Launcher

Installation Instructions

Johnson Controls

Contents

Launcher Introduction

This document describes how to install the Johnson Controls® Launcher software application for use with the *Metasys*® system.

Summary of Changes
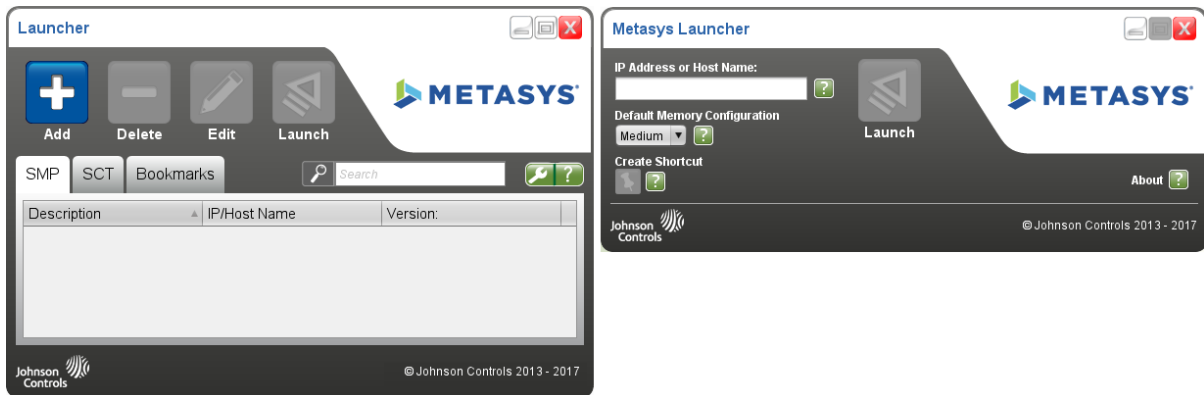
The following information is new at Release 9.0.7:

• Added Downloading and Installing Resource Files for Network Engines at Release 9.0.7.

Launcher Concepts

Launcher Overview

The Launcher software application lets you access any *Metasys* server or supervisory engine on the building network, regardless of its software version. The Launcher comes in two forms: the full Launcher or the Single Site Connection Launcher.

Figure 1: Full Launcher (left) and Single Site Connection Launcher (right)

You select the Launcher type when you download the application. See Detailed Procedures.

Key features of the Launcher include:

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

  ⓘ **Note:** For Release 5.2 or 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, the *Metasys* UI, and the *Metasys* Advanced Reporting System, as well as Google® and Yahoo!® websites among others.

The full version of the Launcher software is installed by any of three methods:

- Installing ADS, ADX, ADS-Lite, ODS, or SCT software on your computer. For details, refer to the *Metasys Server Installation and Upgrade Instructions Wizard (LIT-12012162), Metasys Server Lite Installation and Upgrade Instructions (LIT-12012258),SCT Installation and Upgrade Instructions (LIT-12012067)*, or *ODS Installation and Upgrade Instructions Wizard (LIT-12011945)*.

- Accessing an ADS/ADX, ADS-Lite, ODS, SCT, or NxE with the web browser on a client computer. See Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS and Downloading and Installing or Upgrading the Launcher: Single Site Connection.

- Downloading the Launcher installation file from the *Metasys* System Extended Architecture website on the Johnson Controls portal. Browse to the following website: .

When you install the full version of the Launcher software, a separate folder to store the *Metasys* release software is created on your hard disk. This practice provides for an isolated, private version of the JRE required to run *Metasys* software. If you have installed multiple releases of *Metasys* software, a separate folder is created for each. The locations for this folder depend on which operating system (OS) and release of Launcher you are using:

For the default location for Launcher 1.3 and earlier:

Windows 10®, Windows 8.1, Windows 7, Windows Server® 2012 R2, or Windows Server 2008 R2 operating systems:

C:\Users\<username>\JohnsonControls.Launcher\resources

Apple® OS X® operating systems:

~\Users\<username>\JohnsonControls.Launcher\resources

For the default location for Launcher 1.4 and later:
Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, or Windows Server 2008 R2 operating systems:

C:\ProgramData\Johnson Controls\Launcher\resources

Apple OS X operating systems:

~\Users\Shared\Johnson Controls\Launcher\resources

ⓘ **Note:** With Launcher 1.4 and later, you have the option to store data in either the default ProgramData folder or the private user's directory folder in the Windows operating systems and similar folders on Apple OS X operating systems.

The private user's directory locations for Launcher 1.4 and later:

Windows: *C:\Users\<username>\Johnson Controls\Launcher\resources*

Mac: *~\Users\<username>\Johnson Controls\Launcher\resources*

You install the Single Site Connection version of the Launcher by manually downloading a copy of the MetasysResource.zip file to your computer. You then unzip the file to a publicly accessible location on the computer so that everyone who uses the computer has access to the program.

After you install Launcher for a particular *Metasys* system release, use the Launcher to access the Site Management Portal, supervisory engine, or SCT. If you use the web browser instead, the Launcher Download screen appears again. Do not reinstall Launcher.

Launcher System Requirements

The Launcher requires one of the following operating systems:

- Windows 10 Pro and Enterprise editions (64-bit), Windows 8.1 Pro and Enterprise editions (64-bit), Windows 7 Professional (64-bit), Windows Server 2012 R2 or Windows Server 2012 with the regional and language options selected for your location.

- Apple OS X 10.10 Yosemite, Apple OS X 10.9 Mavericks, or Apple OS X 10.8 Mountain Lion

Launcher also requires a PDF reader for opening the online help file, such as the Adobe® Reader® application.

Launcher installation program verifies that each of these prerequisites is present on your computer before permitting the installation.

ⓘ **Note:** The Launcher installation program requires administrative privileges. If you are a standard user without administrative privileges, contact your local IT representative to assist you with Launcher installation. Or you may install the Single Site Connection version of the Launcher, which does not require administrative privileges. See Downloading and Installing or Upgrading the Launcher: Single Site Connection.

Detailed Procedures

This section describes how to download and install the Launcher application. It also describes how to start the Launcher. All instructions presume you are using the Windows Internet Explorer® web browser (other browsers may function differently.

When you are prompted to download Launcher, you have two choices:

- Full Launcher Installer
- Single Site Connection

Select **Full Launcher Installer** if at least one of the following is true:

- you need to access SMP or SCT
- you need to access *Metasys* servers or engines of different release versions
- you have rights to install new applications on your computer

See Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS or Downloading and Installing or Upgrading the Launcher: Full Installation to an Apple OS.

Select **Single Site Connection** if at least one of the following is true:

- you only need to access SMP, not SCT
- you only need to access *Metasys* servers or engines of a specific release version
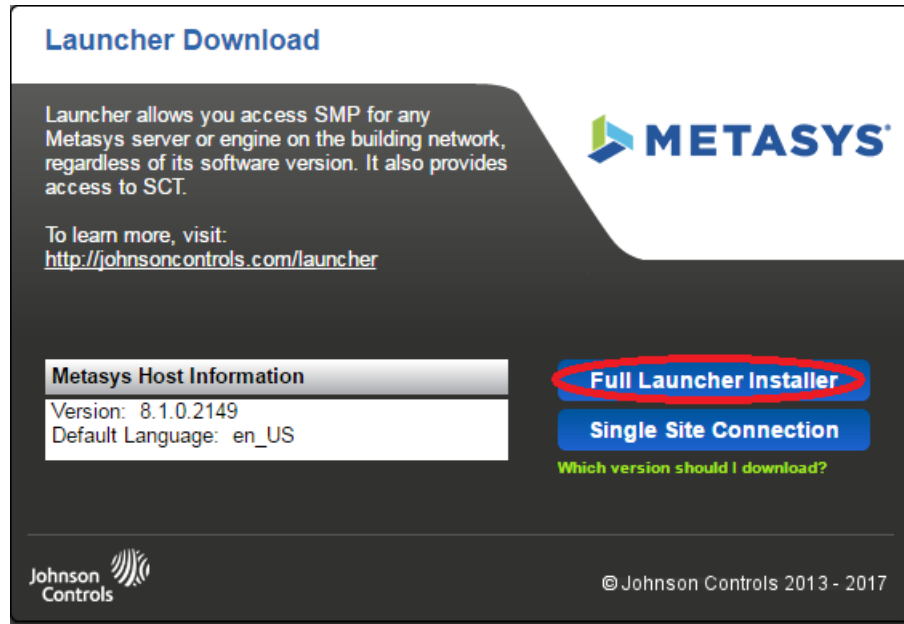- you do not have rights to install new applications on your computer

See Downloading and Installing or Upgrading the Launcher: Single Site Connection.

Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS

1. Using your web browser, type the website address for the *Metasys* server (ADS/ADX/ODS), SCT, or supervisory engine (NxE) that you want to access (for example, `http://<server name or IP address>/metasys`). The Windows Launcher Download screen appears (Figure 2).

   ⓘ **Note:** If you have an Internet connection, you may also obtain a stand-alone copy of the Launcher.msi file by browsing to the following web page and clicking the appropriate file under **Download**: http://www.johnsoncontrols.com/launcher.

Figure 2: Launcher Download Screen: Full Installation

2. Click **Full Launcher Installer**. A File Download - Security Warning appears, asking you to run or save the file. Click **Save** and save the Launcher.msi file to any location on your computer. The download may take several minutes to complete (30 MB file size).

3. Double-click the installer file you saved in the previous step (**Launcher.msi**) to begin installation. The Welcome screen appears.

4. Click **Next**. The Verify Installation Prerequisites screen appears.

    The Launcher Installer detects whether your computer meets the two software requirements listed under Launcher System Requirements. If you are missing a prerequisite, cancel the installation, satisfy the missing requirement, and then try again to install the Launcher.

5. Click **Next**. The End-User License Agreement screen appears.

6. Select the check box for accepting the terms of the license agreement. Click **Next**. The Destination Folder screen appears.

7. Accept the default install location or click **Browse** to select an alternate location. Keep the **Create desktop shortcut** check box selected if you want the installer to add the Launcher icon to your desktop. Click **Next**. The Ready to Install screen appears.

8. Click **Install**. When the process completes, the Completed screen appears.

9. Click **Finish**. The Launcher installation is complete. If you want to start the Launcher immediately, keep the **Run Launcher after clicking Finish** check box selected. If you selected the check box for creating the desktop icon, the Launcher icon appears on your desktop.

    For steps on how to open the Launcher, see Starting the Launcher.

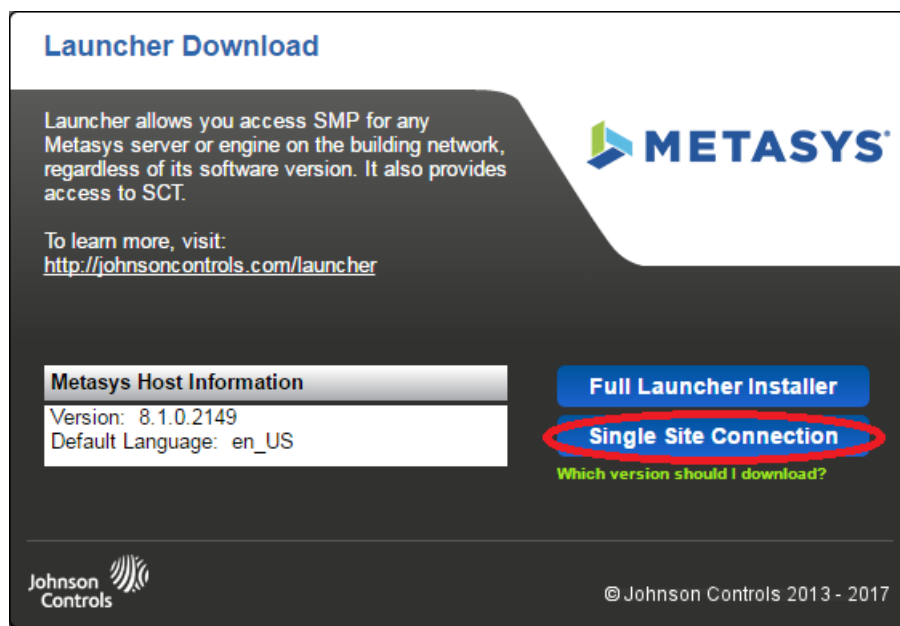## Downloading and Installing or Upgrading the Launcher: Full Installation to an Apple OS

1. Using your web browser, type the website address for the *Metasys* server (ADS/ADX), SCT, or supervisory engine (NxE) that you want to access (for example, `http://<server name or IP address>/metasys`). The Mac Launcher download screen appears.

    ⓘ **Note:** You can also obtain a stand-alone copy of the Launcher.dmg file by browsing to the following web page and clicking the appropriate file under **Download**: .

2. On the Launcher Download screen, click **Full Launcher Installer**.

3. Open the Finder application. Use Finder to locate the Launcher.dmg file in your Downloads folder and double-click the **Launcher.dmg** file.

    ⓘ **Note:** The Launcher volume and Launcher icon appears on your desktop.

4. Double-click the **Launcher** icon on your Desktop to open the Launcher Mac Installer window.

5. Double-click the **box** icon. The Welcome screen appears.

6. Click **Continue**. The Software License Agreement screen appears.

7. On the Software License Agreement screen, click **Continue** to proceed with the installation. The software license agreement statement appears.

8. On the license agreement screen, click **Agree** to accept the terms of the license agreement and proceed with the installation. The Installation Type screen appears.

    ⓘ **Note:** You must agree to the terms of the software license agreement to finish the installation.

9. Click **Install** to accept the default install location. A name and password dialog box appears.

    ⓘ **Note:** If necessary, you may choose **Change Install Location** to choose an alternative location, and browse to that alternative location in the **Select a Destination** dialog box.

10. In the Name and Password dialog box, enter your user name and password, and then click **Install Software**. The Installation screen appears while the software installs.

11. When the installation is complete, the Summary screen appears.

12. Click **Close**. The Launcher installation is complete. If you used the default installation path, the Launcher icon appears in the Applications folder. Otherwise, the Launcher icon appears in the folder in which it was installed.

    For steps on how to open the Launcher, see Starting the Launcher.

Downloading and Installing or Upgrading the Launcher: Single Site Connection

1. Using your web browser, type the website address for the *Metasys* server (ADS/ADX/ODS) or supervisory engine (NxE) that you want to access (for example, `http://<server name or IP address>/metasys`). The Windows Launcher Download screen appears (Figure 3).

    ⓘ **Note:** Single Site Connection is not available on an Apple OS.

Figure 3: Launcher Download Screen: Single Site

2.   Click **Single Site Connection**. A File Download - Security Warning asks you to run or save the file. Click **Save** and save the MetasysResource.zip file to a publicly accessible location on your computer. We recommend that you save the file to the following location, depending on the operating system:

   Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, or Windows Server 2012:
   C:\Users\Public

   The download may take several minutes to complete.

3.   Unzip the MetasysResource.zip file you saved in the previous step to a publicly accessible location on your computer. We recommend that you unzip the file to a new folder called Launcher at the following location:

   Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, or Windows Server 2012:

   C:\Users\Public\LauncherServer 2012 R2

4.   Using Windows Explorer, navigate to the folder that contains the files you unzipped in the previous step (\Launcher\<build number>\).

5.   Locate the **Metasys Launcher.exe** file. Right-click the file and select **Create Shortcut**. A shortcut for running the Launcher is created under the Launcher program file.

6.   Right-click **Metasys Launcher.exe - Shortcut** and select **Copy**.

7.   Right-click and select **Paste** to paste the shortcut to the following location, depending on your operating system:

   Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, or Windows Server 2012:

   C:\Users\Public\Desktop

   C:\Users\Public\Public Desktop

   The icon is created on the computer desktop for all.

8.   For steps on how to open the Launcher, see Starting the Launcher.

Starting the Launcher

ⓘ **Note:** These steps assume that you have previously installed or unzipped the Launcher application. If you have not, see Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS or Downloading and Installing or Upgrading the Launcher: Single Site Connection.

To start the Launcher, double-click the **Launcher** icon. Or if you installed the full version of Launcher on a Windows OS, select *Programs > Johnson Controls > Launcher* . The appropriate Launcher screen appears (Figure 4 or Figure 5).

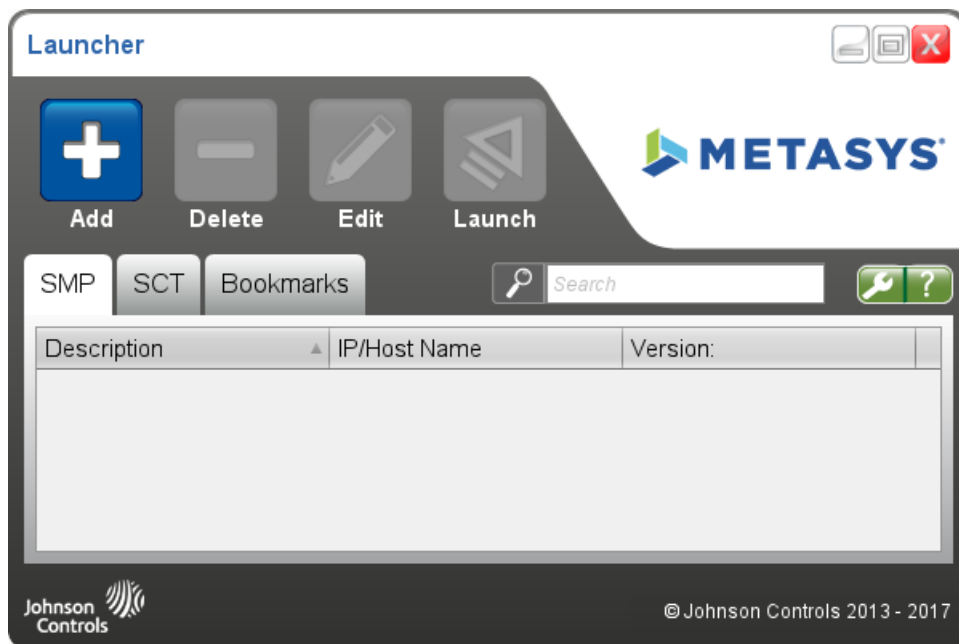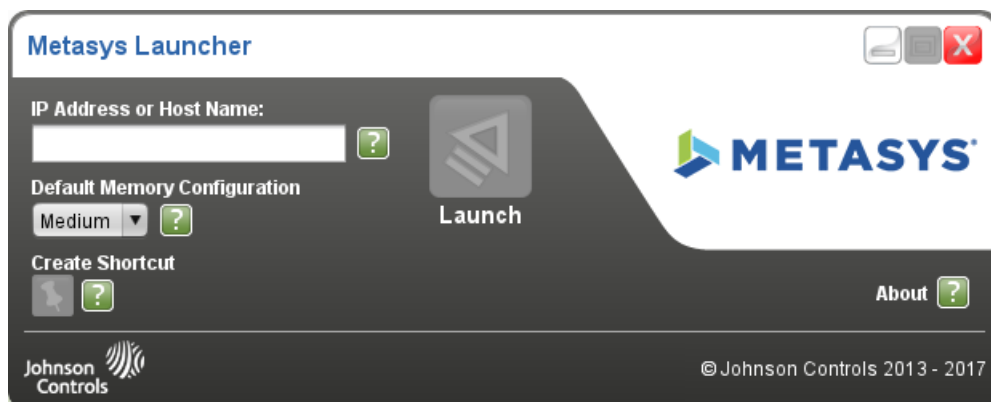**Figure 4: Launcher Screen: Full Installation**

Figure 5: Launcher Screen: Single Site Connection

For a description of each Launcher screen and details on how to use the Launcher, refer to *Launcher Tool Help (LIT-12011742)*. This document is also available within the Launcher application as a Help file by clicking the question mark (?) icon on the Main Launcher screen.

Downloading and Installing Resource Files for Network Engines at Release 9.0.7

After installing Launcher, if you need to browse to NCE25, NAE35, or NAE45 network engines that were updated to Release 9.0.7, you need to manually retrieve and copy the necessary resource files for those engine models to your computer. These steps are not required for engines prior to Release 9.0.7, and do not apply to any NAE55 engine models

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 click the link called *9.0.7 Resource Files (Metasys.zip)*). Download the zip file to the Launcher Storage Location that you recorded in Step 2. For example: *C:\ProgramData\Johnson Controls\Launcher\resources\ui.*

5. Right-click **Metasys.zip** after the file is fully downloaded and if you are using 7-zip, click **Extract Here** to extract the files to a new folder called: 10.4.0.1601. If you are a WinZip user, click **Extract All** and **Extract** once the files to be extracted are pointing to the correct folder. After extraction, the final path should be for example: *C:\ProgramData\Johnson Controls\Launcher \resources\ui\10.4.0.1601.*

6. Close and re-open Launcher. You should now be able to log into any NCE25, NAE35, or NAE45 engine that has been updated to Release 9.0.7.

Uninstalling the Launcher

ⓘ **Note:** If you intend to reinstall Launcher or update Launcher in the future, make a copy of the **LauncherLinks** and **Options** text files before you uninstall. These files hold the Launcher profiles and some of the Launcher options that you configured. You can go back to these files to help you rebuild the profiles and reapply the options if you later reinstall or upgrade Launcher. You can find these two text files under the Launcher storage location, the path of which can be found under **Options** also.

Full Launcher on a Windows OS

To uninstall the full version of the Launcher on a Windows OS, first make sure that all currently logged-in users have exited the Launcher. Then use the standard method for uninstalling a program from the Windows operating system. The full Launcher application is identified as **Johnson Controls - Launcher** in the list of installed programs.

Full Launcher on an Apple OS

To uninstall the full version of the Launcher on an Apple OS, drag the Launcher installation file to the trash, then empty the trash.

Single Site Connection Launcher

To uninstall the Single Site Connection version of the Launcher, delete the entire folder that contains the MetasysResource.exe file, and then delete the *Metasys* Launcher shortcut on the computer desktop. This version of the Launcher is not identified by Windows in the list of installed programs.

Launcher Related Documentation

The following table lists documentation related to the Launcher.

Table 1: Launcher Related Documentation

For Information On	See Document
Using the Launcher	*Launcher Tool Help (LIT-12011742)*
Metasys System Components	*Metasys System Product Bulletin (LIT-1201526)*
How to Install and Upgrade ADS and ADX Software	*Metasys Server Installation and Upgrade Instructions Wizard (LIT-12012162)*
How to Install and Upgrade ADS-Lite Software	*Metasys Server Lite Installation and Upgrade Instructions Wizard (LIT-12012258)*
How to Install and Upgrade SCT Software	*SCT Installation and Upgrade Instructions (LIT-12012067)*
How to Install and Upgrade ODS Software	*ODS Installation and Upgrade Instructions Wizard (LIT-12011945)*

Troubleshooting

Use Table 2 to troubleshoot the Launcher.

Table 2: Launcher Troubleshooting

Problem or User Message	Condition
`Unsupported Windows version detected. Windows XP or newer required.`	You cannot install Launcher on an unsupported operating system. For a list of supported operating systems, see Launcher System Requirements.
`PDF Reader application required for viewing help documentation.`	You are installing Launcher on a computer that has no software to open the Launcher Help file. After you install Launcher, install software that can read PDF files (for example, Adobe Reader).
The Launcher icon is missing from the Desktop on my computer.	You need to manually add a shortcut for the Launcher to your Windows Desktop. If you have Windows 8.1 or Windows Server 2012, open the Desktop and right-click it to open a submenu. Select **New > Shortcut**. In the Create Shortcut dialog box, type the following string in the location field, including the quotation marks: "C:\Program Files (x86)\Johnson Controls\launcher\App\jre\bin\Javaw.exe" -classpath "C:\Program Files (x86)\Johnson Controls\launcher\App\/*" com.jci.launcher.Main Click **Next** and specify a name for the shortcut. Click **Finish**. If you have Windows 7, click **Start > All Programs > Johnson Controls**. Right-click Launcher, and then click **Send to > Desktop (create shortcut)**. If you have an Apple OS, launch Finder, navigate to the Launcher file, right-click the Launcher file, select **Make Alias**, and then drag the Launcher icon onto your desktop.
The Launcher icon on my computer Desktop is no longer starting Launcher.	This problem applies to Single Site Connection only. The Launcher files may be in some other location or missing. Right-click the **Launcher** icon and select **Properties**. Verify that the location of the Metasys Launcher.exe file specified in the Target field is correct.
Previous entries in the IP Address or Host Name field for the single site connection version of Launcher are not retained.	This problem applies to Single Site Connection only. This behavior is by design. Use the **Create Shortcut** option on the Launcher screen to create a shortcut for the configured IP address or host name on the desktop.
`Launcher cannot be opened because it is from an unidentified developer.`	Click **OK** to clear the error pop-up and press and hold Ctrl while clicking the Launcher Installer window. Select **Open** from the pop-up menu. The Install Launcher Window appears.

Table 2: Launcher Troubleshooting

Problem or User Message	Condition
When you try to uninstall Launcher, the following warning message appears: `There are other users logged on to this computer. If you uninstall this program while another user is running it, the program might not uninstall completely.`	To uninstall the Launcher application, first make sure that all logged-in users have exited the Launcher. Someone is still logged in with Launcher active. Then use the standard method for uninstalling a program from the Windows operating system.