LogMeIn Free User Guide

Contents

LogMeIn Fundamentals

If you are new to LogMeIn, please review this section to become comfortable with the fundamentals of remote access and remote management. You will learn the key terms and concepts you need to get the most out of LogMeIn products and services.

About Remote Access

Remote access is the ability to connect to one computer (a host) from another computer or device (a client) at any time, from anywhere there is an Internet connection.

About the Host

The computer being accessed is called the **host**. Think of the host as the computer that is "welcoming you in" by allowing you to use it remotely. The host has files and programs that you want to be able to access from any computer with an Internet-connected web browser.

> **Example: Which computer is the host?**
>
> You connect to your office computer from your home computer. Your office computer is the host.

About Host Software

Each computer you want to access must be running LogMeIn host software.

In a sense, the host software safely and securely "opens the door" to a computer for a qualified remote user.

LogMeIn offers two versions of its host software: LogMeIn Pro² and LogMeIn Free. Each computer you want to access remotely must be running either LogMeIn Pro² or LogMeIn Free.

About LogMeIn Pro²

LogMeIn Pro² is LogMeIn's subscription-based remote access host.

When you install LogMeIn Pro² as the host software on a computer, you will be able to access that computer from any computer connected to the Internet.

Any time you are in a remote access session with a computer running LogMeIn Pro², you will also be able to take advantage of the following premium remote services that are not available with LogMeIn Free:

• File Transfer and File Synchronization
• File Sharing
• Remote Printing
• Remote Sound (Windows client and host only)
• Desktop Sharing (the ability to invite another user to your computer)
• Remote Management via the Host Dashboard (Windows host only)

By itself, LogMeIn Pro² is a powerful remote access tool. When combined with LogMeIn Central, data is gathered from any Windows computer running LogMeIn Pro² and made ready for use by LogMeIn Central for advanced reporting, computer monitoring and alerting, and computer inventory (see *About Remote Management* on page 6).

About LogMeIn Free

LogMeIn offers LogMeIn Free as a no-charge remote access solution.

When you install LogMeIn as the host software on one of your computers, you will be able to access that computer from any computer connected to the Internet.

Can I access LogMeIn Free computers from LogMeIn Central? LogMeIn Central subscribers can access computers running LogMeIn Free, but they will not be able to take advantage of certain advanced reporting and remote management features for those computers.

About the Client

Any device you use to access a computer running the LogMeIn host software is called a client.

The client is "welcomed" by the host. The client requires no pre-installed software. The client can be any computer with an Internet-connected web browser; whether at an Internet café, customer site, or friend's house.

There are numerous ways to connect to a host from a client, including the following:

- Log in to *www.LogMeIn.com* and access a host computer from the **My Computers** page, a free service that comes with your LogMeIn account.
- Log in to *www.LogMeIn.com* and access a host computer from LogMeIn Central, a subscription-based remote management solution.
- Use LogMeIn Ignition, a stand-alone tool that gives direct, one-click access to all of your LogMeIn host computers.
- Use LogMeIn Ignition for iPhone and iPod touch, in which case your iPhone or iPod touch is the client.

> **Example: Which computer is the client?**
>
> You connect to your office computer from your home computer. Your home computer is the client.

System Requirements – Client Device

The device you use to remotely access a computer running LogMeIn host software must meet the following requirements.

Client-side Operating System

- Windows 7, Vista, XP, Server 2003, 2008 (all including 64-bit)
- Windows ME & 2000 (32-bit)
- Mac OS 10.4 (Tiger), v10.5 (Leopard), and v10.6 (Snow Leopard) on both Power PC and Intel-based Macs
- See also *LogMeIn Ignition for iPhone and iPod touch*

Client-side Browser

- Internet Explorer 7 or later, with support for 128-bit or 256-bit encryption
- Firefox 3.0 or later
- Google Chrome 2.0 or later (Windows only)
- Safari 3.0 or later (Mac only)

About the LogMeIn Web Site – www.LogMeIn.com

Log in to www.LogMeIn.com to access your LogMeIn computers and to manage your LogMeIn account.

What can you do at www.LogMeIn.com?

- Create a LogMeIn account
- Add a new computer to your account by installing LogMeIn software to that computer

- Access or control a computer in your account
- Change a computer name
- Change LogMeIn account details
- Apply extra security features to your account
- See a list of available subscriptions

About the LogMeIn Host Interface

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 host software.

The LogMeIn host interface, also referred to as the LogMeIn Toolkit, is your launch pad to host-side (local) LogMeIn functionality.

What can you do with the host interface?

- 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 host Preferences

How to Open the LogMeIn Host Interface

- **Option 1**

    - Double-click the LogMeIn icon.

        Figure 1: LogMeIn icon in the Windows system tray

        Figure 2: 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**.

About Remote Management

Remote management is the configuration, monitoring, diagnosis, and support of multiple remote computers from anywhere there is an Internet connection.

Remote management can be understood as the leveraging of remote access by an IT department or advanced user.

About LogMeIn Central

LogMeIn Central is LogMeIn's subscription-based Essential Remote Management solution.

LogMeIn Central as a Remote Host Management Tool

Foremost, LogMeIn Central is a powerful toolkit for managing computers that are running a LogMeIn host (either LogMeIn Pro² or LogMeIn Free).

LogMeIn Central as a Network Management Tool for LogMeIn Hamachi² Networks

LogMeIn Central also lets you deploy and configure LogMeIn Hamachi² networks and clients.

Remote Management + Network Management = Essential Remote Services

LogMeIn Central is an Essential Remote Services solution: it helps you deliver remote access, remote management, and virtual networking services to hard-to-reach Internet-connected computers, servers, and other devices.

Your LogMeIn Account

How to Create a LogMeIn Account

You must have a LogMeIn account to use LogMeIn software and services.

Once you have created your account, you will be able to add computers to your account.

1. Go to *www.LogMeIn.com*.
2. Click **Create an account** in the upper-right corner.
3. Select **LogMeIn Access, Management and Networking** and click the **Continue** button at the bottom of the page.
   The registration form is displayed.
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.

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

Managing Your LogMeIn Account

How to Change Your LogMeIn Account Email

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

LogMeIn account details are managed from the My Computers page. No host connection is required.

1. Go to *www.LogMeIn.com*.
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.
3. Click the **Account** link in the upper-right corner.
   The **Personal Information** tab is displayed.
4. Click **Change** next to your current email address.
   The **Change Email Address** page displays.
5. Type your new email address in the **New email** field and click **Save**.
   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.
   You will be prompted to login with your old email address and password.
7. Log in with your old email address and password.
   Once logged in, your new email address will be committed to the LogMeIn system.

How to Change Your LogMeIn Account Password

Change the password you use to log in to your LogMeIn account.

LogMeIn account details are managed from the My Computers page. No host connection is required.

1. Go to *www.LogMeIn.com*.

2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.

3. Click the **Account** link in the upper-right corner and then the **Change password** tab.

4. On the **Change Password** tab, complete the **Enter current password**, **Enter new password**, and **Re-enter new password** fields.
   The Password Strength Meter will measure the strength of your new password.

5. Click **Save**.
   You are ready to use your new password the next time you log in to your LogMeIn account.

How to 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 your LogMeIn account at *www.LogMeIn.com* and click the **Billing** link in the upper-right corner.

Only Account Holders can edit information on the **Billing** page.

> **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.

How to View a List of Available Subscriptions

View a list of LogMeIn subscriptions associated with your account.

1. Go to *www.LogMeIn.com*.

2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.

3. Click the **Account** link.
   The Personal Information tab is displayed.

4. Click the **Subscriptions** tab.
   All available subscriptions are listed.

Making Your LogMeIn Account More Secure

Use the features found on the Security page to enable settings that help prevent unauthorized access to your LogMeIn account.

> **Path:** To access account security options, log in to your LogMeIn account and select **Account** > **Security**.

Emailed Security Code	When the **Emailed Security Code** box is selected, each time you log in to your account at *www.LogMeIn.com* you will be sent an email containing a security code that you must then enter in the appropriate dialog before you can access your account. Each code can be used only once.

Printed Security Code   When the **Printed Security Code** box is selected, LogMeIn will generate a list of one-time security codes for printing. Each time you log in to your account at *www.LogMeIn.com* you will be prompted to enter one of the security codes from the printed list before you can access your account. Each code can be used only once.

> **Tip:** Select **Stop prompting for security codes when all security codes have been used up** to disable the feature once all printed codes on the list have been used.

Account Audit   Select all events for which you want to receive automatic email notification. Notifications will be sent to the specified email addresses (for multiple recipients, separate email addresses with a semicolon). Available for Account Holders only.

Installing LogMeIn Host Software

Which Computers Need the LogMeIn Host Software?

You must install LogMeIn host software on any computer you want to be able to access remotely. You do not need to install LogMeIn host software to the device used to access another computer.

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, Vista, XP, Server 2003, 2008 (all including 64-bit)
• Windows 2000 (32-bit)
• Mac OS 10.4 (Tiger), 10.5 (Leopard), and 10.6 (Snow Leopard) on both Power PC and Intel-based Macs

Downloading and Installing LogMeIn Host Software

Install LogMeIn host software on any computer you want to access remotely. Installation is a simple process aided by Wizards.

• You must have a LogMeIn account
• You must be physically present at a computer that you want to be able to access remotely

Follow this procedure:

1. Go to *www.LogMeIn.com*.
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.
3. On the My Computers page, click the **Add Computer** link.
4. Select the product to install and click **Continue**.
5. Select a subscription to apply and click **Continue**.
6. Follow all on-screen instructions.

   Important: If asked to create a **Computer Access Code** during the download 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 18.

For troubleshooting assistance, visit the *Knowledge Base*.

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 the `LogMeIn.exe` program file to communicate over the Internet.

For troubleshooting assistance, visit the *Knowledge Base*.

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 Your LogMeIn Computers

The My Computers Page

While logged in to your account, use the LogMeIn My Computers page to access and manage your LogMeIn host computers.

Computer Listing Options

Use the **List buttons** to change how computers are displayed.
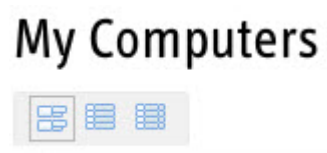
Figure 3: List buttons: Tile View, List View, Detail View

Right-Click for Available Controls

Right-click any computer name to view a menu of available controls.

Figure 4: Right-click any computer name to view a menu of available controls.

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.

High Visibility Controls
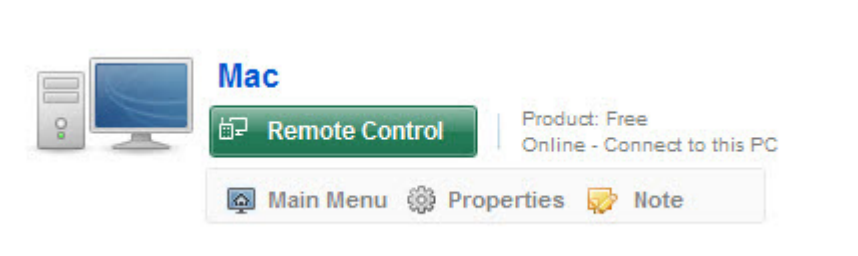
Figure 5: Tile view

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 6: List view

Detail View

Try Detail view for a good balance between the graphic quality of Tile view and practicality of List view.
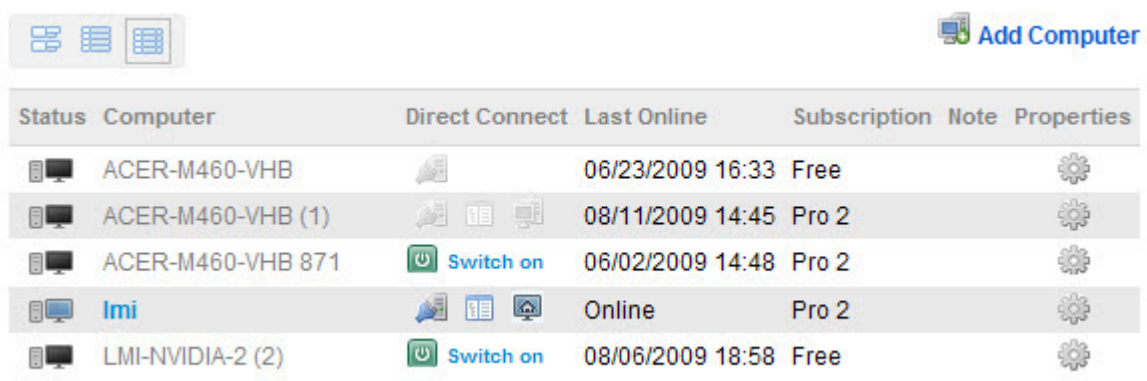
Figure 7: Detail view

Customize the List of Controls

Right-click the gray bar to view a list of available columns.

How to Rename a Computer

Change the name used for listing a computer in your LogMeIn account.

Important: This changes how your computer is listed in your LogMeIn account. This does not change the actual Computer Name as set at the operating system level (for example, under **System Properties** > **Computer Name** in Windows).

1. Go to *www.LogMeIn.com*.
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.

3. On the My 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 Change the Subscription Assigned to a Computer

1. Go to *www.LogMeIn.com*.
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password).
   The **My Computers** page is displayed.
3. On the My Computers page, click **Properties** > **Subscription** for the chosen computer.
4. Use the **Available subscriptions** drop-down list to choose the subscription to assign to the host computer.
5. Click **Change subscription**.
   The subscription will be applied to the host within a number of minutes or when it next comes online.

Connecting to a Host Computer

Connection Prerequisites

Use LogMeIn to access any host computer that meets the following conditions:

• The host must be turned on
• The host must not be in Sleep mode or Hibernation mode

> **Tip:** You can wake a remote computer using LogMeIn's Wake On LAN feature. See *How to Wake a Computer that is in Sleep Mode or Powered Off* on page 18 .

• The host must be connected to the Internet
• The LogMeIn service must be running on the host

How to Connect to a Computer in Your LogMeIn Account

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

    • Click the computer name or **Main Menu** link to connect to the host Main Menu (also known as Compact View) for basic remote access functionality.
    • Right-click the computer name and click **Remote Control in new window** to open the session in a new window or browser tab.

    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.

    Your session begins upon successful authentication.

    > **Important:** The first time you start a remote control session you will be asked to install a browser plug-in to the client computer, which is the computer you are using to initiate the remote session.

How to Connect to a Computer Using a Desktop Shortcut

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

1. Create a LogMeIn desktop shortcut on the client computer:

   - Go to **My Computers (Tile or Detail view)** > **Properties** > **Desktop Shortcut**

   Follow the on-screen instructions.

2. 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 to a Computer Using LogMeIn Ignition or Ignition for iPhone

LogMeIn Ignition is the fastest way to connect to your LogMeIn host computers.

Tip: Ignition is the best option when working on a public computer (some public computers limit your ability to run ActiveX, Java, or Flash; at least one of which is required for a rich remote control experience).

- Install LogMeIn Ignition on your desktop, USB drive or U3 smart drive
- Install LogMeIn Ignition for iPhone to your iPhone or iPod touch

Note: LogMeIn Ignition and LogMeIn Ignition for iPhone are distinct products and must be purchased separately. Both are priced per LogMeIn account. Visit the *LogMeIn Ignition* and *LogMeIn Ignition for iPhone* product pages for more information.

About Authenticating to LogMeIn Host Computers

Whenever you connect to a host computer running LogMeIn, you must authenticate yourself to the host computer.

Computers Requiring Authentication

You must enter a **Windows or Mac user name and password** to access a host computer that is configured to require authentication. Most computers on a corporate network require you to authenticate: for example, upon start-up you must press `Ctrl-Alt-Delete` on a Windows computer and then enter your user name and password.

Computers Not Requiring Authentication

You must enter a **Computer Access Code** to access a host computer that is *not* configured to require authentication. For example, your home computer may not be configured to require authentication (when you start your computer, you go straight to Windows without entering a user name and password).

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

How to Change Your Computer Access Code

LogMeIn users commonly forget the Computer Access Code that must be entered to gain remote access to a host computer. LogMeIn is unable to retrieve a lost Computer Access Code, but you can change the access code directly on the host computer.

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

1. From the host, open LogMeIn (the host software, not the website) and click the **Options** tab.

   Remember: You must be sitting at the computer that you want to be able to access remotely.

2. Under **Password**, click **Change Computer Access Code**.
   The Computer Access Code dialog box is displayed.
3. Enter your new Computer Access Code.
4. Click **OK** to save your change.

How to Wake a Computer that is in Sleep Mode or Powered Off

Use Wake On LAN to switch on a computer that is in sleep mode (PC and Mac) or powered off (PC).

Review this checklist to ensure that you will be able to use the Wake On LAN feature.

- Make sure that Wake On LAN has been enabled on the host.

  - From the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced Settings**. Under **Wake On LAN**, make sure that **Enable 'Wake On LAN' from sleep and power off** is selected.
  - From the client, connect to the host Main Menu and follow this path: **Preferences** > **Advanced Settings**. Under **Wake On LAN**, make sure that **Enable 'Wake On LAN' from sleep and power off** is selected.

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

- For a Mac host, enable the following setting: **System preferences** > **Energy saver** > **Options tab** > **Wake for Ethernet network administrator access**.
- For a Mac host, confirm that the computer is on a wired network. Wake On LAN is not supported for Mac hosts on a wireless network.
- Confirm that the host is in a supported sleep mode (stand-by, sleep, or hibernation mode: ACPI specification S3 or S4).
- For a Windows host that is powered off (but still plugged in), confirm that Wake on LAN is enabled in the computer's BIOS.

  Tip: Consult the user guide of your computer or motherboard to locate the appropriate BIOS switch, usually **Wake On LAN from S5**.

- Confirm that at least one other LogMeIn host on the same LAN is online and available.

When these conditions are met, any computer in your account that is ready to be woken up will show the **Switch on this computer** button. Click the button to wake the computer. It may take several minutes for the computer to wake.
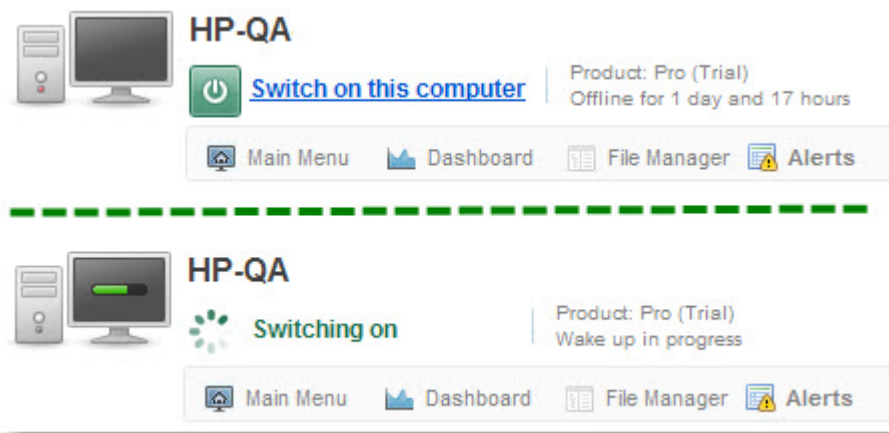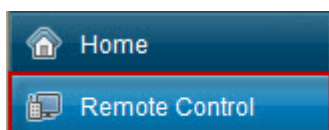

Figure 8: Wake On LAN in Tile view

Using Remote Control

How to Start a Remote Control Session

From the Host Main Menu

Once connected to the host, click **Remote Control** on the left menu to start remote control.

What You Can Do During Remote Control

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.

> 💡 **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 will be 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 will remain open.

How to Change the Color Quality of the Host Screen

Select a lower setting to optimize the amount of information transferred during remote control, or select a higher setting to improve the quality of the image.

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

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

   Your selection is applied immediately.

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 resolution is less than 100%.

1. On the Remote Control toolbar, click **Options** > **Magnify**.
   The magnifying glass is activated.
2. Drag the box.
   Any area within the box in displayed in high resolution.
3. Click the **Magnify** button again to deactivate the magnifying glass.

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 Switch Between Multiple Host Monitors during Remote Control

When connected to a host with two monitors, the **Switch Monitors** button will be available on the remote control toolbar. Click this button to switch between monitors.

Also, there is a **Monitors** button in **Options** on the Remote Control toolbar. Click the **Monitors** button to switch between monitors.

   > 💡 **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.

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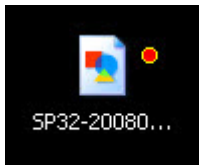
   > **Note:** You cannot control the host while Laser Pointer is enabled.

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

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 Monitor Host Screen.

- On the Remote Control toolbar, select **Options** > **Sync Clipboard**.
  Anything copied on either device is available to be pasted to the other.

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 Monitor Host Screen.

 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 using the **Ctrl-Alt-Del Hotkey** drop-down list.

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

This feature is not available during Monitor Host Screen.

 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.

How to Blank the Host Screen during Remote Control

Protect your data by blanking the host display during a remote control session. Anyone present at the host will be unable to see you work.

 Available on Windows hosts only.

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

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.

 Available on Windows hosts only.

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

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 LogMeIn to set 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.

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

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.

Connecting from a PC to a PC	Both sides must be the same
Connecting from a PC to a Mac	The Mac should be set to "international" and the PC to the desired input language
Connecting from a Mac to a Mac	The host can be set to any language, while the client should be set to the desired input language
Connecting from a Mac to a PC	You may experience mapping problems that cannot be resolved

How to Set the Language Used by LogMeIn

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:

- On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
- On the client, 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 a Deployment 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 Desktop Sharing, File Sharing, and the LogMeIn System Tray menu, you must change your operating system's language settings. In Windows XP go to Control Panel > Regional and Language Options. On a Mac, go to System Preferences > International > Language.

Customizing and Controlling your LogMeIn Experience

How to Optimize Remote Control Performance

Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, 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, and trailing effects while dragging windows.
Use display accelerator	Select this option to make remote control sessions faster and less CPU-intensive. See also *Troubleshooting Display Issues* on page 42 .

   Can't access this feature? If LogMeIn was installed by an administrator or via a Deployment 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 Keyboard and Mouse Priority for Remote Control

Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **General**

2. 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.
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 `Your input is being blocked` while controlling a host computer, make sure **Remote user** is selected.

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

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

LogMeIn offers a number of host-level settings to help you control when and how remote users will be able to start a remote session.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, 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 `%USER%` will be the Computer Name of the host as set at the operating system level, plus the client user's operating system account ID. The account `LogMeInRemoteUser` 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

Option	Description
	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.

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

How to Display/Remove the LogMeIn System Tray Icon

Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, 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:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, 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 Set the Host to Lock after Remote Control

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

Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **General**

2. 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 ends.
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 29).

3. 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.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **General**

2. 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.

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.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **Advanced**

2. Under **Network**, set the **Idle time allowed**.

   Can't access this feature? If LogMeIn was installed by an administrator or via a Deployment 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:

    • On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
    • On the client, 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 a Deployment 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 Change 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:

    • On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
    • On the client, 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.
Proxy user name	Complete this field if the proxy server requires authentication.
Proxy password	Complete this field if the proxy server requires authentication.

3. 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:

1. Access the host preferences:

    •   On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
    •   On the client, connect to the host Main Menu and follow this path: **Preferences** > **General**

2. Under **Event Logs**, click the **View Files** button.
    A list of available log files is displayed.

3. 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

4. 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 `C:\Program Files\LogMeIn`).
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.

5. 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.

1. Access the host preferences:

   • On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
   • On the client, connect to the host Main Menu and follow this path: **Preferences** > **Advanced**

2. Under **Screen Recording**, select **Record screen content of Remote Control sessions**.

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

3. You can also choose from the following actions and options:

Option	Description
Video format	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.
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.

4. 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: You cannot choose <u>not</u> to record an individual session. 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.

How to Set LogMeIn to Check for Software Updates

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **Advanced**

2. Under **Software updates**, select from the following options:

   - Select **Detect and download automatically** to set LogMeIn to check for the latest version of the LogMeIn host software upon log in to your account. You will be prompted to update if a new version is found.
   - On a Windows host, you can also select **Install downloaded updates when LogMeIn is idle** to ensure that LogMeIn updates are only installed when you are not in session or otherwise active in LogMeIn. This is useful because LogMeIn must restart itself (but not the computer) after applying an update. If this is done while LogMeIn is busy (for example, during an active remote control session or while a file transfer is in progress) then the connection will be dropped during the restart.

   Can't access this feature? If LogMeIn was installed by an administrator or via a Deployment 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 LogMeIn to Report Software Errors

LMIGuardian.exe is LogMeIn's error reporting component. It documents and records errors that occur in the LogMeIn 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 LogMeIn.

 Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Advanced**
   - On the client, 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 LogMeIn was installed by an administrator or via a Deployment Link from LogMeIn Central, your administrator may have restricted your access to this feature. Contact your administrator for more information.

Figure 9: 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:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Security**

   - On the client, 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.

Any remote user who successfully authenticates to the host will be prompted to enter a subset of characters from the Personal Password before being granted access.
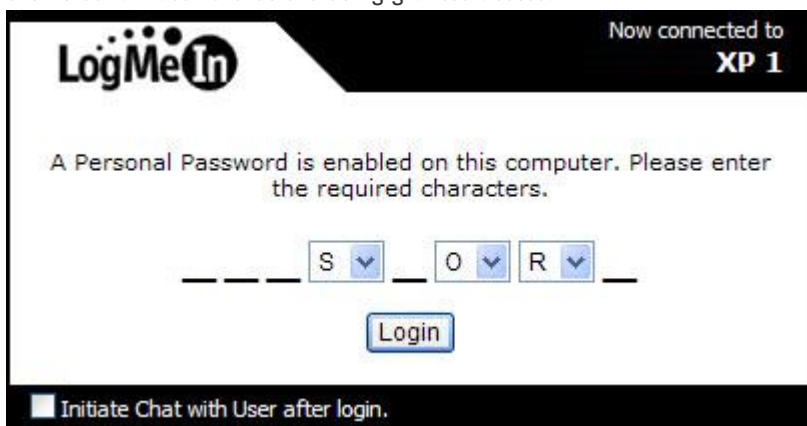
Figure 10: Sample Personal Password dialog box for `password`

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.

For information on the RSA SecurID product, visit *www.rsa.com*.

For information on setting up this feature, see the LogMeIn Knowledge Base article *Can I use RSA SecurID with LogMeIn?*.

Using IP Filters to Protect your Computer from Intruders

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:

    - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Security**

    - On the client, connect to the host Main Menu and follow this path: **Preferences** > **Security**

2. Under **Intrusion Control**, 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. Enter the **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.

9. Click **Back** 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.

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.

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 LogMeIn Pro 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 LogMeIn 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:

    - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Security**

    - On the client, 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:

    - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Security**

    - On the client, 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)

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 (see *How to Specify User Access Rights in LogMeIn* on page 39)

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 users will be able to access the computer via LogMeIn.

• 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 (when you turn on your computer, you must click a user name/icon in order to log on)
• "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 in LogMeIn

1. Access the host preferences:

   • On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **Security**

   • On the client, 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.
NT LAN Manager authentication	Available on Windows hosts only. Select this option to take advantage of Windows Challenge/Response type authentication when using Internet Explorer as the client browser. This feature protects your password from eavesdroppers if you are using HTTPS to secure communications between client and host.
Allow login information to be saved	Select this option to enable users with permission to use automatic authentication to securely save their username and password to the client when connecting to the host. See also "How to Set Up Automatic Authentication" in the *LogMeIn Central User Guide*.
Save user name in a cookie	Select this option to save your username in a browser cookie on the client, so that you only need to enter a password to authenticate to the host.
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 in the **Log on to** field.
Display "Enable/Disable LogMeIn" option on the system tray menu	Clear this option to prevent the host-side user from disabling LogMeIn. The **Switch Off LogMeIn** menu item will be removed from the system tray menu.

3. Under User Access Control, click **Show details**.
   The User Access Controls dialog is displayed.
4. In the **Name** field, type (or browse for) the name of the user for whom you want to set permissions.
5. Set the user's permissions using the following options:

Option	Description
Full Control	Give the user full control over all features of LogMeIn. It is the equivalent of checking all other options (other than Compact View only).
Compact view only	Limit the host user to the Compact HTML view of the LogMeIn HTML interface (the "Main Menu").
Use IP filter profile	Use this drop-down list to apply an existing IT 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, clear, backup and/or delete Windows event logs.
File System	Allow the user to use the File Manager to read, write, and/or delete files.
Registry	Allow the user to read, write, and/or delete Registry settings.

Option	Description
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 the LogMeIn service, initiate and schedule system reboots, and hard-reset the computer.
Remote Control	• R: Allow the user to view and monitor the remote desktop and use the chat applet • W: Allow the user to view and interact with 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	Allow the user to view, create, modify, and/or delete user groups and accounts.
System Configuration	Allow the user to read, write, and/or delete system configuration data, such as environment variables, virtual memory, autologon settings, and system time.
Command Prompt	Allow access to the host Command Prompt feature.
Processes	• 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.

Troubleshooting

For troubleshooting assistance, visit the *Knowledge Base*.

Tip: The *LogMeIn Community* is an excellent source of information from other LogMeIn users.

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 or host computer restart when initiating remote control.

Available on Windows hosts only.

1. Access the host preferences:

   - On the host, open LogMeIn and follow this path: **Options** > **Preferences** > **General**
   - On the client, connect to the host Main Menu and follow this path: **Preferences** > **General**

2. Under **Remote Control** > **Performance**, make sure that **Use Display Accelerator** is <u>not</u> selected.

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

Rebooting the Host

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.

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