AMP Offline

Desktop App User manual

Last Revised Date

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1. About this guide

This guide aims to describe ho to do nload and install AMP Offline desktop app ho to use it and troubleshoot issues Main features are described in Section You can check S stem requirements in Section

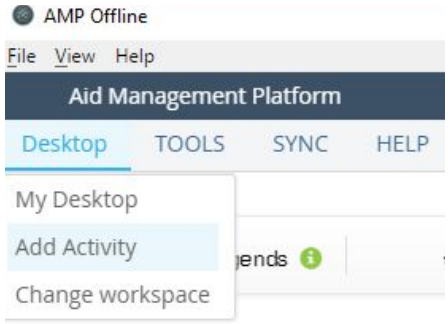
2. Desktop application purpose.

Desktop Application provides abilit to contribute to AMP even if ou have eak connection or connection issues are a common thing for ou The connection is necessar to do nload the app and do the first login s nc after that ou can ork in offline mode You can do a s nc ith AMP once ou have a connection

3. Features

Projects

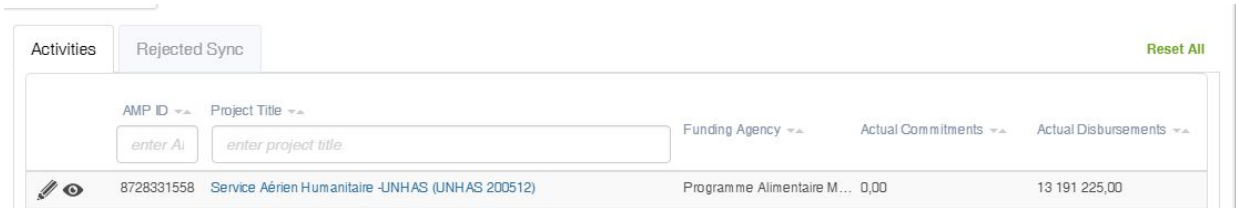
The main feature of the app is to list projects and make it possible to interact ith them in offline mode Once the first s nc is done ou can vie add edit and validate activities locall



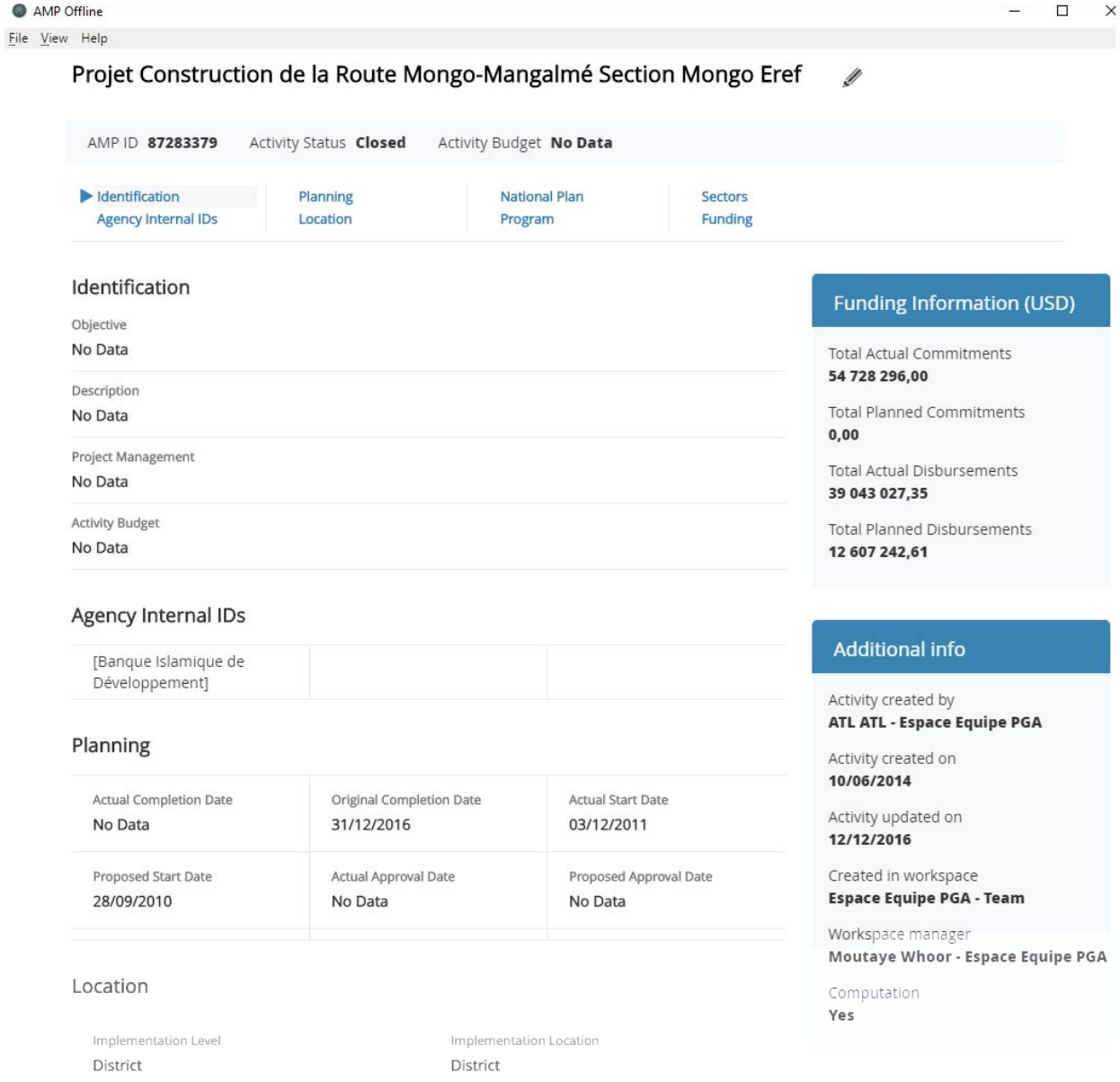
You can add a ne activit to the orkspace if ou have permission to do that in AMP using Desktop Add activit menu item

All the fields visible in activit previe and activit form are the same as in AMP If some setting is changed in AMP then the same setting ill be available in AMP Offline after s nc

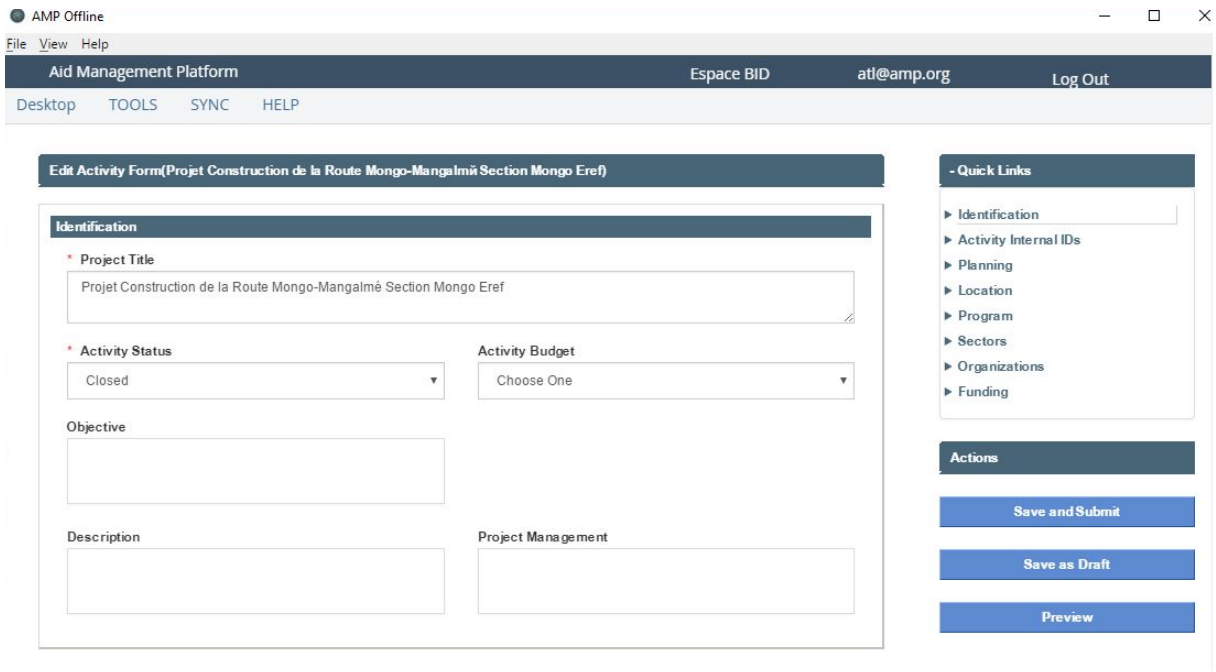
The App provides a desktop page ith t o tabs Activities and Rejected activities Each tab is a basic project list The first tab sho s all activities e cept rejected copies The second tab sho s all s nc rejected activities



From tabs ou can open activit previe for an activit from the current orkspace



Activit Form can be accessed either from Desktop page b clicking on Edit icon for desired activit or from activit previe



Desktop app multi user abilit

The App allo s logging in ith different users on the same computer The first login s nc for each user needs to be done hen there is an internet connection After ards the app can be used b that user ithout connection S ncs are not user specific and are done for the entire app For e ample if t o users have done some changes and then one of the users s ncs the app it ill s nc changes done b both users

4. System Requirements

AMP Offline application should run ithin standard s stem requirements of the OS You ill e perience a faster application response ith more po erful CPU Running multiple apps in parallel can impact the application performance

RAM

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

CPU

Minimum required for our OS but a higher CPU ill provide a better UX Running other apps especiall CPU hungr ma impact the application performance

OS

Windo s Windo s Windo s
MacOS from El Capitan
Linu Ubuntu Linu Mint CentOS Scientific Linu other
ell supported secure Debian or Red Hat compatible maintained operating s stems

HDD

MB

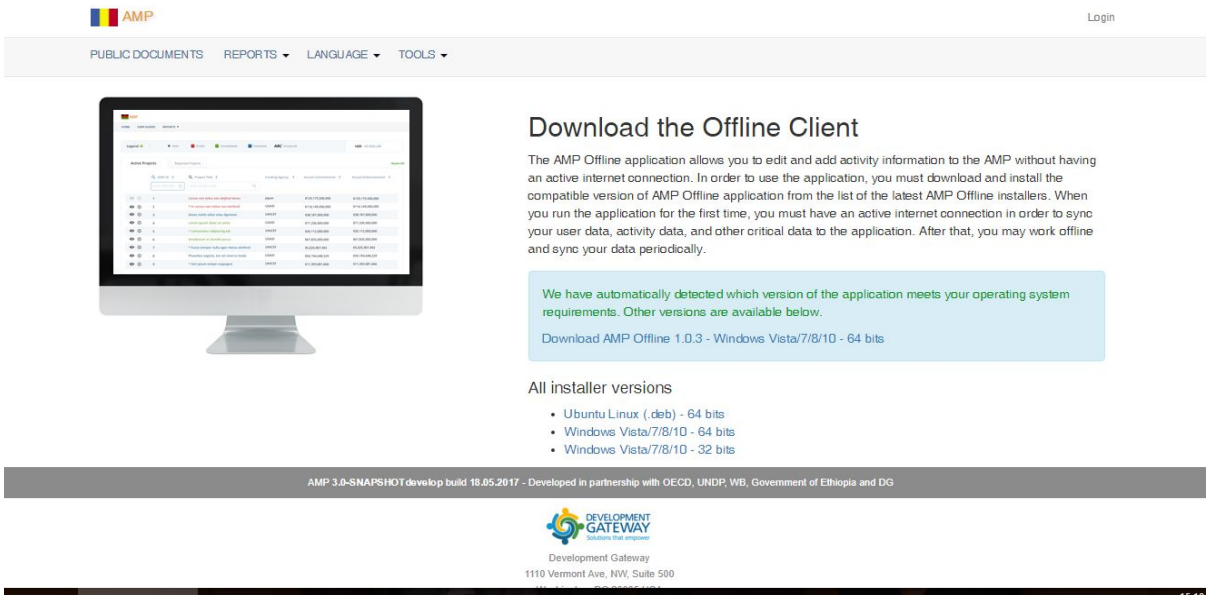
Net orking

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

5. Quick start guide

Do nloading the desktop app

The latest version of the app is available to do nload from AMP under Tools submenu called AMP Offline This page is available to all users in all orkspaces admin user and could even be configured to be available to public users

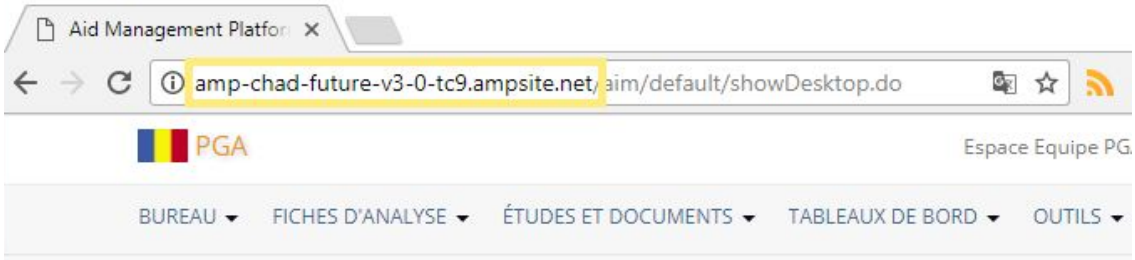


Installing the desktop app

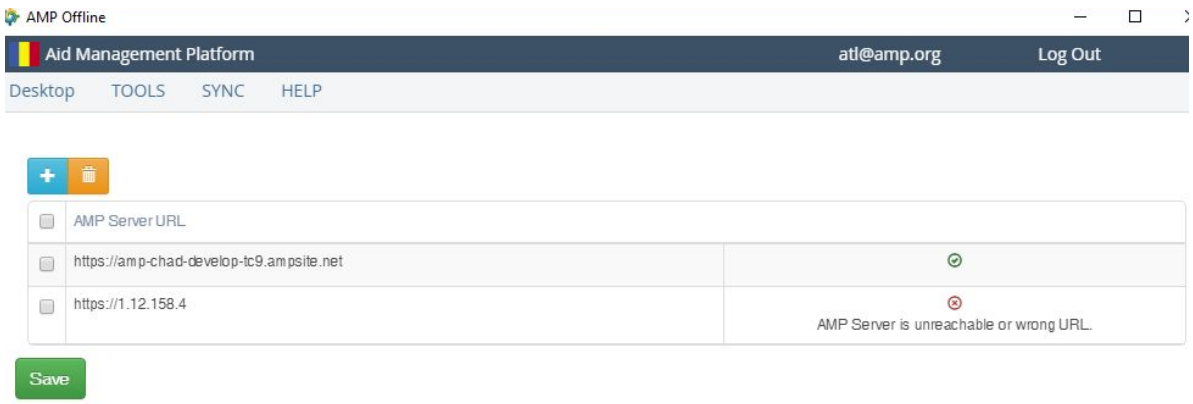
Firs ime ins alla ion

Once it is do nloaded ou have to run the installer and accept terms and conditions In the first page of the app ou need to setup the linked AMP server The s stem allo s either to choose the server from the given list of available servers or to put desired URL in dedicated field

You can get the server URL from the bro ser indo Onl the first part of the URL is needed to configure the server

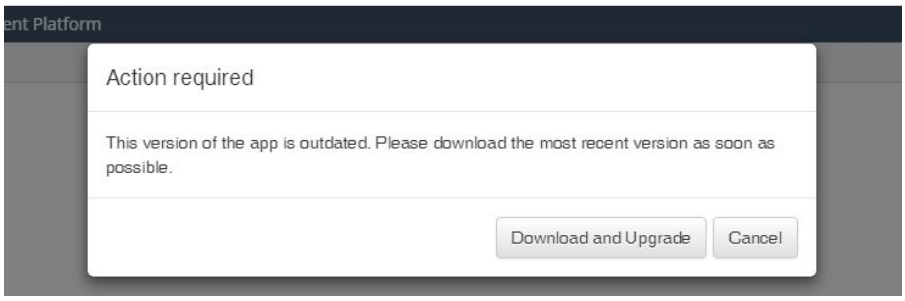


The s stem allo s to change the server URL in case ou need to This is done from Settings page Here ou can also add alternative URLs for the AMP server All the URLs need to point to the same countr The s stem ill pick the first reachable server from the list in case if there are multiple URLs



Upgrading he app

Your ill be able to use an older app version as long as it is still compatible ith AMP server Ho ever if s stem recogni es a ne er version of the app it ill prompt it in the login page and suggest to upgrade it The upgrade is done automaticall ou just need to click on Do nload and Upgrade button once it is prompted



Start using the AMP Offline app

Ge ing s ar ed r nning he app

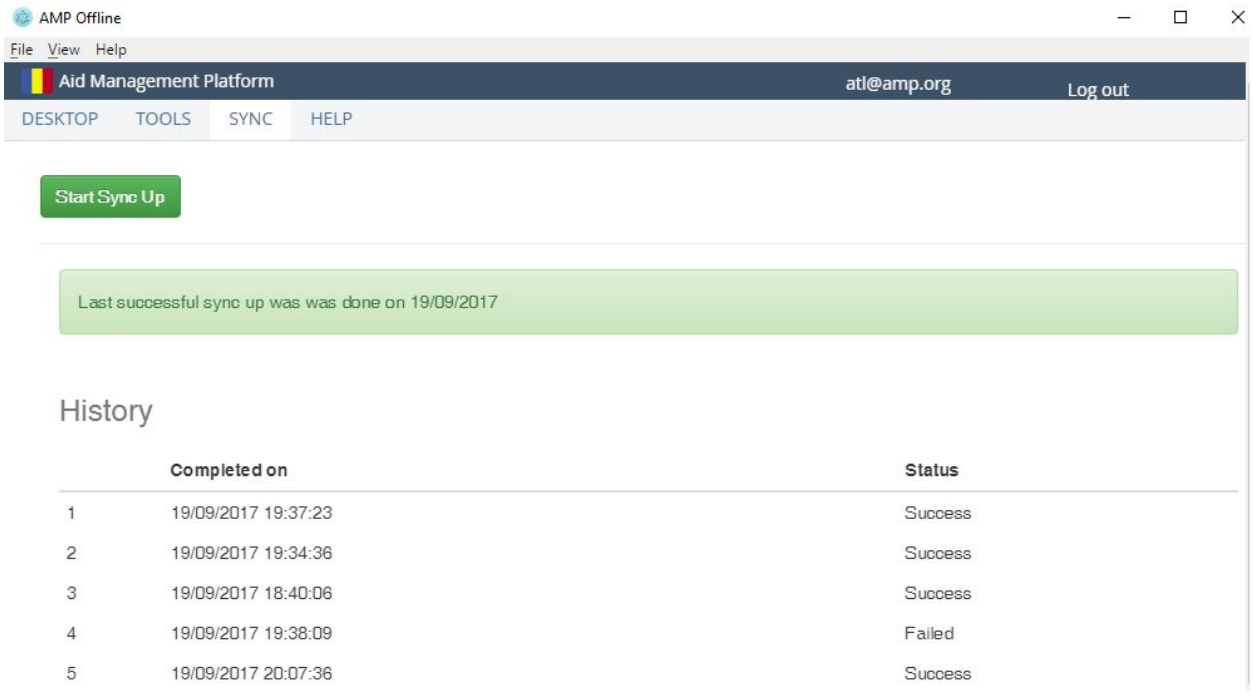
After installation the app ill open automaticall For forthcoming usage it can be accessed as an other application in our OS

User login

In order to be able to access the desktop and update activities ou need to login in the app ever time ou open it Login page is simple just t o fields for filling in username and pass ord the same as in AMP

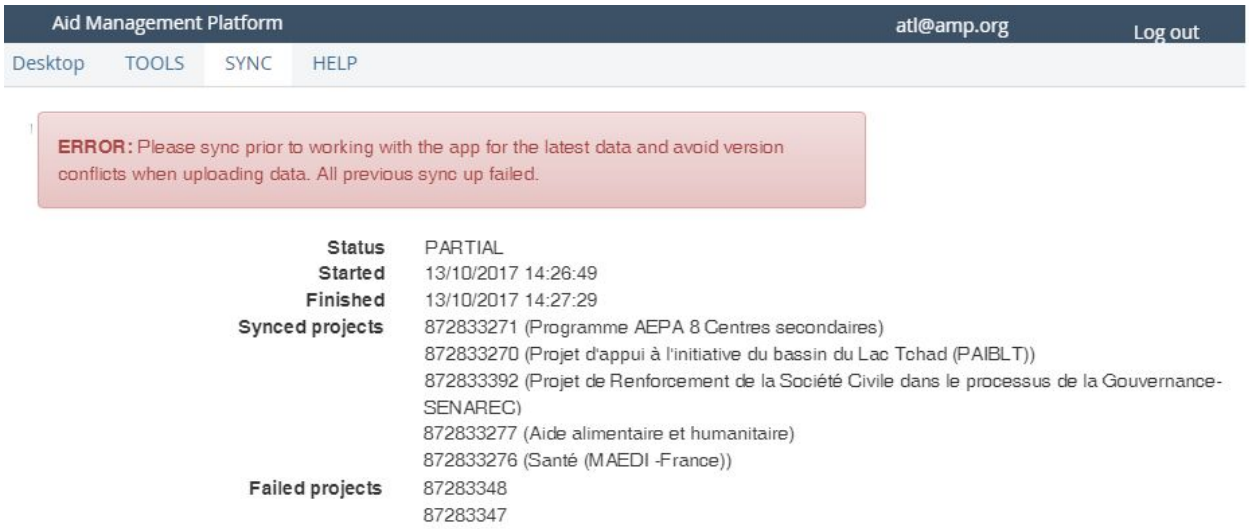
S ncing process

S nc is done manuall b the AMP Offline users It requires a connection to AMP server Once logged in ou can see menu item to open S nc page The page provides a button to start a ne s nc and lists details of the last s ncs done on the PC



After s nc ou ll be brought to s nc summar page here ou can see the status of the s nc SUCCESS FAIL PARTIAL CANCELED the date and time of the s nc lists of s nced and failed activities and an errors that occurred during the s nc

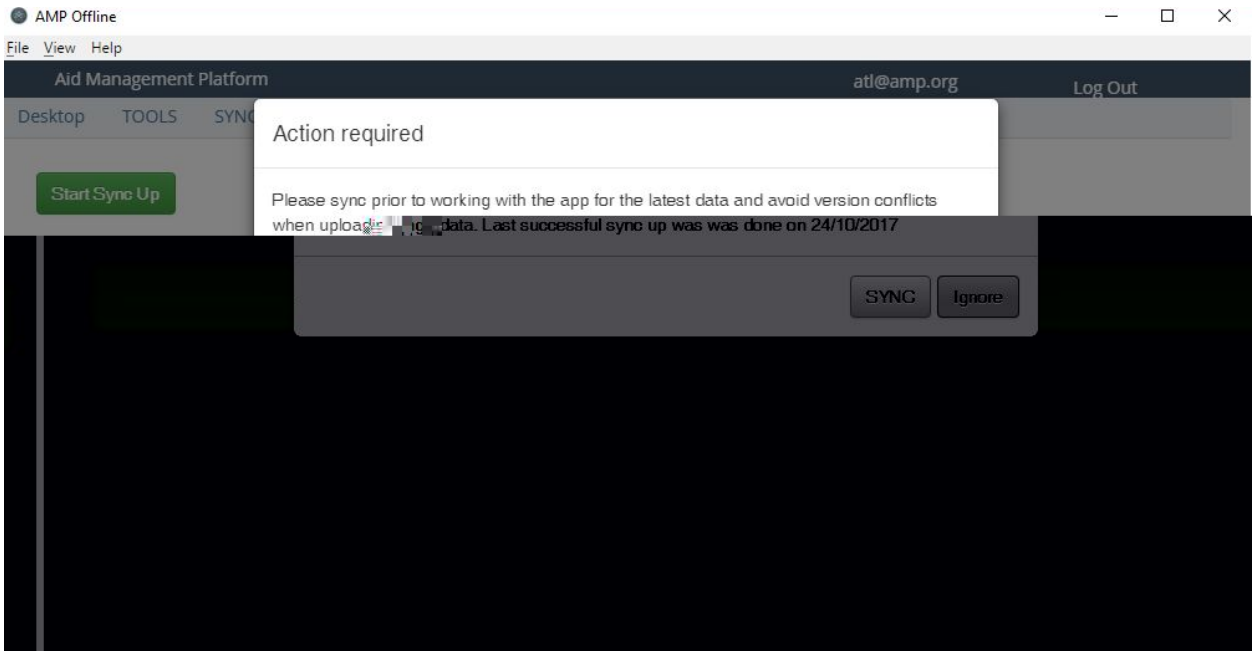
First s nc is done right after installing the app and logging in It s not possible to navigate to the app ithout successful s nc up first so ou ma need to run it multiple times if there are connectivit problems



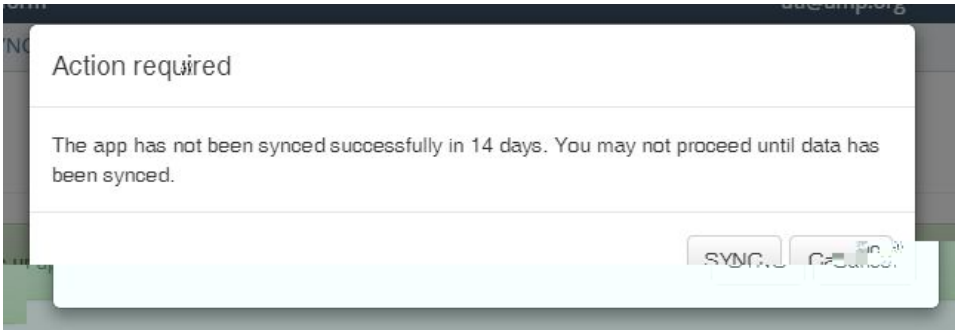
First s nc ill take longer some minutes based on Internet connection as it s ncs all the data in AMP online Subsequent incremental s nc ups ill take much less time as the are supposed to check onl differences bet een AMP and AMP Offline
There is a reasonable s timeout per request ith retries that ma make it longer if the connection is bad Don t close the app during the s nc it might corrupt the data

Manual s nc done b one of the logged in users ill do a full s nc of data entered b an user orking on the same machine

It s recommended to do the incremental s nc frequentl to avoid conflicts ith AMP it ma occur in case if the same activit as edited both in AMP and AMP Offline



S stem ill remind to do the s nc after each login and hen attempting to logout having uns nced changes S nc ill be forced onl if there as no successful s nc up ithin da s In that case s stem ill prompt and force to do full re s nc



Tro bleshoo ing

5.3.4.1. Power cut during sync

An une pected s nc interruption ma cause data corruption So in order to avoid it it s recommended not to cut the s nc an ho and let it finish itself Ho ever if that happened it s better to res nc If the s nc as mandator and it didn t complete then s stem ill force to s nc before being able to continue an a other ise it ill be possible to continue orking offline of course if s nc sudden stop didn t result in data corruption If data as corrupted then ou ill need to clear app data folder and do a full res nc see Data Corruption section for more details

5.3.4.2. Internet cut during sync

The situation here is similar to po er cut it s recommended to res nc to get latest data Note that in case of bad connection s stem ill retr times before failing the s nc

5.3.4.3. Sync taking too long and you closed the app

We recommend not to close the app during s nc to prevent data corruption Remember that in case of bad connection there is a reasonable s timeout per request ith retries hich ma take longer so just let it complete

5.3.4.4. Cannot login (user/pwd error)

The first time login in the app ith a ne user requires a connection so if ou re logging in for the first time make sure ou have a connection

If ou get error Wrong user or pass ord make sure that ou enter correct credentials for this purpose ou can tr to login ith the same username pass ord in AMP online If ou 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 ou need to s nc the app After successful s nc it s safe to reinstall ou ill not lose local data Once ou have our PC reinstalled just do nload latest AMP Offline installer and follo the initial post install process first setup login s nc

5.3.4.6. App data folder location

Application data files are located in the follo ing directories depending on our Operating S stem

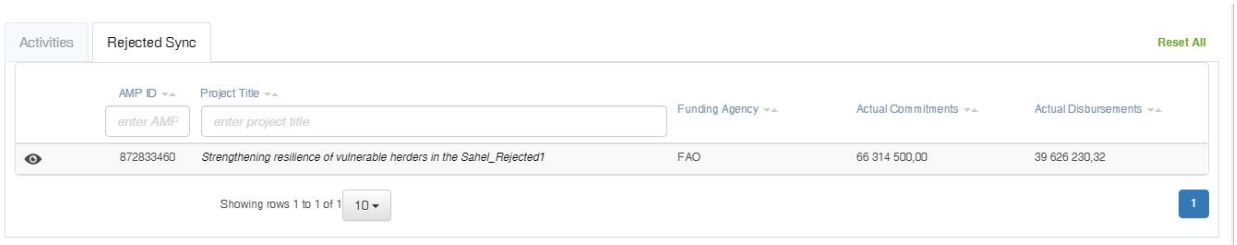
Windows: C Users user AppData Roaming AMP Offline
Linux: home user config AMP Offline
MacOS: Users user Librar Application Support AMP Offline

5.3.4.7. How to get logs in case of error?

All the log files are located in logs subdirector of app data folder In the log files errors have code arnings 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 *Rejec ed Ac i i ies* tab You can onl vie rejected activities edits are not permitted



Activities might be rejected mainl due to three main reasons

Activit version difference in AMP and AMP Offline In this case after s nc AMP Offline version of the activit ill be over ritten b online version S stem ill store rejected version in our local machine

Activit is locked because currentl it s being edited in AMP In this case local changes ill 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.

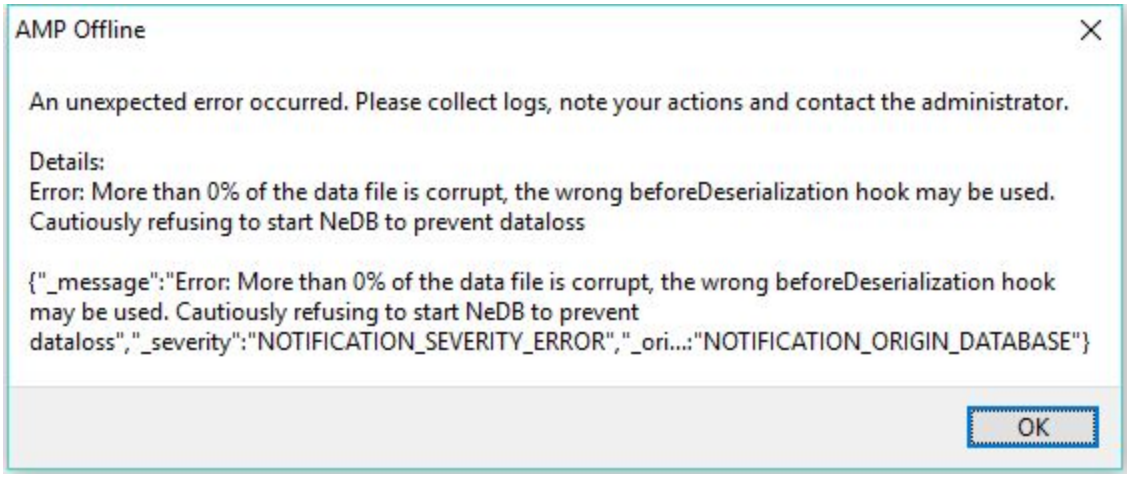
Validation failed due to FM changes done in AMP In this case S nc result page ill mention the failure reason and ill indicate activit id so ou can edit the activit and s nc again

5.3.4.9. Data corruption

There is a small probabilit for the DB to become corrupted because for e ample s nc as interrupted due to app being closed during s nc up or a po er outage and the app ma not be able to startup an more In this case ou ill get s stem alert like sho n in screenshot Also ou 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"

S stem alert



In this case the solution is to delete app data folder start the app in clean state and follo the initial post install process first setup login s nc

Unins alling he desk op app

The App can be uninstalled the same a as an other application in our OS B 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 kno n that in some circumstances hen uninstalling in Windo s 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.