Restarting LogMeIn on Your aACE Server

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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 reenable the application. You can access the control panel through the client and also <u>via a</u> <u>browser</u> (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.

Favorites	Name	Date Modified	Size	Kind
	Home.app	Feb 25, 2019 at 11:37 AM	5.3 MB	Appl
Applications	Image Capture.app	Aug 17, 2018 at 9:04 PM	2.3 MB	Appl
🛄 Desktop	iMovie.app	Oct 15, 2018 at 10:53 AM	2.79 GB	Appl
Documents	iTunes.app	Feb 25, 2019 at 11:37 AM	214 MB	Appl
Downloads	Keka.app	Jan 18, 2019 at 1:26 AM	30.5 MB	Appl
	Texnote.app	Oct 15, 2018 at 10:48 AM	761.3 MB	Appl
Locations	& Launchpad.app	Aug 17, 2018 at 7:53 PM	1.3 MB	Appl
iCloud Drive	 LogMeIn Client.app 	Jan 24, 2019 at 3:50 PM	14.5 MB	Appl
	LogMein Control Panel.app	Jan 17, 2019 at 3:55 AM	2.4 MB	Appl
🖨 aACEsoft Boi	🕵 Mail.app	Feb 25, 2019 at 11:37 AM	36.7 MB	Appl
Macintosh HD	Naps.app	Feb 25, 2019 at 11:37 AM	12.7 MB	Appl
Remote Disc	Messages.app	Feb 25, 2019 at 11:37 AM	11.2 MB	Appl
Network	Mission Control.app	Aug 17, 2018 at 7:53 PM	871 KB	Appl
	S News.app	Feb 25, 2019 at 11:37 AM	9.6 MB	Appl
	Notes.app	Feb 25, 2019 at 11:37 AM	14.3 MB	Appl
	Mumbers.app	Oct 15, 2018 at 10:49 AM	421.4 MB	Appl
	🛐 Pages.app	Oct 15, 2018 at 10:50 AM	540.5 MB	Appl
	👪 Photo Booth.app	Oct 23, 2018 at 5:34 PM	5.4 MB	Appl
	Photos.app	Feb 25, 2019 at 11:37 AM	54.6 MB	Appl
	neview.app	Feb 25, 2019 at 11:37 AM	37.9 MB	Appl
	🔇 QuickTime Player.app	Feb 25, 2019 at 11:37 AM	15.4 MB	Appl
	Reminders.app	Aug 17, 2018 at 9:36 PM	5.9 MB	Appl
	🧭 Safari.app	Feb 25, 2019 at 11:37 AM	26 MB	Appl
	🔕 Siri.app	Aug 17, 2018 at 7:53 PM	1.8 MB	Appl
	😤 Stickies.app	Aug 17, 2018 at 8:10 PM	21.2 MB	Appl
	🚮 Stocks.app	Feb 25, 2019 at 11:37 AM	1 MB	Appl
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	📓 Macintosh HD > 🔝 Applications > 🤓	LogMein Control Panel.app		
	1 of 47 selected	l, 637.95 GB available		

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.
- 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.

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