



# AMP Offline

DESKTOP APP USER MANUAL

**Last Revised Date**

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# 1. About this guide

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

## 2. Desktop application purpose.

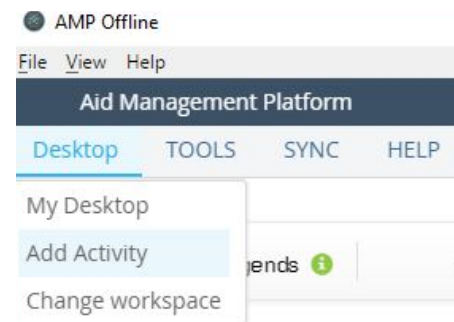
Desktop Application provides ability to contribute to AMP even if you have weak connection or connection issues are a common thing for you. The connection is necessary to do nload the app and do the first login sync. After that, you can work in offline mode. You can do a sync with AMP once you have a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

## 3. Features

### 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 an 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

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**

Agency Internal IDs

[Banque Islamique de Développement]

Planning

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

Location

Implementation Level	Implementation Location
District	District

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 interface. The title bar indicates 'AMP Offline' and 'Aid Management Platform'. The main header includes 'Espace BID', 'atl@amp.org', and 'Log Out'. Below the header, there are navigation tabs: 'Desktop', 'TOOLS', 'SYNC', and 'HELP'. The main content area displays the 'Edit Activity Form' for a specific project. The form is divided into several sections: 'Identification' (Project Title), 'Activity Status' (Closed), 'Activity Budget' (Choose One), 'Objective', 'Description', and 'Project Management'. On the right side, there is a sidebar with 'Quick Links' (Identification, Activity Internal IDs, Planning, Location, Program, Sectors, Organizations, Funding) and 'Actions' (Save and Submit, Save as Draft, Preview).

## Desktop app multi user ability

The App allows logging in with different users on the same computer. The first login session for each user needs to be done when there is an internet connection. Afterwards the app can be used by that user without connection. Sessions 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.

### RAM

Minimum required for our OS. It is recommended to not run many apps in parallel to ensure that there is at least 4 MB available.

### CPU

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

## OS

[Windows](#) [Windows](#) [Windows](#)

MacOS from [El Capitan](#)

Linux Ubuntu Linux Mint CentOS Scientific Linux other

all supported secure Debian or Red Hat compatible maintained operating systems

## HDD

MB


## Networking

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

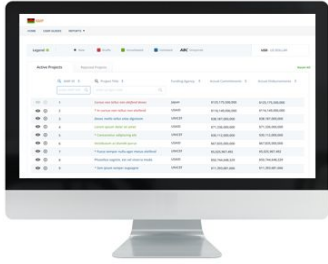
# 5. Quick start guide

## 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

## Installing the desktop app

### First 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.

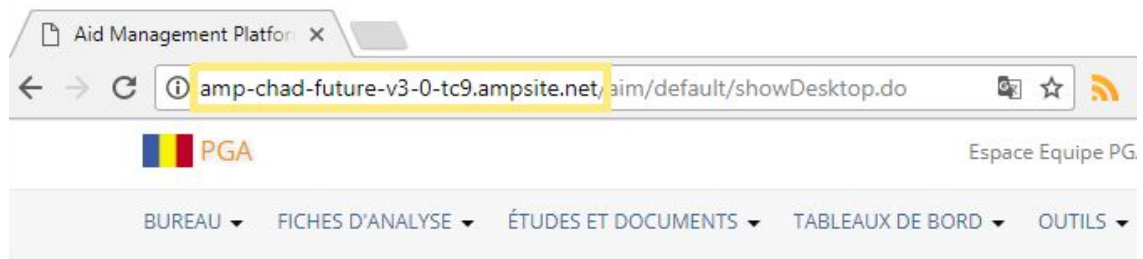
**\* Configure for**

Other

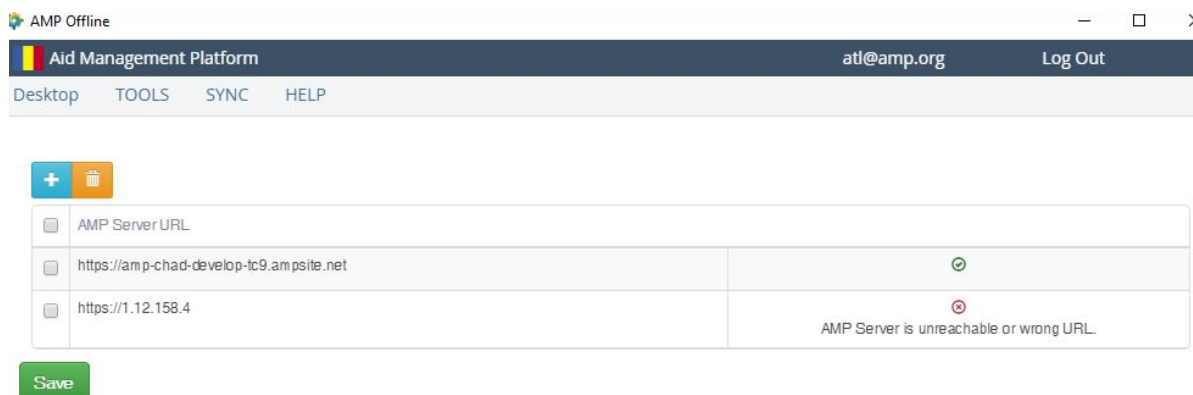
<https://amp-chad-future-v3-0-tc9.ampsit> ✓

Please enter AMP application URL. You can copy it from the AMP Client downloaded page.

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

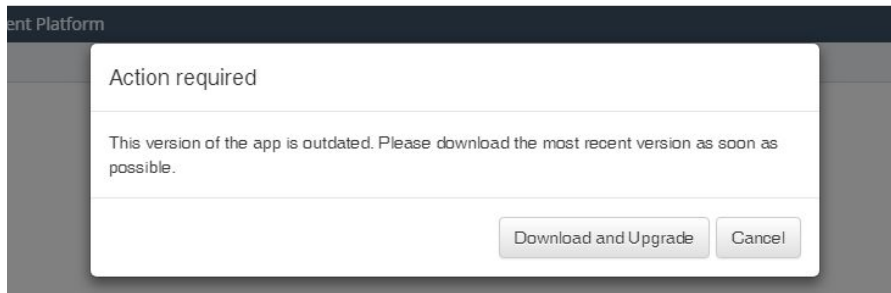


The system allows to change the server URL in case you need to. This is done from Settings page. Here you can also add alternative URLs for the AMP server. All the URLs need to point to the same country. The system will pick the first reachable server from the list in case if there are multiple URLs.



### 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 so you just need to click on Download and Upgrade button once it is prompted.



## Start using the AMP Offline app

### Getting started running the app

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

### 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.

### Saving process

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



AMP Offline

File View Help

Aid Management Platform atl@amp.org Log out

DESKTOP TOOLS SYNC HELP

Start Sync Up

Last successful sync up was done on 19/09/2017

### History

	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 will be brought to sync summary page here 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 an errors that occurred during the sync

AMP Offline

File View Help

Aid Management Platform atl@amp.org Log out

Desktop TOOLS SYNC HELP

<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.

Aid Management Platform
atl@amp.org [Log out](#)

Desktop TOOLS SYNC HELP

**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.

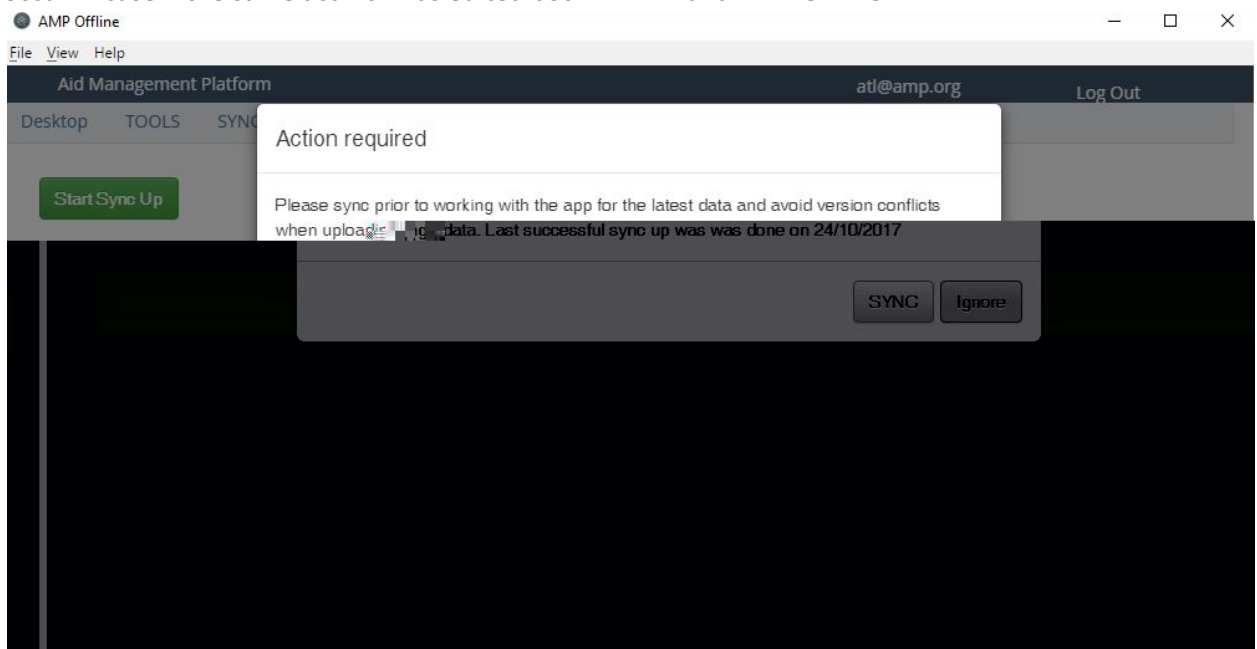
<b>Status</b>	PARTIAL
<b>Started</b>	13/10/2017 14:26:49
<b>Finished</b>	13/10/2017 14:27:29
<b>Synced projects</b>	872833271 (Programme AEPA 8 Centres secondaires) 872833270 (Projet d'appui à l'initiative du bassin du Lac Tchad (PAIBLT)) 872833392 (Projet de Renforcement de la Société Civile dans le 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.

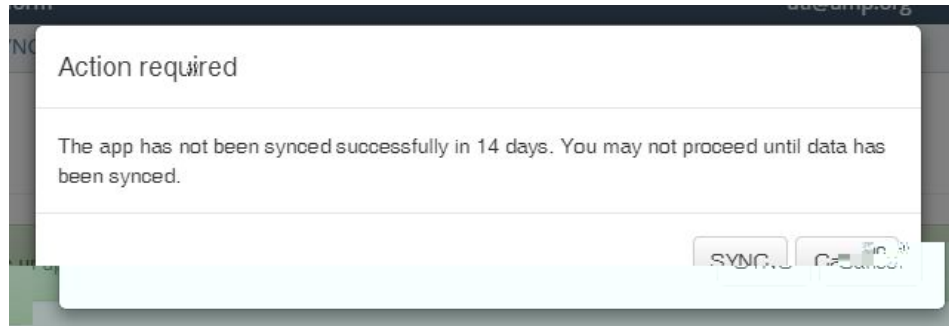
There is a reasonable timeout per request with retries that may make it longer if the connection is bad. Don't close the app during the sync, it might corrupt the data.

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

It is recommended to do the incremental sync frequently to avoid conflicts with AMP, it may occur in case if the same activity is edited both in AMP and AMP Offline.



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 resync.



## *Troubleshooting*

### 5.3.4.1. Power cut during sync

An unexpected sync interruption may cause data corruption. So in order to avoid it it is recommended not to cut the sync and let it finish itself. However if that happened it is better to resync. If the sync was mandatory and it didn't complete then system will force to sync before being able to continue and afterwards 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 is recommended to resync to get latest data. Note that in case of bad connection system will retry several 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 timeout per request with 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 our AMP administrator.

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

To keep all our 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 and warnings. 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.

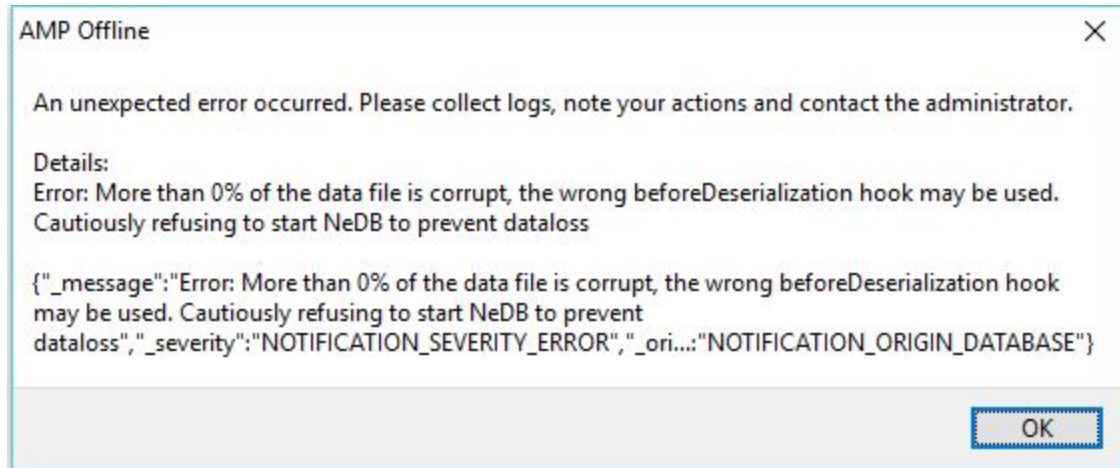
Validation failed due to FM changes done in AMP. In this case, Sync result page will mention the failure reason and will indicate activity ID so you can edit the activity and sync again.

### 5.3.4.9. Data corruption

There is a small probability for the DB to become corrupted because for example sync as 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 dataloss"

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

### 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.