



AMP Offline

DESKTOP APP USER MANUAL

Last Revised Date

10-22-2018



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
1.3.0_Draft_A	10-22-2018	Update the part describing forced sync cases - added the case of mandatory sync after upgrade	Anush Martirosyan
1.3.0_Draft_B	10-23-2018	Updates as per reviewers input.	Marina Baralo
1.3.0	10-23-2018	Baseline after rework/review.	Marina Baralo

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1. About this guide

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

2. Desktop application purpose.

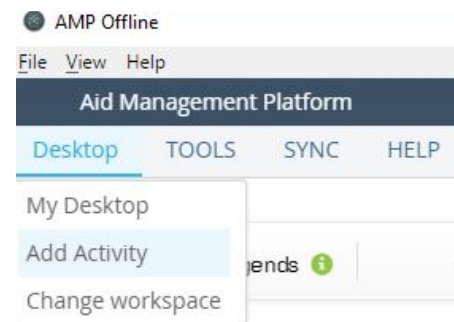
The desktop Application provides the ability to contribute to AMP even if you have a weak internet connection or connection issues are a common thing for you. An internet connection is necessary to download the app and do the first login/sync, after that you can work in offline mode. You can sync with 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 the activity preview and activity form are the same as in AMP. If a 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 [activities rejected](#) from syncing.



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]

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

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 the Edit icon for desired activity, or from the 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', 'atl@amp.org', and 'Log Out'. Below the header, there are tabs for 'Desktop', 'TOOLS', 'SYNC', and 'HELP'. The main content area is titled 'Edit Activity Form(Projet Construction de la Route Mongo-Mangalmé Section Mongo Eref)'. The form is divided into several sections: 'Identification' with a 'Project Title' field containing 'Projet Construction de la Route Mongo-Mangalmé Section Mongo Eref'; 'Activity Status' with a dropdown menu set to 'Closed'; 'Activity Budget' with a dropdown menu set to 'Choose One'; 'Objective' with a text area; 'Description' with a text area; and 'Project Management' with a text area. On the right side, there is a sidebar with 'Quick Links' including 'Identification', 'Activity Internal IDs', 'Planning', 'Location', 'Program', 'Sectors', 'Organizations', and 'Funding'. Below the links are 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 a connection. Syncs are not user specific and are done for the entire app. For example if two users have made changes and one of the users syncs the app - it will sync changes made by both users.

4. System Requirements

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

4.1. RAM

The minimum required by your OS is sufficient. It is recommended to not run many apps in parallel to ensure that there is at least 40MB available.

4.2. CPU

The minimum required for your OS is sufficient, but a higher CPU will provide a better User Experience (UX). Running other apps that are especially CPU hungry may impact the application performance.

4.3. Supported OS

The following operating systems are supported for use of the Offline App:

- [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. Hard Disk Drive (HDD)

The computer's HDD must have at least 250MB+ of available space.


4.5. Networking

Access to AMP portal with a stable internet connection is needed for the initial setup; on demand internet is needed for periodic data sync ups.

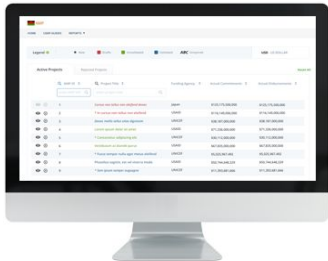
5. Quick start guide

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 the user to choose the server from the given list of available servers, or to enter the desired URL in the dedicated field.

*** Configure for**

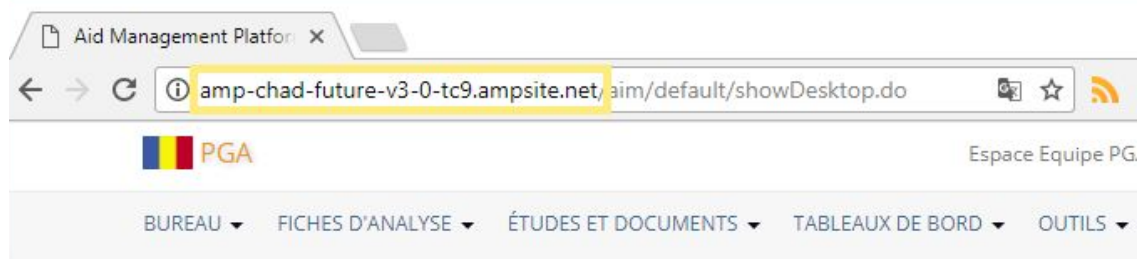
Other ▼

<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 users to change the server URL in case you need to. A potential case would be if the server was accessed via its IP address (for example 10.10.2.3) and a new URL was made available (for example www.amp.gov) or vice versa. In this case you will need to add a new configuration to access the AMP online server. This is done from Settings page (found under the Tools menu). 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.

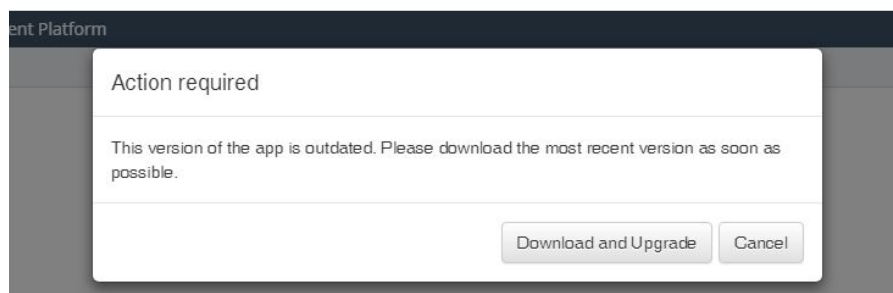
AMP Server URL	
<input type="checkbox"/>	https://amp-chad-develop-1c9.ampsite.net
<input type="checkbox"/>	https://1.12.158.4

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 the AMP server. However if the system recognizes a newer version of the app, it will prompt the user to upgrade it on the login page. The upgrade is done automatically - you just need to click on “Download and Upgrade” button once prompted.



5.3. Start using the AMP Offline app

5.3.1. Getting started - running the app

After installation, the app will open automatically. Afterward, 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. The 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 an internet connection to AMP**

server. Once logged in you can click the menu item to open Sync page. The page provides a button to start a new sync and lists details of the last 20 syncs completed on the PC.

The screenshot shows the AMP Offline web application interface. At the top, there's a header bar with the text "Aid Management Platform" and a user email "atl@amp.org" with a "Log out" link. Below the header, there's a navigation bar with links: "DESKTOP", "TOOLS", "SYNC", and "HELP". The "SYNC" link is highlighted. Below the navigation bar, there's a green button labeled "Start Sync Up". Below the button, there's a green box with the text "Last successful sync up was done on 19/09/2017". Below this, there's a section titled "History" which contains a table with the following data:

	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 the 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 web application interface, specifically the Sync summary page. The header and navigation bar are the same as in the previous screenshot. Below the navigation bar, there's a table with the following data:

Status	Synced projects
SUCCESS	
Started	25/10/2017 16:25:27
Finished	25/10/2017 16:26:19
Synced projects	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))

The 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.

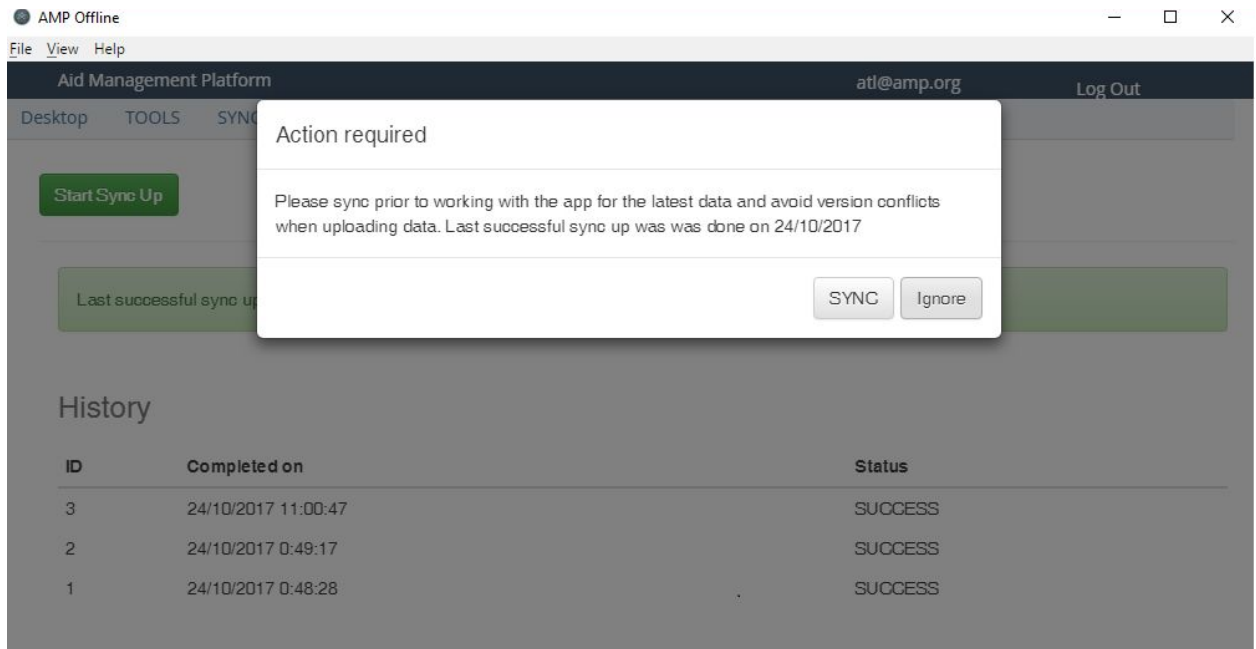
Status	PARTIAL
Started	13/10/2017 14:26:49
Finished	13/10/2017 14:27:29
Synced projects	872833271 (Programme AEPA 8 Centres secondaires) 872833270 (Projet d'appui à l'initiative du bassin du Lac Tchad (PAIBLT)) 872833392 (Projet de Renforcement de la Société Civile dans le processus de la Gouvernance-SENAREC)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

The first sync will take longer (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 run by one of the logged in users will sync all data entered by any user working on the same machine.

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



The system will remind users to sync after each login and when attempting to log out if there are unsynced changes.

Syncing will be forced if there was no successful sync up within 14 days and if the app was upgraded to a newer version. In these cases the system will prompt and force a full re-sync. It won't be possible to continue without syncing.

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

5.3.4. Troubleshooting

5.3.4.1. Power cut during sync

Any unexpected sync interruption may cause data corruption. In order to avoid data corruption, it's recommended not to cut the sync off. However if a sync is interrupted, it's best to resync. If the sync was mandatory and it didn't complete, then system will force to sync before being able to continue, otherwise it will be possible to continue working offline (if the sync interruption 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 the case of bad connection the 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. Letting it complete will help avoid data corruption.

5.3.4.4. Cannot login (user/pwd error)

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

If you get the error **Wrong user or password** - make sure that you entered 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

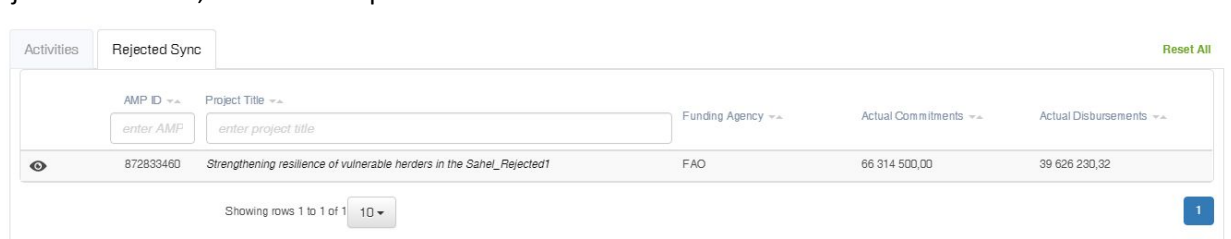
To keep all your local changes in the server you need to sync the app. After successful sync it's safe to reinstall - you will not lose local data. Once you have your PC reinstalled just download latest AMP Offline installer and follow the initial post-install process (first setup, login, sync).

5.3.4.6. How to get logs in case of error?

If you need to access the error logs to report an issue, all the log files are located in **"logs"** subdirectory of [app data folder](#). In the log files errors have code 50, warnings have code 40. Look for the recent problems in the latest file.

5.3.4.7. 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 due to three main reasons

- Activity version difference in AMP and AMP Offline. In this case after syncing, the AMP Offline version of the activity will be overwritten by the online version. The 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 changes are saved later in AMP online, 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 made in AMP. In this case the Sync result page will

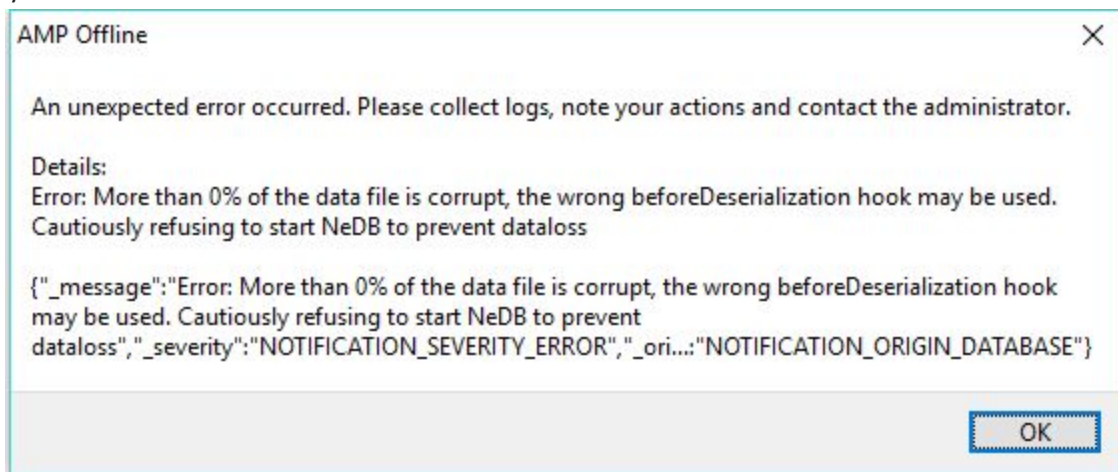
mention the failure reason and will indicate activity id, so you can edit the activity and sync again.

5.3.4.8. Data corruption

There is a small probability for the database (DB) to become corrupted if, for example, syncing was interrupted due to the 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 a system alert as shown in the screenshot below. You can also 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 the [app data folder](#), start the app in clean state and follow the initial post-install process (first setup, login, sync).

5.3.4.9. App data folder location

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

- **Windows:**
 - a. Folder path: `C:\Users\<user>\AppData\Roaming\AMP Offline`
 - b. To access the AMP Offline folder in Windows open file explorer and enter the location instead of the folder path that you are in (note that you need to replace <user> with your username).
 - c. It may be the case the files in this location are hidden for windows security reasons to prevent users from deleting sensitive information, so you would need to make those files visible if it is your first time accessing this folder.
- **Linux:**

- a. Folder path: `/home/<user>/config/AMP Offline`
- **MacOS:**
 - a. Folder path: `/Users/<user>/Library/Application Support/AMP Offline`
 - b. To access the AMP Offline folder in MAC OS:
 - c. From your desktop click on “Go” in the Menu
 - d. With the “Go” Menu open, click and hold the Options/Alt button on the keyboard
 - e. The option “Library” will now appear in the menu drop down, click it
 - f. Navigate to the “Application Support” folder and open it
 - g. Find the “AMP Offline” folder

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 available again. 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.