



leostream[®]

Remote Desktop Access Platform

Leostream Launcher User Guide

Connecting People. Connecting Business.

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1. About the Launcher

Leostream Launcher is the app you use to reach the desktops and applications your organization has set up for you.

Open the Launcher, sign in, and pick a desktop from your list. The Launcher hands the connection to the viewer application already installed on your computer — so your desktop opens the way it normally would, with full performance and your usual settings for sound, displays, and local devices.

It runs on Windows, macOS, and Linux, and on some thin clients it comes pre-installed.

2. What you need

- **A server address.** Your IT team will give you the address of your Leostream Connection Broker, such as `desktops.example.com`.
- **Your sign-in details.** The same username and password you use for work, unless IT tells you otherwise.
- **A viewer application.** Whichever one your desktop uses — for example Remote Desktop, a VNC viewer, NoMachine, DCV, or HP Anyware. Most organizations install this for you.

On Windows

The Launcher needs the Microsoft WebView2 Runtime, which is already present on current versions of Windows. If it is missing, the Launcher tells you and points you to the free download from Microsoft.

On macOS

Nothing extra is required.

On Linux

The Launcher uses your system's built-in web view component, which is included with most desktop installations. If it is missing, your package manager can add it.

3. Setting up

The first time you open the Launcher, it asks where to connect.

1. Open **Leostream Launcher**.
2. Type your server address in the box — for example `desktops.example.com`.
3. Select **Connect**.

The Launcher checks that the server is reachable, saves the address, and takes you to the sign-in page. From then on it goes straight there each time you open it.

⚠ **Enter the address only.** A plain server name works best. Leave off any extra text after the name, such as a page or folder. Connections are always secured, so you do not need to type `https://`.

4. Connecting to a desktop

1. Sign in on the page the Launcher shows you.
2. Find the desktop or application you want in your list.
3. Select **Connect**.

Your desktop opens in its viewer application, in its own window. The Launcher window stays open behind it, so you can start another connection or return to your list at any time.

A few connection types open in your web browser instead of a separate viewer. That is normal, and nothing on your side needs to change.

⚠ **Nothing happens when you select Connect?** The viewer application for that desktop is probably not installed yet. Ask your IT team which one you need.

5. Ending a session

Close or sign out of the viewer window when you are finished. Your desktop is then released or kept ready for you, according to your organization's policy.

Closing the Launcher window does not cut off a desktop you are using. Any open sessions keep running, and the Launcher waits for them to finish before it shuts down.

6. Changing your server address

The Launcher remembers one server address. To point it somewhere else, start it with the `-setup` option and the setup screen appears again, ready for a new address.

System	How to start it with an option
Windows	Right-click the Launcher shortcut, choose Properties , and add the option to the end of the Target box.
macOS	In Terminal: <code>open -a "Leostream Launcher" --args -setup</code>
Linux	Run the Launcher from a terminal with the option after the command.

If you only need a different server once, use `-broker` with the address instead. That connects you for this session alone and leaves your saved address untouched.

7. Start-up options

These can be added when the Launcher starts, as described above.

Option	What it does
<code>-setup</code>	Shows the setup screen so you can enter a different server address.
<code>-broker <address></code>	Connects to the given server for this session only. Your saved address is unchanged.
<code>-maximize</code>	Opens the Launcher window filling the screen.
<code>version</code>	Shows which version you are running. Useful when contacting support.
<code>uninstall</code>	Removes the Launcher and its saved settings from your computer.

8. If something goes wrong

When a connection cannot be made, the Launcher shows a short message explaining why. Here is what each one means.

Message	What to do
The address could not be found	Check the server address for typos, and check that you are connected to your network or VPN.
The server refused the connection	The address is reachable but nothing is answering there. Confirm the address with your IT team.
The connection timed out	The server may be offline, or a firewall may be blocking the way. Check your network or VPN first, then contact IT.
The broker is not responding correctly	The server may still be starting up — wait a minute and try again. If it continues, the address may point somewhere other than your Leostream server.
Failed to launch viewer	The viewer application for this desktop did not start. It may not be installed, or it may need setting up.
Invalid broker address	The address was not in a form the Launcher accepts. Enter the server name on its own, with nothing after it.

Sending details to your IT team

The Launcher keeps an activity record that support can use to pin down a problem. Error messages show you where it is; you can also find it here:

System	Location
Windows	%LOCALAPPDATA%\Leostream\launcher.log
macOS	~/Library/Logs/leostream/launcher.log
Linux	~/.local/state/leostream/launcher.log

9. Removing the Launcher

Start the Launcher with the `uninstall` option. It removes the app and the settings it saved, including your server address.

On a thin client where the Launcher came pre-installed, remove it through the device's own software management instead, and restart the device when prompted.

10. Getting help

Your IT team is the fastest route for anything to do with your account, your desktops, or your server address.

Resource	Address
Support portal	support.leostream.com
Knowledge base	support.leostream.com/support/solutions

Before you get in touch, note your Launcher version (see *Start-up options*) and have the activity record to hand.