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 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 | Appli |
| Desktop | Image Capture.app | Aug 17, 2018 at 9:04 PM | 2.3 MB | Appli |
| | iMovie.app | Oct 15, 2018 at 10:53 AM | 2.79 GB | Appli |
| 🖻 Documents | iTunes.app | Feb 25, 2019 at 11:37 AM | 214 MB | Appli |
| Downloads | Keka.app | Jan 18, 2019 at 1:26 AM | 30.5 MB | Appli |
| | T Keynote.app | Oct 15, 2018 at 10:48 AM | 761.3 MB | Appli |
| Locations | aunchpad.app | Aug 17, 2018 at 7:53 PM | 1.3 MB | Appli |
| iCloud Drive | LogMeln Client.app | Jan 24, 2019 at 3:50 PM | 14.5 MB | Appli |
| aACEsoft Boi | LogMein Control Panel.app | Jan 17, 2019 at 3:55 AM | 2.4 MB | Appli |
| | 🕵 Mail.app | Feb 25, 2019 at 11:37 AM | 36.7 MB | Appli |
| Macintosh HD | 🔊 Maps.app | Feb 25, 2019 at 11:37 AM | 12.7 MB | Appli |
| Remote Disc | 🥽 Messages.app | Feb 25, 2019 at 11:37 AM | 11.2 MB | Appli |
| Network | Mission Control.app | Aug 17, 2018 at 7:53 PM | 871 KB | Appli |
| | 🔇 News.app | Feb 25, 2019 at 11:37 AM | 9.6 MB | Appli |
| | 🚺 Notes.app | Feb 25, 2019 at 11:37 AM | 14.3 MB | Appli |
| | 🔳 Numbers.app | Oct 15, 2018 at 10:49 AM | 421.4 MB | Appli |
| | 🛃 Pages.app | Oct 15, 2018 at 10:50 AM | 540.5 MB | Appli |
| | 👪 Photo Booth.app | Oct 23, 2018 at 5:34 PM | 5.4 MB | Appli |
| | 🏽 Photos.app | Feb 25, 2019 at 11:37 AM | 54.6 MB | Appli |
| | 🔁 Preview.app | Feb 25, 2019 at 11:37 AM | 37.9 MB | Appli |
| | 🔍 QuickTime Player.app | Feb 25, 2019 at 11:37 AM | 15.4 MB | Appli |
| | 🗐 Reminders.app | Aug 17, 2018 at 9:36 PM | 5.9 MB | Appli |
| | 🥝 Safari.app | Feb 25, 2019 at 11:37 AM | 26 MB | Appli |
| | 🔕 Siri.app | Aug 17, 2018 at 7:53 PM | 1.8 MB | Appli |
| | 😤 Stickies.app | Aug 17, 2018 at 8:10 PM | 21.2 MB | Appli |
| | Stocks.app | Feb 25, 2019 at 11:37 AM | 1 MB | Appli |
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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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