

FAQ: 31075 DOES LOGMEIN WORK WITH A FIREWALL ?

The information in this article applies to:
LogMeIn Remote Access Software

QUESTION

Does LogMeIn Work with a firewall ?

ANSWER

Yes. LogMeIn is compatible with all known firewalls and broadband routers. It's simple to use and requires no configuration. When you install LogMeIn, some personal firewalls will display a message asking your permission for the **LogMeIn.exe** and **LogMeInsystray.exe** program files to communicate over the Internet. This is a secure part of LogMeIn and must be allowed to function in order for the service to work.

QUESTION

Are there any issues with ZoneAlarm?

ANSWER

LogMeIn is compatible with ZoneAlarm's personal firewall. However, ZoneAlarm does require some configuration. After installing LogMeIn, ZoneAlarm will ask whether to allow **LogMeIn.exe** to access the Internet. You must click YES, and tick the "Remember this answer next time I use this program".

If you use ZoneAlarm in Expert mode, you must continue with the steps below for **LogMeIn.exe** and **LogMeInsystray.exe**.

1. Click **Program Control** and then **Program Wizard**.
2. Choose **Advanced** and click **Next**.
3. Click **Add**.
4. Browse to LogMeIn's installation folder (usually found at **C:\Program Files\LogMeIn**), and double-click **LogMeIn (LogMeIn.exe and LogMeInsystray.exe** if the full filenames are shown).
5. Make sure both the **Access** and the **Server** boxes are ticked.
6. Click **Finish**.
7. Exit ZoneAlarm control center.

QUESTION

How do I configure Norton Internet Security to work with LogMeIn?

ANSWER

Open NIS from the systray bar and double click on the **Firewall**.

- Go to the **Programs** tab, click **Add**, and browse for the **LogMeIn.exe** and **LogMeInsystray.exe** files.
- Double click the file, then select **Permit** from the pulldown. The category screen should reflect the current firewall settings in use on the machine.
- Click on the **Networking** tab and add **127.0.0.1** to the trusted sites.

Some recent versions of Norton Internet Security may prevent LogMeIn from working if no user is logged in to Windows on the Target PC. To prevent this, do the following:

- On the Target PC, open NIS from the systray bar and click on **Open Norton Internet Security**.
- Click **Personal Firewall**, followed by **Configure**, **Advanced**, and **General**.
- Search for "Block access to secure sites" in the list and click on it once.
- Select **Modify**, followed by **Permit**, then **OK**.

QUESTION

How do I configure the Windows XP and Service Pack 2 firewall to work with LogMeIn?

ANSWER

Click **Start** on your Target PC's systray bar and select **Control Panel**.

- Click **Network and Internet Connections**, then **Network Connections**.
- Click the icon for **Local Area Connection**.
- In the **Local Area Connection Status** dialog box that appears, click **Properties**.
- Click **Advanced**, then **Settings**.
- Click on the **Exceptions** tab, then **Add Program**.
- Browse to find the **logmein.exe** file in the **Add a Program** dialog box (it's usually located in **c:\program files\logmein\logmein.exe**).
- Click **OK**.
- Click to check the box for LogMeIn in the **Windows Firewall** dialog box.

Comm One Technical Support
12723 Whisper Creek Cove
Draper, UT 84020
801-523-9797
support@commone.com

Last Reviewed: 05/04/2005

FAQ: 31075	Date: 05/04/2005 Keywords: LogMeIn / Firewall File: \\orders\faq\faq31074.doc
------------	---