboard) to see remote management options.

Configuring How LogMeIn Works on a PC or Mac

Controlling Remote Control Performance

How to Optimize a Computer for Remote Control

 Available on Windows hosts only.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Performance**, set the following options (as required):

Option	Description
Disable wallpaper and user interface effects on host computer	Select this option to disable the host's desktop wallpaper and all user interface effects during remote control. User interface effects include transition effects (fade, scroll), shadows under menus, trailing effects while dragging windows, and Windows Aero effects.
Use display accelerator	Select this option to make remote control sessions faster and less CPU-intensive. Do not use the display accelerator if you are having problems with Windows Aero. See also Troubleshooting Display Issues on page 135.



Tip: Having problems with **Aero** after remote control? First, make sure you end your remote control sessions from the LogMeIn toolbar (do not simply close your browser or app). If you are still having problems, turn off the display accelerator and restart your computer.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Set Compression for Data Transferred from the Host

Choose the compression level to apply to data transferred from the host during remote control, including files transferred using the File Manager feature.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**

- From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Network**, choose the appropriate **File transfer compression** option:

Option	Description
Adaptive	Dynamically modifies the compression ratio according to available bandwidth and CPU.
No compression	Data is not compressed.
Fast	Compared to Best, this option uses less host CPU, but more bandwidth. Unlike with Adaptive, the compression level is fixed.
Low	Keeps bandwidth and CPU usage at a minimum.
Normal	A good balance between effective file compression and balanced host CPU utilization.
Best	The host CPU will compress data as much as possible before transfer. Compared to Fast, this option uses less bandwidth, but more CPU. Unlike with Adaptive, the compression level is fixed.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

Customizing Remote Control Sessions

How to Set Remote Control Permission Defaults (Host-side User's Consent)

You can control when and how remote users will be able to start a remote session. For example, you can require the host-side user to give permission to any person attempting to log in remotely.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Host-side user's consent**, set the following options (as required).


Option	Description
Request consent from host-side user	Select Request consent from host-side user to force the host user to permit or deny access whenever a client user attempts to open a remote control session. Clear this option to allow a client user to initiate a remote control session without asking for permission from the host user.
Request message	This text will be presented to the host user in the remote control permission dialog box. The string <code>%USER%</code> will be the Computer Name of the host as

Option	Description
	set at the operating system level, plus the client user's operating system account ID. The account <code>LogMeInRemoteUser</code> will be used on computers that have an empty administrator password.
Time to wait for user's consent	Enter the amount of time within which the host user must respond to the request for permission to initiate remote control. If this time expires, the setting in the If user does not respond field will be applied. Minimum 3 seconds, maximum 30 seconds.
If user does not respond	Choose Start Remote Control if you want the remote control session to be started even if the host user does not respond within the time set in the Time to wait for user's consent field. Choose Reject request if you want the remote control session to be refused if the host user does not respond.
Never wait for user consent in these cases	Select Remote user has Full Control access rights to the host computer to allow the client user to always be able to start remote control when he has Full Control rights over the host. Select Host side user is not present to allow the client user to always be able to start remote control, even when no user is logged on to the host, the host is locked, or the host screen saver is active.

- Click **OK** or **Apply**.
Your settings are applied immediately to the host.


How to Set Keyboard and Mouse Priority for Remote Control

Choose the user whose data entry actions should be processed first when both users enter data simultaneously during a remote control session. Follow these steps to resolve the error `Your input is being blocked`.

 Available on Windows hosts only.

- Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
- Under **Interaction > Keyboard and mouse priority**, choose the user whose data entry actions should be processed first when both users enter data simultaneously during a remote control session:

Option	Description
Host side user	Choose this option if you want the actions of the person at the computer being controlled (the host) to be processed before the actions of the person performing remote control.

Option	Description
Remote user	Choose this option if you want the actions of the person running the remote control session (the client-side user) to be processed before the actions of the person sitting at the computer being controlled.
	 Tip: If you receive the error message <code>Your input is being blocked</code> while controlling a host computer, make sure Remote user is selected.

- Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Set PC-to-Mac Keyboard Mapping

When controlling a Mac from a PC, you can define the behavior of special keys found only on the Windows keyboard.

 Available on Mac hosts only.

- Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
- Under **PC to Mac keyboard mapping**, select one of the following options:
 - Select **Alt = Alt, Windows = Command** to assign the PC Alt key to equal the Mac Alt key and the Windows logo key to equal the Mac Command (“Apple”) key
 - Select **Alt = Command, Windows = Alt** to assign the PC Alt key to equal the Mac Command (Apple) key and the Windows logo key to equal the Mac Alt key.
- Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Lock Your PC/Mac after Remote Control

Protect data on the host computer by setting the host to lock when remote control ends or is disconnected.

- Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
- Under **Locking the Host Computer**, select from the following options (as required):

Option	Description
Always lock the host after remote control	Select this option to always lock the host's operating system when a remote control session ends.

Option	Description
Lock when connection has been lost	Select this option to lock the host's operating system if the client disconnects during remote control.
Lock when connection has been timed out	Select this option to lock the host's operating system if the client connection times out during remote control (see also How to Set Remote Control Time-out on page 111).

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Set Remote Control Time-out

Set the amount of time that can pass without activity in LogMeIn before a remote control session is disconnected.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Network**, set the **Idle time allowed**.
3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.



How to Record Remote Control Sessions

Set LogMeIn to record and save a video file of each remote control session with the host.

 Available on Windows hosts only.

Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Screen Recording**, select **Record screen content of Remote Control sessions**.
3. You can also choose from the following actions and options:

Option	Description
Video format	<p>Choose RCREC to save files using LogMeIn's proprietary RCREC format. Choose AVI to use the standard AVI format. File size will be similar for both recording types.</p> <p> Tip: To view RCREC recordings, you must convert them to AVI format with the Rescue <i>AVI Converter</i>, which is designed for LogMeIn Rescue, but works with LogMeIn as well.</p> <p> Note: Remote Control sessions in HD mode are recorded in WebM format. When you switch from HD to another resolution, the HD quality recording is closed and your lower quality Remote Control session is recorded into a new file. This file will have the video format you have originally selected (AVI or RCREC). Similarly, when you switch to HD resolution, the recorded AVI or RCREC file is closed and a new WebM file is created.</p>
Location of video files	Specify the location where video files will be saved. Type a path to an available directory or click Browse to define a location on the host. The default location is C:\Program Files\LogMeIn\x86
View files	Click to view a list of available recordings.
Convert RCREC files to AVI	Click to open the RCREC to AVI Conversion Wizard. Follow all on-screen instructions.
Delete old files if folder size exceeds	Select this option to automatically delete the oldest archived RCREC remote control recordings when the total size of all RCREC recordings in the Location of video files exceeds the defined value. AVI files are not counted toward the limit and will not be deleted.

- Click **OK** or **Apply**.
Your settings are applied immediately to the host.


All remote control sessions will be recorded and saved in the chosen file format to the defined location.



Important: All sessions will be recorded without exception until recording is disabled. To disable recording, clear the **Record screen content of Remote Control sessions** option and apply the change.

Advanced Host Settings

How to Display/Remove the LogMeIn System Tray Icon

 Available on Windows hosts only.

- Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**

- From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Appearance**, clear the **Show the LogMeIn icon next to the clock** option to remove the icon.
 3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Prevent LogMeIn Notification Messages from Appearing

You can choose to suppress all LogMeIn messages communicated from the system tray. This is useful when messages could possibly disrupt the end-user experience, such as on a kiosk.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Appearance**, select the **Disable LogMeIn notification messages** option to suppress all LogMeIn messages communicated from the system tray.
3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Configure Proxy Settings

Specify the proxy server LogMeIn will use as an intermediary between your web browser and the Internet.



Tip: Proxy servers are primarily used by companies and organizations. Home users generally will not need this option.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Proxy Settings**, set the following options:

Option	Description
Proxy server address & port	If you do not use a proxy server, leave this field empty. If you use a proxy, make sure the address and port information in this field match the information in your browser settings.



Tip: To find your proxy address and port in Internet Explorer, go to **Internet Explorer > Tools > Internet Options > > Connections > LAN Settings**; or click **Get proxy settings** to retrieve available proxy settings.



Note: Uncheck the box next to **Use automatic configuration script**. Instead, you should manually enter the proxy as an IP address and make sure the proxy port number is also set.

Option	Description
Proxy user name	Complete this field if the proxy server requires authentication.
Proxy password	Complete this field if the proxy server requires authentication.

- Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to View LogMeIn Event Log Files

The host will always log the following events to the application log:

- Service Start/Stop
- Login/Logout
- Remote Control Start/Stop

Follow this procedure to view log files:

- Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
- Under **Event Logs**, click the **View Files** button.
A list of available log files is displayed.
- On the list, double-click the file you want to view.
 - The active log file is named `LogMeIn.log`
 - Older logs are stored with the naming convention `LMIYYYYMMDD.log` (example: the log file for January 10, 2009, would be `LMI20090110.log`)
 - On a Windows host, click **Download all logs in one compressed file** to access all available logs in a single compressed archive
- You can also set the following options:

Option	Description
Location of event logs	Define the folder where the files are to be saved. Leave blank to use the default location (the LogMeIn installation directory, typically <code>C:\Program Files\LogMeIn</code>).
Keep event logs for	Enter the number of days for which you would like to store log files.
Enable debug-level logging	Select this option to include system events in the LogMeIn.log file. This facilitates LogMeIn troubleshooting efforts.

- Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Set LogMeIn to Check for Software Updates

Set LogMeIn to check for and install the latest version of the LogMeIn host software upon log in to your account.

Can't access this feature? If LogMeln was installed by an administrator or via an Installation Link from LogMeln Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

1. Access the host preferences:
 - From the host computer, open the **LogMeln Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Software Updates**, select **Download and install updates automatically** to set LogMeln to check for and install the latest version of the LogMeln host software upon log in to your account.
3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

How to Set LogMeln (LMI Guardian) to Report Software Errors

LMIGuardian.exe is LogMeln's error reporting component. It documents and records errors that occur in the LogMeln host software and allows error details to be sent directly to our development team for analysis.

The Guardian does not gather or report any personal information.

Follow this procedure to control how and when the Guardian will send error notifications to LogMeln.

 Available on Windows hosts only.

1. Access the host preferences:
 - From the host computer, open the **LogMeln Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Software error reporting**, choose one of the following options:

Option	Description
Always send an error report	An error report will always be sent (no user action required).
Never send an error report	An error report will never be sent.
Ask the user what to do	The user will be prompted to send an error report and can choose to send the report or not.

Can't access this feature? If LogMeln was installed by an administrator or via an Installation Link from LogMeln Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.



Figure 23: Sample LogMeIn Guardian detected error message

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

Controlling Access to Host Computers

How to Add Extra Security using a Personal Password

Use a personal password to create an extra layer of security for a host computer.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Security**
2. Under **Personal Password**, enter your personal password and then enter it again to confirm.



Tip: The personal password must be at least 6 but no longer than 15 characters and can only contain the Latin characters A-Z, a-z; and numbers 0-9.

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

When you next connect to this computer from this account you will be prompted to enter a subset of characters from the Personal Password before being granted access. Upon entering the correct characters (for example, the first, the fourth and the seventh) you are granted access.

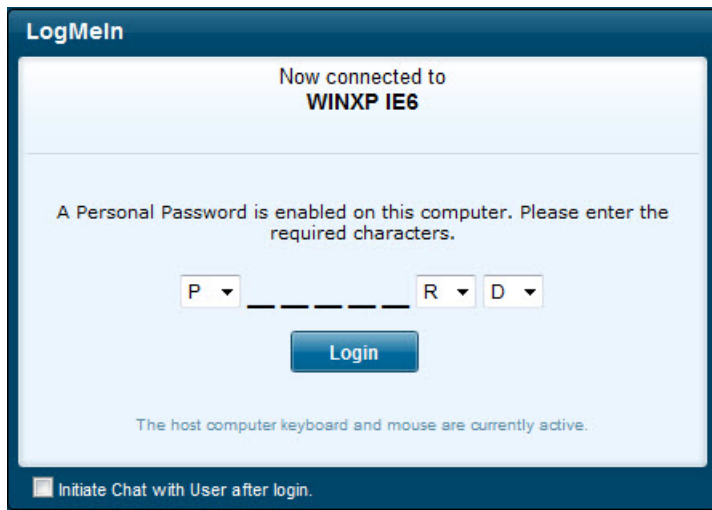


Figure 24: Sample Personal Password dialog box for password

Securing Host Computers with RSA SecurID

To add an extra layer of security over the simple username/password authentication, you can configure LogMeIn host software to require RSA SecurID authentication.

 Available on Windows hosts only.

Supported versions of RSA SecurID Authentication Agent: 7.1.x ; 7.0.x ; 6.4.x ; 6.1.x. Currently not supported: 7.2.1. For information on the RSA SecurID product, visit www.rsa.com.

To activate this feature, follow this procedure:

1. Set up an RSA SecurID server (RSA Authentication Manager).
2. Set up RSA ACE Client software on each computer that will use RSA authentication.
3. On each computer that will use RSA authentication, click **Start > Control Panel > RSA ACE Client settings**. Configure the service.
4. If you have the RSA software installed on the host computer, open the LogMeIn Control Panel and click **Options > Preferences > Security > RSA SecurID**. The **RSA SecurID Authentication** window is displayed. Use this window to set the following options:
 - **Disabled**: When this option is selected, LogMeIn will not prompt for a SecurID during logon
 - **Required for all users**: When this option is selected, all users will be prompted for a SecurID during logon
 - **Required for specified users**: When this option is selected, only specified users will be prompted for a SecurID during logon
 - **Fail authentication attempts if the RSA SecurID server is not available**
 - **Force User ID to match Login Name**
 - **Use Domain name in User IDs**
5. Click **Apply** to save your settings.

Using IP Filters to Restrict Access

How to Create an IP Filter Profile

Create IP Filter Profiles to allow or deny connections to a host from specific IP addresses.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Security**
2. Under **IP Address Filtering**, click **Edit Profiles** to begin creating a filter profile. The IP Filtering dialog box is displayed.
3. Type a **Name** for your filter and click **Add a new profile**.
4. Choose a filter type:
 - Choose **allow** to make a filter that allows specified addresses to access this host
 - Choose **deny** to make a filter that prevents specified addresses from accessing this host
5. Under **Address**, enter the IP address you want to allow or deny. Accepted wildcards are an asterisk (*) that matches any number of characters, and a question mark (?) that matches a single character only.
6. Enter a **Subnet** that you want to allow or deny.
7. Click **Add filter**. The filter is added to the **IP Filters in Profile** box.
8. Repeat from step 2, above, to add additional filters to the Filter Profile.



Important: Filters are checked in the order they are listed in the **IP Filters in Profile** box. Ordering is crucial. Use the up and down arrows next to the **IP Filters in Profile** box to set proper order.

9. Click **OK** when you are finished adding filters to the Profile. Your Filter Profile is saved and you are returned to the IP Filtering page.
10. You must apply your Filter Profile before it can take effect. On the IP Filtering page, select a Filter Profile from the Profiles list and click **Use Profile**. The Filter Profile is activated on the host.

When a connection is made to the host, the remote IP address will be checked against the filter or filters in the applied Filter Profile. Access will be granted or denied accordingly.

IP Filtering Examples

These examples will help you understand how to use the IP Filtering feature.

IP Filtering Example 1

Allow connections from IP address 215.43.21.12 and the network 192.168.0.0, and deny all other connections.

```
ALLOW 215.43.21.12
ALLOW 192.168.0.0 (255.255.0.0)
```

-or-

```
ALLOW 192.168.*
DENY : *
```

IP Filtering Example 2

Allow connections from IP address 215.43.21.12 and the network 192.168.0.0, but not from the address 192.168.0.12, and deny everything else.

```
ALLOW 215.43.21.12
DENY 192.168.0.12
ALLOW 192.168.0.0 (255.255.0.0)
```

-OR-

```
ALLOW 192.168.*
DENY.*
```



Note: Denying the connection from 192.168.0.12 comes before allowing connections to the 192.168.0.0 network. If LogMeln was to find the ALLOW item first, it would let IP address 192.168.0.12 through, since it matches the condition. To prevent this, the address 192.168.0.12 is checked before the network to which it belongs.

IP Filtering Example 3

Allow all connections, except those coming from 192.168.0.12

```
DENY:192.168.0.12
```

IP Filtering Example 4

Deny all connections from the network 192.168.0.0 except for the subnet 192.168.12.0; allow all other connections

```
ALLOW:192.168.12.0(255.255.255.0)
```

-OR-

```
ALLOW:192.168.12.*
DENY:192.168.0.0 (255.255.0.0)
```

-OR-

```
DENY:192.168.*
```

Detecting and Locking out Potential Intruders

Set up a Denial of Service filter and an Authentication Attack filter to help detect and temporarily lock out potential intruders.



Tip: You can view failed login attempts and lockouts in the log file if you have logging enabled.

How to Set up a Denial of Service Attack Blocker

Use the Denial of Service attack blocker as a precaution against unwanted intruders who slow your host machine by continuously requesting the same service.

1. Access the host preferences:
 - From the host computer, open the **LogMeln Control Panel** and follow this path: **Options > Preferences > Security**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Security**
2. Under **Intrusion control**, click **Show Details** and set the following **Denial of Service attack blocker** options:

Option	Description
Active	Select this option to activate the attack blocker.
Number of invalid HTTP requests allowed	Specify the number of HTTP requests to allow before the offending IP address is locked out.
Reset invalid attempt counter after	After the amount of time specified in this box has elapsed, the invalid attempt count of the offending IP address will be reset to zero.
Keep attacker blocked for	All attempted connections from an offending IP address will be rejected for the amount of time specified in this field.

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

To allow access from blocked addresses, click **Unblock all**.

How to Set up an Authentication Attack Blocker

Use the Authentication Attack blocker to lock out those who try to get past your host logon screen without authorization.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Security**
2. Under **Intrusion control**, set the following **Authentication attack blocker** options:

Option	Description
Active	Select this option to activate the attack blocker.
Number of invalid attempts allowed	Specify the number of invalid authentication attempts to allow before the offending IP address is locked out.
Reset invalid attempt counter after	After the amount of time specified in this box has elapsed, the invalid attempt count of the offending IP address will be reset to zero.
Keep attacker blocked for	All attempted connections from an offending IP address will be rejected for the amount of time specified in this field.

3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

To allow access from blocked addresses, click **Unblock all**.

Controlling Who can Access your Host Computers (User Access Control)

An attempt to log in without proper User Access Control permissions may result in error 4320 ("Operator or Administrator has refused the request").

What type of user can access LogMeIn host computers?

- Users with Administrator credentials on the host computer (at the operating system level)

- Non-administrator users who have been granted permission to access the host via the User Access Control feature in LogMeIn

What happens if a user without proper permission attempts to connect?

An attempt to log in without proper User Access Control permissions may result in error 4320 ("Operator or Administrator has refused the request").

How does this relate to my LogMeIn account?

User Access Controls apply to a Windows or Mac account, not a LogMeIn account. A LogMeIn user may be able to see a computer listed in his LogMeIn account, but still may not have permission at the operating system level to actually access the host.

An Example

If the computer you want to access remotely is set up with multiple user accounts (for example, each member of the family has his own login), you may need to set each user's LogMeIn access permissions to ensure that each user will be able to access the computer via LogMeIn.

How can you tell if your computer has multiple users? When you turn on your computer, you must click a user name/icon in order to log on.


- Assume you have a computer at home called "Main Home Computer"
- "Main Home Computer" is accessible through your LogMeIn account, which is shared by all members of the family
- "Main Home Computer" has three users: (1) Dad, (2) Son, and (3) Daughter
- "Dad" is set as the Administrator of "Main Home Computer"
- "Son" and "Daughter" are set as limited users
- "Dad" logs in to the family's shared LogMeIn account and accesses "Main Home Computer"; he authenticates to "Main Home Computer" using his administrator credentials
- "Son" or "Daughter" will only be able to log on to the "Main Home Computer" using their "Son" or "Daughter" credentials once "Dad" has logged on to "Main Home Computer" and set the proper User Access Controls in LogMeIn

How to Specify User Access Rights

User Access Controls apply to a Windows or Mac account, not a LogMeIn account. A LogMeIn user may be able to see a computer listed in his LogMeIn account, but still may not have permission at the operating system level to actually access the host.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Security**
2. Under **User Access Control**, select from the following general options:

Option	Description
Allow full control to administrators	Select this option to grant full permissions to anyone with administrative rights on the host computer.

Option	Description
Hide list of domains on the Remote Access login screen	 Available on Windows hosts only. Select this option to clear the list of active domains in the host authentication dialog box. This provides an extra layer of security by forcing the remote user to type the exact name of the chosen domain.

- Under **User Access Control**, click **Show details**.
The User Access Controls dialog is displayed.
- In the **Name** field, type (or browse for) the name of the user for whom you want to set permissions.
- Set the user's permissions using the following options.
Some options are only available on computers running LogMeln Pro.

Option	Description
Full Control	Give the user full control over all features.
Compact view only	Limit the host user to Main Menu view of the HTML interface (as opposed to the Dashboard).
Use IP filter profile	Use this drop-down list to apply an existing IP filter profile to this user. This allows you set the IP address (or range) from which the user can access the host.
Login	Allow the user to log into the host. By revoking this permission, you can temporarily disable a user's access to the host without having to clear any other permissions.
Configuration	Allow the user to read (view-only) or write (change) settings under the Preferences menu.
Event Viewer	Allow the user to read (R) or delete (D) Windows event logs.
File System	<ul style="list-style-type: none"> • R: Allow the user to list drives, folders and files; read and download files; view file attributes, shared folder information and access control lists; and use File Manager • W: Allow the user to copy, paste, rename and edit files; create and share folders; edit attributes and access control lists • D: Allow the user to delete files; remove shares; and disconnect users from shared files
Registry	<ul style="list-style-type: none"> • R: Allow the user to view registry keys and values; list installed applications • W: Allow the user to create and rename registry keys; add and change registry values • D: Allow the user to delete registry keys and values
Performance Data	Allow the user to view running processes/services/drivers, change process priorities and service startup parameters, and create/delete scheduled tasks.
Reboot	Allow the user to restart, initiate and schedule system reboots, and hard-reset the computer.

Option	Description
Remote Control	<ul style="list-style-type: none"> • R: Allow the user to view and monitor the host desktop and chat with a host user • W: Allow the user to view and control the remote desktop • D: Allow the user to take control over the remote desktop without the interactive user's permission
Whiteboard	Allow access to the Whiteboard feature during Remote Control.
Chat	Allow access to the Chat feature.
User/Group Accounts	<ul style="list-style-type: none"> • R: Allow the user to see which Windows or Mac users and groups have access rights to the host • W: Allow the user to grant access rights to Windows or Mac users and groups and to modify their access rights • D: Allow the user to delete Windows or Mac users and groups from the list of users for the host
System Configuration	<ul style="list-style-type: none"> • R: Allow the user to list and view system configuration data, such as environment variables, virtual memory settings, drive and partition information and network adapters • W: Allow the user to modify system configuration data, such as environment variables, virtual memory settings, drive and partition information and network adapters • D: Allow the user to delete environmental variables
Command Prompt	Allow access to the host Command Prompt feature.
Processes	<ul style="list-style-type: none"> • R: Allow the user to view running processes, services and drivers; list DLLs and objects that these processes use; and view scheduled tasks • W: Allow the user to change process priorities and service startup parameters; control services; create and modify scheduled tasks • D: Allow the user to terminate running processes and services; delete scheduled tasks
Desktop Sharing	Allow the user to use the Desktop Sharing feature.

6. Click **Add**.
The user is added to the User list.
7. Click **OK** to exit the User Access Control dialog box.
8. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

Using LogMeIn in a Multilingual Environment

Available Languages

The LogMeIn website and LogMeIn host software are available in twelve languages.

To change the LogMeIn website language, use the language and location selector in the upper-right corner of the site.

Available Languages

- de – German
- en – English
- es – Spanish
- fr – French
- hu – Hungarian
- it – Italian
- ja – Japanese
- ko – Korean
- nl – Dutch
- pt-br – Brazilian Portuguese
- ru – Russian
- zh – Chinese

How to Set the Language Used by the LogMeIn Host

The LogMeIn host interface and messages will be displayed in this language. This setting does not impact operating system settings.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Appearance** select the appropriate language in the **Language** drop-down box.
Can't access this feature? If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.
3. Click **OK** or **Apply**.
On the host, you may need to exit and then reopen LogMeIn before the change will be visible.



Tip: To change the language used by File Sharing and the LogMeIn System Tray menu, you must change your operating system language settings. For example, in Windows, go to Control Panel > Region and Language. On a Mac, go to System Preferences > International > Language.

How to Set the Language Used by the LogMeIn Client

To change the language used by the LogMeIn Client, select **View > Options > Language**.

The chosen language is applied immediately to the LogMeIn Client interface. Existing remote control sessions must be restarted before the language change is applied.

About International Keyboard Mapping During Remote Control

During remote control between client and host with different regional settings, you may need to adjust keyboard settings to allow for proper data input.

When controlling PC or Mac from a PC, the client-side user will be able to choose one of three keyboard handling options. The setting is stored on the client for each host.

To set the keyboard option during remote control, click **Options**.

Use host layout	Select this option to use the keyboard layout of the host. Characters and combinations entered on the client are read by the host according to their physical position on the keyboard. Client keyboard layout is ignored.
Use client layout	Select this option to use the keyboard layout of the client. Characters and combinations are sent to the host exactly as entered on the client-side. Host keyboard layout is ignored.
Use legacy LogMeIn mapping	Select this option if you are accustomed to LogMeIn's legacy keyboard mapping and prefer not to change at this time.

Troubleshooting

For troubleshooting assistance, visit help.LogMeIn.com.



Tip: The [LogMeIn Community](#) is an excellent source of information from other LogMeIn users.

Troubleshooting Connection Issues

Can't connect? Try this first!

A checklist of the most common communication issues when connecting to LogMeIn host computers.

Firewall Configuration

Make sure the LogMeIn software is not being blocked by a firewall on the host computer. You will need to allow LogMeIn to make connections in the firewall rules. For details, see [LogMeIn and Firewalls](#) on page 22.



Note: Common error code: **10061**.

Proxy Settings

You may encounter connection issues if your proxy is not configured to work with LogMeIn. For details, see [How to Configure Proxy Settings](#) on page 113.



Note: Common error codes: **10049**, **10061**, **11004**, **10060**.

DNS Status

Follow the steps to fix problems with your DNS resolving our IP Address.

On Windows 7 and newer:

1. Open the **Run** dialog. (Press the **Windows** key and the **R** key at the same time.)
2. Type `cmd` and click **OK**.
3. In the command prompt, type `ipconfig /flushdns` and press the **Enter** key.

On Mac OS X:

1. Open **Utilities > Terminal**.
2. Type `dscacheutil -flushcache` and press the **Enter** key.



Note: Common error code: **10049**.

OpenDNS Service

You may encounter connectivity issues when using LogMeIn products with OpenDNS. This is due to OpenDNS categorizing LogMeIn domains as a proxy/anonymizer. LogMeIn support is unable to provide

further assistance with this issue. Please visit <http://www.opendns.com/> for more information configuring OpenDNS.

Internet load balancers and reverse proxies (satellite connections)

To resolve IP mismatch issues behind an internet load balancer or a reverse proxy, follow these steps.

1. Copy this text:

```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\LogMeIn\V5\Net]
"BrokenProxy"=dword:00000000
```

2. Save it in Notepad or a similar editor on the host computer as `IP Mismatch.txt`.
3. Rename the file `IPMismatch.reg`. You may be asked to confirm that you want change the file extension from `.txt` to `.reg`. Confirm the change.
4. Double click the file and confirm that you want to import the file into the registry.

Date and Time Settings

If the date and time settings of your computer are incorrect, LogMeIn may show as **Enabled and Online**, but as **Offline** in your account.

To change the date and time of your system, click the clock on your Windows system tray or on your Mac menu bar.

Why does my computer show as Offline?

Check the following to make your host accessible.

Is the host computer in Standby, Sleep, or Hibernation mode?

Computers in Standby, Sleep, or Hibernation mode may be inaccessible via LogMeIn. For Wake On LAN requirements, see [How to Wake a Computer in Sleep Mode or Powered Off Using Wake On LAN](#) on page 45 to ensure that you can wake your computer from Standby, Sleep, or Hibernation mode. If you cannot use Wake On LAN, you can prevent your computer from entering a sleep mode by changing your Power Management settings.

Windows

1. Physically go to the computer that you want to be able to access.
2. Press and hold the **Windows key** and press the letter **R** on your keyboard.
3. Type `powercfg.cpl` and press **Enter**.
4. Set the option for Sleep or Standby to **Never**.

Vista and 7 users can use the **Change when the computer sleeps** option in the left pane.

5. Make sure Hibernation is also disabled.



Note: It is fine to allow the monitor to enter power saver mode.

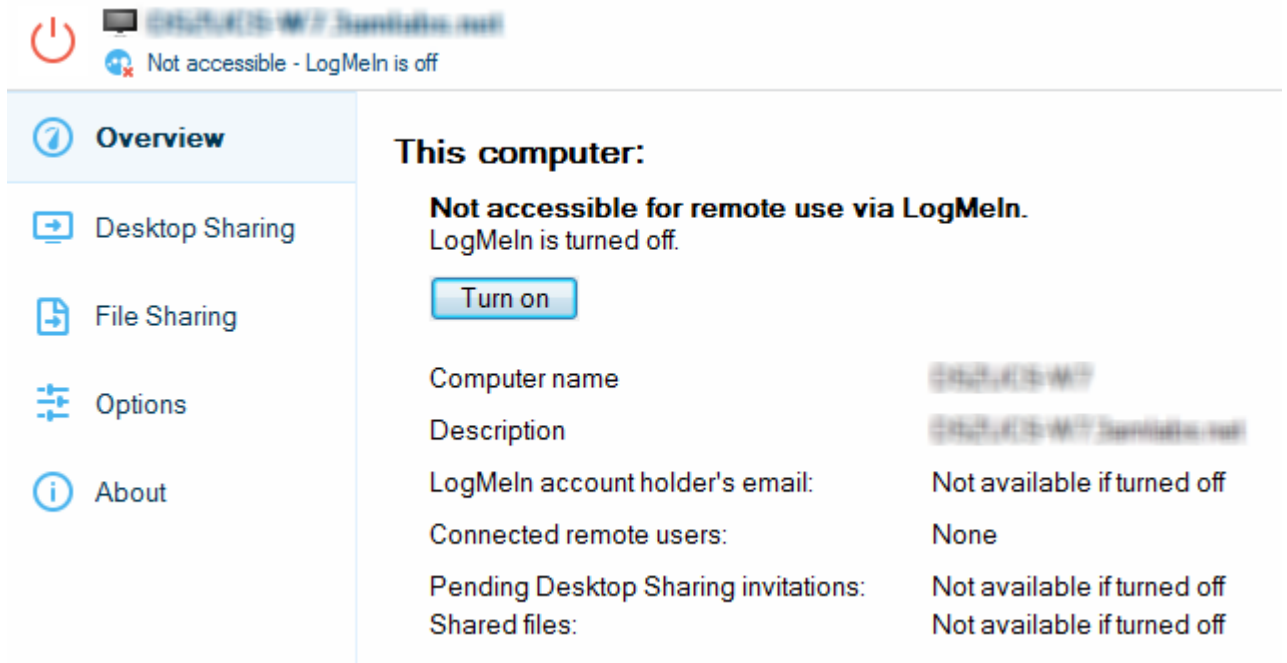
Mac OS X

1. Physically go to the computer that you want to be able to access.
2. From your Mac Desktop, click the **Apple Menu** in the top left.
3. Select **System Preferences**.
4. Click on **Energy Saver**.
5. Move the slider for **Put the computer to sleep when it is inactive for...** to **Never**.

Is the LogMeIn service running on the host?

Make sure that LogMeIn is running on the host. You will need access to the host to perform this action.

- Open the **LogMeIn Control Panel**.
- Check whether the host is **Accessible** in the top-left corner.
- If it is **Not accessible**, switch the host on by clicking the power switch on the host interface.



- If it is **Enabled but offline**, switch the host off and then back on by clicking the power button twice.

Is the host computer connected to the Internet?

Make sure that the computer you want to control is connected to the Internet. LogMeIn requires an "always on" Internet connection such as DSL, Cable, or T1.

Is some other software interfering with LogMeIn?

If certain ports and LogMeIn components are blocked or prevented from accessing the web, connection cannot be established. See [How do I configure a firewall to work with LogMeIn?](#) for details.

Is the date and time correct on the host computer?

Incorrect date and time settings can make your computer appear offline. To resolve this problem, set your system clock to today's date and time.

- On a Windows PC, double-click the clock icon in the Window's Taskbar and choose **Change date and time settings**.
- On a Mac, select **System Preferences** from the Apple menu and choose **Date & Time**.

Why do I get a Host Not Found Error?

Your host appears online, but when you try to connect you get the following error: Host Not Found.

The host may have been switched off or lost its connection to the Internet since you last refreshed your computer list. Check the following to make your host accessible:

- Make sure the host is powered on and can connect to the Internet.
- Make sure that LogMeIn is running on the host. You will need access to the host to perform this action.
 - Open the **LogMeIn Control Panel**.
 - Check whether the host is **Accessible** in the top-left corner.
 - If it is **Not accessible**, switch the host on by clicking the power switch on the host interface.

Not accessible - LogMeIn is off

Overview

- Desktop Sharing
- File Sharing
- Options
- About

This computer:

Not accessible for remote use via LogMeIn.
LogMeIn is turned off.

[Turn on](#)

Computer name	0925-4135-W7
Description	0925-4135-W7 32-bit/64-bit
LogMeIn account holder's email:	Not available if turned off
Connected remote users:	None
Pending Desktop Sharing invitations:	Not available if turned off
Shared files:	Not available if turned off

- If it is **Enabled but offline**, switch the host off and then back on by clicking the power button twice.

Why can't I log in to my computer? (error 5 / 1326 / 1327 / Login failed.)

Many users experience problems logging in to host computers.

An error 1326 or error 5 indicates that you are incorrectly entering your Windows/Mac user name or your Windows/Mac password. Error 1327 usually means you entered a blank password (that is, you did not enter any password at all).

You may also see:

Login failed. Enter the [Windows/Mac] user name and password you see when physically sitting at the remote computer.

If you are confident that you are entering a correct Windows/Mac password, then you may be entering an incorrect Windows/Mac user name.



Tip: One common reason for failed login is that users enter their LogMeIn ID and password, not their computer user name and password. See also [Access Code? Password? About Authentication](#) on page 40.

How to Retrieve Your User Name on a Windows PC

You can find your username is displayed on the LogMeIn Control Panel **Options** tab under **Username and Password**.

1. Physically go to the computer that you want to be able to access, or ask someone who is present at that computer to perform the following steps.



Tip: In some cases, you may need to ask for help from the person who manages LogMeIn at your organization.

2. Right-click the LogMeIn Control Panel icon in the taskbar.
3. In the resulting menu, click the **first menu item**. This is the computer name. It is always listed above the menu item called *LogMeIn Control Panel*.
Your username is displayed on the LogMeIn Control Panel **Options** tab under **Username and Password**.



Remember: Any user in the **Administrators** group can be used to log in to the computer.

How to Retrieve Your User Name on a Mac

1. Physically go to the computer that you want to be able to access, or ask someone who is present at that computer to perform the following steps.



Tip: In some cases, you may need to ask for help from the person who manages LogMeIn at your organization.

2. Click the **Apple menu** and go to **System Preferences > Users and Groups**.
3. Any user in the **Administrators** group can be used to log in to the computer.

My IP address has been blocked after too many failed login attempts. What can I do?

Repeated failure to enter a valid Windows/Mac user name and password can result in IP Lockout. This means you won't be able to continue to attempt to log in from the same computer until the lockout is resolved. The lockout remains in effect for 30 minutes by default.



Tip: One common reason for failed login is that users enter their LogMeIn ID and password, not their computer user name and password. See also [Access Code? Password? About Authentication](#) on page 40.

To clear an IP address lockout, you must have physical access to the host computer.

1. Physically go to the computer that you want to be able to access, or ask someone who is present at that computer to perform the following steps.



Tip: In some cases, you may need to ask for help from the person who manages LogMeIn at your organization.

2. Open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**.
3. Under **Authentication Attack Blocker**, click **Unblock all**.

You should be able to return to the original client computer (the one that was locked out) and log in with valid credentials.

For more information about how LogMeIn protects your host computers, see [How to Set up an Authentication Attack Blocker](#) on page 120.

How do I resolve Error 4320?

An attempt to log in without proper administrator rights or User Access Control permissions may result in error 4320 ("Operator or Administrator has refused the request").

Follow these instructions to ensure you have proper User Access Control permissions on the host computer you are attempting to access. This will allow you to access the host computer even if you are unable to be added as an administrator at the operating system level.

1. Physically go to the computer that you want to be able to access, or ask someone who is present at that computer to perform the following steps.



Tip: In some cases, you may need to ask for help from the person who manages LogMeIn at your organization.

2. Open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Security**.
3. Under **User Access Control**, click **Show details...**
The **User Access Control** window is displayed.
4. Under **Users**, select your user name from the list. You may need to browse for additional users.



Tip: For example, if you sign in using a Computer Access Code, you may need to add the user named LogMeInRemoteUser: Click **Browse > List users of selected domain** and find LogMeInRemoteUser on the list.

5. Under **Edit Selected User**, you must select at least the **Login** permission to resolve the 4320 error. For details on User Access Control permissions, see [How to Specify User Access Rights](#) on page 121.
6. Save your changes.

Troubleshooting Account Issues

How do I connect a "not accessible" computer to my account?

When LogMeIn host software is installed on a computer but the computer is not attached to a LogMeIn account, the computer may show as **Enabled but Offline** or you see the following message:
LogMeIn - not accessible - setup not completed.

This may happen, for example, if you delete your computer from your account via LogMeIn.com; the LogMeIn host software remains on your PC or Mac, but it is not associated with a LogMeIn account.

To enable your computer for remote access, you must associate it with a LogMeIn account.

1. Go to the computer that you want to be able to access remotely.
2. Open the **LogMeIn Control Panel**.
3. On the **Overview** tab or **About** tab, click **Switch Account...**

4. Enter the LogMeIn ID (email) and password for the account you want to use to access the computer. The **Switch account...** page is displayed.
5. Click **Continue**.
LogMeIn must be restarted before the changes take effect.

Troubleshooting Remote Printing

Remote Printing Disappeared, Does Not Work At All

Check the following items.

Confirm that the client-side printer is working

Check your client-side printer (the one to which you are trying to print). Make sure you can print a test page. If you cannot print locally, you will not be able to print remotely. Resolve any local issues before continuing.

Update your browser

With Internet Explorer remote printing only works with the ActiveX plugin. For best results on Firefox and Chrome, update your browser and install the *LogMeIn Client app*.

Confirm that you have access to Remote Printing, that it is enabled, and that a printer is selected

If LogMeIn was installed by an administrator or via an Installation Link from LogMeIn Central, your administrator may have restricted your right to use remote printing.

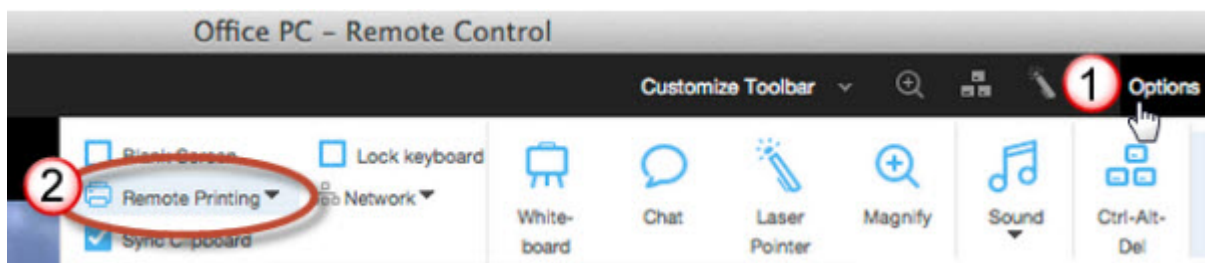
Here's how to confirm that you have access to Remote Printing, that it is enabled, and that a printer is selected:

1. On the remote control toolbar, click **Options**.
2. Under **Remote Printing**, confirm that at least one printer is selected (that is, make sure there is a check mark next to at least one printer).



Tip: For easy access to remote printing settings, go to **Customize Toolbar > Connection Options > Connect Printer**. A printer icon is displayed in the toolbar. You can click the printer icon to see if your printer has been recognized or to change the active printer.

3. When printing, confirm that you are printing to [Printer Name] via LogMeIn.



Confirm that you are printing to [Printer Name] via LogMeIn

When you send your print job from the host, make sure the correct client-side printer is selected: [Printer Name] via LogMeIn.

Remote Printing Output is Mirrored

There are multiple ways to resolve this problem, depending on your configuration.

Turn on Force Bitmap Printing

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**
2. Under **Remote Printing**, select **Force Bitmap Printing**.
3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.
4. Print the file again.
When bitmap printing is activated, all material printed using remote printing will be 'printed' locally to a bitmap which is then sent to the remote printer. Bitmap printing is slow, but reliable.

Turn off display acceleration

1. On the client computer, go to **Options > Preferences > General**.
2. Clear the **Use display accelerator** option.
Print the file again.

Change your remote control method to Java

1. From a client computer, connect to the host **Main Menu**.
2. Click the arrow next to **Show Detailed Mode** in the top left corner of the menu.
3. Click the icon to the left of the **Remote Control** option.
4. Select **Java**.

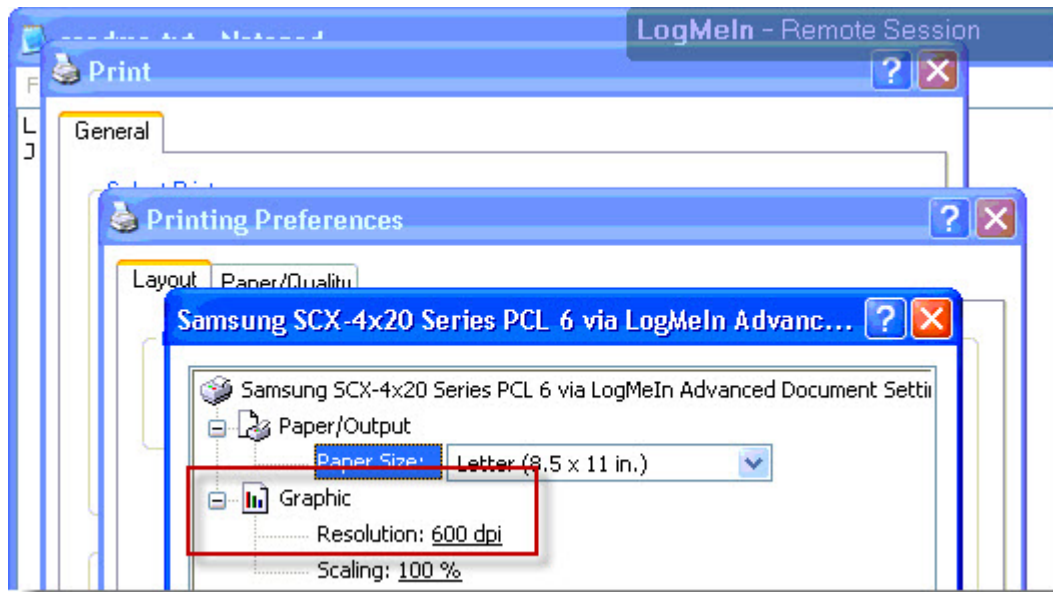
Remote Printing Output is Blank

There are multiple ways to resolve this problem, depending on your configuration.

Change the printer resolution

This procedure may vary depending on your operating system.

1. On the host, print as you normally would during regular use.
2. Make sure the client printer is selected in the Print dialog box: [Printer Name] via LogMeIn.
3. In the Print dialog box, click **Preferences**.
4. In the Printing Preferences dialog box, click **Advanced**.
5. Change the **Resolution** to a value less than 1200 dpi.



6. Save your changes and print again.

Enable Force Bitmap Printing

1. Access the host preferences:

- From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > Advanced**
- From a client device, connect to the host **Main Menu** and follow this path: **Preferences > Advanced**

2. Under **Remote Printing**, select **Force Bitmap Printing**.

3. Click **OK** or **Apply**.

Your settings are applied immediately to the host.

4. Print the file again.

When bitmap printing is activated, all material printed using remote printing will be 'printed' locally to a bitmap which is then sent to the remote printer. Bitmap printing is slow, but reliable.

Still not working? Go to **Options > Preferences > General** and clear the **Use display accelerator** option. Print the file again.

Remote Printing Does Not Work in Certain Programs

On rare occasions, certain third-party software may not be compatible with remote printing.

Please search help.LogMeIn.com for current known issues.

Remote Printing Output is Stuck in the Print Queue

On a Windows PC, clear the print spooler to clean out your queue.

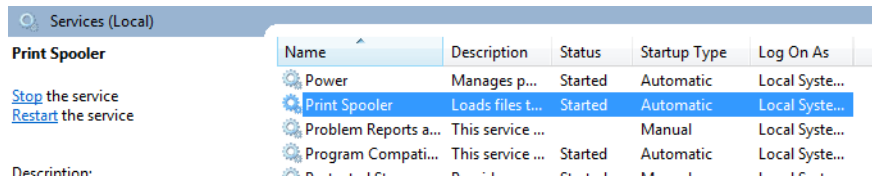
1.

On the host, open the **Run** window by pressing the Windows key  + R.

2. In the **Run** window, type `services.msc`.

The Services window is displayed.

3. In the details pane, click **Print Spooler** once.
4. In the left pane, click **Stop**.




5. Delete all files in the C:\Windows\System32\spool\PRINTERS folder.
6. In the **Services** window left pane, click **Start**.

The print spooler queue is now cleared. Print the file again.

Troubleshooting Display Issues

Follow these instructions to help resolve problems experienced while viewing video or while using DOS-based or graphic-intense applications during remote control. Typical problems include display black-out, host computer restart when initiating remote control, or loss of Windows Aero functionality after remote control.

 Available on Windows hosts only.

1. Access the host preferences:
 - From the host computer, open the **LogMeIn Control Panel** and follow this path: **Options > Preferences > General**
 - From a client device, connect to the host **Main Menu** and follow this path: **Preferences > General**
2. Under **Remote Control > Performance**, make sure that **Use Display Accelerator** is not selected.
3. Click **OK** or **Apply**.
Your settings are applied immediately to the host.

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