

10 Features You Must Try in LogMeIn Central

Welcome

Welcome to LogMeIn Central! Whether you're a new customer or a seasoned veteran, we want to make sure you're getting the most out of your Central subscription.

This guide will help you familiarize yourself with the most powerful and valuable features Central offers!

Before doing anything else

Log in to your Central account with your LogMeIn ID.

Install the LogMeIn Central agent onto at least one computer in your network. Learn the step-by-step process [here](#).



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Task #1: Execute a Remote Control Session



Base Plan

What is it?

Remote Control is the ability to see and interact with a computer screen as though you were sitting directly in front of it.

How will it help me?

Our Remote Control has 99.9% uptime allowing you to securely and intuitively access computers or servers from any computer or mobile device in any location. By providing multi-monitor support and putting security first with screen blanking and computer locking, Central protects and simplifies your business.

Use case

Hannah is an IT technician supporting health centers across Western Virginia. She utilizes Central's remote control to access and manage her endpoints in health centers hours away from her home office. She also relies on the remote control while on the road to support her end-users from any location.

Try it yourself

1. Navigate to the **Computers** tab in the left-hand menu
2. Click the computer icon  in the **Direct Connect** column for the endpoint that you would want to access
3. Input the username and password for the computer you are accessing
4. Begin your remote session! Accomplish everything that you can do in front of a computer from any location



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #2: Create Computer Groups



Base Plan

What is it?

Computer Grouping allows you to organize your endpoints within Central's environment to meet your needs. Your team will be able to apply packages of settings and user permission-levels based on these groups, so be sure to brainstorm what groupings would be the most useful for your team (examples on following page).

How will it help me?

Computer Grouping will not only be a way to visually organize your endpoints on the Computers tab, but will also help when applying updates, reporting, and setting permissions on different groups of computers.

Use cases

Jed is an IT technician that uses Central daily to support his clients at an MSP. To help him keep track of which endpoints belong to which client, he relies on Computer Grouping. With Computer Grouping, he can quickly and visually identify which computers he is accessing.

Luke is the systems administrator for his company. He utilizes Computer Grouping to keep track of the computers that he uses to test updates. Prior to issuing a Windows or third-party application patch company wide, Luke runs the patch on his test computer group to ensure that it will not cause any issues.



TIP: On the Computers tab, you can create Custom Fields to further organize your endpoints. For example, many users add 'Location' as a column to keep track of remote employees.

Try it yourself

1. Navigate to the **Computers** tab in the left-hand menu
2. Select **Add Group** at the top of the page
3. Add your group name and click **Add**
4. Select the computers that you want to be included in this group and click **Save**

Example computer groupings

- Office Location (Boston office, Budapest office, Raleigh office)
- Customer (Law Firm A, Law Firm B, Law Firm C)
- Functionality (Servers, Desktops)
- Business Unit
- Business Functions (Marketing, Sales, Engineering)



TIP: To view only the computers in a specific group on the Computers page, click the View Computers button at the top of the LogMeIn Central user interface and then Show group panel.



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #3: Customize a Host Preference Package



Base Plan

What is it?

Host Preference Packages allow you to centrally manage the endpoint agent and host settings.

How will it help me?

With a Host Preference Package, you can mass-manage multiple computers simultaneously to set security and preference settings. To customize LogMeIn Central to fit the needs of your organization, assign one package to each computer / group. Host Preference Packages also lock down the settings on an endpoint, so local users or admins cannot edit LogMeIn's settings.

Use cases

Tyler is the owner of a small MSP shop where he supports 5 different clients. Each client has different regulations and preferences regarding the configuration and storage of log videos, blanking the screen during a remote session, and requesting end-user consent prior to a remote session. In order to meet the needs of each of his clients, Tyler was able to create and assign his client's computers to the correct Host Preference Packages.

Peter is the IT director at a software company that requires stricter security settings. Therefore, Peter configured his Host Preference Package to be more secure by reducing the number of attempts prior to an IP address lockout as well as the number of invalid log-in attempts that are allowed.

Try it yourself

1. Navigate to the **Host Preferences** under the **Configuration** tab and select **Add Package**
2. Name your Host Preference Package and click **Save**
3. Navigate through each **Category** and choose your preferences

If you want to...

- **ensure that your end-user cannot turn off LogMeIn Central:**
Navigate to the Access Control category and deselect Allow the user to turn off LogMeIn.
- **hide the LogMeIn icon from your end-users:**
Navigate to the Appearance category and deselect Display the LogMeIn icon in the System Tray.
- **record your remote-control sessions to maintain compliance:**
Navigate to the Log Settings category and select Record screen content of Remote Control sessions.
- **allow your end-user to consent to a remote control session:**
Navigate to the Remote Control category and check Request consent from the host side user.



TIPS: Create your **Computer Groups** prior to creating your **Host Preference Packages** so that you can customize your **Host Preference Packages** depending on the needs of each group.

Prior to creating your Central deployment package, finalize your **Host Preference Packages**. In deployment, you will be able to link a Host Preference Package to each group to ensure the correct customizations.



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #4: Add and Manage Users



Base Plan

What is it?

User Management is how you add and assign different user permissions within LogMeIn Central. With User Management, you can organize your technicians by user group and assign access to different features within Central.

How will it help me?

With User Management, you can organize all your users and maintain strong security standards by having one log-in per user. In addition, you're able to decrease the risk of an accident as well as patch a security hole by provisioning access to specific users for features or machines. With User Management, you can restrict the computers your client can remotely access to only their personal computer or the computers within their environment.



Return On Investment

In Central, you can invite an **unlimited number of users at no extra cost**. This can provide additional return on investment for Managed Service Providers who can sell Central's remote access to their clients.

Use case

Connor is an IT Director that manages a team of 8 with a variety of specialties and skill-levels. He uses User Management to regulate which team members have access to the different features within Central. With his help desk technicians, Connor provisions their accounts to only have access to Remote Access. For his security professionals, Connor provisions them with access to the Managed Antivirus and Windows & Application Updates. This helps him ensure that only his team members with the knowledge to perform a task can access that feature.

Dustin manages a team of 10 IT technicians at an MSP. Each of his technicians is responsible for servicing two of the MSPs' 20 clients. With User Management, Dustin can configure Central to allow each technician to only see and manage the computers for the clients that they are supporting. This allows each technician to focus on their clients without additional noise.



TIPS: User Management is where you set up Two-Factor Authentication for your employees accessing Central. With provisioning Two-Factor Authentication, users will be prompted to authenticate their identity via the LastPass Authenticator App (or any other TOTP-based authenticator app) prior to gaining access to Central. It is recommended to use Two-Factor Authentication to decrease the risk of unauthorized access to your Central account. You can customize this setting by User Group or individual users.

To learn more about setting up two-factor authentication, visit our documentation site [here](#).

For additional security, consider also customizing a login policy to ensure your users are employing strong passwords when accessing Central.

Learn how to set this up [here](#).



TIP: User group permissions take precedent over individually set permissions.



Additional Resources

For additional help adding users, visit our documentation site [here](#).

Try it yourself

1. Navigate to the **User** tab on the left-side menu and click **Manage**
2. **Select Add Users**
3. Fill out the form with the email address of your users and select permissions
TIP: Specify which **Computer Groupings** your users can access under **Group / Computer Permission**
4. Click **Send Invitation**. Your users will receive an email invitation to access Central

Task #5:

Remotely Access a Computer Without Impacting the End-User



6 min

Base Plan

What is it?

Background Access allows you to see the background of a machine without interrupting an end user.

How will it help me?

Background Access allows you to troubleshoot and do prescriptive maintenance without interrupting the end-user from either the LogMeIn website or Client App. With the ability to transfer files, run an installation from an MSI, update a user's password, see all the tasks being run, and more, Background Access is a powerful tool for troubleshooting issues and aiding employees.

Use case

Mike is a help desk technician at a law firm. At the firm, lawyers bill in six-minute increments so it is imperative to the firm's bottom line that Mike can manage the lawyers' computers without interrupting their work. Mike relies on Background Access to install software and troubleshoot potential issues to avoid end user interruption.

Try it yourself

1. Navigate to the **Computers** tab in the left-hand menu
2. Click the dashboard icon 🏠 in the **Direct Connect** column for the endpoint that you would want to see implement a background access session
3. Input the username and password for the computer you are accessing
4. View the **Dashboard** to see system information, events, processes, network traffic and more as well as perform maintenance to a machine
5. Click **Computer Management** in the left-hand menu to view all the endpoint manipulation options available to perform without interrupting the end-user



If you want to...

- **end a process the computer is running:**

On the Dashboard page, click on the item that you want to end in the Processes box. In the details for that item, click the red X in the upper-left of the page to end that process.

- **install or remove files from a machine:**

Click on File Manager in the left-side panel to see side-by-side the files on your computer as well as the target machine. Drag-and-drop files on and off the machine to add or remove files.

- **view the events on a machine:**

Click on Computer Management in the left-side panel and choose Event Viewer. Here you can find the list of events on a machine.

- **determine what is draining processing power on a machine:**

Under Computer Management, choose Processes. In Processes, you can sort by CPU % to see which processes are draining your machine. You can also kill off a process, by clicking the red X in the upper-left corner.

- **schedule a computer reboot:**

Under Computer Management, choose Reboot Options. Select Scheduled Reboot and choose the date and time that you would like the reboot to occur.



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #6:

Create a Policy with LogMeIn Antivirus Powered by Bitdefender



Premier Plan
Security Module

What is it?

LogMeIn Antivirus is a robust antivirus that is fully integrated with LogMeIn Central. With LogMeIn Antivirus, you can set custom policies for groups of computers to easily manage your antivirus. A full list of features included in the antivirus is available [here](#).

How will it help me?

By setting policies with LogMeIn Antivirus, you can centrally configure the antivirus to meet the needs of your organization or users. From scheduling scans to excluding folders to blocking USB storage devices, policies allow you to provision your antivirus requirements efficiently.

Use cases

Garrett provides IT consulting and support for three different small businesses. Each small business has a different set of requirements for their antivirus. With LogMeIn Antivirus policies, Garrett can create a specific policy to address the requirements for each client and then assign the correct computers to those policies.

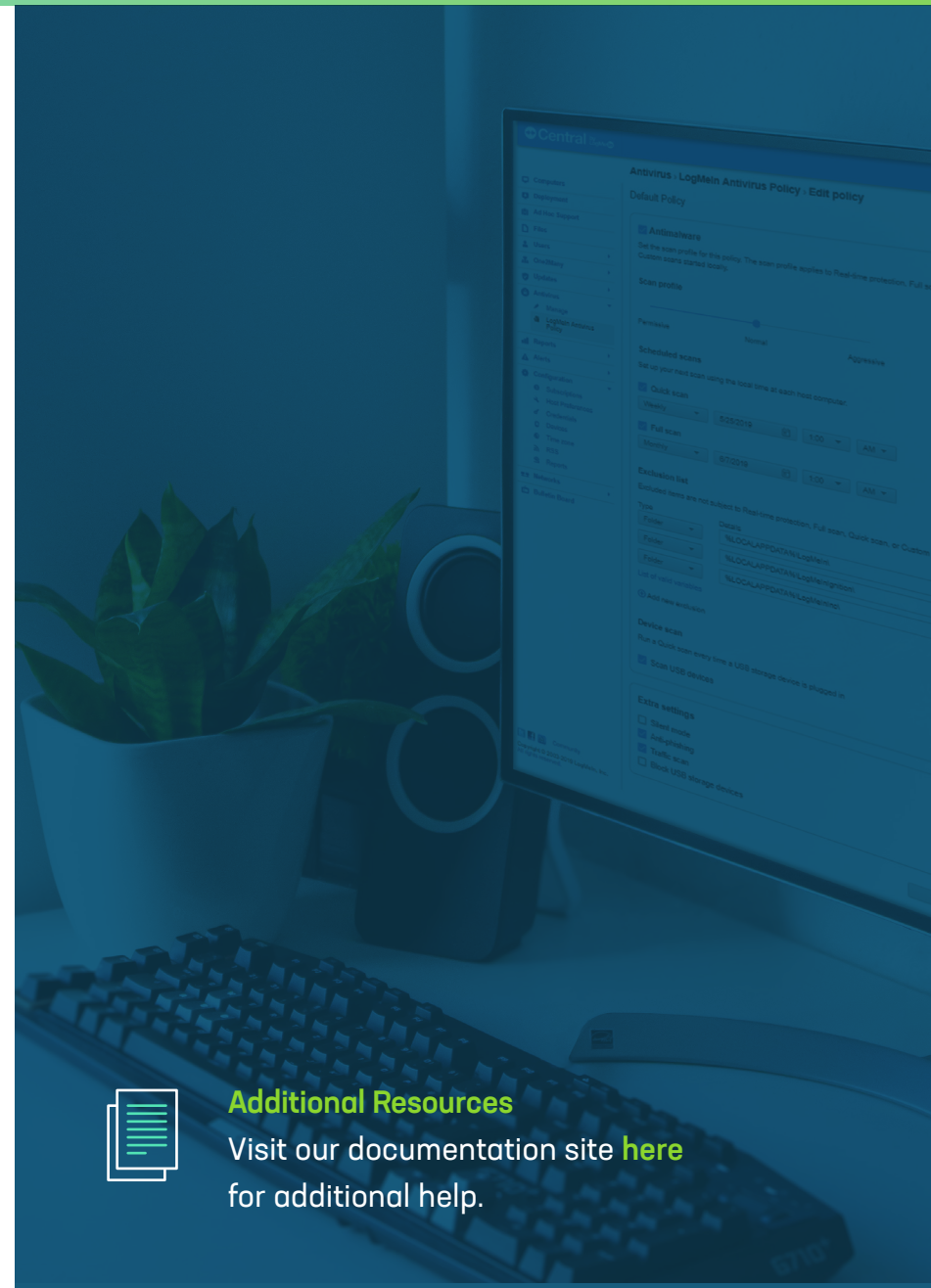
At a mid-size company, Hunter manages deploying and monitoring the antivirus in Central. He sets specific policies for different departments within the organization depending on their needs. For Human Resources and Finance, he sets an aggressive policy to ensure that the sensitive information on their machines remain secure. For contractors, he sets a more permissive policy as they are not privy to sensitive data.

Try it yourself

1. Navigate to the **Antivirus** tab in the left-hand menu and select **LogMeIn Antivirus Policy**
2. Choose to **Create New Policy** or edit the **Default Policy**
3. Customize the **Policy** based on your organizations specifications
4. Select **Save**

To assign the Antivirus Policy to a group or computer:

1. Navigate to the **Manage** tab under **Antivirus**
2. Check the group or computer that you would like to assign an antivirus policy to
3. Select **Assign LogMeIn Antivirus policy** from the **Actions** menu
4. **Choose the Policy** that you would like to assign to the selected computers
5. Select **Assign**



Additional Resources

Visit our documentation site [here](#) for additional help.

Interested in adding this feature?

Call (866) 478-1805 or visit LogMeIn.com/central

Task #7: Run a Windows or Application Update



Premier Plan
Security Module

What is it?

Windows and Application updates provide insight into which version your endpoints have deployed and allow you to push Windows or third-party application updates to your endpoints. See which applications are supported [here](#).

How will it help me?

It is essential that your endpoints are patched with the latest versions of Windows or third-party applications to avoid cybercriminals taking advantage of known vulnerabilities. With Central, your team can quickly identify outdated Windows or vulnerable third-party applications and automatically deploy patches to keep your software up to date and protected against threats.

Use cases

Beth works in IT at a marketing agency. The marketing team utilizes Adobe to create polished collateral for their clients. In order to ensure that the marketing team is always using the latest version of Adobe, Beth configured Central to automatically install updates. Not only does this keep her marketing team on the latest software version, but it also prevents cyber-criminals from taking advantage of any known vulnerability in software.

At an MSP firm, Sujatha is responsible for keeping her client's Windows up-to-date. With Windows updates, Sujatha can see when a new update is available and automatically roll it out for Windows operating systems and other Microsoft software.

Windows Update

1. Navigate to the **Updates** tab in the left-hand menu and select **Windows**
2. Endpoints requiring Windows updates will have Yellow or Red shields next to the computer name.
3. Select the computers that you would like to install Windows updates on
4. Choose **Apply Updates**

Note

To customize your Windows update settings, select the computers that you would like to customize and then press **Change Settings**.

Application Update

1. Navigate to the **Updates** tab in the left-hand menu and select **Applications**
2. Endpoints requiring application updates will have Yellow or Red shields in the **Status** column
3. Select the computers that you would like to install Windows updates on
4. Choose **Apply Updates**

Note

To choose whether you want your updates to be manual (application updater will collect available updates but will not install any of them) or automatic (all available updates will be installed), navigate to **Change Settings**.

Interested in adding this feature?

Call (866) 478-1805 or visit LogMeIn.com/central



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #8:

Write a One2Many Script



Premier Plan
Automation Module

What is it?

One2Many is one of the most powerful tools in Central. With One2Many, you can write command line or PowerShell scripts to perform tasks such as uninstall a Windows update, reboot a computer or server, distribute files, and much more.

How will it help me?

One2Many allows you to perform tasks across all your computers simultaneously. Save your team valuable time and resources by making changes across your entire infrastructure.

Use cases

As part of Donna's MSP client agreement, she is responsible for setting-up the computer for her client's new employees. This includes ensuring that the software and files that the new employees require are on the computer day 1. As there are usually about 20 new employees a month, Donna saves time by distributing the software and files onto all the new computers simultaneously via One2Many. She's also able to go above and beyond with One2Many by setting the company's logo as the desktop background for these new employees.

Richard runs a digital signage business where he needs to push software updates to his 250 devices. Through One2Many, Richard can test the updates on a handful of his signs before pushing out across all his devices.

Use cases (cont.)

David works on an internal IT team that just received a lot of complaints after the most recent Windows update was pushed out. With One2Many, David can uninstall the most recent software so that his end-users can continue to work while his team waits for Microsoft to release a fix.

At her company, Alex is responsible for setting up a preventative maintenance program for their company's endpoints. As part of her plan, she set up One2Many tasks to run every Friday that clean out temporary folders to ensure disk space, backs up user profiles, and more.

Create your task

1. Navigate to the **One2Many** tab in the left-hand menu and select Task
2. Select **Create Task**
3. Choose the task that you would like to run and select **Save and Continue**

Build your task

4. Navigate to the **One2Many** tab in the left-hand menu and select **Plan**
5. Select **Create Plan**
6. Name your plan and select the task to be run
7. Choose when the task will run, and on which target computers

Example

Attempt to reboot a computer via command script

1. Select **Execute a Remote Command** under **Create Task**
2. Name your task and ensure the language is CMD
3. **Copy Script:** shutdown /r /t 60 /c "Workstation Rebooted via LogMeIn Central - This workstation will reboot in less than 60 seconds."
4. Select **Save and Continue**
5. Choose to **Create a New Plan** or **Select from plans assigned to other tasks**
6. Finalize plan and select **Save and Continue**

Troubleshooting

Is your script not running correctly? Try...

- making sure the script runs silently when executed locally
- checking the credentials provided for the plan are valid and have sufficient permissions
- ensuring that upload.logmein.com is not blocked by a firewall
- checking that you have access to your C:\Windows\Temp folder

More details on troubleshooting can be found [here](#).



TIP: The LogMeIn Central Community Forum is an excellent place to find pre-written scripts. Be sure to visit it [here](#).



Additional Resources

Visit our documentation site [here](#) for additional help.

Interested in adding this feature?

Call (866) 478-1805 or visit LogMeIn.com/central

Task #9: Create an Alert Package



5 min

Premier Plan
Automation &
Insite Modules

What is it?

Set up, track and act on alerts to monitor computer health and resolve concerns before they become problems.

How will it help me?

Stay on top of your endpoint infrastructure and prevent downtime by creating custom alert packages. In each package, you can set alerts for items such as CPU usage, software inventory, offline / online, service alerts, and more to keep your team one-step ahead.

Use case

Marissa oversees her company's POS devices. Whenever an end-user downloads an unapproved piece of software, Marissa wants to be alerted as some software slows down POS devices. Therefore, Marissa created an event alert that will trigger an email when one of non-approved software is downloaded to the device, so she can contact the manager of that store and have them remove the software.

Try it yourself

1. Navigate to the Alerts tab in the left-hand menu and select Manage Alert Packages
2. Select Add Alert Package
3. Build your Alert Package using the templates provided under Add New Alert Rule
NOTE: You can only apply one alert package per endpoint so be sure to build multiple alerts into your packages.
4. Review our Workstation, Server, and Kiosk templates under Add New Alert Rule for best practices
5. Choose whether to receive an email when an alert is triggered and if to include a link to remote control and inventory in email.
6. Save and assign your Alert Package to endpoints of Computer Groups to finalize.

Interested in adding this feature?

Call (866) 478-1805 or visit LogMeIn.com/central



TIP: Combine alerts with One2Many tasks to create self-healing alerts. Self-healing alerts are when a designated alert triggers a One2Many task. The benefit of self-healing alerts is that they run automatically so can resolve issues with no manual intervention.

Use cases: Joe created a self-healing alert to manage his backups. With this self-healing alert, Joe pairs his folder size alert with a script to automatically delete files. This prevents end-user loss in productivity while saving technicians time.

One of Kevin's clients is looking for a way to wipe a computer when it is lost or stolen. To address this client's need, Kevin created a self-healing alert that paired his alert for when a computer comes online with a script that encrypts that computer. This allowed him to protect his client from loss of data.



Additional Resources

Visit our documentation site [here](#) for additional help.

Task #10: Pull a Custom Report



Premier Plan
Insite Module

What is it?

LogMeIn Central's **Report Viewer** allows you to pull & export detailed reports on everything from account activity and usage to hardware inventory to software inventory.

How will it help me?

Report Viewer can help you gain a better pulse on your IT infrastructure and provide much needed insight into both your machines and LogMeIn account. From understanding when you need to do a hardware refresh to troubleshooting problems on machines, reporting can help you stay ahead.

Use cases

Samantha is an IT Admin who is constantly struggling with her end-users downloading unapproved software onto their laptops. This unapproved software lags the machines, which results in a higher number of end-user tickets. In order to get a handle on this unapproved software, Samantha uses the Report Viewer to view the list of software installed on each computer. This helps with diagnosing lag issues in addition to proactively requesting that these end-users uninstall unapproved software.

At an MSP, Patricia is responsible for managing the number of Microsoft licenses that her clients have in use to ensure that they do not overstep their current contract and owe additional money. Patricia utilizes Report Viewer to pull the software inventory for that client so that she can keep a constant pulse on the number of licenses in use.

Try it yourself

1. Navigate to the **Reports** tab in the left-hand menu and select **Report Viewer**
2. In **Category**, select **Software Inventory**
3. Under **Report**, choose **Installed Applications** and select **View Report**
4. Filter, sort, or export this report to get an instant snapshot of your software inventory



TIP Reporting API

For more advanced integrations or automated solutions refer to our API documentation [here](#) to get host connection URLs, access hardware and system inventory, application updates, antivirus, and custom field data.



Additional Resources

Visit our documentation site [here](#) for additional help.



SECURE, RELIABLE, INTUITIVE REMOTE MONITORING AND MANAGEMENT

Part of the LogMeIn Inc. Identity & Access Management portfolio, LogMeIn Central is a pure, cloud-based remote monitoring and management solution enabling IT professionals to effectively monitor, manage and secure their endpoint infrastructure. Whether you have remote employees or endpoints scattered across the globe, LogMeIn Central provides IT organizations with the speed, flexibility and insight needed to increase productivity, reduce IT costs and mitigate risk. Rated the #1 remote access tool for small businesses to manage multiple computers, LogMeIn Central equips every endpoint in your network with premium remote access so you can troubleshoot anytime, anywhere.

www.logmein.com/central