

Launcher Installation Instructions

Code No. LIT-12011783
Software Release 1.6
Issued February 2017

Refer to the [QuickLIT website](#) for the most up-to-date version of this document.

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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 1.6:

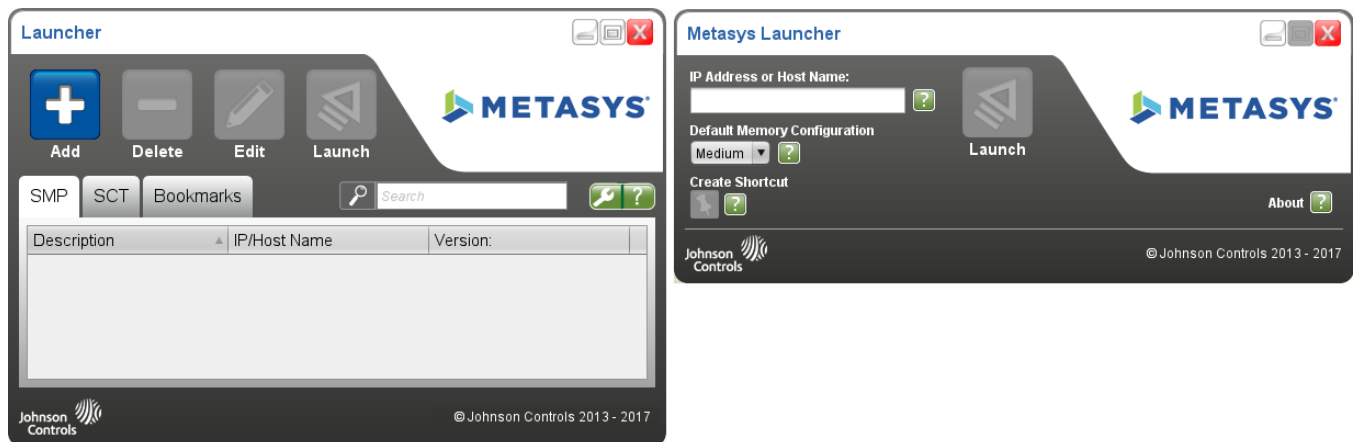
- Updated user interface images throughout.

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 System Configuration Tool (SCT). Supported user interfaces include the Application and Data Server (ADS), Extended Application and Data Server (ADX), ADS-Lite, ODS, SCT, Network Automation Engine (NAE), Network Integration Engine (NIE), and Network Control Engine (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:

- by 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).

- by 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](#).
- by downloading the Launcher installation file from the *Metasys* System Extended Architecture website on the Johnson Controls portal. Browse to the following website: <http://www.johnsoncontrols.com/launcher>.

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 Launcher 1.3 and earlier:

Windows® 10, Windows 8.1, Windows 7, Windows Server® 2012 R2, 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 Launcher 1.4 and later:

Windows® 10, Windows 8.1, Windows 7, Windows Server® 2012 R2, 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 the Launcher.

Launcher System Requirements

The Launcher requires one of the following operating systems:

- Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2 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

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

The 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 for downloading the 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](#).

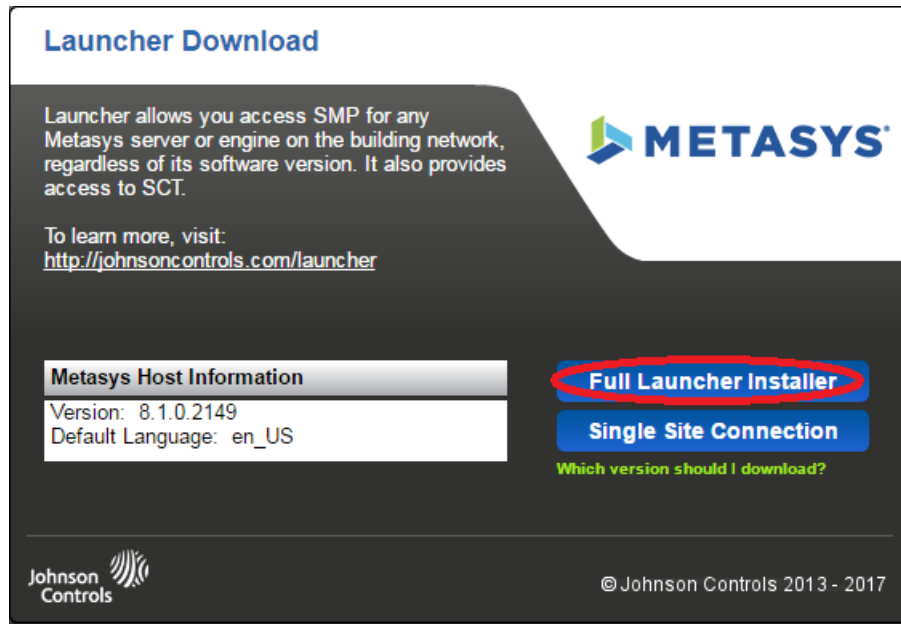
Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS

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**:

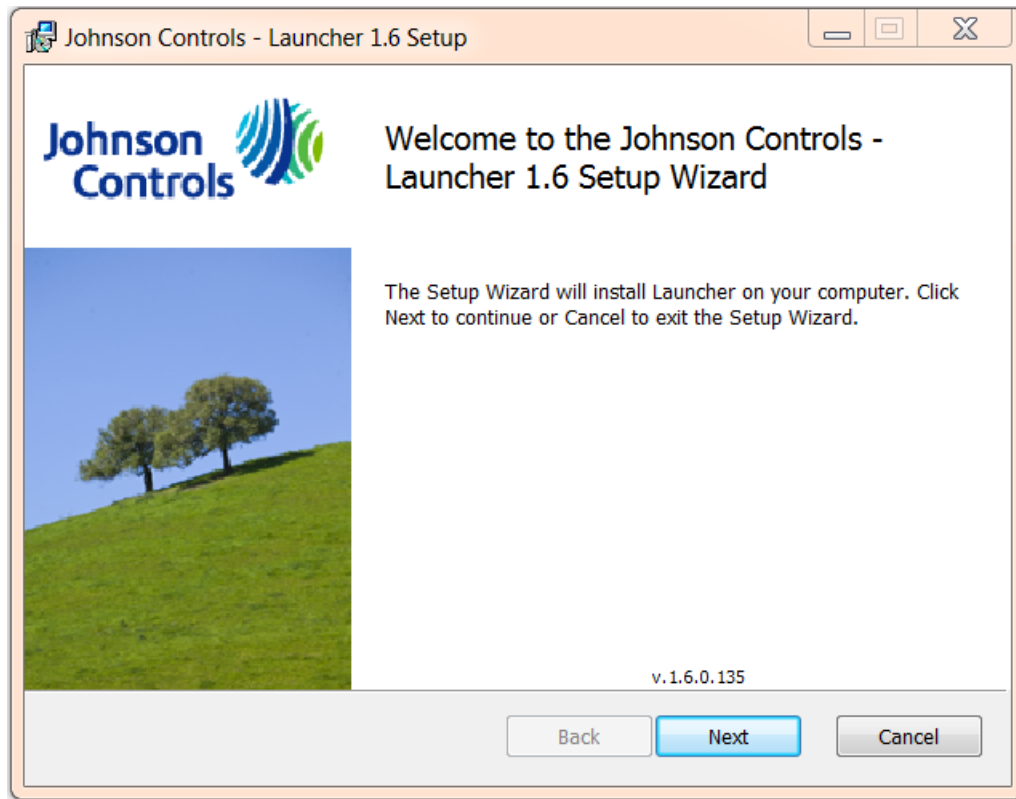
<http://www.johnsoncontrols.com/launcher>.

Figure 2: Launcher Download Screen: Full Installation



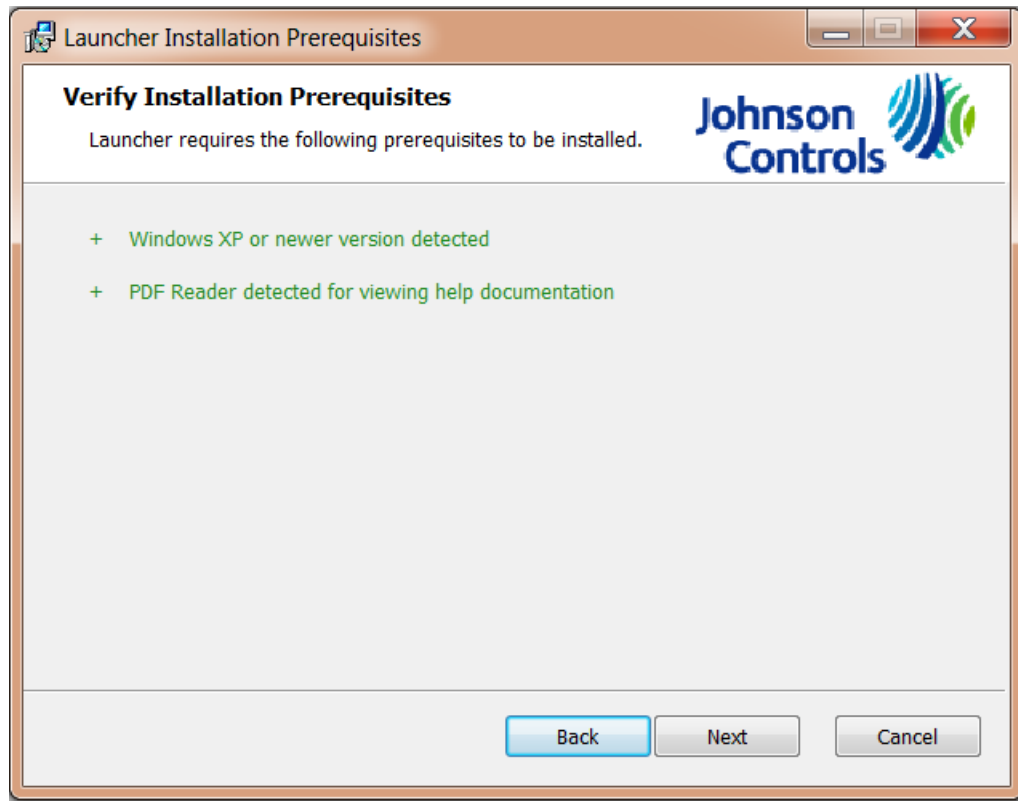
2. Click **Full Launcher Installer**. A File Download - Security Warning appears, asking you to run or save the file. Click **Save** and save the Launcher.msi file to any location on your computer. The download may take several minutes to complete (30 MB file size).
3. Double-click the installer file you saved in the previous step (**Launcher.msi**) to begin installation. The Welcome screen appears.

Figure 3: Launcher Welcome Screen



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

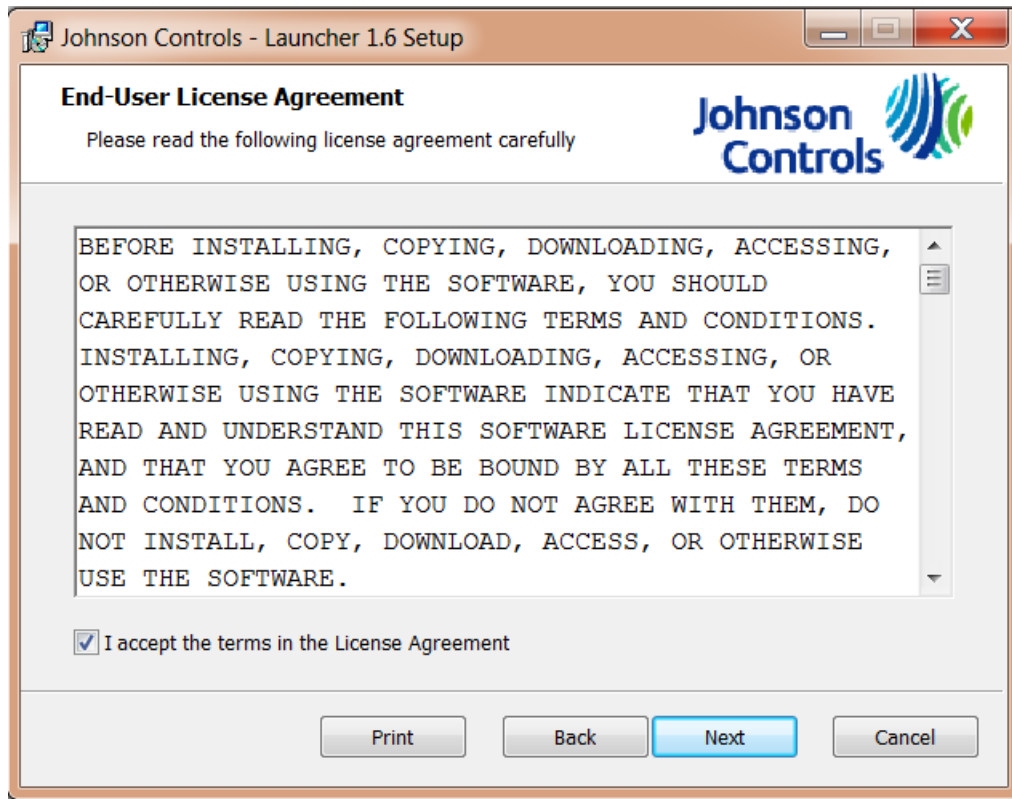
Figure 4: Verify Installation Prerequisites Screen



The Launcher Installer detects whether your computer meets the two software requirements listed under [Launcher System Requirements](#). [Figure 4](#) indicates if any software check failed. If you are missing a prerequisite, cancel the installation, satisfy the missing requirement, and then try again to install the Launcher.

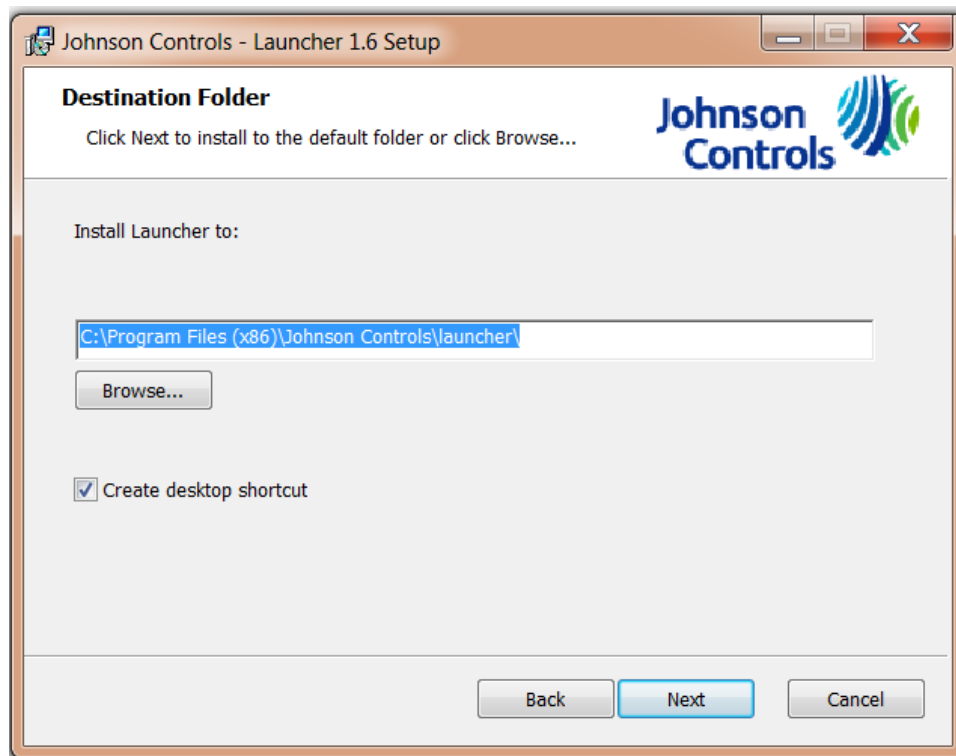
5. Click **Next**. The End-User License Agreement screen appears.

Figure 5: End-User License Agreement Screen



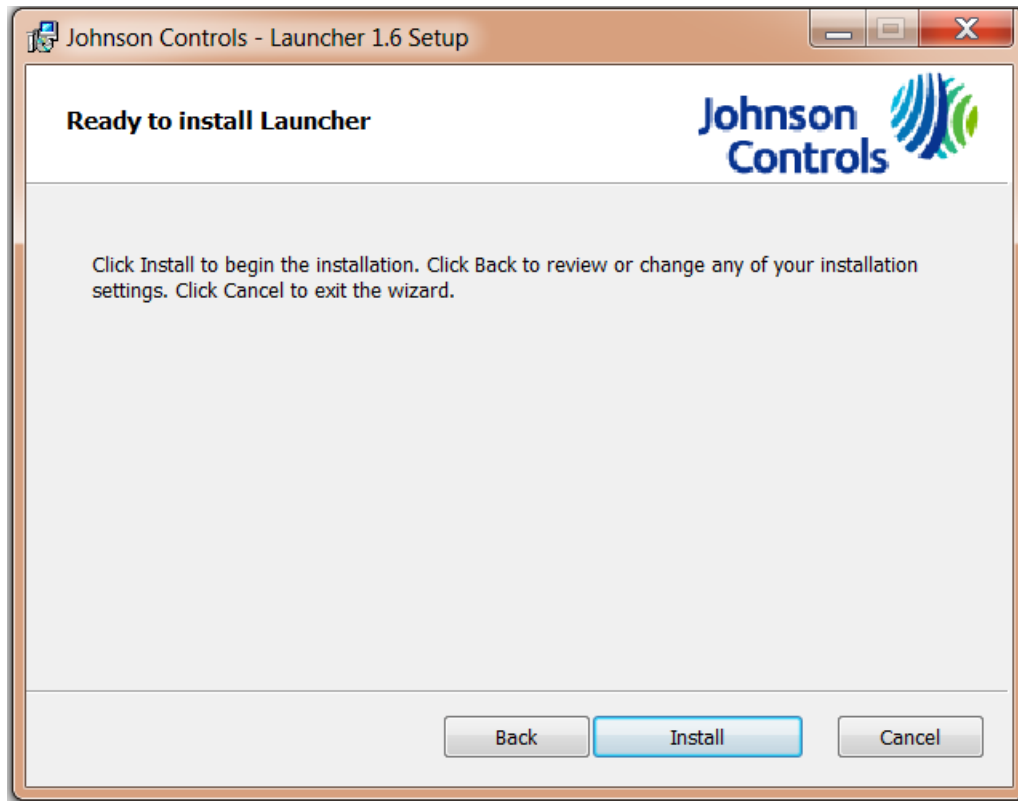
6. Select the check box for accepting the terms of the license agreement. Click **Next**. The Destination Folder screen appears.

Figure 6: Destination Folder Screen



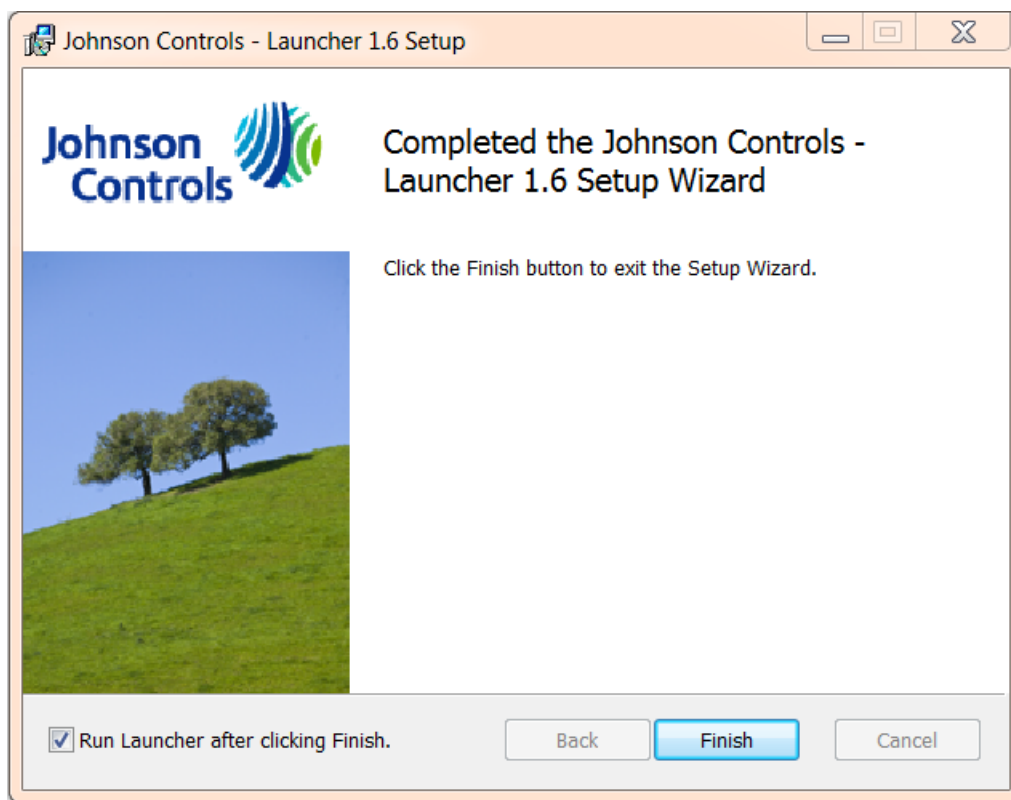
7. Accept the default install location or click **Browse** to select an alternate location. Keep the **Create desktop shortcut** check box selected if you want the installer to add the Launcher icon to your desktop. Click **Next**. The Ready to Install screen appears.

Figure 7: Ready to Install Screen



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

Figure 8: Completed Screen



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.

Figure 9: Launcher Icon



For steps on how to open the Launcher, see [Starting the Launcher](#).

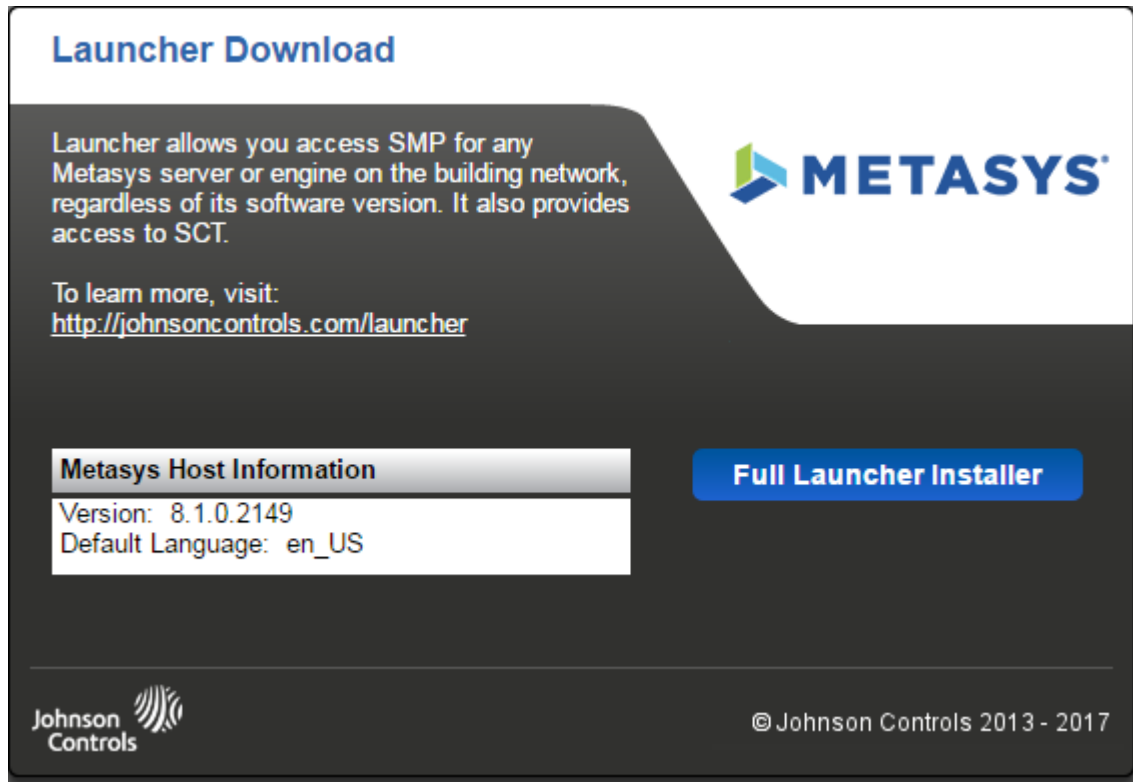
Downloading and Installing or Upgrading the Launcher: Full Installation to an Apple OS

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**: <http://www.johnsoncontrols.com/launcher>.

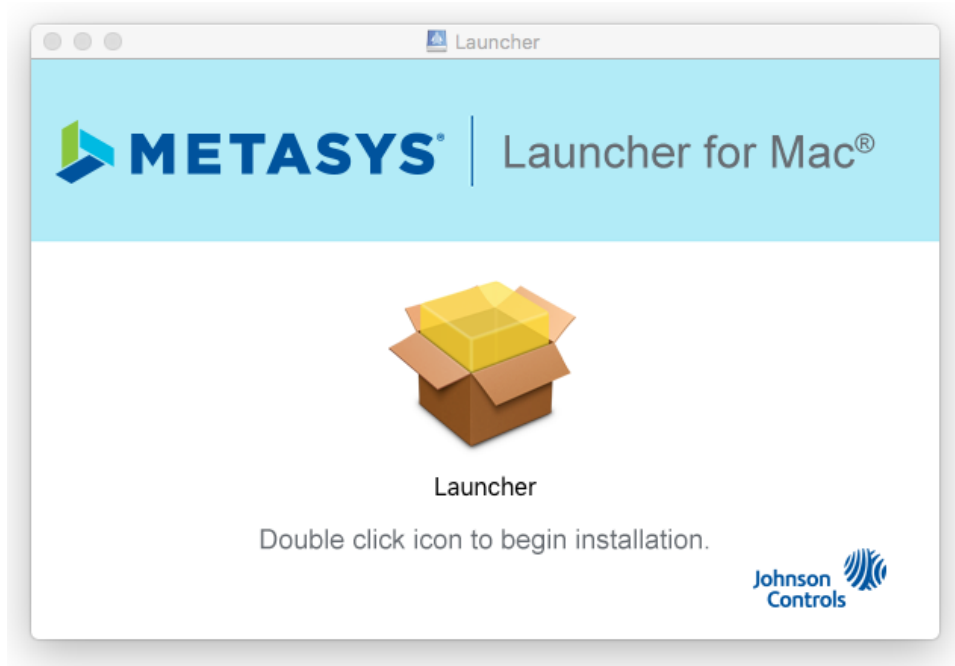
2. On the Launcher Download screen, click **Full Launcher Installer**.

Figure 10: Launcher Download Screen: Full Installation



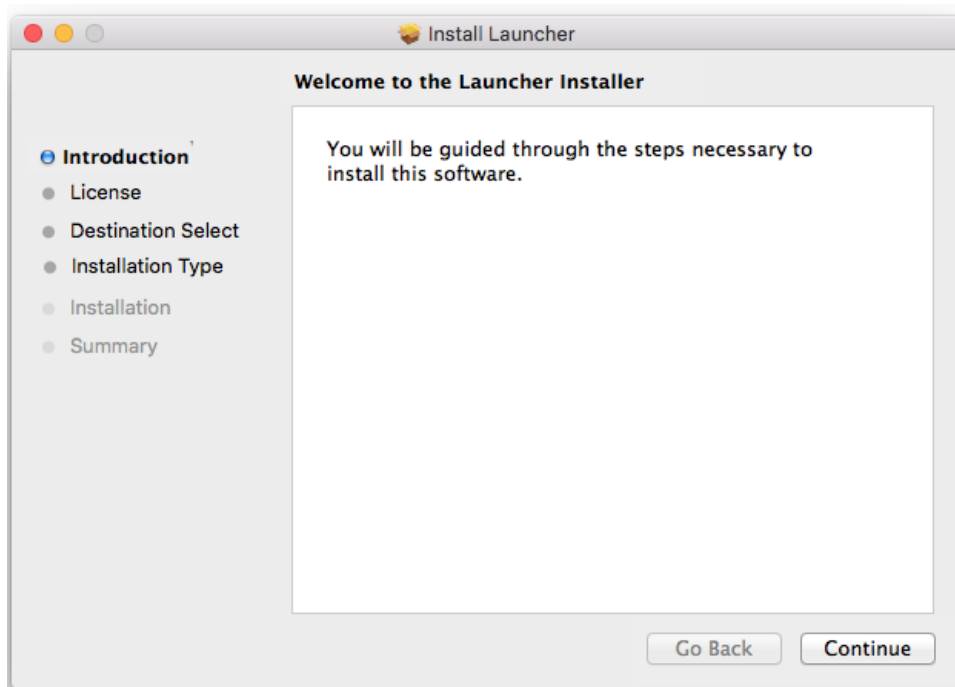
3. Open the Finder application. Use Finder to locate the Launcher.dmg file in your Downloads folder and double-click the **Launcher.dmg** file.
Note: The Launcher volume and Launcher icon appears on your desktop.
4. Double-click the **Launcher** icon on your Desktop to open the Launcher Mac Installer window.

Figure 11: Launcher Installation Screen



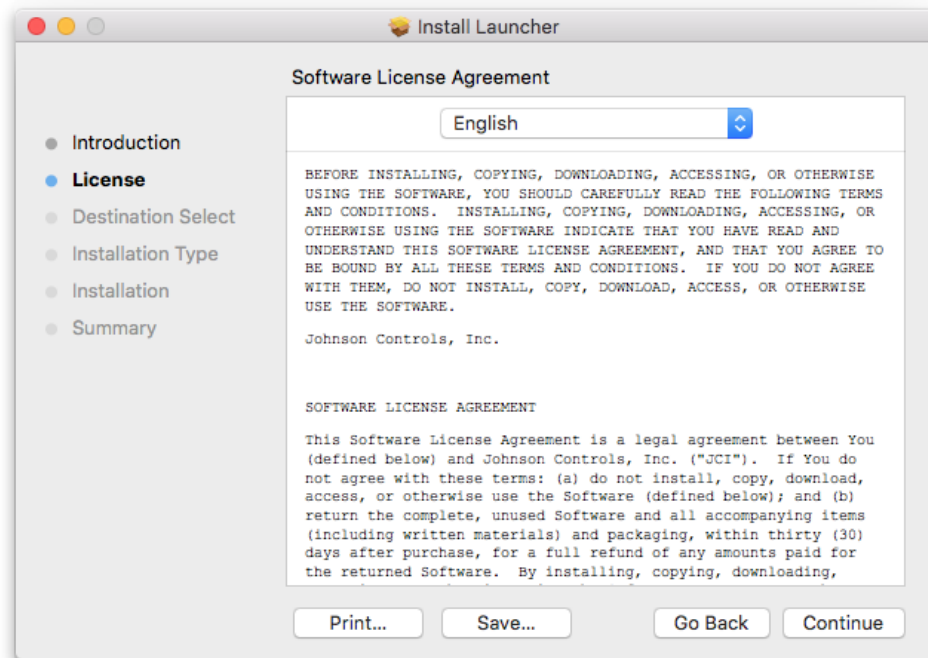
5. Double-click the **box** icon. The Welcome screen appears.

Figure 12: Launcher Welcome Screen



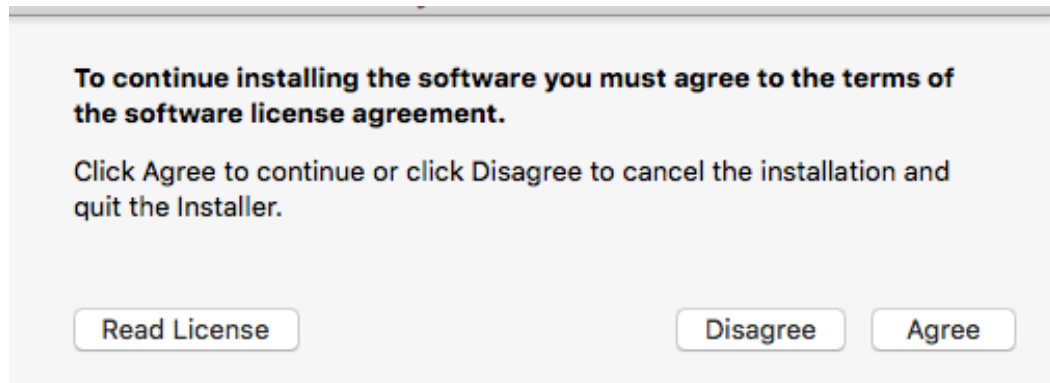
6. Click **Continue**. The Software License Agreement screen appears.

Figure 13: Software License Agreement Screen



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

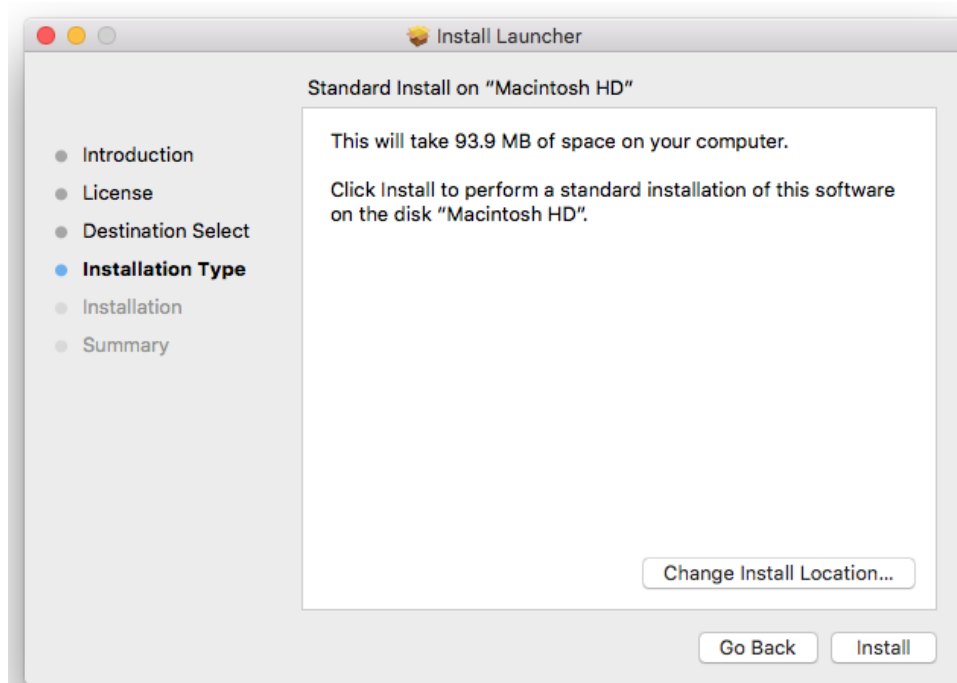
Figure 14: Software License Agreement Statement



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.

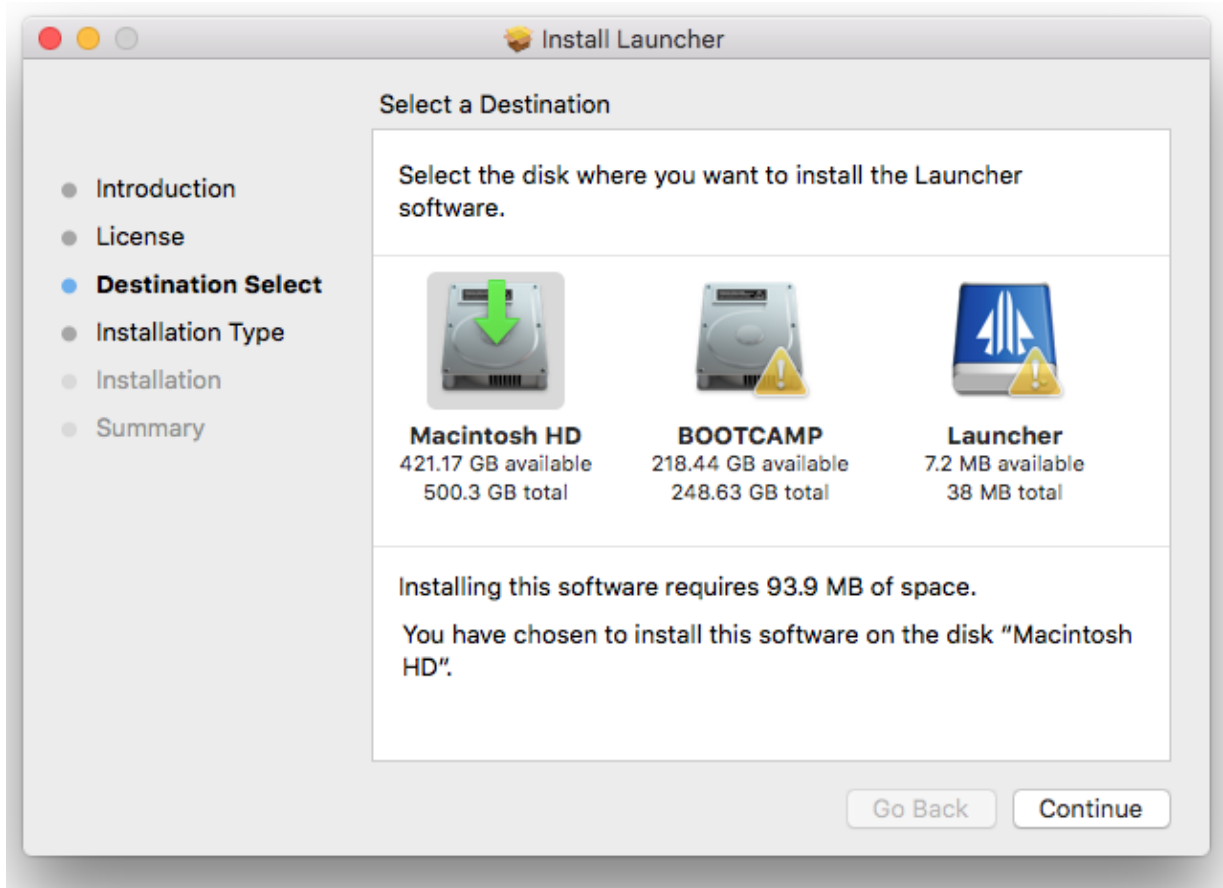
Figure 15: Installation Type Screen



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.

Figure 16: Select a Destination



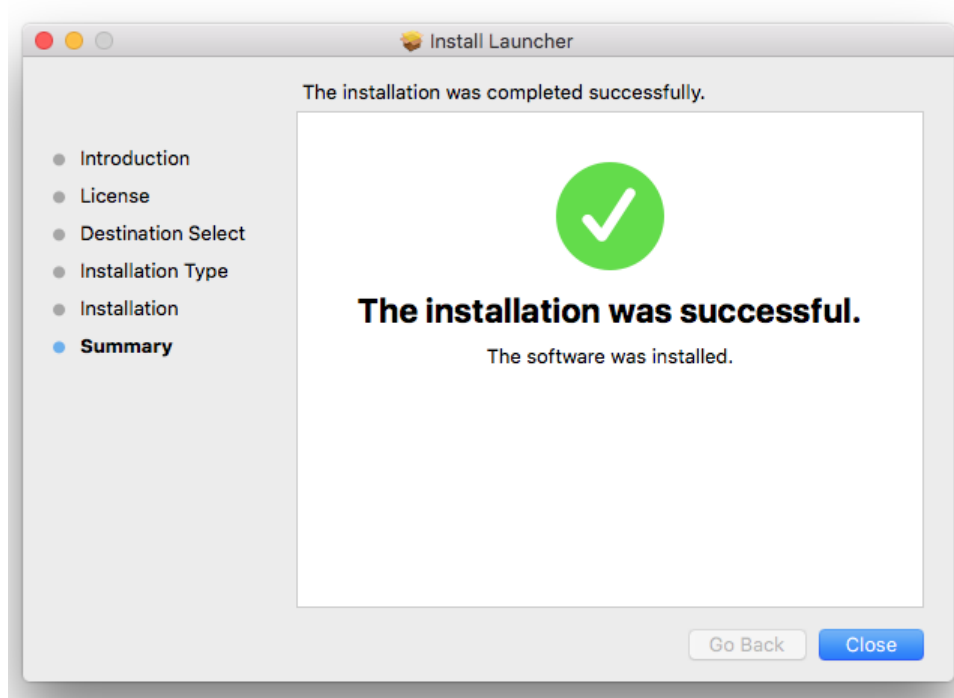
10. In the Name and Password dialog box, enter your user name and password, and then click **Install Software**. The Installation screen appears while the software installs.

Figure 17: Name Password Dialog Box



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

Figure 18: Summary Screen



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.

Figure 19: Launcher Icon



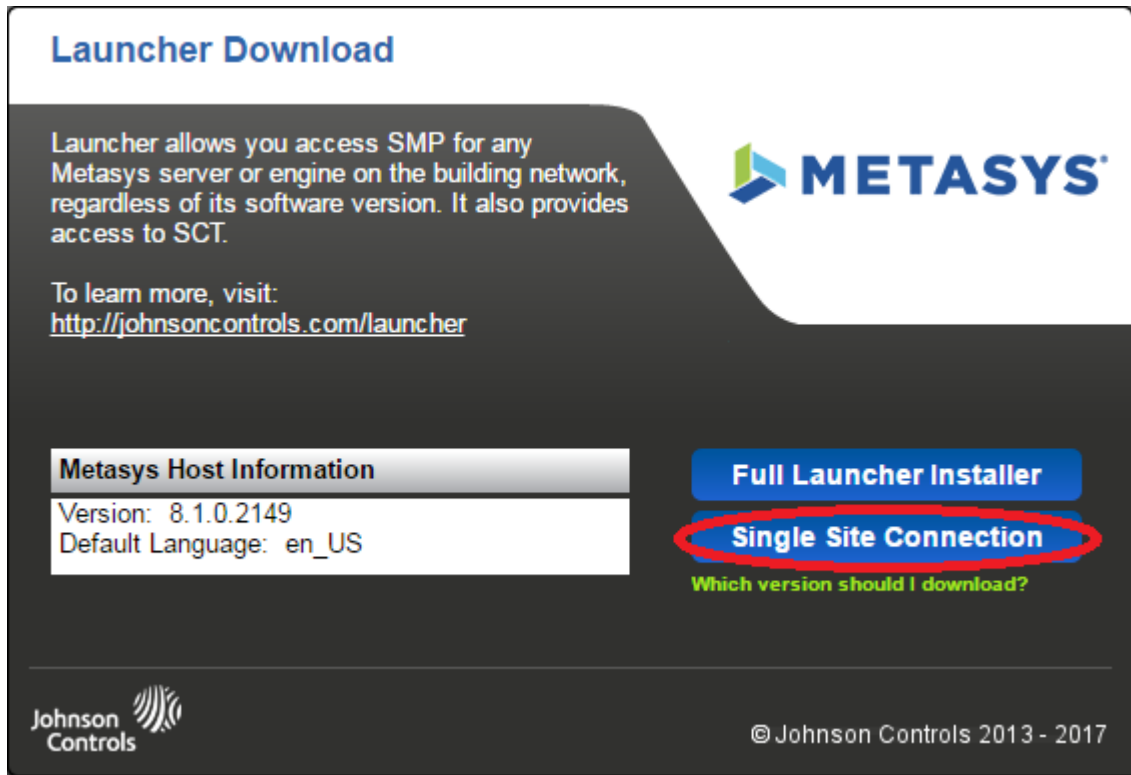
For steps on how to open the Launcher, see [Starting the Launcher](#).

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 20*).

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

Figure 20: 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, Windows Server 2012, or Windows Server 2008 R2:

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 2013 R2, Windows Server 2012, or Windows Server 2008 R2:

C:\Users\Public\Launcher

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 (*Figure 21*).
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:

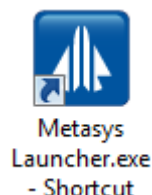
Windows 10, Windows 8.1, Windows 7, Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2, use either one:

C:\Users\Public\Desktop

C:\Users\Public\Public Desktop

The following icon is created on the computer desktop for all users:

Figure 21: Launcher Icon



8. For steps on how to open the Launcher, see [Starting the Launcher](#).

Starting the Launcher

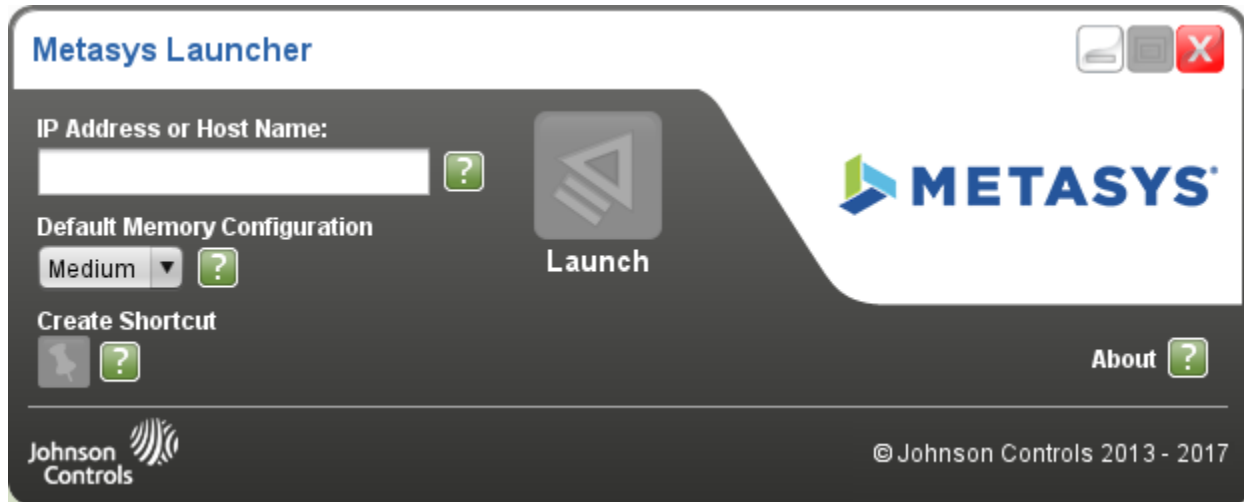
Note: These steps assume that you have previously installed or unzipped the Launcher application. If you have not, see [Downloading and Installing or Upgrading the Launcher: Full Installation to a Windows OS](#) or [Downloading and Installing or Upgrading the Launcher: Single Site Connection](#).

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 22](#) or [Figure 23](#)).

Figure 22: Launcher Screen: Full Installation



Figure 23: 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.

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. See the following table.

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\ |

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 1.6** 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 2: Launcher Related Documentation

| For Information On | See Document |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Using the Launcher | <i>Launcher Tool Help (LIT-12011742)</i> ¹ |
| Metasys System Components | <i>Metasys® System Product Bulletin (LIT-1201526)</i> |
| How to Install and Upgrade ADS and ADX Software | <i>Metasys® Server Installation and Upgrade Instructions Wizard (LIT-12012162)</i> ² |
| How to Install and Upgrade ADS-Lite Software | <i>Metasys® Server Lite Installation and Upgrade Instructions Wizard (LIT-12012258)</i> |
| How to Install and Upgrade SCT Software | <i>SCT Installation and Upgrade Instructions (LIT-12012067)</i> |
| How to Install and Upgrade ODS Software | <i>ODS Installation and Upgrade Instructions Wizard (LIT-12011945)</i> ² |

1 This LIT number represents a printer-friendly version of the Help.

2 Use the wizard to generate instructions specific to your system.

Troubleshooting

Use [Table 3](#) to troubleshoot the Launcher.

Table 3: Launcher Troubleshooting

| Problem or User Message | Condition |
|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unsupported Windows version detected. Windows XP or newer required. | You cannot install the 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 the Launcher on a computer that has no software to open the Launcher Help file. After you install the Launcher, install software that can read PDF files (for example, Adobe Reader). |
| The Launcher icon is missing from the Desktop on my computer. | <p>You need to manually add a shortcut for the Launcher to your Windows Desktop.</p> <p>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:</p> <p>"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</p> <p>Click Next and specify a name for the shortcut. Click Finish.</p> <p>If you have Windows 7 or Windows Server 2008 R2, click Start > All Programs > Johnson Controls. Right-click Launcher, and then click Send to > Desktop (create shortcut).</p> <p>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.</p> |
| The Launcher icon on my computer Desktop is no longer starting Launcher. | <p>This problem applies to Single Site Connection only.</p> <p>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.</p> |
| Previous entries in the IP Address or Host Name field for the single site connection version of Launcher are not retained. | <p>This problem applies to Single Site Connection only.</p> <p>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.</p> |

Table 3: Launcher Troubleshooting

| Problem or User Message | Condition |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "Launcher" can't 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. |
| <p>When you try to uninstall the Launcher, the following warning message appears:</p> <p>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.</p> | 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. |



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