Metasys Launcher

Help

Contents

Launcher Introduction

Welcome to the Release 1.7 *Launcher Help* from Johnson Controls.

This document describes how to use the Launcher, a software application that lets you access any *Metasys* server or supervisory engine on the building network, regardless of its software version.

ⓘ **Note:** We recommend that customers who use a single-access computer that is shared between multiple user accounts exit the Launcher application after each user's session. If the application is not shut down, Launcher prevents future user sessions for other accounts.

Key features of the Launcher include the following:

- Support to launch any version of the Site Management Portal (SMP) user interface or SCT. Supported user interfaces include the ADS, ADX, NAE, and NCE.

  ⓘ **Note:**

  For Release 5.2 and earlier, the specific Java Runtime Environment (JRE) particular to the SMP or SCT software release is still required on the client computer.

- Support for launching any website, including *Metasys* software products such as Ready Access Portal, *Metasys* UI, *Metasys* UI Offline and the *Metasys* Advanced Reporting System, in addition to any other website (for example, Google and Yahoo! websites).

- Support of private, internal JRE to reduce security risks.

  ⓘ **Note:** For every *Metasys* release that the Launcher is used to connect to, a unique *Metasys* resource profile is required on your Microsoft Windows or Apple Mac machine. Each *Metasys* resource profile takes up about 115 MB. If you uninstall Launcher, manually delete the resource profile folder. Table 1 contains the Launcher profile storage locations.

Table 1: Launcher Storage Locations

	Shared between All Users	**Private for Individual Users**
Windows	`C:\ProgramData\Johnson Controls \Launcher\`	`C:\Users\<user name>\Johnson Controls\Launcher\`
Mac	`~\Users\Shared\Johnson Controls \Launcher\`	`~\Users\<user name>\Library \Application Support\Johnson Controls\Launcher\`

Summary of Changes

The following information summarizes the updates for Release 1.7:

- Updated user interface screens throughout.

- Added specific instructions for resolving the Missing Resource Files error when connecting to an engine running *Metasys* Release 9.0.7 to Troubleshooting.

Launcher Procedures

Procedures for using the Launcher software application include the following:

- Starting the Launcher
- Adding a New SMP or SCT Device Profile
- Adding a New Bookmark Profile
- Adding New Device Profiles in Bulk
- Editing an Existing SMP or SCT Device Profile Description
- Editing an Existing Bookmark Profile
- Deleting a Profile
- Using the Search Box
- Specifying Options
- Launching a Device
- Using Launcher Icon Right-Click Menu
- Exiting the Launcher

Starting the Launcher

To start the Launcher on a Windows computer, double-click the Launcher icon or select **Programs > Johnson Controls > Launcher**. To start the Launcher on a desktop computer running Windows 7, double-click the Launcher icon or select **All Programs > Johnson Controls > Launcher**. The Launcher screen appears (Figure 1). You can access all operations from the Main Screen of the Launcher.
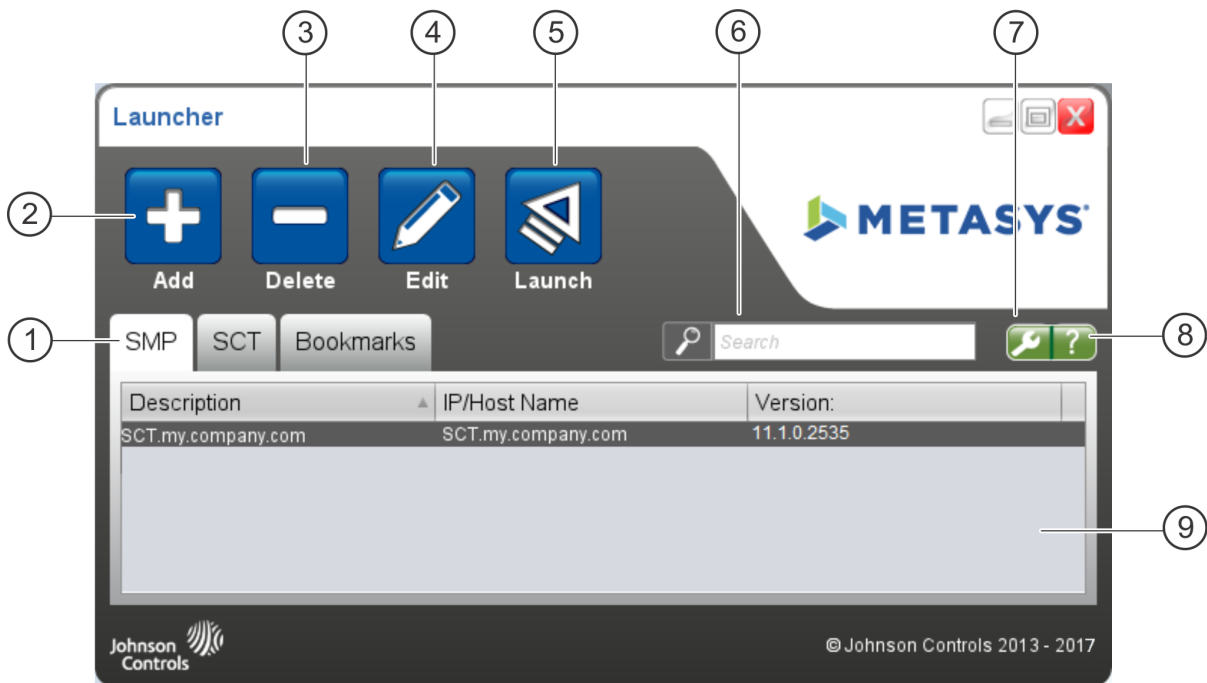
Figure 1: Launcher Main Screen

Table 2: Components of Main Screen

Callout	Name	User Action
1	Tabs	Click a tab to change the selections. The tabs are SMP, SCT, and Bookmarks. Bookmarks includes any website you want to launch with the Launcher, including the Ready Access Portal, *Metasys* UI, *Metasys* Advanced Reporting, or any other website. The Bookmarks tab only appears after you have created at least one bookmark.
2	Add	Click to open the Add New Profile dialog box. See Adding a New SMP or SCT Device Profile or Adding a New Bookmark Profile.
3	Delete	Click to delete the profile for the currently selected host device. See Deleting a Profile.
4	Edit	Click to edit the profile for the currently selected host device. See Editing an Existing SMP or SCT Device Profile Description or Editing an Existing Bookmark Profile.
5	Launch	Click to launch the user interface for the currently selected host device. See Launching a Device.
6	Search	Enter search characters in this field. The search is performed by context, so any instance of the character in any of the three columns (Description, IP/Host Name, Version) is matched as you type each character.
7	Application Options	Click to display the Application Options dialog box. See Specifying Options.
8	Help/About	Click to display version information and a button for launching this help document.
9	Profile List	Select a host device to enable it for launching, or for editing and deleting its profile. Each column in the profile list is sortable. To sort, click the column.

Changing Launcher Resource Storage Location

ⓘ **Note:** We recommend you set up Launcher link resource storage locations through the **Options** menu immediately after you install the application.

The Launcher links file storage locations are where the Launcher profile resources are stored. The **Shared between all users** option saves link resource files in a common location so the site links can be accessed by multiple users from the same computer. The **Private for individual users** option stores link resources in a location unique to each user's private profile.

	Shared between All Users	Private for Individual Users
Windows	*C:\ProgramData\Johnson Controls\Launcher*	*C:\Users\<user name>\Johnson Controls\Launcher*
Mac	*~\Users\Shared\Johnson Controls\Launcher*	*~\Users\<user name>\Library\Application Support\Johnson Controls\Launcher*

Launcher resource files install to the shared location by default.

If the storage location is changed then existing Launcher link resource files do not automatically migrate to the new directory. It is recommended that you cut and paste the resource files from the old directory to the new directory. This reduces the total disk space used and the time associated with re-downloading files.

ⓘ **Note:** We recommend that customers using a single-access computer that is shared between multiple user accounts exit the Launcher application after each user's session. If the application is not shut down, Launcher prevents future user sessions for other accounts.

Adding a New SMP or SCT Device Profile

1. On the Launcher screen, click the **Add** button. The Add New screen appears.

2. Depending on the release version of the device you are adding, select one of the following steps:

   - If the device is at Release 8.0 or earlier, type an IP address or host name.

   - If the device is at Release 8.1 or later, type the host name of the device that matches the certificate name on that machine. If you do not know the certificate name, go to Locating Certificate Names for more information.
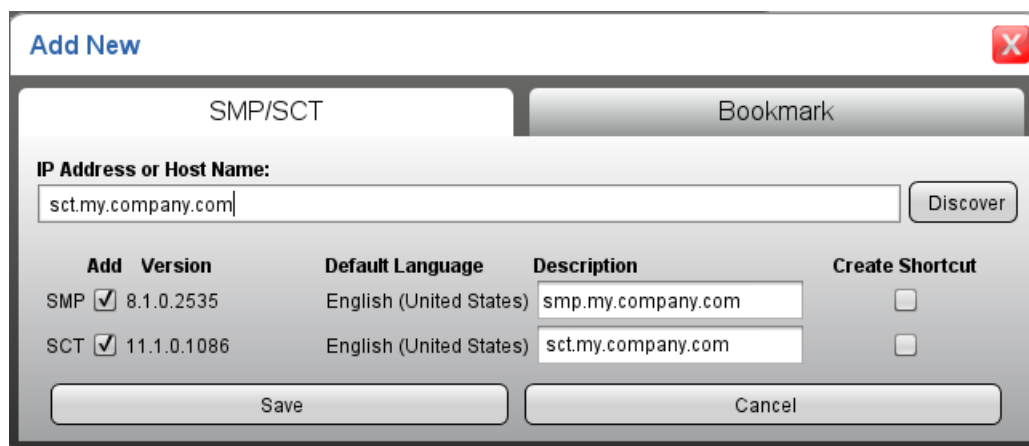
     ⓘ **Note:** At Release 8.1, Site Directors and network engines with the new release have self-signed certificates bound to the web server of the operating system. In order to obtain a trusted connection with a device at Release 8.1 or later, you must enter the host name of the device that matches the certificate name on that machine when adding a new device profile to Launcher. If you enter an IP address, the device still functions, but with an untrusted connection.

3. Click **Discover**. The Launcher searches for the device on the building network.

   If the device is found, the message **Application(s) Found** appears, and the screen refreshes to indicate the application name, version, and default language of the device.

   If the device is not found, the message **Application(s) Not Found** appears, and the messages **Check network connections** and **Check proxy settings in Options** appear. Make sure you enter the correct IP address or host name and specify any required correct proxy settings under the Options window. For proxy settings, see Specifying Options.

4. Enter a profile name in the Description field (or use the default description name). This name is used to identify the device on the Main Screen and, if you create a desktop shortcut, on the computer desktop. Provide unique names for the two descriptions. If you use the same name for both descriptions, only the SCT desktop icon is created.

   If this device has both SMP and SCT installed, separate entries appear for the SMP mode and the SCT mode (Figure 2).

Figure 2: Specify SMP/SCT Profile Name

5. Click **Add** to add the entry to the SMP and SCT profiles on the Main screen. If you do not click **Add** for at least one of the choices, the changes are not saved. Preselection of the SMP and SCT Add checkboxes are controlled from the Options window. For details, see Specifying Options.

6. If you want a shortcut icon created for this profile on your Desktop, click **Create Shortcut**.

   ⓘ **Note:** You can also create a desktop shortcut later by right-clicking the SMP or SCT profile on the Main screen and selecting **Create Shortcut** from a menu.

7. Click **Save**. The new profile is saved, and the Launcher main screen appears with the new profile shown under the SMP or SCT tab.

   If you clicked **Create Shortcut**, a shortcut labeled with the Description you entered is created on the computer desktop.

   ⓘ **Note:** For every *Metasys* release that the Launcher is used to connect to, a unique *Metasys* resource profile is required on your Microsoft Windows or Apple Mac machine. Each *Metasys* resource profile occupies approximately 115 MB. If you uninstall Launcher, delete the resource profile folder. The Launcher storage location is dependent on the **Launcher Storage Location** option within the Launcher Options window. See Specifying Options for more detail.

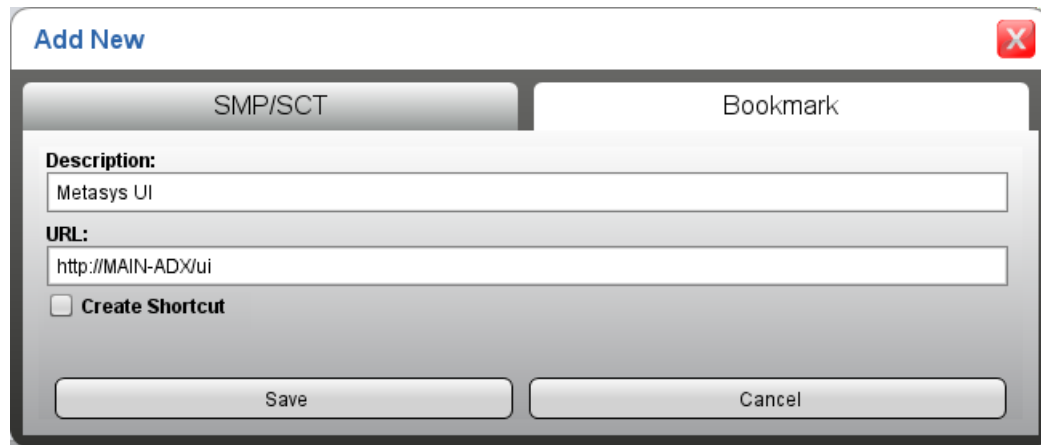**Table 3: Launcher Storage Locations Dependent on Storage Option Selections**

	Shared between All Users	**Private for Individual Users**
Windows	*C:\ProgramData\Johnson Controls\Launcher*	*C:\Users\<user name>\Johnson Controls \Launcher*
Mac	*~\Users\Shared\Johnson Controls\Launcher*	*~\Users\<user name>\Library\Application Support\Johnson Controls\Launcher*

Adding a New Bookmark Profile

1. On the Launcher screen, click the **Add** button, then click the **Bookmark** tab. The Add New screen appears.

2. Type a description for the profile. For example, if you are creating a profile for the Ready Access Portal, you could specify **My Ready Access Portal** in this field.

3. Type the URL for the profile. This field accepts any valid website address. Figure 3 shows an

example.

Figure 3: Specify Bookmark Profile Name

If you specify an existing Bookmark, the message **Bookmark already added** appears.

ⓘ **Note:** If you want Launcher to apply `HTTP://` to a bookmark, select the **Create Shortcut** check box. If **Create Shortcut** is selected and the user includes `HTTP://` in the URL, it is applied twice, and the site is not found.

4. If you want a shortcut icon created for this profile on your Desktop, click **Create Shortcut**.

ⓘ **Note:** You can also create a desktop shortcut later by right-clicking the Bookmark profile on the Main Screen and selecting **Create Shortcut** from a menu.

5. Click **Save**. The new profile is saved, and the Launcher main screen appears with the new profile shown under the Bookmark tab. If you clicked Create Shortcut, a shortcut labelled with the description that you entered is created on the computer desktop.

Adding New Device Profiles in Bulk

1. Close the Launcher if it is currently running.

2. Using Windows Explorer, browse to the location on the computer that has the Launcher software installed. The location depends on the operating system.

For Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2:
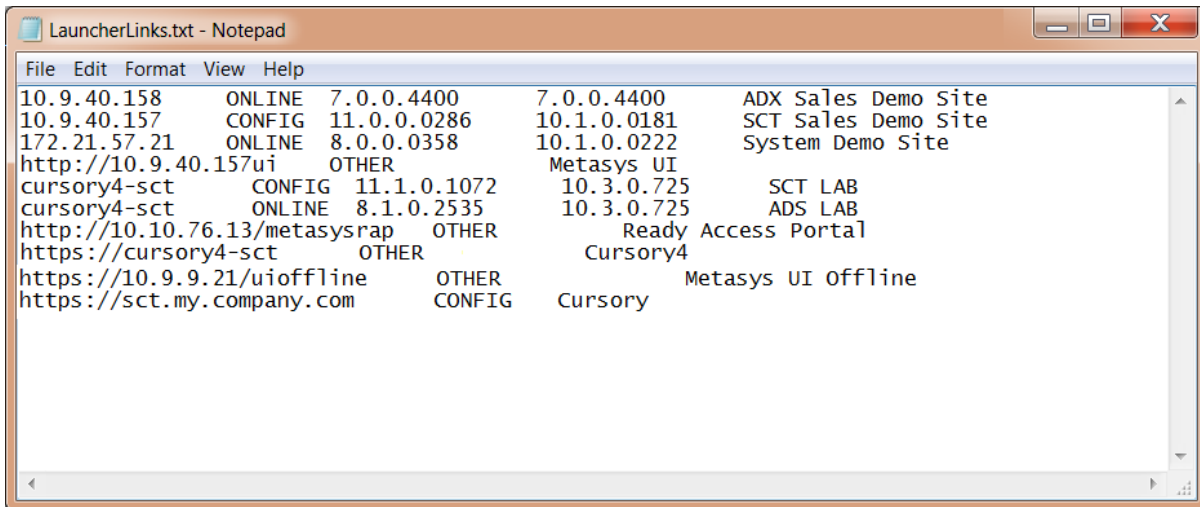
Shared between All Users (All Profiles Available to All Users)	Private for Individual User (Profiles Available to Named User Only)
C:\ProgramData\Johnson Controls\Launcher\	C:\Users\<user name>\Johnson Controls\Launcher\

For Apple OS X operating systems:

Shared between All Users (All Profiles Available to All Users)	Private for Individual User (Profiles Available to Named User Only)
~\Users\Shared\Johnson Controls\Launcher\	~\Users\<user name>\Library\Application Support\Johnson Controls\Launcher\

3. Make a backup copy of the **LauncherLinks.txt** file.

4. Using a text editor such as Notepad, open the **LauncherLinks.txt** file. The text file appears (Figure 4).

Figure 4: Example Text File for Launcher

5. Add each device to the LauncherLinks.txt file that you want to appear in the Launcher. Follow these rules:

   - Use the following syntax for each SMP entry:

   - `<IP address or hostname><TAB>ONLINE<TAB><release number><TAB><SCT release number><TAB><description>`

   - Use the following syntax for each SCT entry:

   - `<IP address or hostname><TAB>CONFIG<TAB><release number><TAB><SCT release number><description>`

   - Use the following syntax for each Bookmark entry:

   - `<URL><TAB>OTHER<TAB><TAB><description>`

   - Enter SMP and SCT devices first, then Bookmark entries.

   - Separate each item you enter with one Tab character; however, for all OTHER entries, enter one tab after the URL, but **two tabs** after the word OTHER.

   - Enter a hard return after each line.

   - Do not enter any other extra text or try commenting in this file.

   - You may fill the file with content pasted from a spreadsheet. Be sure to validate the syntax of each entry.
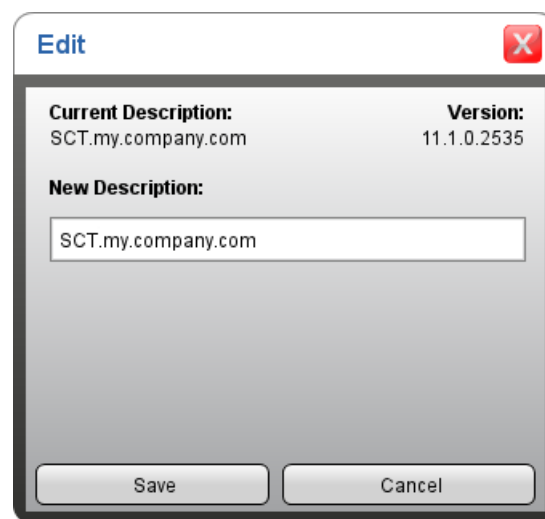
   ⓘ **Note:** Enter release numbers, not resource numbers, in the LauncherLinks.txt file. Release numbers indicate the current *Metasys* version of your device profiles. Entries must follow the format described in Step 5, but release numbers do not need to be exact since Launcher automatically updates the device profiles to the correct release version.

6. Click **Save**. The text file is saved with your entries.

7. Start the Launcher and verify that your entries now appear in the appropriate tab.

   If a blank Launcher screen appears, you made an error in the text file. Reopen the LauncherLinks.txt file and fix the error. See the syntax rules in Step 5 for help. If necessary, you can also revert to the backup copy of the file you created in Step 3.

Editing an Existing SMP or SCT Device Profile Description

1. On the Launcher screen, click the **SMP** tab if you want to edit an existing SMP profile or the SCT tab if you want to edit an existing SCT profile.

2. Select the SMP or SCT profile whose description you want to edit and click the **Edit** button. (You may also right-click the profile in the list and select **Edit** from the menu that appears.) The Edit screen appears.
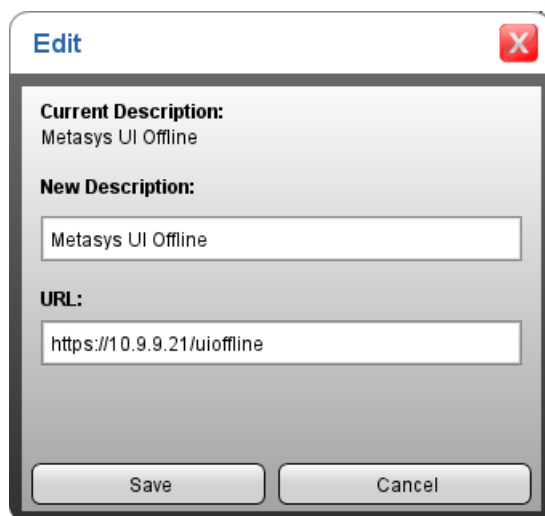
Figure 5: Edit SMP or SCT Profile

3. Type a new description for the profile.

   ⓘ **Note:** You cannot change the IP address or host name of the device on the Edit screen. To make that change, delete then add the device again.

4. Click **Save**. The profile is saved with your changes and the Launcher main screen appears, indicating the change made.

Editing an Existing Bookmark Profile

1. On the Launcher screen, click the **Bookmarks** tab.

2. Select the Bookmark profile you want to edit and click the **Edit** button. (You may also right-click the profile in the list and select **Edit** from the menu that appears.) The Edit screen appears.

Figure 6: Edit Bookmark Profile

3. Type a new description and URL.

4. Click **Save**. The profile is saved with your changes, and the Launcher main screen appears, indicating the changes made.

Deleting a Profile

1. On the Launcher screen, select the profile you want to delete and click the **Delete** button. (You may also right-click the profile in the list and select Delete from the menu that appears.) The message **Are you sure you want to delete?** appears.

2. Click **OK** to delete the profile (or **Cancel** to keep the profile). The Launcher main screen is refreshed with the profile deleted.

   ⓘ **Note:** Deleting the profile does not also delete its Desktop shortcut. To delete the shortcut, right-click the shortcut and select **Delete**.

Using the Search Box

1. On the Launcher screen, click inside the field adjacent to the Search icon.

2. Type search characters in the field. The search is performed by context, so any instance of the character in any of the three columns (Description, IP/Host Name, Version) is matched as you type each character.

Specifying Options

To open the Options dialog box, click the **Options** icon. The Options dialog box offers several user-configurable options that apply to tool operation (Figure 7). For details, see Table 4.
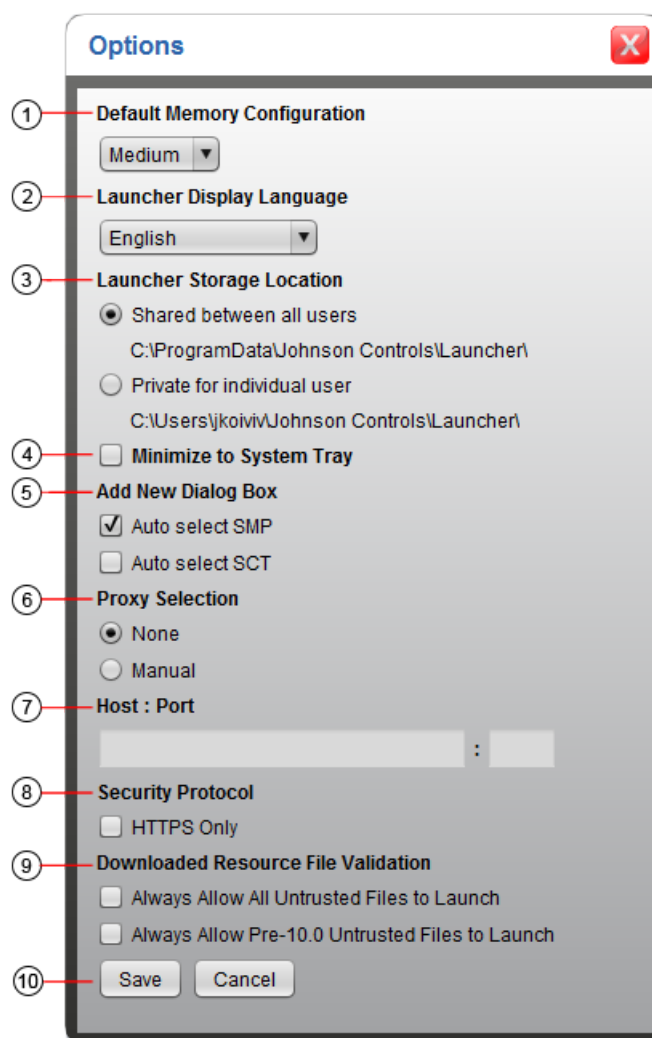
Figure 7: Application Options Window

Table 4: Specifying Options

Callout	Field or Selection	What to do
1	Default Memory Configuration	Select which memory configuration to use for the host device: High (1024 MB), Medium (512 MB), or Low (256 MB). Medium is the default memory configuration.
		Memory configuration is the memory size allocated for the user interface when you launch an SMP or SCT profile. We recommend that this be set to the default value, Medium. If you need to open multiple SMP UI sessions concurrently, select Low. If you open only one SMP UI session at a time, or you open large graphics in the SMP, select High.

Table 4: Specifying Options

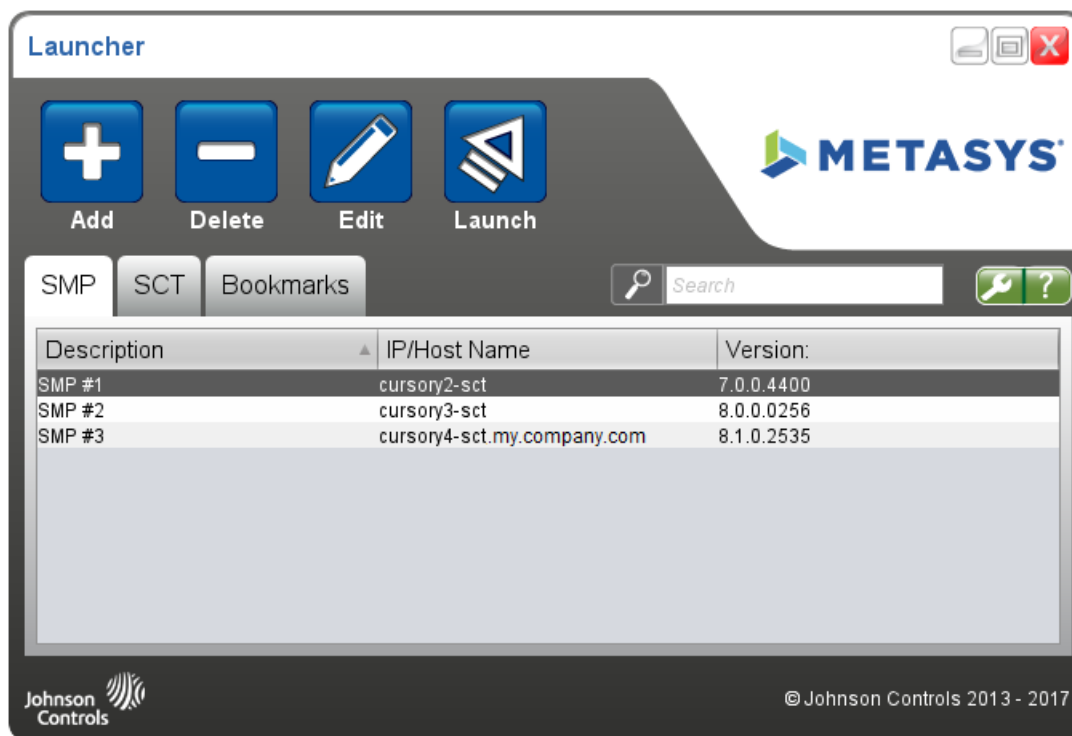| Callout	Field or Selection	What to do
2	Launcher Display Language	Select which language to use for text on the screens and within user messages. Currently, 15 different languages are offered. The default selection is English.
3	Launcher Storage Location Shared between all users Private for individual user	These two options control the location where Launcher profile resources are stored. The **Shared between all users** option saves profiles in a common location so all profiles can be accessed by any user. The **Private for individual users** option stores profile resources in a base location for personalized profile access. ⓘ **Note:** The **Shared between all users** option is the default Launcher storage location.
4	Minimize to System Tray	Click this option if you want the Launcher to minimize to the system tray when you close the Launcher window.
5	Add New Dialog Box Auto-select SMP Auto-select SCT	These two options control the preselection of the Add check boxes that appear when you are adding a new SMP and SCT profile. For example, if you click **Auto-select SMP** but not **Auto-select SCT**, only the SMP Add check box is selected for you when adding a new device profile.
6	Proxy Selection[1] None Manual	These options control the configuration method required to access the Internet. For example, if you click **Manual**, the Host and Port fields are enabled. ⓘ **Note:** Proxy host and port information is not automatically deleted when you switch between **None** and **Manual** proxy selection modes.
7	Host: Port[1]	Specify the IP address or host name of the intermediary server on the building network and the port used by the proxy server if one is required to access the SMP or SCT host. ⓘ **Note:** The Launcher uses the same Proxy Host and Port settings for all defined SMP and SCT hosts.

Table 4: Specifying Options

Callout	Field or Selection	What to do
8	Security Protocol	By default, the Launcher attempts to communicate over both HTTP and HTTPS. You can select the **HTTPS Only** check box to turn off this functionality and communicate only over HTTPS. ⓘ **Note:** Profiles at Release 8.0 and earlier can only communicate over HTTP. Release 8.1 profiles communicate over HTTPS. Leave the **HTTPS Only** box unchecked if you use profiles at Release 8.0 or earlier to ensure communication with all profiles. If **HTTPS Only** is selected you cannot use Launcher to communicate with a site that uses HTTP communication.
9	Downloaded Resource File Validation	As of Launcher 1.7, all resource files that Launcher downloads in order to run the SMP/SCT UI are now digitally signed for added security. When Launcher downloads the files from a server, it attempts to validate the signature on the file(s). If the signature validation fails, Launcher generates the error: `The Security Certificate for this site cannot be verified`, and you will need to click **Launch** to continue. Only files from Release 10.0 onwards are signed, so this error occurs whenever Launcher 1.7 is used to connect to a pre-10.0 device which does not already have updated resource files. You can mute these warnings by checking **Always Allow All Untrusted Files to Launch** and **Always Allow Pre-10.0 Untrusted Files**.
10	Save	Click to save changes.

Launching a Device

1. On the Launcher screen, click the SMP, SCT, or Bookmarks tab to locate the device (or website) in the profile list. Select the device in the list.

Figure 8: Selecting a Device to Launch

2. Click the **Launch** button. (You may also right-click the profile in the list and select **Launch** from the menu that appears.) The standard *Metasys* system login screen appears.

   Notes:

   - When you launch the SCT or SMP application, a notification may appear stating `This site requires an upgrade to Launcher in order to launch`. If this message appears, upgrade your Launcher application to the required version specified in the pop-up message at http://www.johnsoncontrols.com/launcher.

   - If the Updates Needed message box appears, click **Update Now** to obtain the required Java resource files. After the files are downloaded, the *Metasys* system login screen appears.

   - If an error about missing resource files appears after you click **Update Now**, the Java runtime files that the device requires need to be copied to your computer manually. See Troubleshooting.

   - For release pre-10.0 devices, *Metasys* resource files are downloaded as zip files that are unsigned and therefore untrusted. Click **Launch** to launch *Metasys* using the file and proceed as normal, or click **Cancel** to stop the process and return to the main screen.

3. Log in to the *Metasys* system.

4. Close the Launcher by clicking the **X** icon in the upper-right corner of the screen.

Using Launcher Icon Right-Click Menu

If you have **Minimize to System Tray** checked under Options (see Specifying Options), the Launcher icon appears in the Windows taskbar when you minimize the Launcher main screen. Right-click the **Launcher** icon to open a menu from which you can access the tool or launch profiled SMP devices, SCT devices, and Bookmarked websites.

Figure 9: Launcher Menu in Taskbar

Table 5: Taskbar Icon Menu

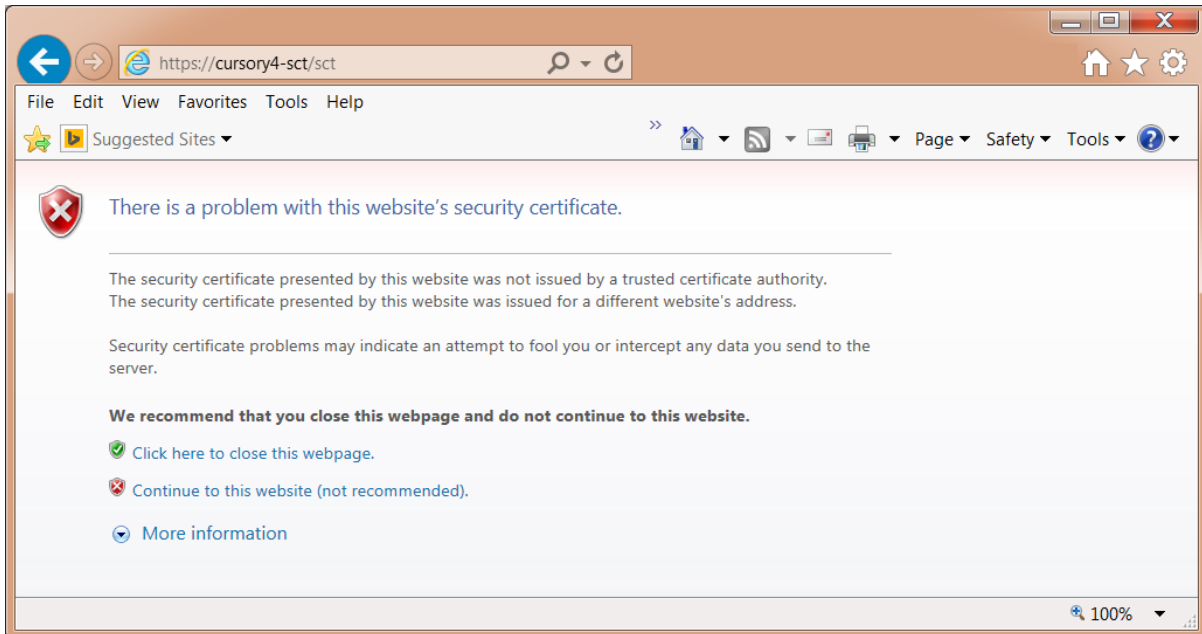| Selection	What to do
Show Application	Click to open the main screen of the Launcher. Double-clicking the Launcher taskbar icon also opens the Launcher main screen.
SMP	Select to list the profiled SMP devices that you can launch. This list matches the SMP profiles defined in the Launcher. Click an SMP profile to launch that device.
SCT	Select to list the profiled SCT devices that you can launch. This list matches the SCT profiles defined in the Launcher. Click an SCT profile to launch that device.
Bookmarks	Select to list the profiled Bookmarked websites that you can launch. This list matches the Bookmark profiles defined in the Launcher. Click a Bookmark profile to launch the web browser and route you to the bookmarked web page.
Exit	Click to close the Launcher application and clear the Launcher icon from the taskbar.

Exiting the Launcher

Click the **Close** icon located in the upper-right corner of the Launcher main screen. If the Launcher is minimized, right-click the **Launcher** icon on the Windows taskbar and select **Exit**.

Locating Certificate Names

1.   Using your web browser, type the website address for the *Metasys* device you want to access (for example, `https://<host name>/metasys or https://<IP address>/sct`). The Website Security Certificate web page appears.

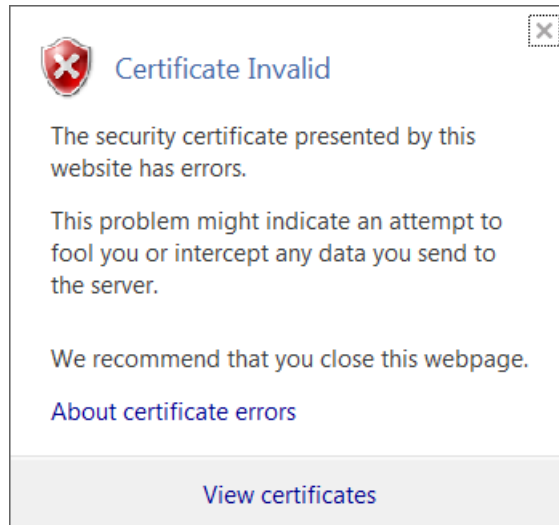**Figure 10: Website Security Certificate Web Page**

2. Click **Continue to this website (not recommended)**. The web browser turns red, the text **Certificate error** appears in the top banner of the screen.

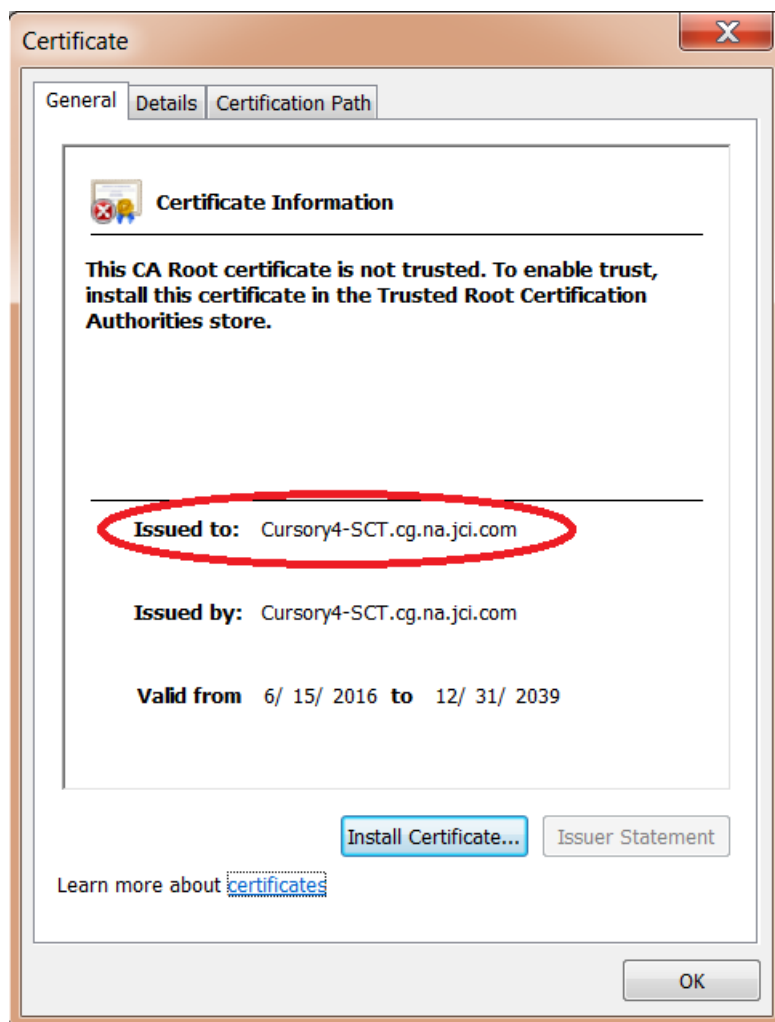**Figure 11: Certificate Error Browser**

3. Click **Certificate error**. The Certificate Invalid screen appears.

Figure 12: Certificate Invalid Screen

4.   Click **View certificates**. The Certificate screen appears and displays the certificate information specific to the device. The **Issued to:** section lists the certificate name for the device.

Figure 13: Certificate Screen

Note: The **Issued to:** field determines the certificate name for the device.

5. To add your device with Launcher, use the certificate name and follow the instructions in Adding a New SMP or SCT Device Profile.

Launcher Related Documentation

Table 6 references literature related to the Launcher.

Table 6: Launcher Related Documentation

For Information On	See Document
Installing the Launcher	*Launcher Installation Instructions (LIT-12011783)*
Metasys System Components	*Metasys System Product Bulletin (LIT-1201526)*
Installing the ADS or ADX	*Metasys Server Installation and Upgrade Instructions Wizard (LIT-12012162)*
Installing the ADS-Lite	*Metasys Server Lite Installation and Upgrade Instructions Wizard (LIT-12012258)*
Installing the ODS	*ODS Installation and Upgrade Instructions Wizard (LIT-12011945)*
Installing SCT	*SCT Installation and Upgrade Instructions (LIT-12012067)*

Troubleshooting

Use Table 7 to troubleshoot the Launcher.

Table 7: Launcher Troubleshooting

Problem or User Message	Condition/Solution
An incorrect desktop shortcut for SMP or SCT is created. For example, you click **Create Shortcut** for SMP, but an SCT shortcut is created on the computer desktop instead.	Delete the incorrect shortcut from your computer desktop. Specify unique descriptions for the SMP and SCT shortcuts. Save the changes. Correct desktop shortcuts are created.
`The following file is untrusted and could be malicious. Metasys.zip: A file within the archive is unsigned. Do you still wish to Launch Metasys using this file?`	For releases prior to 10.0, *Metasys* resource files are downloaded as zip files that are unsigned and therefore untrusted. Follow the steps in the dialog box to launch the file or cancel the process. ⓘ **Note:** It is possible to disable this feature by un-checking the **Always Allow All Pre-10.0 Untrusted Files to Launch** checkbox in the Options dialog box.
The Launcher does not open the login screen for the ADS/ADX and may not indicate any error message.	Your user account does not have access permission to the root directory of the ADS/ADX computer. Use the Single Site Connection method for logging in to the ADS/ADS. For details, refer to the *Downloading and Installing the Launcher: Single Site Connection* section in the *Launcher Installation Instructions (LIT-12011783)*.
`Application(s) already in list.`	The Launcher cannot add this device because the device has a profile already defined. If you want to edit the profile, select the profile and click **Edit**.
`Application(s) not found.`	The Launcher cannot reach the *Metasys* device on the network that has the specified IP address or host name. Try pinging the device to verify it is currently online.
`Communication failed. <Host Name or Address> is unavailable for <Host Type>.`	Communication to the SMP or SCT device cannot be established or has been lost. Verify that the device is online, is accessible, and communicates through the Security Protocol for Launcher.
`A shortcut with this name already exists, do you want to replace it?`	A shortcut for this profile already exists on your computer desktop. Click **OK** to replace the shortcut or click **Cancel** to retain the shortcut.
`The profile did not save.`	The profile did not save correctly. Try again.

Table 7: Launcher Troubleshooting

Problem or User Message	Condition/Solution
`Communication failed "<Host Name or IP address>" is unavailable for <SMP or SCT>. Check network connections. Check proxy settings in Options.`	The Launcher could not reach the SMP or SCT host. Verify that the proxy settings under the Options dialog box are correct. See Specifying Options. The Launcher uses the same Proxy Host settings for all SMP and SCT hosts defined under the Profile list. If the Profile list consists of systems at different building sites that use proxy servers, you need to modify or verify the proxy setting before connecting to each site.
`Could not create Java Virtual Machine`	The memory configuration requires a different setting. Click the **Options** icon on the Launcher screen and change the Default Memory Configuration from High to Medium.
`This site requires an upgrade to Launcher in order to launch.`	Upgrade your Launcher Installer to the required version specified in the pop-up message at http://www.johnsoncontrols.com/launcher.

`The following language packs are not installed properly:`
• `<language>`
• `<language>`
`For more information, refer to the Troubleshooting section of the Launcher Help`
	The language packs for your application are not in the appropriate file locations. Use the Language Installation Program (LIP) to correctly populate the language files. For more details, refer to *Language Installation Program Help(LIT-12011349)*.

Launcher is installed but the Launcher application does not open.	Right-click the application and select **Run as administrator**. For customers using a single-access computer that is shared between multiple user accounts, you must complete the following the steps to rewrite your preferences and permission files. 1. Upgrade to the latest version of Launcher. 2. Open Launcher. 3. Click **Edit** and click **Save**. 4. Open the **Options** window and click **Save**. 5. Verify that all user accounts on the computer can launch the Launcher application. ⓘ **Note:** We recommend that customers using a single-access computer that is shared between multiple user accounts exit the Launcher application after each user's session. If the application is not shut down, Launcher prevents future user sessions for other accounts.

Table 7: Launcher Troubleshooting

Problem or User Message	Condition/Solution
Launching an SMP/SCT device on an NxE2/3/4 Series Network Engine running *Metasys* 9.0.7 causes an error about missing resource files.	For NxE2/3/4 Series Network Engines running *Metasys* Release 9.0.7, the SMP Java User Interface (UI) resource files previously contained in the Metasys.zip are no longer included. In order to download the requiredfiles, do thefollowing: 1. Open Launcher and click the **Options** icon. 2. Make a note of the path that is selected under Launcher Storage Location. Unless the location was changed, it should be: *C:\ProgramData\Johnson Controls\Launcher*. 3. Click **Cancel** to close the window. 4. Go to http://www.johnsoncontrols.com/buildings/specialty-pages/metasys-launcher and download the file called Metasys.zip to the following location on your computer: *C:\ProgramData\Johnson Controls\Launcher\resources\ui*. 5. Right-click Metasys.zip after it is fully downloaded and click **Extract Here** to extract the files to a new folder called: 10.4.0.1601. 6. Close and re-open Launcher. You should now be able to log into any NxE engine that has been updated to Release 9.0.7.