



# **GoToMyPC Corporate Wake-Up-LAN Setup Guide**

# Contents

<b>Wake-on-LAN Setup .....</b>	<b>1</b>
Components of Wake-on-LAN .....	1
How It Works .....	1
System Requirements .....	2
WOL Feature Requirements.....	2
Enable Wake-on-LAN .....	2
Enable WOL for Groups/Companies (corporate administrators only).....	2
Enable WOL on Computers (Windows & Mac) .....	4
Set Up Wake-on-LAN.....	5
Set up WOL servers (Windows only) .....	5
Set up GoToMyPC Host (Windows & Mac).....	7
Use Wake-on-LAN .....	7

# Wake-on-LAN Setup

The Wake-on-LAN feature enables GoToMyPC Corporate users to wake offline computers that are in sleep (Windows and Mac) or powered-off (Windows) mode and plugged in to a power source (i.e., not running on battery alone). This can help lower energy costs and improve security, since computers are not required to be online at all times. This document outlines how to use the Wake-on-LAN feature and its system requirements.

## Components of Wake-on-LAN

The Wake-on-LAN feature consists of two components:

### 1. GoToMyPC host (Windows & Mac)

The GoToMyPC desktop application must be installed on the computer (i.e., the GoToMyPC host) that needs to be woken up and registered to that corporate account.

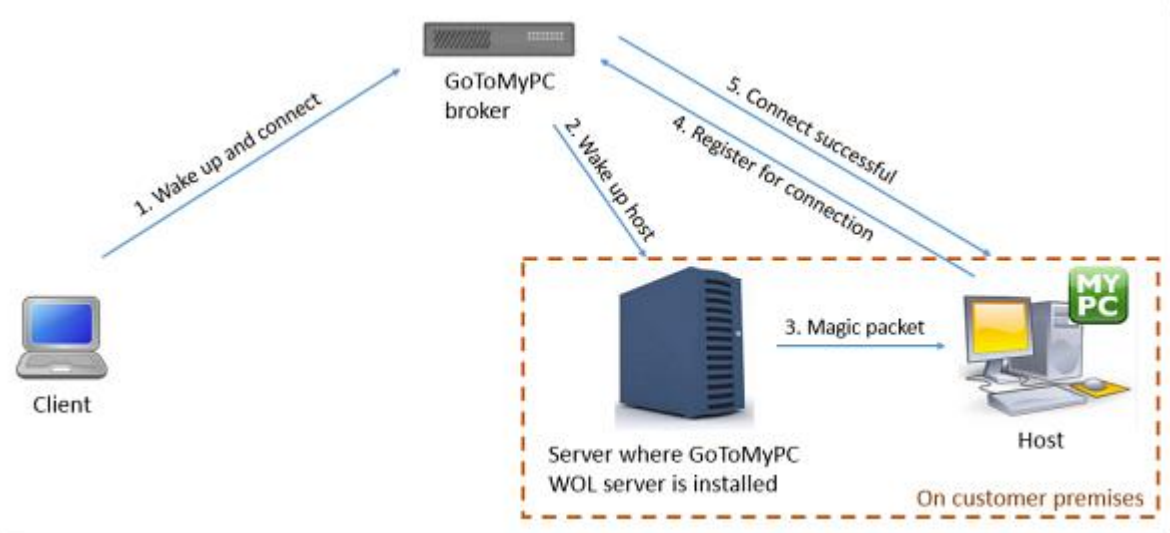
### 2. GoToMyPC Wake-on-LAN Server (Windows only)

At least 1 computer must be installed in each subnet within the corporate LAN must be installed with the Wake-on-LAN (WOL) server in order to wake up any computer in the corporate account. The WOL server should be always ON. It is recommended that corporate administrators install at least 2 more WOL servers in each subnet for redundancy.

**Note:** Set up can be done while remotely connected to the computer via GoToMyPC. The WOL server can also have GoToMyPC installed on it in case the admin wants to connect remotely to troubleshoot the WOL server.

## How It Works

When users select **Wake and Connect** for a computer, a notification is sent to the WOL servers to wake up that particular GoToMyPC host. All WOL servers will then broadcast a "magic packet" to wake up the computer using the computer's MAC address (preventing other computers from being woken up as well). Once the computer is online and available (with up to a 5 minute delay, depending on network latency and boot-up time), it will automatically connect and start a session.



## System Requirements

In order for GoToMyPC to wake offline computers, the following are required on the host computer:

- GoToMyPC desktop application installed (this should make the computer's status "Wake and Connect" on the My Computers list from client computers)
- WOL enabled (a) by the account manager and (b) on the computer's network adapter (see "Enable Wake-On LAN" for more information).
- Connection to the corporate local area network (LAN)
- Internet connection via Ethernet

## WOL Feature Requirements

Before GoToMyPC users can utilize the Wake-on-LAN feature, the following is required:

1. GoToMyPC Account Managers must enable the WOL feature for the account.
2. Corporate administrators must [enable the WOL feature](#) on a per-group or company-wide basis.
3. Corporate administrators must have an end user account with the company to download and install the WOL server.
4. [WOL must be enabled](#) on all computers to be woken (i.e., hosts).
5. At least 1 [WOL server](#) must be installed on the company's subnet.
6. The [GoToMyPC desktop application](#) must be installed on all computers to be woken (i.e., hosts).
7. Computers must be in sleep (Windows and Mac) or powered-off (Windows) mode and plugged in to a power source (i.e., not running on battery alone).

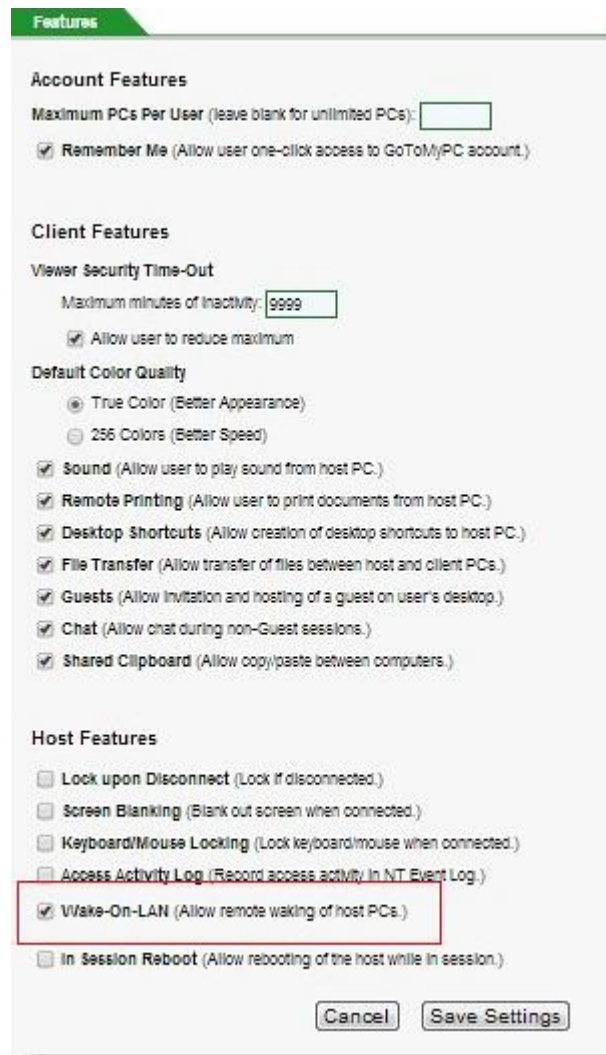
## Enable Wake-on-LAN

### Enable WOL for Groups/Companies (corporate administrators only)

Before GoToMyPC users can utilize the Wake-on-LAN feature, corporate administrators must first enable it on a per-group or company-wide basis.

#### To enable WOL for a group or subgroup:

1. Log in to the Admin Center.
2. Click **Manage Groups** in the left navigation.
3. Select the group (and the subgroup, if desired).
4. Under "Group Settings," click **Features**.
5. Select "Wake-on-LAN (Allow remote waking of host PCs.)"



6. Click **Save Settings**.

## Enable WOL on Computers (Windows & Mac)

Before WOL can be used to wake a computer, WOL must be enabled on that computer. The following steps should be completed for each host computer.

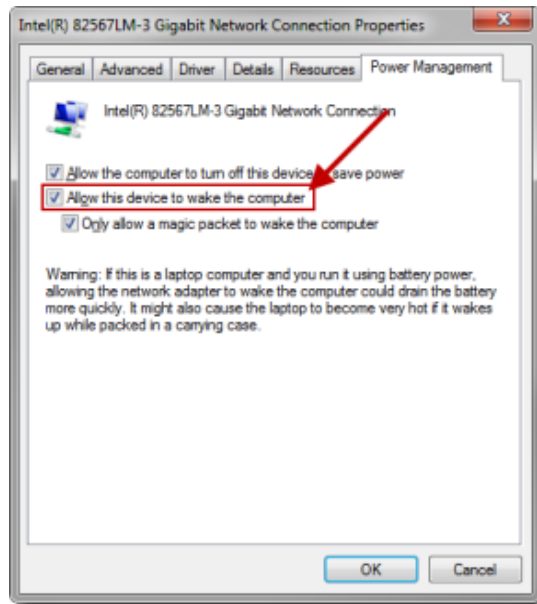
### To enable WOL (Windows)

1. Enable WOL in the computer's Basic Input/Output System (BIOS).

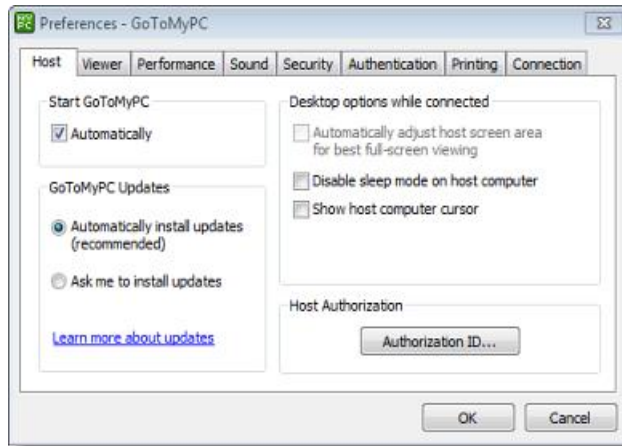
**Note:** This varies by computer; check the computer's user guide for instructions. If there is no option for enabling WOL in the computer's BIOS, it may already be enabled by default.

2. Enable WOL in the computer's network adapter.

**Note:** This varies by computer; check the computer's user guide for instructions. For example, in a Windows 7 for Intel(R) 82567LM-3 Gigabit network adapter/connection, this can be done by going to **Control Panel > System and Security > Device Manager**, then right-clicking **Network Adapter > Properties > Power Management** tab > **"Allow this device to wake the computer"** check box.



3. Ensure that GoToMyPC is installed and running on the computer. Open the GoToMyPC desktop application and disable the "Disable sleep mode on host computer" check box on the Host tab.

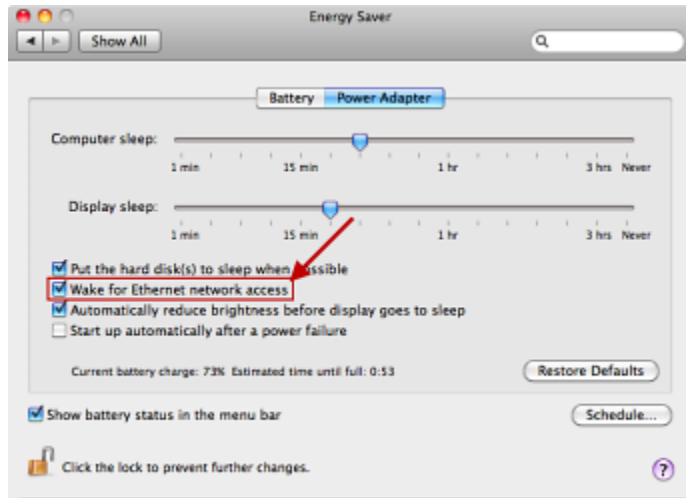


4. Click **OK** when finished.
5. Confirm that the computer is in sleep (Windows and Mac) or powered-off (Windows) mode and plugged in to a power source (i.e., not running on battery alone).

## To enable WOL (Mac)

1. Enable WOL in the computer's network adapter.

**Note:** This varies by computer; check the computer's user guide for instructions. If there is no option for enabling WOL in the computer's BIOS, it may already be enabled by default. For example, in OS X 10.6.8 (Snow Leopard), this can be done by going to **System Preferences > Energy Saver > Power Adapter tab > "Enable for Ethernet network access" check box**.



2. Connect the computer to the power adapter (i.e., not running on battery alone) in order for it to be woken up remotely.
3. Ensure that GoToMyPC is installed and running on the computer.
4. Confirm that the computer is in sleep (Windows and Mac) or powered-off (Windows) mode and plugged in to a power source (i.e., not running on battery alone).

## Set Up Wake-on-LAN

### Set up WOL servers (Windows only)

First, the corporate admin should install the GoToMyPC WOL server on 1 or more computers within all subnets of the company.

#### To install a GoToMyPC WOL server

1. Choose a computer within the desired subnet that should act as the WOL server. This server must always be turned on and connected to the Internet because it is used to wake up the computers within its network.

**Note:** Set up can be done while remotely connected to the computer via GoToMyPC. The WOL server can also have GoToMyPC installed on it in case the admin wants to connect remotely to troubleshoot the WOL server.

2. From that computer, go to [www.gotomypc.com](http://www.gotomypc.com) and log in to the corporate admin account.
3. If needed, select the administrator account and click **Go**.

4. Click **Manage WOL Servers** in the left navigation.
5. Click **Install WOL server**.

**Note:** The **Install WOL Server** button is only available if the corporate administrator has an end user account with the company.

6. Complete the instructions in the installation wizard. See "Enable WOL for the account" for next steps.



7. After the WOL server is successfully installed, the computer will be listed on the Manage Wake-on-LAN Servers page. This page lists all servers installed (either online or offline), which can be removed by selecting their check box and clicking **Remove**.





## Set up GoToMyPC Host (Windows & Mac)

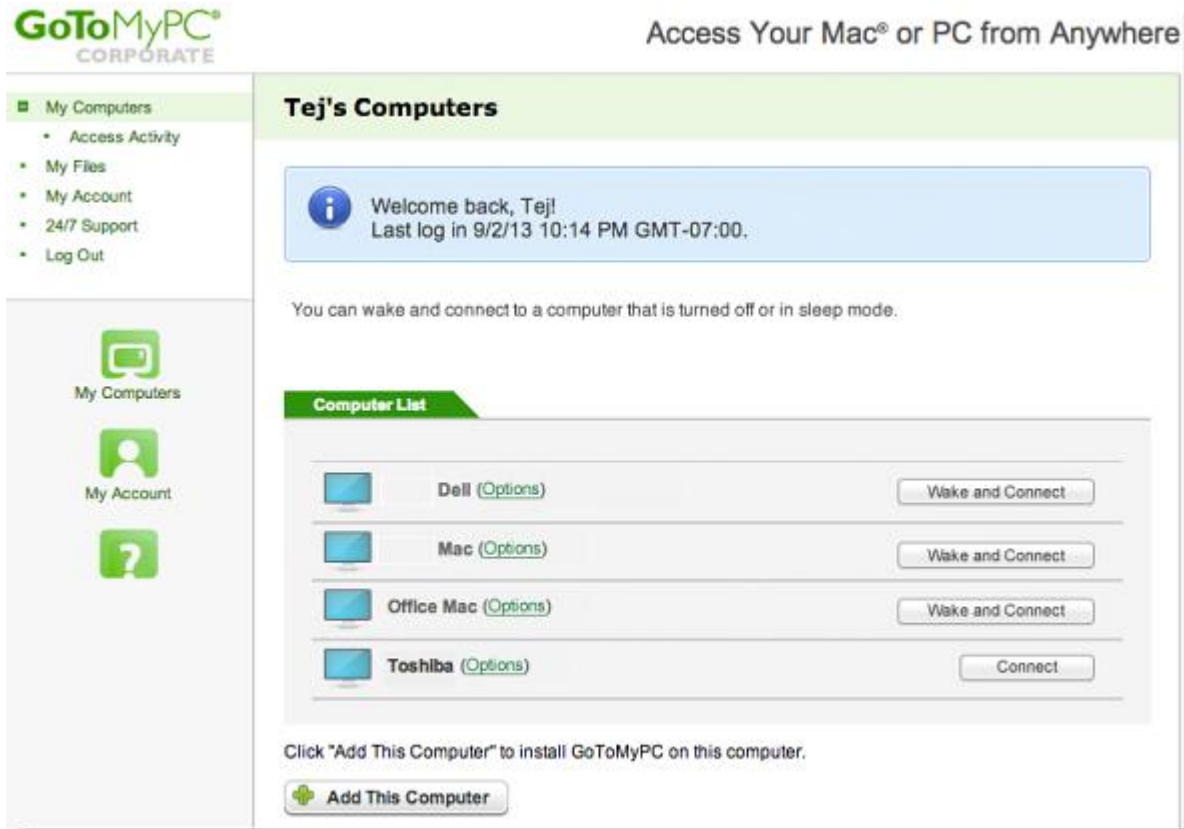
Set up hosts by installing the GoToMyPC desktop application on all computers that should be available for waking up. See [Set Up a Host Computer](#) for more information.

## Use Wake-on-LAN

Once [WOL has been set up](#) for a GoToMyPC host, users can wake offline computers that are in sleep (Windows and Mac) or powered-off (Windows) mode and plugged in to a power source (i.e., not running on battery alone) by logging in to GoToMyPC.

### Wake a computer

1. Log in at [www.gotomypc.com](http://www.gotomypc.com).
2. Computers that are configured for WOL and are offline will display a **Wake and Connect** button (rather than the "offline" status displayed by offline computers not configured for WOL). Click **Wake and Connect** for the desired computer.



3. It may take up to 5 minutes for the session to begin, depending on the network latency and time required for the host computer to boot up and be ready to connect. Once the computer is available, GoToMyPC will automatically connect and start a session.