

# IMET OFFLINE TOOL

Installation Notes

Version 2.2

### Minimum requirements:

✓ Windows 10, 64bit

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In case of problems in the installation, please contact the following email address:

JRC-IMET-TECHNICAL-SUPPORT@ec.europa.eu

# 1 – Installing for the first time

#### WARNING:

<u>Install multiple versions</u> of the IMET Offline Tool is possible but <u>highly discouraged</u>. If you want to have multiple versions, please consider that is it NOT possible to run them at the same time.

1. Download and run latest version of IMETOfflineTool\_setup.exe



Windows OS might prevent to run the installer; if so, click on the "*More Info*" link in the blue window that will be displayed and then press "*Run anyway*" button and allow the application to run.

Windows protected yc		×	Windows protected	l your PC	×
Microsoft Defender SmartScreen preventer starting. Running this app might put your P			Microsoft Defender SmartScreen pre starting. Running this app might put		d app from
More info			App: IMETOfflineTool_setup_v2 Publisher: Unknown publisher	.1.4_117.exe	
	Don't rur	n		Run anyway	Don't run
nak	User Account Control		X		
	Do you want to a				
	IMETOfflineTool_se Publisher: Unknown File origin: Hard drive o	·			
	Show more details		puter		
	Yes	[	No		
				l	

2. Follow the step procedure here below and leave default:

#### **Important Note:**

For corporate PC with limited access to the file system please verify with your IT:

- a) If the folder has R/W permissions
- b) If you have the rights to run executable files from this folder

 Select your preferred language for the installation

 Select Setup Language
 ×

Select	Setup Language ×
	Select the language to use during the installation.
	English ~
	OK Cancel

Select the installation folder. By default, it will be installed in C:/Users/<user>/Documents/IMETOfflineTool.

We recommend leaving the default folder. Please change it <u>only</u> if you don't have permissions to run applications from that location.

Result - IMET Offline Tool Manager			$\times$
Select Destination Location Where should IMET Offline Tool be installed?		(	
Setup will install IMET Offline Tool into the following folder.			
To continue, click Next. If you would like to select a different folde	r, click l	Browse.	
C:\Users\Martenz\Documents\IMETOfflineTool	Bro	wse	
At least 575.6 MB of free disk space is required.			
Next		Can	cel
		•	

Set the "Start Menu Folder" location or, flag the checkbox if you don't want to add the shortcut to the menu

Setup - IMET Offline Tool Manager v.117	-		×
Select Start Menu Folder Where should Setup place the program's shortcuts?		Q	
Setup will create the program's shortcuts in the following S	tart Men	u <mark>fold</mark> er.	
To continue, click Next. If you would like to select a different folder,	click Bro	owse.	
IMETOfflineTool	Br	owse	
□ Don't create a Start Menu folder			
Back Ne	xt	Can	icel

Then, optionally, add a desktop and/or a quick launch shortcut to the application

🦔 Setup - IMET Offline Tool Manager	_		×
Select Additional Tasks Which additional tasks should be performed?			
Select the additional tasks you would like Setup to perform v Offline Tool, then click Next.	while installi	ng IMET	
Additional shortcuts:			
Create a desktop shortcut			
Create a Quick Launch shortcut			
	Next	Ca	ncel

# Confirm your options and proceed to Install

Setup - IMET Offline Tool Manager	×
Ready to Install Setup is now ready to begin installing IMET Offline Tool on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	
Destination location: C:\Users\andrea\Documents\IMETOfflineTool	
Start Menu folder: IMETOfflineTool	
Additional tasks: Additional shortcuts: Create a desktop shortcut	
~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	
Back Install Cano	el

Wait until the installation process is completed.

Setup - IMET Offline Tool Manager v.117 —		×
Installing Please wait while Setup installs IMET Offline Tool on your computer.	¢	
Extracting files C:\\PyQt5\Qt\qml\QtQuick\Controls\Styles\Base\images\needle.png		
	Car	icel

Press "*Finish*" to complete the installation. If the "Launch IMETToolManager" checkbox is flagged, the application will start automatically once the installation process is completed.



3. Once the installation is completed the program should start automatically (if you have not unchecked the "Launch IMETToolManager" option in the previous step). The first run will take longer than usual runs, please wait until you see the application window. Two black command windows might pop-up and will disappear while launching the application.

R IMET Offline Tool Manager		- 🗆 X
🦰 IMET Offl	ine Tool Manager	
	IMET Offline Tool in yo default browser	our Open
Please updat	on and Download for the latest be found in IMET section <u>here</u> e regularly both the installer an e to keep up to date to latest da and IMET functionalities.	e. d the offline tool
Version: 2.2	logs	© <u>BIOPAMA</u> 2021

4. From the main application window click *Open* to launch the IMET Offline Tool in your default browser.

S IMET v	2.1 × +			• - •	
$\leftarrow \rightarrow$	C 💿 localhost:8081/index.ph	o/admin/confirm_user	*	🖈 🌧 Incognito	:
😭 IME	T: Integrated Management B	Effectiveness Tool		\rm User Offlin	е
	Please confirm yo	ur information			
	First name	Offline			
	Last name	User			
	Institution				
	Function				
				Save	
		IMET Offline Tool - version: v2.1			

# Important Note:

While running the IMET Offline Tool for the first time it can happen that some **antivirus** will block the executable for safety reasons. Please refers to chapter 4 - Dealing with Antivirus to solve this issue.

# 2 - Re-Installing on top of 2.0.9 and previous IMET versions

- 1. Backup existing encoded IMET forms. Export all IMET files stored in your local offline tool as json to have a backup of all data
- 2. Close properly the IMET Offline Tool. Please check that you don't have any IMET instance running. If you are not sure restart your computer to ensure no IMET instances are running.
- 3. Uninstall the older version of the IMET Offline Tool by deleting/removing the folder from the location where it was installed.
- 4. **Remove all remaining folders of IMET Offline Tool**. If you receive an error that prevent the folder to be removed, restart your PC and try to delete the folder/s again.
- 5. Run the new IMET tool installer (as described in the previous chapter). Please check that you have the rights to run executables from this folder or change it to a different folder where you have the right permissions. Once the installation is finished the program should start automatically. If not, see the *Known issues* section.
- 6. **Re-import all your IMET data**. From the main interface of the IMET Offline Tool click on import and import all your previously saved json files to recover all your data. Latest version of the tool allows also the import and export of multiple json file at once; drag and drop all your json files to import them all.

# 3 - Update your IMET Offline Tool with the interface

IMET 2.2 Offline Tool has an automated self-update check in its main interface that allows updating the tool and the database once you have an internet connection available.

If you don't have the inte	ernet connect	tion, you sho	ould see th	ne followi	ng message:
📢 IMET Offline Tool Manager				- 0	×
n IMET Off	fline Tool Ma	inager			
Open the	e IMET Offli default br		your	Open	
Connect to	internet to	get latest v	version a	vailable	
Please upda	te regularly bot le to keep up to	IMET section <u>l</u> th the installe	<u>here</u> . r and the of st database	fline tool	
Version: 2.2	logs		© <u>BIOF</u>	<u>AMA</u> 202	21

Once connected to internet the program will check automatically for updates, if available you will see a message displaying the newer version available.





Click on "Update" button and wait until the process is finished.

Once the updating is finished you will be redirected to the main interface and you should see the newer version available at the bottom left of the page: Version 2.2



# 4 – Dealing with Antivirus

While running the IMET Offline Tool for the first time it can happen that some **antivirus** will block the executable for safety reasons. To continue running the application you need to <u>remove the executable file from the antivirus</u> <u>quarantine and add an exception to run the application</u>. See the instructions below.

#### **EXAMPLE 1: Microsoft built-in Defender Antivirus**

If the following window or popup appear while running the application, it means Windows Defender is preventing you to start the tool as it recognizes a possible security issue.





Please follow the procedure below to allow Windows to run the tool.

From the Windows start menu, select "Windows Security"



#### Select Virus and threat protection



#### Windows Security - 🗆 × $\leftarrow$ $\bigcirc$ Virus & threat protection $\equiv$ Protection for your device against threats. Windows Community videos යි Home Learn more about Virus & threat protection Virus & threat protection 😉 Current threats Can Letter th threads No current threads Last scan: 3/31/2021 10:04 AM (quick scan) 0 threats found. Scan lasted 46 seconds 36991 files scanned. Account protection Have a question? Get help (ip) Firewall & network protection App & browser control Who's protecting me? Device security Quick scan Manage providers Solution Device performance & health Scan options 戌 Family options Allowed threats Help improve Windows Security Give us feedback Protection history Change your privacy settings ⁰ø Virus & threat protection settings View and change privacy settings for your Windows 10 device. Settings No action needed.

#### Click on Protection history

#### $\leftarrow$ S Protection history $\equiv$ View the latest protection actions and recommendations from Windows Security. Have a question? ல் Home Get help All recent items Filters $\checkmark$ Virus & threat protection Help improve Windows Security Account protection Threat quarantined 3/31/2021 10:51 AM Give us feedback Severe (ip) Firewall & network protection App & browser control Change your privacy settings View and change privacy settings for your Windows 10 device. 묘 Device security ℅ Device performance & health Privacy settings Privacy dashboard 岛 Family options Privacy Statement Settings

Ensure that you opened the correct "threat" by looking at the **Affected items** list. The files in the list should contain the word *ImetOfflineTool*.

Open the Action menu at the bottom of box and select Restore in order to restore the files from the quarantine

Threat quarantined Severe $\land$ 3/31/2021 10:51 AM
Detected: Trojan:Win32/Zpevdo.B Status: Quarantined Quarantined files are in a restricted area where they can't harm your device. They will be removed automatically.
Date: 3/31/2021 10:52 AM Details: This program is dangerous and executes commands from an attacker.
Affected items: file: C:\ProgramData\Microsoft\Windows\Start Menu \Programs\IMETOfflineTool\IMETOfflineTool.Ink
file: C:\Users\andrea\Desktop\IMETOfflineTool.Ink
file: C:\Users\andrea\Documents\IMETOfflineTool \ImetOfflineTool.exe
startup: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\IMETOfflineTool\IMETOfflineTool.Ink
Learn more
Actions 🗸
Restore
Remove

#### Click on **Threat quarantined** (the most recent if more then one)

## Click again on Action and select Allow in order to add the IMET Tool to the Anti-virus white list.

Threat removed or restored 3/31/2021 10:51 AM	Severe	^		
Detected: Trojan:Win32/Zpevdo.B Status: Removed or restored This threat or app was removed from quara restored to the device.	ntine or			
Date: 3/31/2021 10:52 AM Details: This program is dangerous and exe commands from an attacker.	cutes			
Affected items: file: C:\ProgramData\Microsoft\Windows\ \Programs\IMETOfflineTool\IMETOfflineTo				
file: C:\Users\andrea\Desktop\IMETOffline	Tool.Ink			
file: C:\Users\andrea\Documents\IMETOff \ImetOfflineTool.exe				
startup: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\IMETOfflineTool\IMETOfflineTool.Ink				
Learn more				
	Actions 丶	/		
· · · · · · · · · · · · · · · · · · ·	Allow			

Once all the above steps are completed, you should be able to properly run the IMET tool.

#### **EXAMPLE 2: Avira Antivirus**

You will find below some screenshots showing how to remove IMET Offline Tool executable form quarantine with Avira Antivirus.



From the main interface of Avira navigate to Security > Quarantine

Search for *IMETOfflineTool.exe* file, check it and press **Restore**.

R Av	ira Free Security		🚨 Register 🛛 🛱 🏟	+ ? - □ ×		
ক্ষ	Security > Quarantine					
You have 12 items in quarantine     Don't worry, they are safely contained here						
	Threat name	Item name	File path	Date		
θ	Detected threat	IMETOfflineTool.Ink	C:\Users\Martenz\Desktop\IMET	3/2/2021		
	HEUR/APC 🚺	IMETOfflineTool.Ink	C:\ProgramData\Microsoft\Win	3/2/2021		
*	HEUR/APC 🕕	ImetOfflineTool.exe	C:\Users\Martenz\Documents\I	3/18/2021		
	Detected threat	IMETToolManager.In	C:\Users\Martenz\Desktop\IMET	3/2/2021		
	HEUR/APC (1)	ImetOfflineTool.exe	sers\Martenz\Documents\I	3/2/2021		
	HEUR/APC 🕕	ImetOfflineTool.exe	C:\Users\Martenz\Documents\I	3/9/2021		
	Detected threat	IMETToolManager.Ink	C:\Users\Martenz\Desktop\IMET	1/26/2021		
۵		Delete ^	Back			

Some old versions of Avira might also require you adding the file to the list of exceptions to be remembered in order to ignore the quarantine next time you run the application.

# 5 – Known issues

Here below a list of known issues you might encounter while installing or running the application. Please if you don't see your problem here, please go to the Error Log section to export important information to solve the problem. Then, please send it to the IMET support team (JRC-IMET-TECHNICAL-SUPPORT@ec.europa.eu). This will help us in better keeping track of this and in better supporting you in the future.

## Permissions

If the software runs but you can't see the main interface and you see only "php error log", most likely the folder where the software was installed does not have the rights to run executables.

Solution:

Uninstall the program and install it in a folder where you have the necessary permissions.

eg: /Documents /User/UserName ...

# 7 - Error Logs

IMET Offline Tool latest releases have a dedicated page to export any error detected by the software and to store them into dedicated files. If you encounter some problems or unexpected behaviors running the application, you can navigate to the Log page, export the error logs files and then send them to us. This can be useful to our development team in order to fix and improve the tool.





Click on each button to export and save to your PC the error log file and then send it to us with an - as much detailed as possible - description of the encountered error/s.

