Restarting LogMeIn on Your aACE Server

Last Modified on 07/07/2023 7:15 pm EDT

This guide explains how to re-enable LogMeIn. It is intended for system administrators.

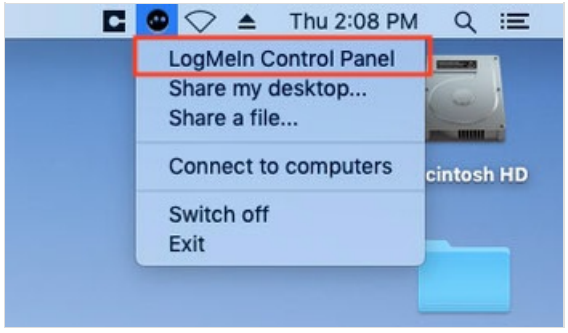
To restart LogMeIn, you must first access the control panel, then manually disable and re-enable the application. You can access the control panel through the client and also via a browser (https://aace6.knowledgeowl.com/help/restarting-logmein-on-your-aace-server#RestartingLogMeInViaABrowser).

Accessing the LogMeIn Control Panel

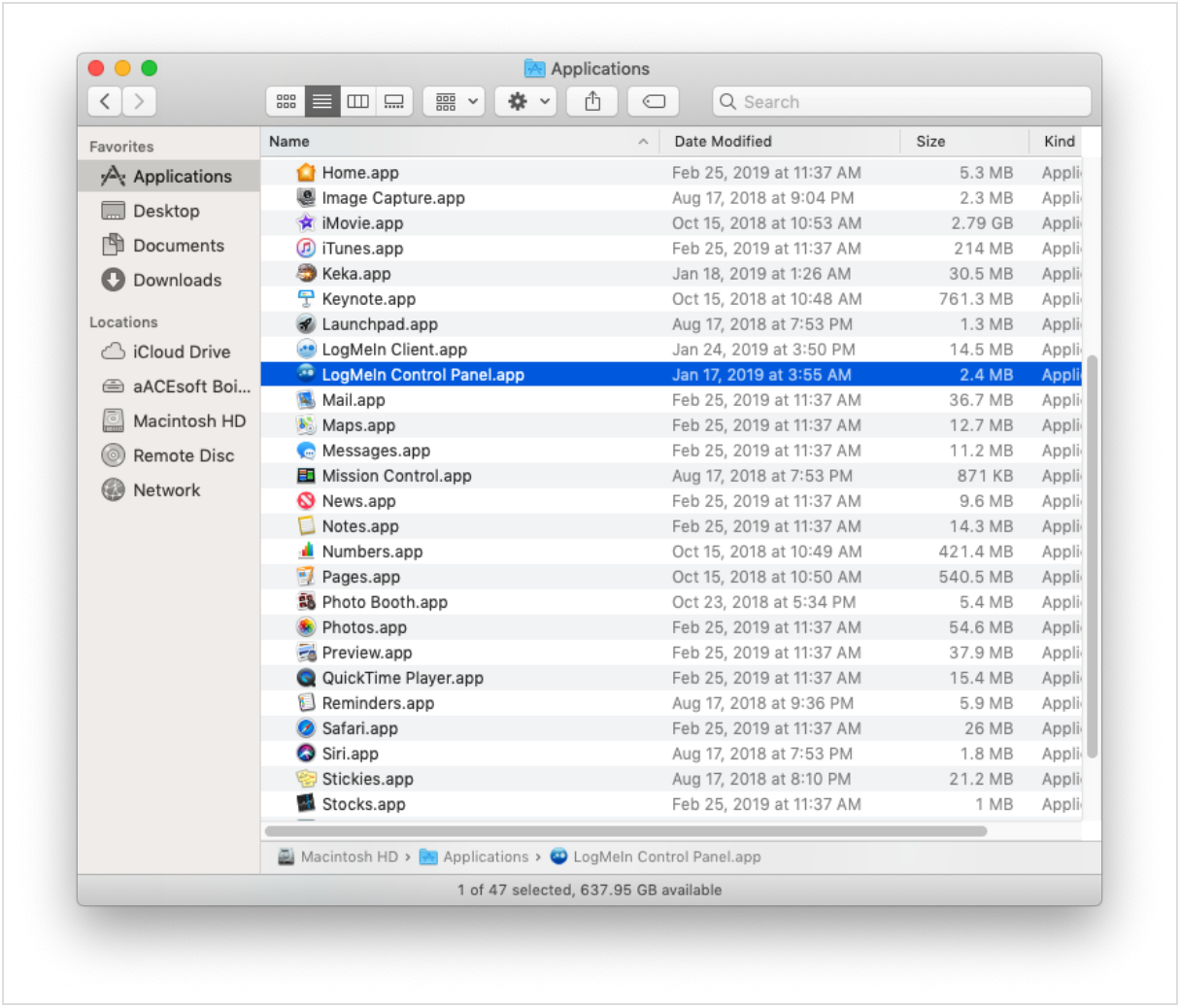
You may need to access LogMeIn differently, depending on your OS and specific workstation settings. Open the LogMeIn Control Panel using one of following methods:

Mac OS

- If the LogMeIn icon is displayed on the menu bar — Click **LogMeIn** icon ( )> **LogMeIn Control Panel**.

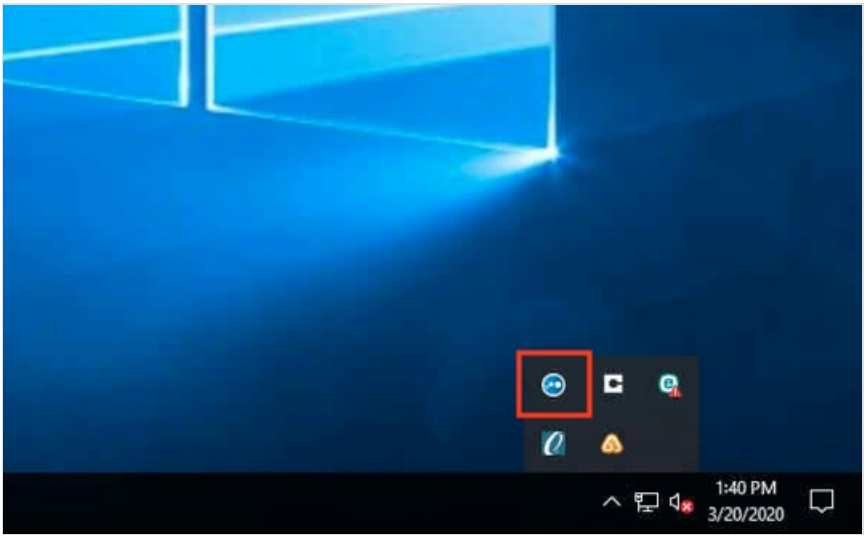


- If the LogMeIn icon *not* displayed in the menu bar — Open the Finder **Applications** folder and double-click the **LogMeIn Control Panel** application.

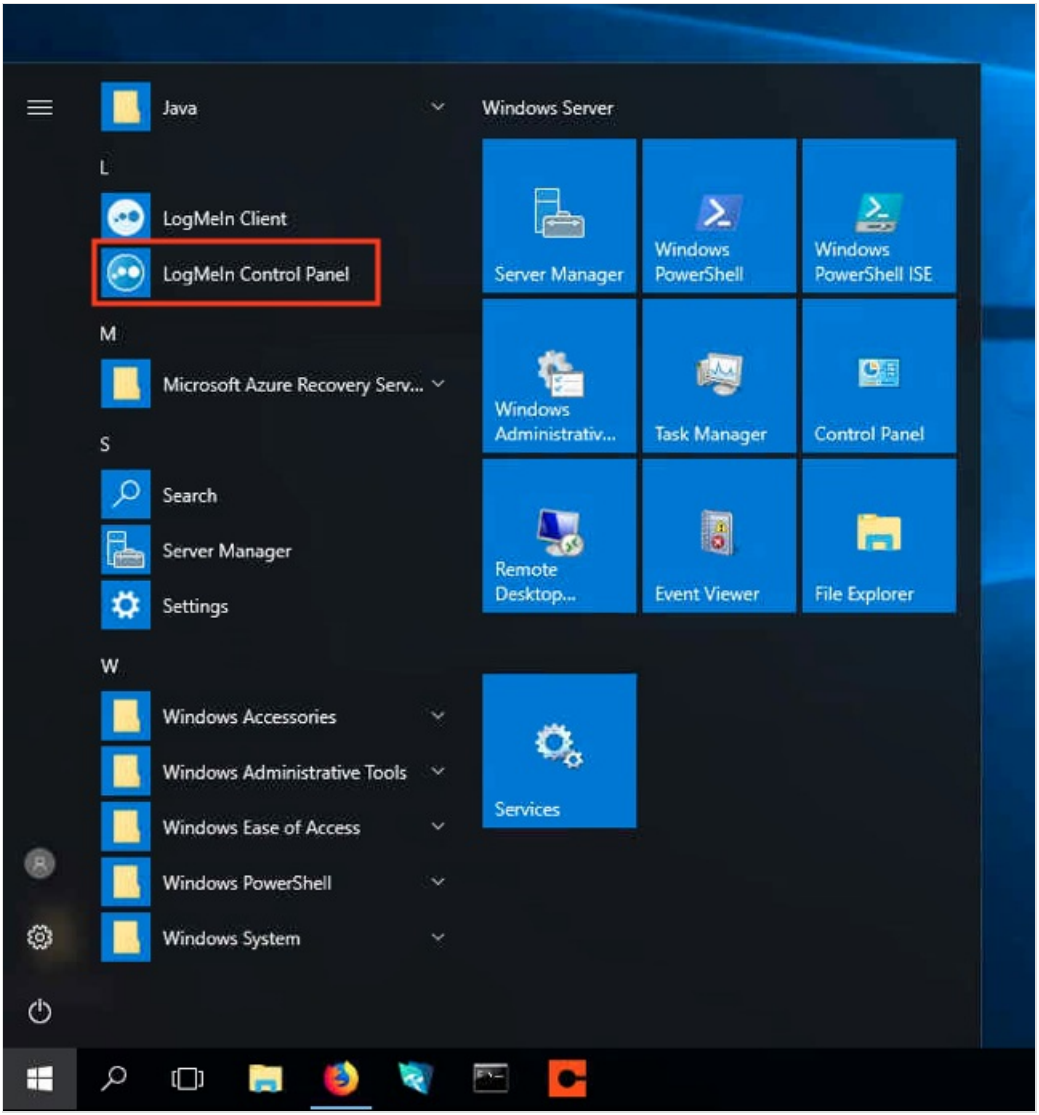


Windows OS

- If the LogMeIn icon is displayed on the taskbar — Click **LogMeIn** icon ( ) > **LogMeIn Control Panel**.

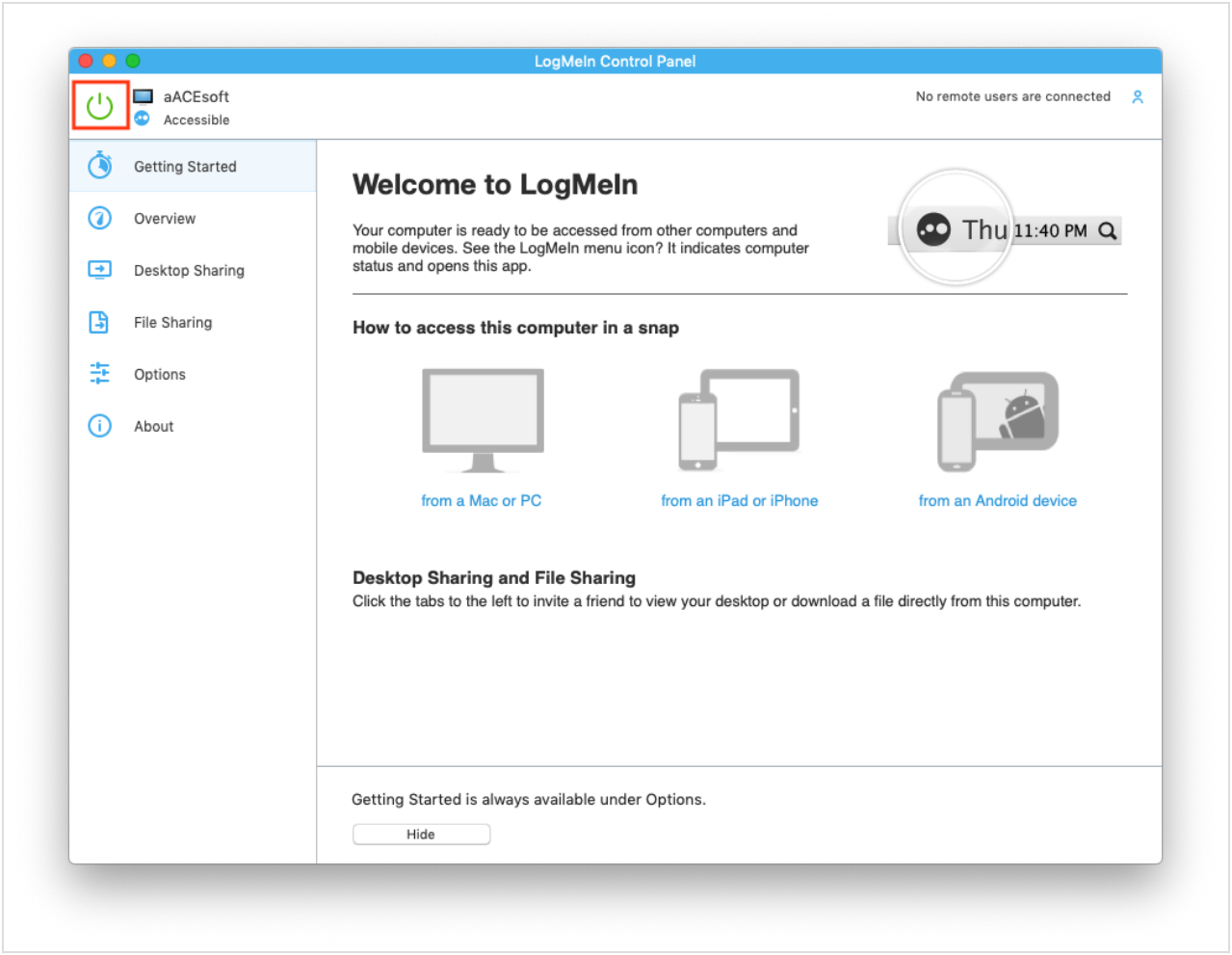


- If the LogMeIn icon is *not* displayed on the taskbar — At the **Start** menu, type "LogMeIn" and double-click the **LogMeIn Control Panel**.



Restarting LogMeIn Via the Control Panel

At the LogMeIn Control Panel, manually disable the application by clicking the green **Power** button in the upper-left corner. The Power button turns red.



Re-enable LogMeIn by clicking the **Power** button again.

Restarting LogMeIn Via a Browser

1. Access the LogMeIn web site (https://www.logmein.com/) and click **Log In** at the right side of the header bar.
2. Enter your credentials.
   Note: You may have to enter your credentials on a GoTo company page.
3. Select the server you need to work on.
4. Enter the credentials to connect to the remote computer.
5. At the LogMeIn browser-based control panel, click **Preferences** > **Advanced** > **View Reboot Options** > **Restart LogMeIn** > **OK**.
   The browser displays a page showing that LogMeIn is *not* connected while the service restarts.

After the service restarts, use the LogMeIn client to access the server.