

Honeywell

Launcher

for Honeywell Mobile Devices powered by Windows™

User Guide

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Customer Support and Warranty

Technical Assistance

To search our knowledge base for a solution or to log in to the Technical Support portal and report a problem, go to www.hsmcontactsupport.com.

For our latest contact information, see www.honeywellaidc.com/locations.

Product Service and Repair

Honeywell International Inc. provides service for all of its products through service centers throughout the world. To obtain warranty or non-warranty service, return your product to Honeywell (postage paid) with a copy of the dated purchase record. To learn more, go to www.honeywellaidc.com and select **Service & Repair** at the bottom of the page.

Limited Warranty

For warranty information, go to www.honeywellaidc.com and click **Resources > Product Warranty**.

LAUNCHER FOR WINDOWS USER GUIDE

Launcher for Windows is a customizable, locked-down menu program that allows users to launch only approved applications and browse only permitted directories on their Honeywell computer.

Launcher features include:

- Administrator-controlled access to all applications and directories on the computer.
- [User Roles](#) based on the configuration set up by the admin.
- Auto-start of a selected application at computer startup time.
- Support for alternate program icons and background images for the desktop.
- Keypad lockdown to prevent access to Windows-specific key combinations, such as the security dialog box (**Ctrl-Alt-Del**).
- Use of the Windows system username and password so all Administrators can configure the interface as needed (CV41 WES, CV61, VM3 Win10, RT10W Tablet, VM3 Win7/WES7 only).
- Restricted file browsing - prevents users from navigating to higher-level directories (CV41 WES, CV61, VM3 Win10, RT10W Tablet, VM3 Win7/WES7 only).
- Support for AprivaGuard CAC reader.

Supported Computers

Launcher for Windows runs on these computers:

- CK3R, and CK3X Mobile Computers
- CK70 and CK71 Mobile Computers
- Cx75 Mobile Computers
- CN50 Mobile Computer running Windows Mobile 6.1 or Windows Embedded Handheld 6.5
- CN51 Mobile Computer running Windows Embedded Handheld 6.5
- CN70 and CN70e Mobile Computers
- Thor CV31 Vehicle-Mount Computer

- CV41 Vehicle-Mount Computer running Windows Embedded Standard or Windows CE 6.0
- CV61 Vehicle-Mount Computer running Windows XP or Windows 7
- Thor VM3 Vehicle-Mount Computer
- RT10W Tablet

Requirements and Limitations

Launcher for Windows:

- Requires non-volatile storage, such as a CompactFlash (CF) storage card, Secure Digital (SD) storage card, flash file storage, or DiskOnChip (DOC) on WM/CE devices.
- Must be started before you start Enterprise Browser or Enterprise Terminal Emulation.
- Requires approximately 18 MB of storage and 1.6 MB of memory space on WM/CE devices.
- Requires approximately 23 MB of storage and 12 MB of memory space on Windows 7/ XP/ or WES devices.
- Permits only limited, locked-down functionality.
- Does not support screen rotation (with the exception of CV31 and RT10W Tablet).
- Does not save the registry to storage media.
- May exit locked-down mode if Microsoft Connection Manager does not connect the computer to the network properly.
- For RT10W Tablet: Enterprise Launcher support resolutions (1920x1200 with 150% Scale and Layout, 1024x768 with 100% Scale and Layout) in both Landscape and Portrait mode. It also supports screen rotation for these resolutions.

About Licensing

Launcher requires a run time license to unlock its features beyond the 60 day free trial. You can obtain licenses for Launcher through normal Intermec sales channels. Instructions for obtaining the license key are emailed to the person named when the licenses are ordered.

For RT10W Tablet, the Launcher is pre-licensed and no need to obtain a license key separately.

Licensing Option for Devices Prior to Windows 10 OS

For Launcher for devices prior to Windows 10 OS, order one of these license options:

- LAUNCHERLN-001, which enables all Launcher functionality except CAC User Management.
- LMP-001, Launcher Mobility Pack License. This bundle license applies to these products: Launcher, Intermec Connection Manager, and SmartSystems (StagingHub) Management.

To ensure access to support and to enable upgrades to future versions of Launcher, order one of the following software maintenance options:

- LAUNCHER-SFT1, which adds an additional year of software maintenance to the LAUNCHERLN-001 license.
- LMP-SFT1, which adds an additional year of software maintenance to the LMP-001 license.

Licensing Option for Devices with Windows 10 OS

For Launcher for devices with Windows 10 OS, order the following license option:

- CLIENTPACK-001, includes License, Enterprise Browser, Launcher and Terminal Emulation Software for Windows, and one year of software maintenance. Purchase CLIENTPACK-SFTx prior to maintenance expiry.

Intermec licensing requires SmartSystems (StagingHub™) Reference Client v3.30 or later. For other methods of license installation, contact your local Intermec representative.

To find the version of the SmartSystems (StagingHub) Reference Client on your Intermec computer, start Enterprise Settings and go to **Device Settings > System Component Versions**.

For more general information on licensing, see [Activating Licensed Intermec Software](#) on the Intermec by Honeywell website.

If you do not license Launcher, a demo license screen appears on startup showing the number of days left for the demo period. After the 60th day has passed, Launcher will not run.

CAC User Management is not enabled during the 60-day free trial period.

If you are using Intermec SmartSystems (StagingHub) Foundation for device management, license delivery and checkout is automatic. After you create a network connection between your Intermec computer and the License Manager component of the SmartSystems (StagingHub) Reference Client, Launcher periodically checks the License Manager for a valid license.

You can also manually [view license information](#) if the Intermec computer is intermittently connected to the SmartSystems (StagingHub) License Manager on a network. For help connecting to License Manager, see your Network Administrator.

HOW TO INSTALL LAUNCHER

If you are upgrading from a version prior to V3.10 and want to duplicate Launcher settings from an existing installation, you can import the menu.ini file before you install the application on the mobile computer.

Before you install Launcher, you need to purchase and install a license for each mobile computer that runs Launcher.

You can install Launcher using:

- SmartSystems (StagingHub) v3.50 or later. By default, SmartSystems (StagingHub) server allows you to transfer files to one device at a time. To transfer files to more than one device at a time, you can use AutoDeploy, but it requires a license. If SmartSystems (StagingHub) is not installed on your PC, you can download it from the SmartSystems (StagingHub) Downloads page.
- ActiveSync® (Windows XP or earlier) or Windows Mobile Device Center (Windows Vista or Windows 7)

Download and Install Launcher with SmartSystems (StagingHub)

1. On your PC, go to <https://hsmftp.honeywell.com> and select **Software > Software and Tools > Emulators, Browsers, and Tools > Launcher**.
2. Select the Launcher .msi install file for your computer. You need to log in to download software.
3. Follow the instructions to download the file to your PC.
4. Browse to the file and click the file to install it.
5. Open SmartSystems (StagingHub).
6. From the SmartSystems (StagingHub) console, click and drag the Launcher bundle from the Software Vault folder to your computer.
7. When you are prompted to perform the installation, click **Yes**.
8. After the installation is finished, restart the computer.

Download and Install Launcher with ActiveSync or Windows Mobile Device Center

1. On your PC, go to www.honeywellaidc.com and select **Products > Software and Tools > Emulators, Browsers, and Tools > Launcher**.
2. Click the **Downloads** tab and select the Launcher .cab or .exe install file for your computer. You need to log in to download software.
3. Follow the instructions to download the file to your PC.
4. Copy the file to the mobile computer.
5. On the mobile computer, browse to the .cab file and tap it to install it.
6. After the installation is finished, restart the computer.

Import an Existing Menu.ini File

To duplicate Launcher settings from a version earlier than V3.10, you can import the Launcher menu.ini file to the mobile computer.

The menu.ini file will only be read once and the configuration stored in the registry of the computer. After the file is read, it will be renamed menu_old.ini.

You must import the menu.ini file **before** you install Launcher.

1. Create a Launcher directory where you plan to install Launcher. Use this table to determine where to create the directory on your mobile computer.

Computer	Directory to Place Menu.ini File
CV41 CE	\System\LauncherData
Mobile computers, CV31	\Flash File Store\Launcher
CV41 WES\CV61\VM3 Win7/WES7	C:\Program Files\Intermec\Launcher

2. Copy the menu.ini file from the existing installation on another computer to the Launcher directory you created in the previous step.
3. [Download and install Launcher using SmartSystems \(StagingHub\)](#), The contents of the menu.ini file are imported to Enterprise Settings.

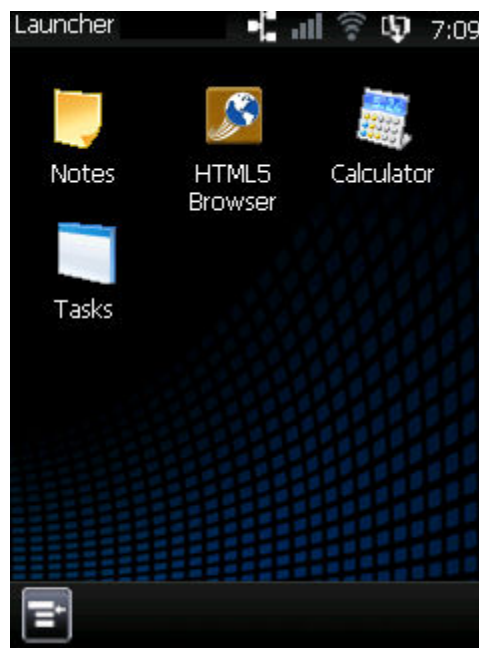
START LAUNCHER

After you install Launcher, you need to use one of these procedures to start it:

- Press **Alt-L**. (CV41, CV61, RT10W Tablet, VM3 Win7/WES7 only)
- Select **Start > Programs > Launcher**.

If you are running Enterprise Browser or Enterprise Terminal Emulator, you need to start Launcher for Windows before you start the other applications.

Launcher appears on the screen.



You can use Enterprise Settings to configure the computer to [auto start Launcher](#) every time the computer restarts. Users can directly access the programs and directories whose icons appear on the desktop.

However, other programs and directories are not accessible unless you:

- [Create and enable a whitelist of applications](#). Only applications in the whitelist can be started when Launcher is running. The whitelist is disabled by default. This feature is not supported on the CV31, CV41 CE, VM3-WEC7/Win7.
- [Restrict file browsing](#). When file browsing is restricted, users can only browse to permitted directories (and their subdirectories). File browsing is not restricted by

default. This feature is only supported on the CV41 WES, CV61, RT10W Tablet, and VM3 Win7/WES7.

You [configure program and directory access](#) in Enterprise Settings.

For information on the Launcher toolbars, see:

- [Top Status Bar](#)
- [Bottom Toolbar](#)

Automatically Start Launcher

If you want Launcher to automatically start every time your computer restarts, you can configure it to Auto Start with Enterprise Settings.






1. On the mobile computer, [Start Enterprise Settings](#) and tap **Applications > Auto Start**.
2. Select **Launcher** and then tap **OK**.





The next time you restart your computer, Launcher will start automatically.

Top Status Bar

Use the top status bar to see the current time, the battery status, and the radio signal strength.



Status Icon	Description
hh:mm	Current time. You can set the time from Intermec Settings > Device Settings > Date and Time .
	Battery is charging.
	Battery is charged and the computer is on external power.
	Battery is fully charged (approximately 66% to 100%).
	Battery is approximately half charged (33% to 66%).
	Battery is less than half charged (11% to 33%).




Status Icon	Description
	Shows the Wi-Fi radio signal strength. The radio information is updated every 30 seconds by default.
	Shows the WWAN radio signal strength. The radio information is updated every 30 seconds by default. This icon is not supported on the CV31.
	Connected to Ethernet network.
	Disconnected from Ethernet network.

On the CV41 WES, CV61, RT10W Tablet, and VM3 Win7/WES7, only the time and Wi-Fi signal strength appear on the status bar.

Bottom Toolbar

Use the bottom toolbar to navigate through the Launcher interface.



Toolbar Button	Description
	Opens the Main Menu. Tap the Main Menu button to: Start Enterprise Settings View the About Screen Exit Launcher
	Displays the onscreen keyboard on CV41 WES, CV61, RT10W Tablet, and VM3 computers.
	(VM3-WES7 only) Toggles between showing and hiding the Launcher application on the screen. In Show Desktop mode, currently opened windows are minimized and you can see the main screen for Launcher. In Hide Desktop mode, the windows that were minimized open on the screen again.

Start Enterprise Settings

Use Enterprise Settings to configure Launcher.

1. From the Main Menu (☰), select **Enterprise Settings**. The Enterprise Settings password screen appears.



2. Type the Launcher password. The default password is blank for all devices except the CV41 WES, CV61, and VM3 Win7. For the CV41 WES, CV61, RT10W Tablet, and VM3 Win7, the default password is IL302012; you can also use an administrator user ID and password that are configured in the Windows system.
3. Click **OK**. Enterprise Settings starts on your computer.
4. Configure Launcher settings on your computer.
5. Exit Launcher and restart it for your changes to take effect.

Use the Onscreen Keyboard

If you are running an application that requires keyboard input, you can use the onscreen keyboard.

When you press the SIP button on the CV41 WES, CV61, and VM3 Win7 computers, it brings all running application windows to the foreground.

For RT10W Tablet, SIP keyboard will be left aligned in portrait mode and center aligned in Landscape mode.

- Tap  or **Keyboard** to show or hide the onscreen keyboard:



CV41 WES, CV61, VM3 Win7

123	1	2	3	4	5	6	7	8	9	0	-	=	←
Tab	q	w	e	r	t	y	u	i	o	p	[]	
CAP	a	s	d	f	g	h	j	k	l	;	'		
Shift	z	x	c	v	b	n	m	,	.	/		↵	
Ctl	áü	`	\						↓	↑	←	→	

CV41 CE, Mobile Computers

Input Panel															
Esc	F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12	Home	End	Prop
`	1	2	3	4	5	6	7	8	9	0	-	=	BS		
Tab	q	w	e	r	t	y	u	i	o	p	[]	\		
Caps Lock	a	s	d	f	g	h	j	k	l	;	'		return		
Shift	z	x	c	v	b	n	m	,	.	/	up		pgup		
Ctrl	win	Alt							ins	del	lt	dn	rt	pgdn	

CV31

View the About Screen

Use the About screen to view the version number of Launcher and to view licensing information.


- From the **Main Menu**, select **About**.



Button Name	Description
License	Opens a popup screen with Launcher license information .
OK	Returns you to the screen you were using before you opened the About screen.

View License Information

Follow this procedure if you need to view information about your Launcher product license.

1. Tap  and select **About**.



2. Tap **License**. The License Info dialog box appears.


If STATUS is not "okay," there is a problem with your license. If you need to contact product support, you should also note the VENDOR INFO, which indicates how the license was applied to this installation.

3. Tap **OK** to return to the Launcher desktop.

Exit Launcher

To exit Launcher, enter the Launcher password or a Windows administrator-level user name (CV41 WES, CV61, RT10W Tablet, VM3 Win7/WES7) and password. Launcher does not support blank Windows passwords on the CV41 WES, CV61, and VM3 Win7/WES7.

If you use the Launcher password on a CV41 WES, CV61, or VM3 Win7/WES7, the user name field is ignored.

1. Tap  and select **Exit**. The Launcher password dialog box or the Windows Security (CV41 WES, CV61, VM3 Win7/WES7) dialog box appears.
2. (CV41 WES, CV61, VM3 Win7/WES7 only) Enter the Windows system **User name**. If you are using the Launcher password, skip this step.
3. In the **Password** field, type the Launcher password or the Windows (CV41 WES, CV61, VM3 Win7/WES7) password.
4. Tap **OK** to close Launcher and return to the Windows desktop.

If the password is incorrect, an error message appears. Tap **Cancel** to return to the Launcher desktop.

HOW TO CONFIGURE LAUNCHER

You can customize Launcher to meet your specific needs by modifying the settings in the Enterprise Setting application. The configuration settings control how Launcher operates on your mobile computer. While configuring Launcher, you may want to set several parameters to [avoid unnecessary reboots](#).

You can use Enterprise Settings to:

- [Set the applications that can be launched](#) from the Launcher desktop.
- [Associate an application with an alternate icon](#).
- [Set the background image](#) that appears as the Launcher desktop.
- [Set Launcher to automatically start](#).
- [Set the application that auto-starts](#) when the computer is turned on.
- [Delay bringing Launcher to the foreground](#).
- [Configure the default Launcher password](#).
- [Create application shortcut keys](#).
- [Create external keyboard shortcut keys](#) on the CV31.
- [Configure lockable keys](#).
- [Restore the Windows toolbar on exit](#).
- [Disable the Windows start button](#).
- [Create a whitelist of applications](#) that can be accessed through Launcher.
- [Set the directories that can be accessed](#) from the Launcher desktop.
- Enable [restricted file browsing](#), which prevents users from browsing higher-level directories.
- [Enable Desktop Mode](#).

When you change Launcher settings, the changes take effect the next time you start Launcher. If you change whitelist settings, the changes take effect the next time you start the computer.

Set the Launchable Applications

You can select the applications that can be launched from the Launcher desktop. When you set a launchable application, its icon appears on the desktop.

If an application does not have an associated icon, or if you want to associate the application with a different icon, you can use the Alternate Icon Path field. You can also create an embedded icon file to launch the application. For help, see [Associate an Application with an Alternate Icon](#).

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Application Launch Buttons**.
3. Tap one of the **Application Buttons**.
4. In the **Executable Path** field, type the complete path to the application. Make sure to include .exe in the executable path if you want the associated icon to appear on the desktop.
5. In the **Caption** field, type the name of the application. The name appears beneath the application icon on the desktop.
6. (Optional) In the **Parameters Path** field, type any command-line parameters your application may need at startup.
7. (Optional) In the **Alternate Icon Path** field, type the complete path to an alternate application icon if you need to use one. You can specify a standalone icon file (CV41 WES, CV61, RT10W Tablet, and VM3 Win7 only), or you can specify an .exe file with an embedded icon.
8. (Optional) Check the **Enforce single application instance** check box if you want only one instance of the application to run at a time.
 - Do not check the check box if you want to allow more than one instance of the application at a time.
 - This feature is not supported for Internet Explorer (iexplore.exe) or File Explorer (explorer.exe).
 - Some applications ignore the single application instance, such as Calculator and Restricted File Browser (Windows 10).
9. (Optional) Check the **Disable if no signal** check box if you do not want the application to start if the computer is not connected to the network.
 - Do not check the check box if you want the application to start even when the computer is not connected to the network.

This setting has no effect if the application is already running and the network connection is lost.

10. Tap **OK**. The changes are saved and made active the next time Launcher is started.

Associate an Application with an Alternate Icon

On WM/CE devices, if you want to use an alternate icon, which is not already embedded in an application, you must create a "dummy" application that does nothing,

embed the desired icon in the dummy application, and specify the path to the dummy application as explained in Step 2. The path must not contain spaces.

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher > Application Launch Buttons**.
2. Tap one of the Application Buttons, modify the Alternate Icon Path to point to the alternate icon file.

Set the Background Image

You can set the background image that appears as the Launcher desktop. Before you set the background image, copy the bitmap file to any location on the mobile computer.

Use this table to determine the appropriate size and resolution for your background image.

Computer	Size (width x height)	Resolution (in dpi)
CN50	240 x 320	96
CN51	480 x 800	192
70 Series	480 x 640	192
CV31	640 x 480 (landscape) 480 x 640 (portrait)	96
CV41	800 x 480	192
CV61, VM3	1024 x 768	96
RT10W Tablet	1920x1200	150 (Recommended)

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Background Image**.
3. Enter the complete path to the image in the **Background Bitmap Path** entry field.
4. Tap **OK**. The image appears on the desktop the next time Launcher is started.

Automatically Start Launcher

If you want Launcher to automatically start every time your computer restarts, you can configure it to Auto Start with Enterprise Settings.

1. On the mobile computer, [Start Enterprise Settings](#) and tap **Applications > Auto Start**.
2. Select **Launcher** and then tap **OK**.

The next time you restart your computer, Launcher will start automatically.

Set an Application to Auto-Start

When you set applications that can be launched, you can also enable the application associated with Application Button 1 to automatically start when Launcher is launched.

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Application Launch Buttons > Application Button 1**.
3. Configure the Application Button 1 settings for the application you want to automatically start. For help, see Steps 4 through 9 of [Set the Launchable Applications](#).
4. In the Launcher menu in Enterprise Settings, tap **Single Application Auto Start**.
5. Check the **Enable Auto Start** check box. The application you set for Application Button 1 automatically starts the next time Launcher is launched.

Delay Bringing Launcher to the Foreground

You can configure this option to delay bringing Launcher to the foreground.

1. On the mobile computer, [start Enterprise Settings](#) and tap **Applications > Launcher**.
2. Tap **Advanced Options**.
3. In the **Switch to Launcher Delay** text box, type the amount of time (in milliseconds) that you want Launcher to delay. We recommend a delay of 1000. The default is 0.
4. Tap **OK** to save the Launcher delay value.

Configure the Default Launcher Password

By default, to exit Launcher you must enter the default Launcher password or the Windows administrator-level user name and password. You can only use the Windows administrator-level user name and password on CV41 WES, CV61, RT10W Tablet, and VM3 Win7/WES7 computers.

This procedure describes how to change or disable the default Launcher password.

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Default Password**.
3. To change the password, type a new **Password** in the text field.
(CV41 WES, CV61, VM3 Win7/WES7 only) To disable the password, clear the **Enable Default Password** checkbox.
4. Tap **OK**. Your changes are effective immediately.

Create Application Shortcut Keys

This feature is not supported by the CV41, CV61, or VM3 Win7/WES7. On the CV41 and CV61, you can use the hot key Alt-L to start Launcher or to bring it to the foreground. On the CV41 WES, CV61, or VM3 Win7/WES7 use the keyboard shortcut feature supported by the Microsoft OS to create additional hot keys for your applications.

You can associate applications with up to six hardware keys (Applications Key 1 through Application Key 6). When you press one of the hardware keys, the application associated with it runs.

Before you assign an application to an application shortcut key, you need to:

- Identify the [hardware keys](#) on your Intermec computer that you can associate with application keys. Make sure you select keys that are not used in the normal operation of your application.
 - Remap the hardware keys to operate as application keys. For more information about remapping the keys on your Intermec computer, see the computer user manual available for download from Honeywell website at www.honeywellaidc.com. This process changes the operation of the selected key unless it is remapped back to its original key state.
1. On the mobile computer, [Start Enterprise Settings](#) and tap **Applications > Launcher**.
 2. Tap **Keypad Options > Application Shortcut Keys**.
 3. Add application shortcut keys using this format:

```
[ButtonY | LAUNCHER | Path\app.exe | UNLOCKED]
```

Where:

Button Y specifies the application to launch where *Y* is the numerical value (from 1 to 21) for the application launch button you defined.

LAUNCHER specified that the application key starts Launcher when you press it.

Path is the absolute path of the application to launch.

app.exe is the name of the application to launch when you press the Application Key.

UNLOCKED retains the application or feature originally associated with any Application Key.

4. Tap **OK** to save the application keys.

Create External Shortcut Keys

If you have an external Intermec by Honeywell keyboard for your CV31 and VM3-WEC7, you can configure the F1 through F10 keys to launch an application. Launcher

maps the keys to the application shortcut when it starts and restores the shortcuts to their original function when it exits.

1. On the mobile computer, [start Enterprise Settings](#) and tap **Applications > Launcher**.
2. Tap **Keypad Options > External Keyboard Shortcut Keys**.
3. Type the relative path of an application to launch in the text box for one of the function keys. For example, you could type this path in the F1 text box:
`\windows\pword.exe`
4. Tap **OK** to save the external keyboard shortcut keys.

About Locked Keys

Use Launcher to configure locked keys for your mobile computer. You can prevent the end user from being able to access certain keys or key combinations.

The keys you can configure and the way you configure them is dependent on the computer model:

- [Windows Mobile computer](#)
- [CV41 WES, CV61, or VM3 Win7/WES7 computer](#)
- [CV31, CV41 CE, and VM3-WEC7 computer](#)

The Lockable Keys options do not apply to computers running Windows 10. All Windows keys are locked by default on Windows 10 and the option to unlock them is not implemented.

Configure Lockable Keys on Windows Mobile Computers

You can use Enterprise Settings to lock individual keys or key combinations on the keypad as well as the soft keys on the Microsoft Shell bottom menu bar.

Key or Key Combination	Description
Windows Key	When selected, locks the Windows key.
Phone Keys	When selected, locks the green Talk key and the red End key for the phone.
Volume Keys	When selected, locks the side buttons that control the volume.
Orange Plane Volume Up Key	When selected, the Volume Up key on the Orange shift plane will be remapped as application key 2. Refer to Create Application Shortcut Keys for information on how to use application keys.

Key or Key Combination	Description
Task Manager Keys	When selected, locks key combinations such as CTRL+ALT+DEL and ALT+TAB.
Device Lock Keys	When selected, locks any physical key you use to lock the mobile computer. These keys are typically mapped to the virtual key VK_22. If you are running Enterprise Terminal Emulation (TE) on your mobile computer, you need to make sure this setting is not selected.
Soft Keys	When selected, pressing Soft Key 1 or Soft Key 2 starts Launcher. By default, Soft Key 1 is mapped to the Phone application, and Soft Key 2 is mapped to the Contacts application. However, these keys are also available for individual application use. So, they are only mapped to Launcher when they are not in use by an application.

1. On the mobile computer, [Start Enterprise Settings](#) and tap **Applications > Launcher**.
2. Tap **Keypad Options > Lockable Keys**.
3. Select the check boxes for the lockable keys you want to enable.
4. Tap **OK**.

Configure Lockable Keys on the CV41 WES/CV61/VM3 Win7 and WES7

When Launcher is running, users can access only the applications and directories you have specified.

Certain Windows-specific keypresses, such as the security dialog key sequence (**Ctrl-Alt-Del**), can be disabled as necessary by using Enterprise Settings. To view these settings, run Enterprise Settings and select **Common Lockdown Service > CLDS Server > Lockable Keys**.

About the Windows Key Sequences

Keys and key sequences that can be enabled or disabled include:

- Windows: the **Windows** key or **Ctrl-Esc**
- Task Manager: **Ctrl-Shift-Esc**

Because the Windows and Task Manager key sequences overlap, enabling or disabling the Windows key sequence in Enterprise Settings also enables or disables the Task Manager key sequence.

- Task Switcher: **Alt-Tab** or **Windows-Tab**
- Windows Security Dialog: **Ctrl-Alt-Del**
- Close Application: **Alt-F4**
- Minimize: **Windows-d** or **Windows-m**. If ITE is running on the computer, these keys are disabled by default. (not supported on the VM3-WIN7).
- New Session: **Ctrl-n**

Changes to these settings take effect the next time the Common Lockdown Service is started (typically when the computer is started). You can also [restart the Common Lockdown Service without restarting the computer](#).

About Locked Keys on the CV31, CV41 CE, and VM3-WEC7

Launcher does not support locked keys on the CV31, CV41 CE, and VM3-WEC7. By default, these keys are locked down and cannot be unlocked:

- Windows key
- **Alt-Tab**

Restart the Common Lockdown Service Without Restarting the Computer

This feature is only supported by the CV41 WES, CV61, or VM3 Win7.

If you [lock down the computer keypad](#) by enabling or disabling certain Windows key sequences, changes to those settings take effect the next time the Common Lockdown Service is started (typically when the computer is started). Follow this procedure to restart the Common Lockdown Service without restarting the computer.

1. Tap **Control Panel > Administrative Tools > Services**.
2. In the list of services, locate **Intermec Common Lockdown Service** and tap it to select it.
3. Tap **Restart the service**.

On all supported Intermec computers, the Common Lockdown Service settings are used by multiple applications, including Launcher, Enterprise Browser, and Enterprise Terminal Emulation. These settings are not customizable by application, and changes apply to all supported applications.

Restore Windows Toolbar on Exit

You can choose to restore the Windows toolbar to the original settings when you exit Launcher.


If you enable Restore Windows Toolbar on Exit and also changed the system default settings for the Windows Start Button or the Soft Keys, Launcher will reboot the computer every time you exit or start the application.

This feature is not supported by the CV31, CV41, CV61, RT10W, and VM3.

1. On the mobile computer, [start Enterprise Settings](#) and tap **Applications > Launcher**.
2. Tap **Restore on exit**.
3. Select the **Restore Windows toolbar on exit** checkbox.
4. Tap **OK**.

Disable Windows Start Button

This feature is not supported by the CV31, CV41, CV61, RT10W, and VM3. The entire bottom toolbar is disabled by default.

The bottom toolbar on the screen is available for use by individual applications. By default, the **Start** button () appears on the bottom toolbar. To provide additional lockdown functionality, you can disable the **Start** button so that it does not appear on the toolbar. The **Start** button is visible (enabled) by default.

You cannot disable the **Start** button for Internet Explorer.

1. On the mobile computer, [start Enterprise Settings](#) and tap **Applications > Launcher**.
2. Tap **Windows Start Button**.
3. Clear the **Enable Windows Start button** checkbox and tap **OK**.

Enable Restricted File Browsing

This feature is only supported by the CV41 WES, CV61, RT10W Tablet, and VM3 Win7/WES7.

When you [allow access to directories](#), by default Launcher runs Windows File Explorer when users browse those directories. There are no restrictions on browsing when using File Explorer, and users can browse to higher-level directories if they choose.

To further restrict browsing, you can allow users to access only specified directories (and their subdirectories). Users are not allowed to browse to higher-level directories when restricted file browsing is enabled.

1. On the mobile computer, start Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Restricted File Browser**.
3. Check the **Enable Restricted File Browser** check box and then tap **OK**.

Create a Whitelist of Applications

When you allow access to directories, by default Launcher runs Windows File Explorer when users browse those directories. There are no restrictions on browsing when using File Explorer, and users can run applications in any directory.

Launcher does not support File Explore in Windows 10.

To further restrict access to applications, you can create and enable a "whitelist" of applications. You can specify any .exe application that is started by the Microsoft Shell. Only applications included in the whitelist (or specified by the [Application Launch Buttons](#)) are allowed to run, and all other applications are not accessible.

For Windows Mobile 6.1 computers, you need to install SR13100200_dcL_cn3WM61_all. To download the service release (SR), go to <https://hsmftp.honeywell.com>.

The whitelist is not supported on the CV31, CV41 CE, and VM3 Win7/WEC7.

(CV41 WES, CV61, RT10W Tablet, VM3 WES7 only) If you logged in to the computer as an administrator, the whitelist is disabled by default. If you are enabling the whitelist, use a non-administrator login to test your whitelist settings.

1. On the mobile computer, run Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Whitelist**. The Whitelist menu appears. By default, the list of permitted applications includes SSClient.exe (the Intermec SmartSystems (StagingHub) client), DataServer.exe, and IQueue.exe.
3. To enable the whitelist, tap **Enable Whitelist**, check the **Enable Whitelist** check box, and tap **OK**.

Changes to whitelist settings take effect the next time the computer is started.

After you create and enable the whitelist, you can add or delete applications.

Add Whitelist Applications

After you create and enable a whitelist, you can add applications as necessary.

Only applications that can be launched by the Windows shell can be controlled by the whitelist.

1. Open Enterprise Settings and go to **Launcher > Whitelist**.
2. Tap and hold **Instance Template** until the pop-up list appears.
3. Select **Copy menu item** and a dialog box appears.

4. Type the application name and extension in the Enter Name text field and then tap **OK**. The application is added to the whitelist.

Delete Whitelist Applications

After you create and enable a whitelist, you can delete applications as necessary.

Only applications that can be launched by the Windows shell can be controlled by the whitelist.

1. Open Enterprise Settings and go to **Launcher > Whitelist**.
2. Tap and hold the application button until the pop-up menu appears.
3. Select **Delete menu item**.
4. When asked if you are sure you want to delete the application, tap **Yes**. The application is deleted from the Whitelist.

Role-Based Functionality

Administrator

RT10W Administrators can configure the launcher application for user roles. The admin enables and configures the Whitelisting on the device and adds applications as per requirement for non-admin users (Refer to section [Create a Whitelist of Applications](#) for more details).

Note: The Whitelisting of Applications feature does not apply to administrators, and they can launch applications that are not whitelisted in some scenarios.

User Role

Users have limited access in the launcher application as per the configuration set up by the Admin. Also, the user is allowed to run only the applications whitelisted in launcher by the Admin.

Enable Desktop Mode

This feature is only supported by the VM3-WES7.

When Desktop Mode is enabled, the main Launcher screen always stays in the background (even when it is the active screen). When Desktop Mode is disabled, the main Launcher screen can come to the foreground. By default, Desktop Mode is enabled.

1. On the computer, start Enterprise Settings and tap **Applications > Launcher**.
2. Tap **Desktop Mode**.
3. Select the **Enable Desktop Mode** check box and then tap **OK**.

TROUBLESHOOT LAUNCHER

Use these topics to try to resolve any issues you may experience while using Launcher:

- [Problems and Possible Solutions](#)
- [License Errors](#)

For further help, [contact customer support](#).

Problems and Possible Solutions

Use the next table to find possible solutions for problems you may encounter while using Launcher.

Problems and Possible Solutions

Problem	Possible Solution
Launcher opens in the foreground on top of other applications (WIN10 only).	Click the appropriate icon on the Launcher screen to return to the other application.
Launcher does not start when the computer first turns on.	You need to configure Launcher to automatically start when the computer turns on.
The screen does not rotate when the button is pressed to rotate it.	Launcher only supports screen rotation on the CV31.
Launcher tries to restart the computer when you start or exit the application on Windows Mobile devices.	<p>There are three settings that affect whether or not Launcher will restart the computer:</p> <p>Windows Start Button - If this setting is changed, then when you start Launcher the application asks if you want to restart the computer.</p> <p>Lock Soft Keys- If this setting is changed, then when you start Launcher the application asks if you want to restart the computer.</p> <p>Restore on Exit - If you changed the settings for either Windows Start Button or Lock Soft Keys and if Restore on Exit is enabled, then upon exiting the application Launcher asks if you want to restart the computer so the default settings can be restored.</p> <p>To avoid unnecessary reboots, we recommend the following settings:</p> <p>For administrators working on configurations (who often need to start and exit Launcher):</p> <ul style="list-style-type: none">• Windows Start Button= Enabled• Restore on Exit= Disabled• Lock Soft Keys=Disabled <p>For administrators testing lockdown configurations (restart requests will occur):</p>

Problem	Possible Solution
	<ul style="list-style-type: none"> • Windows Start Button=Disabled • Restore on Exit=Enabled • Lock Soft Keys=Enabled <p>For operators with no access to the admin password to exit the application:</p> <ul style="list-style-type: none"> • Windows Start Button=Disabled • Restore on Exit=Enabled (Not an issue since operators cannot exit the application) • Lock Soft Keys=Enabled
There are no application icons in the Launcher application window.	<p>Try these possible solutions:</p> <ul style="list-style-type: none"> • Make sure that the paths that you configured for the application launch buttons are correct. • Make sure that you configured a Caption for each application launch button. This is a required field.
The SIP toggles to open windows and brings them up in front of the Launcher window.	Close any application window that you are not using. The Launcher application automatically moves to the background when you press the SIP button and opens application windows for you to type data.
The Start button is visible in Internet Explorer.	You cannot disable the Start button for Internet Explorer.
Launcher failed to open from Browser toolbar.	When you use Enterprise Launcher in conjunction with Enterprise Terminal Emulation (TE) or Enterprise Browser, you need to configure Enterprise Launcher to run first.

See Also

[Requirements and Limitations](#)

[Contact Customer Support](#)

License Errors

When a license error occurs, Launcher displays a license error message containing an error code.

The list below contains all possible license errors for Launcher. Each error has a unique error code and a brief description. If an error occurs that is not included in this list, contact [customer support](#).

Error Message	Description
LICENSE MANAGER CLIENT NOT FOUND! ERROR CODE:0xC16B0000.	The SmartSystems (StagingHub™) Reference Client cannot be found on the mobile computer.
LICENSE MANAGER SERVER NOT FOUND! ERROR CODE:0xC16B0001.	The SmartSystems (StagingHub) server cannot be located on the network.
LICENSE VAULT NOT FOUND! ERROR CODE:0xC16B0002.	The SmartSystems (StagingHub) Reference Client installation is either corrupted or cannot be found on the mobile computer.
REQUESTED FEATURE NOT FOUND! ERROR CODE:0xC16B0003.	A valid Launcher license cannot be found.
REQUESTED VERSION > AVAILABLE! ERROR CODE:0xC16B0004.	The requested software version license is not valid for the software version currently installed on the mobile computer.
LICENSE HAS EXPIRED! ERROR CODE:0xC16B0005.	The software version license available for the mobile computer has expired.
REQUESTED QUANTITY > AVAILABLE! ERROR CODE:0xC16B0006.	The quantity of licenses requested by the mobile computers for Launcher exceeds the number of licenses available.
LICENSE HAS INVALID HOSTID! ERROR CODE:0xC16B0007.	The license received by the mobile computer has an invalid host identifier.
LICENSE HAS INVALID SIGNATURE! ERROR CODE:0xC16B0008.	The license received by the mobile computer has an invalid signature.
LICENSE STATUS NOT OKAY! ERROR CODE:0xC16B0009.	The internal date of the mobile computer has been manipulated rendering the Launcher license invalid.
INVALID LICENSEINFO POINTER! ERROR CODE:0xC16B000A.	This is an internal license manager error, contact technical support .
CLIENT COMMUNICATIONS FAILURE! ERROR CODE:0xC16B000B.	The SmartSystems (StagingHub) Reference Client on the mobile computer encountered an error communicating with the SmartSystems (StagingHub) server.

Error Message	Description
SERVER COMMUNICATIONS FAILURE! ERROR CODE:0xC16B000C.	The SmartSystems (StagingHub) Foundation Server encountered an error communicating with the SmartSystems (StagingHub) Reference Client on the mobile computer.
CLIENT RETURNED FAILURE CODE! ERROR CODE:0xC16B000D.	This is a severe license error. Verify the SmartSystems (StagingHub) Reference Client installation on the mobile computer. If this error persists, contact technical support .
SERVER RETURNED ERROR CODE! ERROR CODE:0xC16B000E.	This is a severe license error. Verify the SmartSystems (StagingHub) Foundation Server installation. If this error persists, contact technical support .
LICENSE CHECKOUT HAS NOT YET OCCURRED! ERROR CODE:0xC16C0000.	The mobile computer cannot detect a license checkout for Launcher.
CONTACT INTERMEC PRODUCT SUPPORT! ERROR CODE:UNKNOWN.	This is an unknown error. contact technical support .

See Also

[About Licensing](#)

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