



# AMP Offline

DESKTOP APP USER MANUAL

**Last Revised Date**

8-16-2018



## Version History

AMP Offline Version	Date	Details	Author
1.0.0	11-29-2017	Initial version of the doc	Anush Martirosyan
1.2.0	8-16-2018	Added clarifications regarding resources sync process	Anush Martirosyan

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# 1. About this guide

This guide aims to describe [how to download and install](#) AMP Offline desktop app, [how to use](#) it and [troubleshoot issues](#). Main features are described in [Section 3](#). You can check System requirements in [Section 4](#).

## 2. Desktop application purpose.

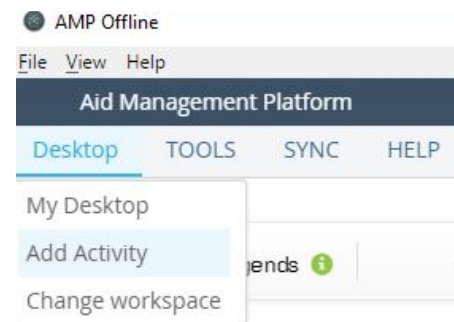
Desktop Application provides ability to contribute to AMP even if you have weak connection or connection issues are a common thing for you. The connection is necessary to download the app and do the first login/sync, after that you can work in offline mode. You can do a sync with AMP once you have a connection.

## 3. Features

### 3.1. Projects

The main feature of the app is to list projects and make it possible to interact with them in offline mode. Once the first sync is done you can view, add, edit, and validate activities locally.

You can add a new activity to the workspace (if you have permission to do that in AMP) using Desktop > Add activity menu item.



All the fields visible in activity preview and activity form are the same as in AMP. If some setting is changed in AMP, then the same setting will be available in AMP Offline after sync.

The App provides a desktop page with two tabs - Activities and Rejected activities. Each tab is a basic project list. The first tab shows all activities except rejected copies. The second tab shows all sync [rejected activities](#).



From tabs you can open activity preview for any activity from the current workspace.

AMP Offline
File View Help

Projet Construction de la Route Mongo-Mangalmé Section Mongo Eref

AMP ID **87283379** Activity Status **Closed** Activity Budget **No Data**

Identification  
Agency Internal IDs
Planning  
Location
National Plan  
Program
Sectors  
Funding

### Identification

Objective  
**No Data**

Description  
**No Data**

Project Management  
**No Data**

Activity Budget  
**No Data**

### Agency Internal IDs

[Banque Islamique de Développement]		
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### Planning

Actual Completion Date <b>No Data</b>	Original Completion Date 31/12/2016	Actual Start Date 03/12/2011
Proposed Start Date 28/09/2010	Actual Approval Date <b>No Data</b>	Proposed Approval Date <b>No Data</b>

### Location

Implementation Level District	Implementation Location District
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### Funding Information (USD)

Total Actual Commitments  
**54 728 296,00**

Total Planned Commitments  
**0,00**

Total Actual Disbursements  
**39 043 027,35**

Total Planned Disbursements  
**12 607 242,61**

### Additional info

Activity created by  
**ATL ATL - Espace Equipe PGA**

Activity created on  
**10/06/2014**

Activity updated on  
**12/12/2016**

Created in workspace  
**Espace Equipe PGA - Team**

Workspace manager  
**Moutaye Whoor - Espace Equipe PGA**

Computation  
**Yes**

Activity Form can be accessed either from Desktop page by clicking on Edit icon for desired activity, or from activity preview.

The screenshot shows the AMP Offline application window. The title bar indicates 'AMP Offline'. The menu bar includes 'File', 'View', and 'Help'. The main header displays 'Aid Management Platform', 'Espace BID', the user email 'atl@amp.org', and a 'Log Out' button. Below the header is a navigation bar with 'Desktop', 'TOOLS', 'SYNC', and 'HELP'. The main content area is titled 'Edit Activity Form(Projet Construction de la Route Mongo-Mangalmé Section Mongo Eref)'. It contains several form fields: 'Project Title' (text input), 'Activity Status' (dropdown menu), 'Activity Budget' (dropdown menu), 'Objective' (text input), 'Description' (text input), and 'Project Management' (text input). On the right side, there is a 'Quick Links' sidebar with a list of links: Identification, Activity Internal IDs, Planning, Location, Program, Sectors, Organizations, and Funding. Below the sidebar is an 'Actions' section with three buttons: 'Save and Submit', 'Save as Draft', and 'Preview'.

### 3.2. Desktop app multi-user ability

The App allows logging in with different users on the same computer. The first login/sync for each user needs to be done when there is an internet connection. Afterwards the app can be used by that user without connection. Syncs are not user specific and are done for the entire app. For example if two users have done some changes and then one of the users syncs the app - it will sync changes done by both users.

## 4. System Requirements

AMP Offline application should run within standard system requirements of the OS. You will experience a faster application response with more powerful CPU. Running multiple apps in parallel can impact the application performance.

### 4.1. RAM

Minimum required for your OS. It is recommended to not run many apps in parallel to ensure that there is at least 40MB available.

### 4.2. CPU

Minimum required for your OS, but a higher CPU will provide a better UX. Running other apps especially CPU hungry may impact the application performance.

## 4.3. OS

- [Windows 7](#), [Windows 8](#), [Windows 10](#)
- MacOS from [El Capitan](#)
- Linux: Ubuntu 14.04+, Linux Mint 17+, CentOS 6+, Scientific Linux 6+, other well-supported/secure/Debian or Red Hat compatible/maintained operating systems.

## 4.4. HDD

250MB+


## 4.5. Networking

Access to AMP portal: stable for the initial setup; on demand for periodic sync ups.

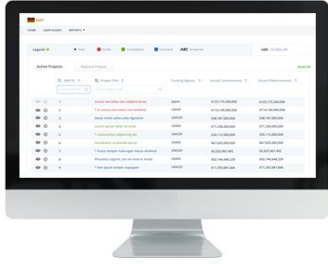
# 5. Quick start guide

## 5.1. Downloading the desktop app

The latest version of the app is available to download from AMP under “Tools” submenu called “AMP Offline”. This page is available to all users in all workspaces, admin user, and could even be configured to be available to public users.


Login

[PUBLIC DOCUMENTS](#)
[REPORTS](#)
[LANGUAGE](#)
[TOOLS](#)



### Download the Offline Client

The AMP Offline application allows you to edit and add activity information to the AMP without having an active internet connection. In order to use the application, you must download and install the compatible version of AMP Offline application from the list of the latest AMP Offline installers. When you run the application for the first time, you must have an active internet connection in order to sync your user data, activity data, and other critical data to the application. After that, you may work offline and sync your data periodically.


We have automatically detected which version of the application meets your operating system requirements. Other versions are available below.

[Download AMP Offline 1.0.3 - Windows Vista/7/8/10 - 64 bits](#)

All installer versions

- Ubuntu Linux (.deb) - 64 bits
- Windows Vista/7/8/10 - 64 bits
- Windows Vista/7/8/10 - 32 bits

AMP 3.0-SNAPSHOT develop build 18.05.2017 - Developed in partnership with OECD, UNDP, WB, Government of Ethiopia and DG



Development Gateway  
1110 Vermont Ave, NW, Suite 500  
Washington, DC 20005

## 5.2. Installing the desktop app

### 5.2.1. First time installation

Once it is downloaded, you have to run the installer and accept terms and conditions. In the first page of the app you need to setup the linked AMP server. The system allows either to choose the server from the given list of available servers, or to put desired URL in dedicated field.

**\* Configure for**

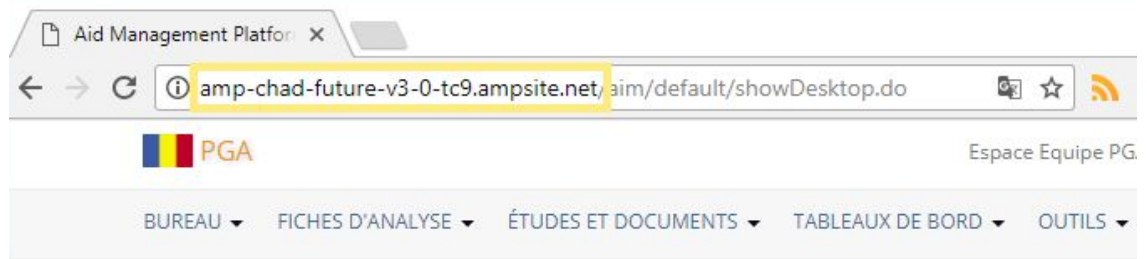
Other

<https://amp-chad-future-v3-0-tc9.ampsit> ✓

Please enter AMP application URL. You can copy it from the AMP Client downloaded page. Please refer to User Manual for more help.

**Configure**

You can get the server URL from the browser window. Only the first part of the URL is needed to configure the server.



The system allows to change the server URL in case you need to. This is done from Settings page. Here you can also add alternative URLs for the AMP server. All the URLs need to point to the same country. The system will pick the first reachable server from the list in case if there are multiple URLs.

AMP Offline

Aid Management Platform atl@amp.org Log Out

Desktop TOOLS SYNC HELP

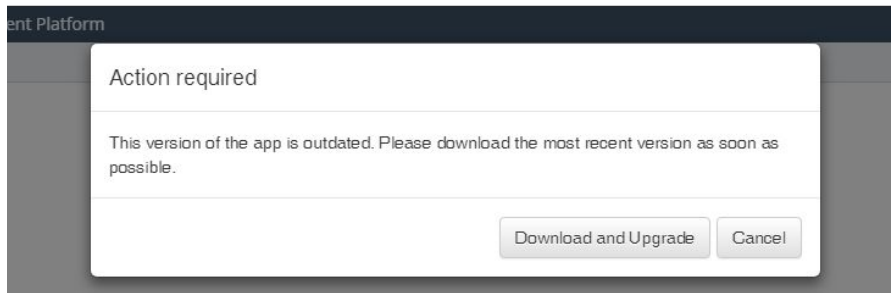
AMP Server URL	
<a href="https://amp-chad-develop-tc9.ampsit.net">https://amp-chad-develop-tc9.ampsit.net</a>	✓
<a href="https://1.12.158.4">https://1.12.158.4</a>	✗ AMP Server is unreachable or wrong URL

**Save**



### 5.2.2. Upgrading the app

You will be able to use an older app version as long as it is still compatible with AMP server. However if system recognizes a newer version of the app, it will prompt it in the login page and suggest to upgrade it. The upgrade is done automatically - you just need to click on “Download and Upgrade” button once it is prompted.



## 5.3. Start using the AMP Offline app

### 5.3.1. Getting started - running the app

After installation the app will open automatically. For forthcoming usage, it can be accessed as any other application in your OS.

### 5.3.2. User login

In order to be able to access the desktop and update activities, you need to login in the app every time you open it. Login page is simple - just two fields for filling in username and password (the same as in AMP).

### 5.3.3. Syncing process

Sync is done manually by the AMP Offline users. **It requires a connection to AMP server.** Once logged in you can see menu item to open Sync page. The page provides a button to start a new sync and lists details of the last 20 syncs done on the PC.

The screenshot shows the 'AMP Offline' application window. The title bar includes 'AMP Offline' and standard window controls. The menu bar has 'File', 'View', and 'Help'. The header bar displays 'Aid Management Platform', the email 'atl@amp.org', and a 'Log out' link. Below the header is a navigation bar with 'DESKTOP', 'TOOLS', 'SYNC', and 'HELP'. A green 'Start Sync Up' button is visible. A green message box states: 'Last successful sync up was done on 19/09/2017'. The 'History' section contains a table with sync records.

	Completed on	Status
1	19/09/2017 19:37:23	Success
2	19/09/2017 19:34:36	Success
3	19/09/2017 18:40:06	Success
4	19/09/2017 19:38:09	Failed
5	19/09/2017 20:07:36	Success

After sync you'll be brought to sync summary page where you can see the status of the sync (**SUCCESS**, **FAIL**, **PARTIAL**, **CANCELED**), the date and time of the sync, lists of synced and failed activities and any errors that occurred during the sync.

The screenshot shows the 'AMP Offline' application window with the same header and navigation as the previous image. The main content area displays detailed sync information:

<b>Status</b>	SUCCESS
<b>Started</b>	25/10/2017 16:25:27
<b>Finished</b>	25/10/2017 16:26:19
<b>Synced projects</b>	8728331169 (Test-PROJET DE BITUMAGE DE LA ROUTE KYABE-SINGAKO) 872833390 (Développement urbain et amélioration de l'habitat) 872833392 (Projet de Renforcement de la Société Civile dans le processus de la Gouvernance-SENAREC) 872833271 (Programme AEPA 8 Centres secondaires) 872833270 (Projet d'appui à l'initiative du bassin du Lac Tchad (PAIBLT)) 8728331725 (Projet de Développement de la Riziculture dans la plaine du Chari-Logone II (PDRI-CL 2))

First sync is done right after installing the app and logging in. It's not possible to navigate to the app without successful sync up first, so you may need to run it multiple times if there are connectivity problems.

The screenshot shows the AMP interface with a dark blue header containing 'Aid Management Platform', 'atl@amp.org', and 'Log out'. Below the header is a navigation bar with 'Desktop', 'TOOLS', 'SYNC', and 'HELP'. A red error message box states: 'ERROR: Please sync prior to working with the app for the latest data and avoid version conflicts when uploading data. All previous sync up failed.' Below this, a table lists project statuses:

<b>Status</b>	PARTIAL
<b>Started</b>	13/10/2017 14:26:49
<b>Finished</b>	13/10/2017 14:27:29
<b>Synced projects</b>	872833271 (Programme AEPA 8 Centres secondaires) 872833270 (Projet d'appui à l'initiative du bassin du Lac Tchad (PAIBLT)) 872833392 (Projet de Renforcement de la Société Civile dans le processus de la Gouvernance-SENAREC) 872833277 (Aide alimentaire et humanitaire) 872833276 (Santé (MAEDI -France))
<b>Failed projects</b>	87283348 87283347

First sync will take longer (some minutes based on Internet connection) as it syncs all the data in AMP online. Subsequent incremental sync-ups will take much less time as they are supposed to check only differences between AMP and AMP Offline.

There is a reasonable 25s timeout per request with 5 retries that may make it longer if the connection is bad. Don't close the app during the sync - it might corrupt the data!

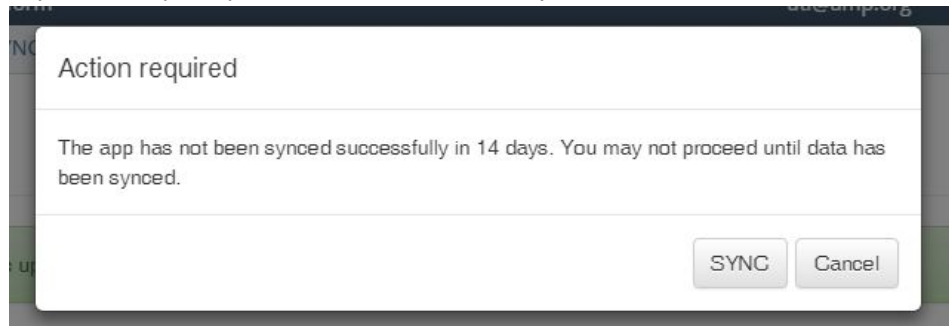
Manual sync done by one of the logged in users will do a full sync of data entered by any user working on the same machine.

It's recommended to do the incremental sync frequently to avoid conflicts with AMP (it may occur in case if the same activity was edited both in AMP and AMP Offline).

The screenshot shows the 'AMP Offline' application window. A dialog box titled 'Action required' is displayed, stating: 'Please sync prior to working with the app for the latest data and avoid version conflicts when uploading data. Last successful sync up was done on 24/10/2017'. Below the dialog, there are 'SYNC' and 'Ignore' buttons. In the background, the AMP interface is visible, including a 'Start Sync Up' button and a 'History' table:

ID	Completed on	Status
3	24/10/2017 11:00:47	SUCCESS
2	24/10/2017 0:49:17	SUCCESS
1	24/10/2017 0:48:28	SUCCESS

System will remind to do the sync after each login and when attempting to logout having unsynced changes. Sync will be forced only if there was no successful sync up within 14 days. In that case system will prompt and force to do full re-sync.



Note that files for resources won't be downloaded from AMP during sync process. They will be only uploaded to AMP from AMP Offline (if attached to an activity using the client). This means that though in AMP Offline you'll see document titles for activities, to access the files themselves you need to download them from AMP manually unless where added through the client.

## 5.3.4. Troubleshooting

### 5.3.4.1. Power cut during sync

Any unexpected sync interruption may cause data corruption. So in order to avoid it it's recommended not to cut the sync anyhow and let it finish itself. However if that happened it's better to resync. If the sync was mandatory and it didn't complete, then system will force to sync before being able to continue anyway, otherwise it will be possible to continue working offline (of course if sync sudden stop didn't result in data corruption). If data was corrupted, then you will need to clear app data folder and do a full resync (see [Data Corruption](#) section for more details)

### 5.3.4.2. Internet cut during sync

The situation here is similar to power cut - it's recommended to resync to get latest data. Note that in case of bad connection system will retry 5 times before failing the sync.

### 5.3.4.3. Sync taking too long and you closed the app

We recommend not to close the app during sync to prevent [data corruption](#). Remember that in case of bad connection there is a reasonable 25s timeout per request with 5 retries which may take longer, so just let it complete.

### 5.3.4.4. Cannot login (user/pwd error)

The first time login in the app with a new user requires a connection, so if you're logging in for the first time make sure you have a connection.

If you get error **Wrong user or password** - make sure that you enter correct credentials (for this purpose you can try to login with the same username/password in AMP online). If you still have problems logging in - contact your AMP administrator.

#### 5.3.4.5. What to do in case you need to reinstall your computer

To keep all your local changes in the server you need to sync the app. After successful sync it's safe to reinstall - you will not lose local data. Once you have your PC reinstalled just download latest AMP Offline installer and follow the initial post-install process (first setup, login, sync).

#### 5.3.4.6. App data folder location

Application data files are located in the following directories depending on your Operating System

- **Windows:** C:\Users\<user>\AppData\Roaming\AMP Offline
- **Linux:** /home/<user>/.config/AMP Offline
- **MacOS:** /Users/<user>/Library/Application Support/AMP Offline

#### 5.3.4.7. How to get logs in case of error?

All the log files are located in "logs" subdirectory of [app data folder](#). In the log files errors have code 50, warnings - 40. Look for the recent problem in the latest file.

#### 5.3.4.8. Rejected Activities

All rejected copies of the activities are listed in desktop [Rejected Activities](#) tab. You can only view rejected activities, edits are not permitted.

AMP ID	Project Title	Funding Agency	Actual Commitments	Actual Disbursements
872833460	Strengthening resilience of vulnerable herders in the Sahel_Rejected1	FAO	66 314 500,00	39 626 230,32

Activities might be rejected mainly due to three main reasons

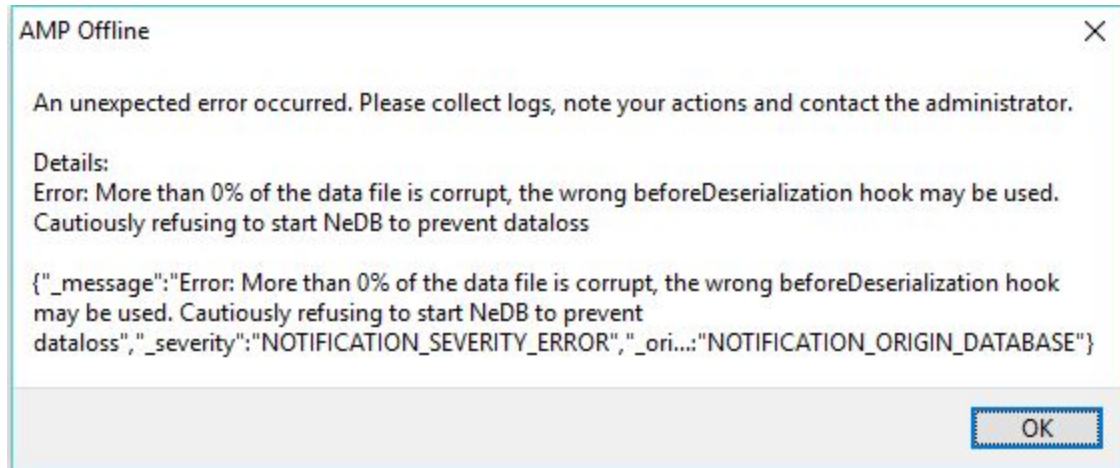
- Activity version difference in AMP and AMP Offline. In this case after sync AMP Offline version of the activity will be overwritten by online version. System will store rejected version in your local machine.
- Activity is locked because currently it's being edited in AMP. In this case local changes will be kept but cannot be pushed. If it is saved later in AMP, then on the next sync the latest from AMP will replace the local and local will be found only in rejected list.
- Validation failed due to FM changes done in AMP. In this case Sync result page will mention the failure reason and will indicate activity id, so you can edit the activity and sync again.

### 5.3.4.9. Data corruption

There is a small probability for the DB to become corrupted, because for example sync was interrupted due to app being closed during sync up or a power outage and the app may not be able to startup anymore. In this case you will get system alert like shown in screenshot. Also you can check the logs. Data Corruption error in logs looks like this

"Error: More than 0% of the data file is corrupt, the wrong beforeDeserialization hook may be used. Cautiously refusing to start NeDB to prevent data loss"

System alert:



In this case the solution is to delete [app data folder](#), start the app in clean state and follow the initial post-install process (first setup, login, sync).

### 5.3.5. Uninstalling the desktop app

The App can be uninstalled the same way as any other application in your OS. By default application data is preserved and on next install will be back available. However you can completely delete it if you want to install from scratch - just delete the [app data folder](#).

It is known that in some circumstances when uninstalling in Windows from Windows Settings -> Apps & Features users face a windows alert "The extended attributes are inconsistent". This is a Windows setup issue and the workaround is to uninstall from Control Panel.