

# 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:**

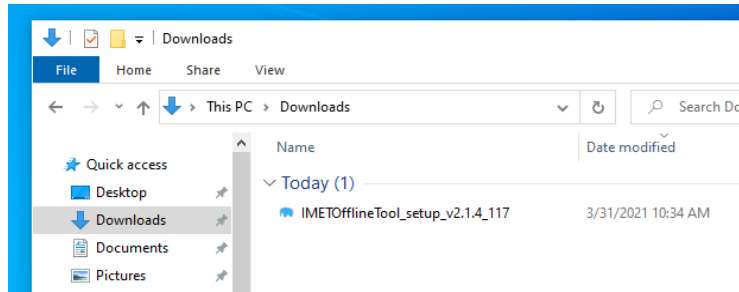
[JRC-IMET-TECHNICAL-SUPPORT@ec.europa.eu](mailto:JRC-IMET-TECHNICAL-SUPPORT@ec.europa.eu)

## 1 – Installing for the first time

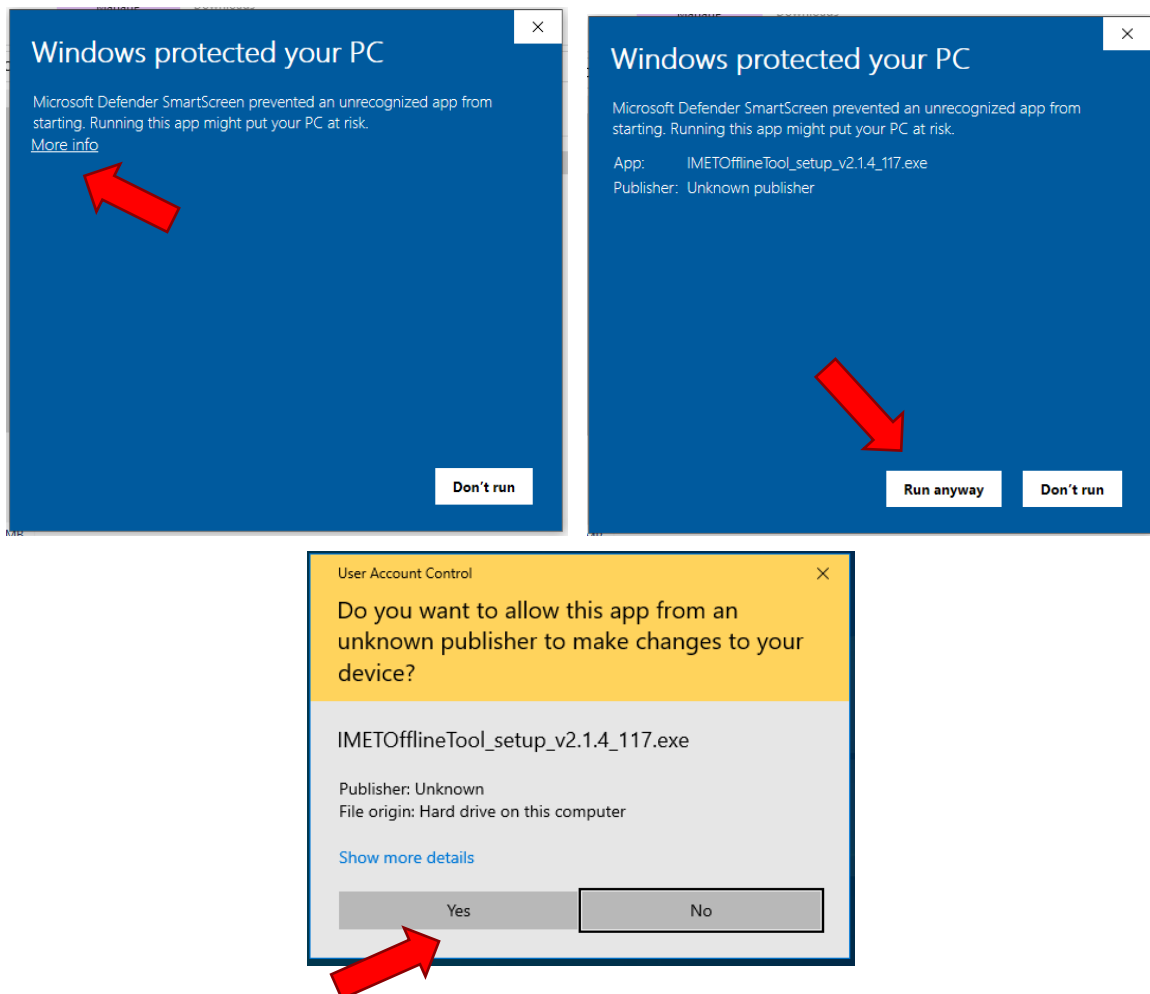
### **WARNING:**

Install multiple versions of the IMET Offline Tool is possible but highly discouraged. If you want to have multiple versions, please consider that it is 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.



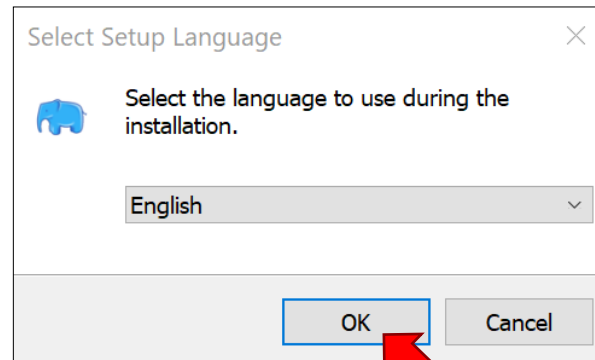
2. Follow the step procedure here below and leave default:

**Important Note:**

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

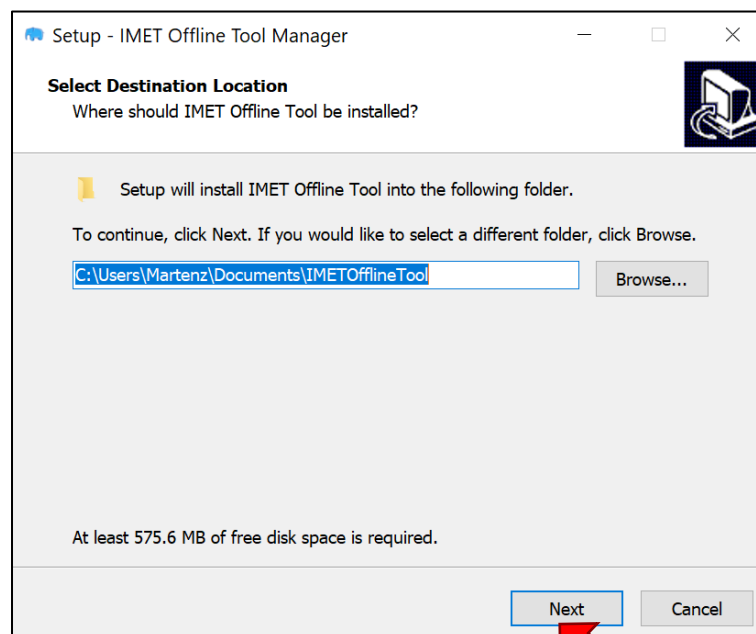
- a) If the folder has R/W permissions
- b) If you have the rights to run executable files from this folder

Select your preferred language for the installation

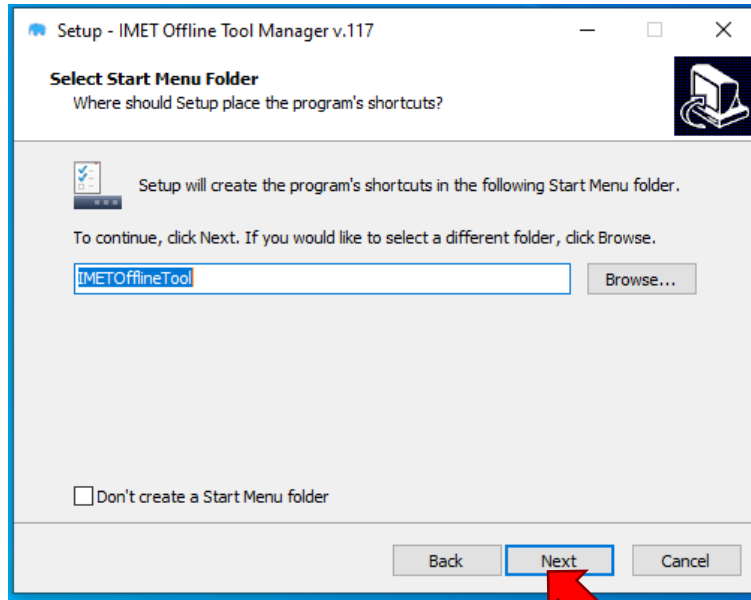


Select the installation folder. By default, it will be installed in *C:/Users/<user>/Documents/IMETOfflineTool*.

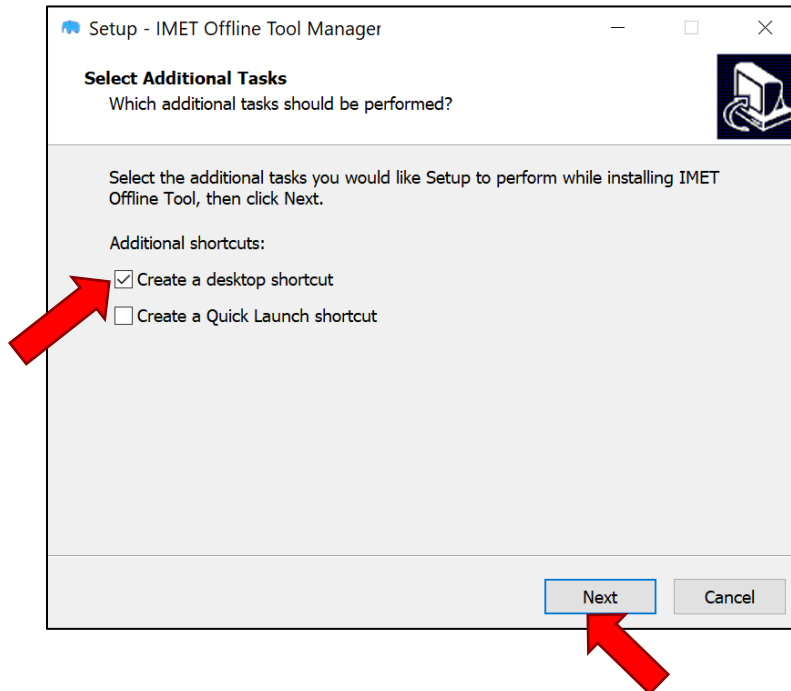
We recommend leaving the default folder. Please change it only if you don't have permissions to run applications from that location.



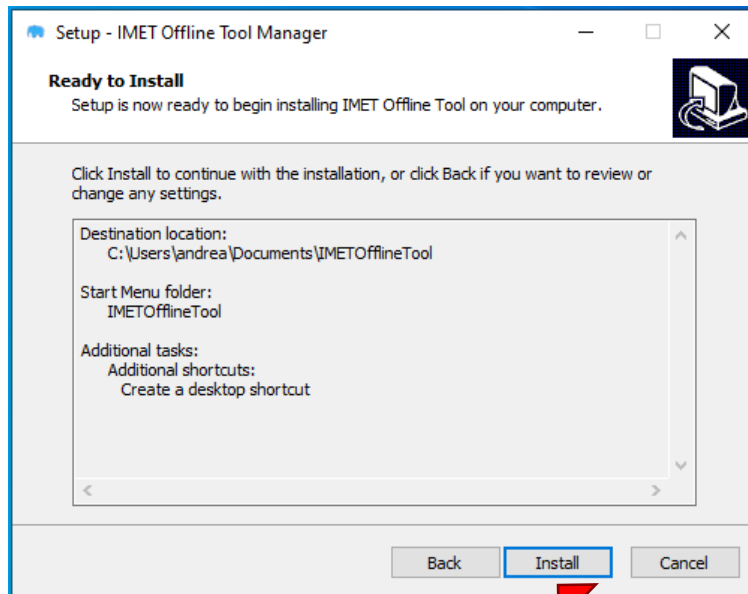
Set the “Start Menu Folder” location or, flag the checkbox if you don’t want to add the shortcut to the menu



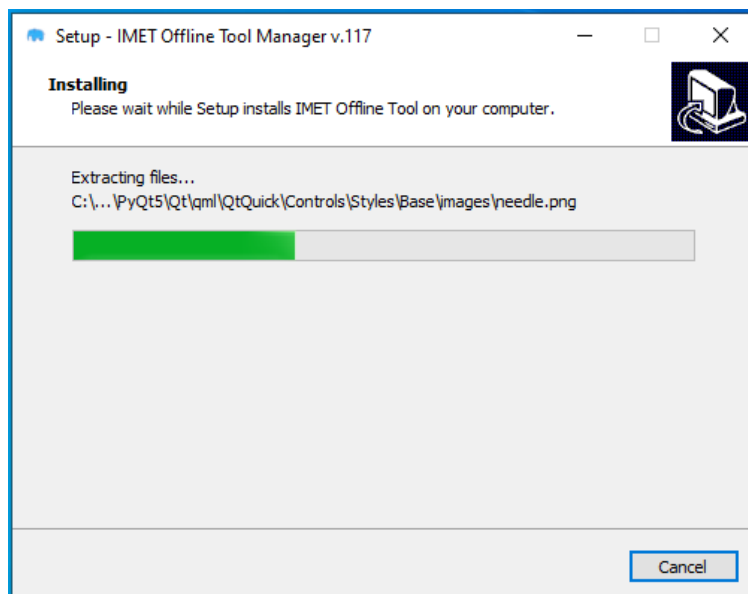
Then, optionally, add a desktop and/or a quick launch shortcut to the application



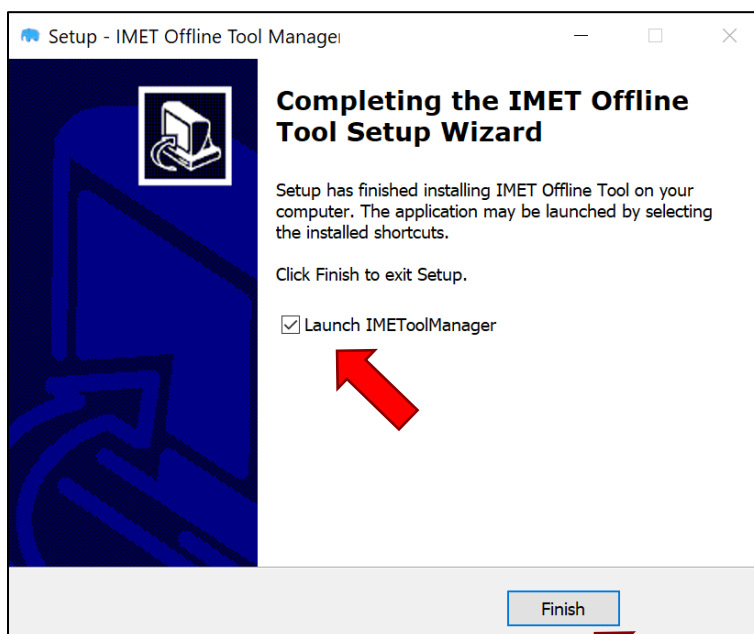
Confirm your options and proceed to Install



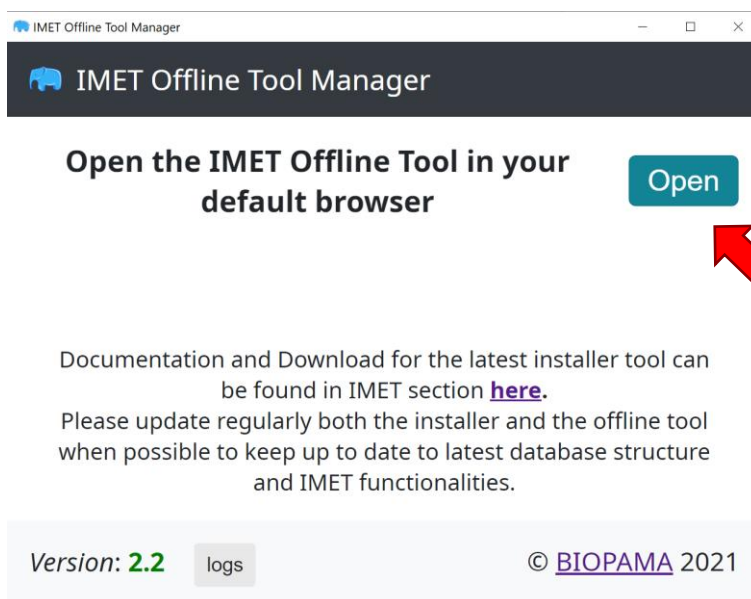
Wait until the installation process is completed.



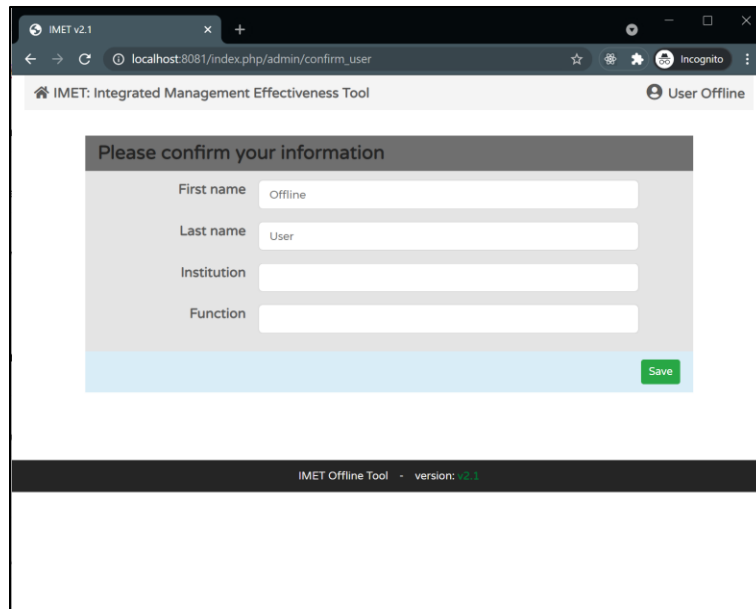
Press “**Finish**” to complete the installation. If the “**Launch IMETToolManager**” checkbox is flagged, the application will start automatically once the installation process is completed.



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.



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



The screenshot shows a web browser window with the address bar displaying 'localhost:8081/index.php/admin/confirm\_user'. The page title is 'IMET: Integrated Management Effectiveness Tool'. A status bar at the top right indicates 'User Offline'. The main content area features a form titled 'Please confirm your information' with the following fields:

- First name: Offline
- Last name: User
- Institution: (empty)
- Function: (empty)

A green 'Save' button is located at the bottom right of the form. The footer of the page reads '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 refer to chapter [4 – Dealing with Antivirus](#) to solve this issue.

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

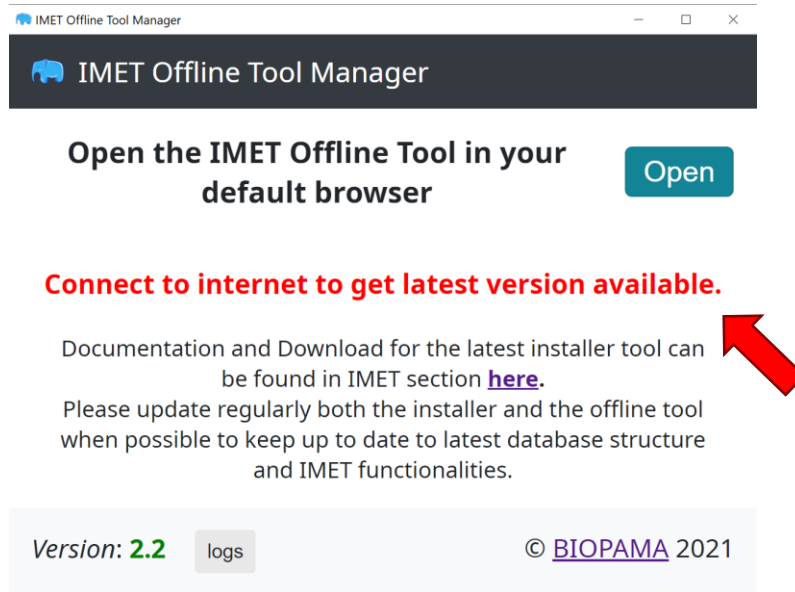
1. **Backup existing encoded IMET forms.** Export all IMET files stored in your local offline tool as json to have a backup of all data
2. **Close properly the IMET Offline Tool.** Please check that you don't have any IMET instance running. If you are not sure restart your computer to ensure no IMET 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.



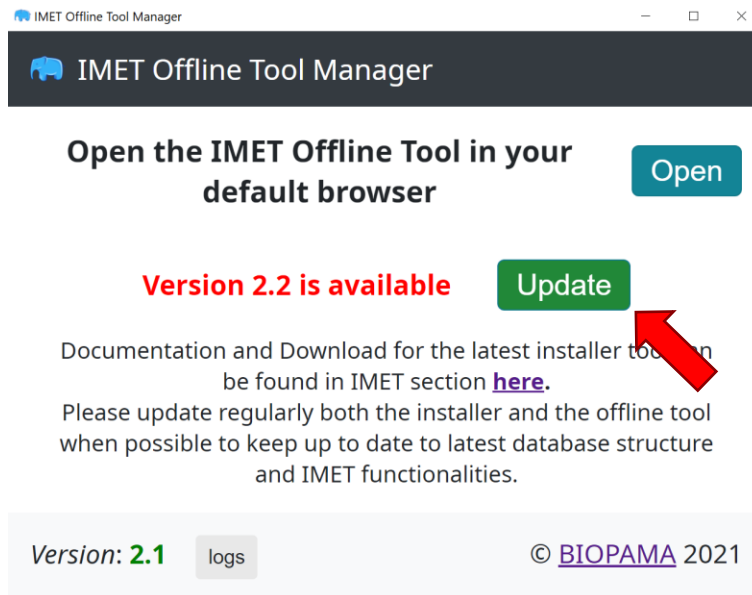
### 3 - Update your IMET Offline Tool with the interface

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.

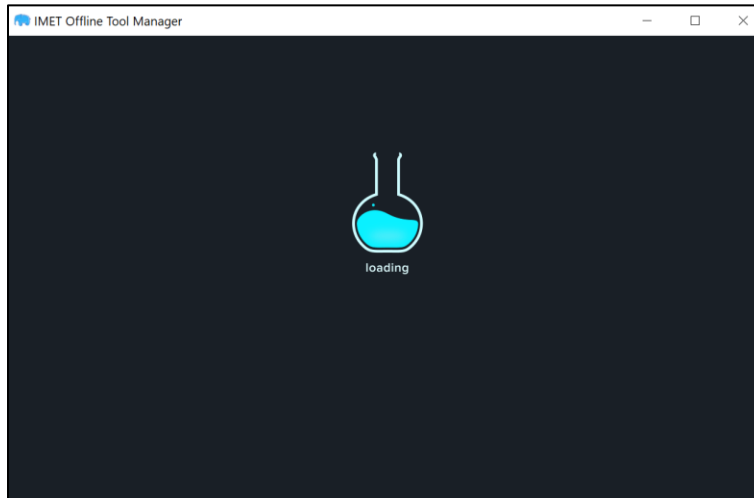
If you don't have the internet connection, you should see the following message:



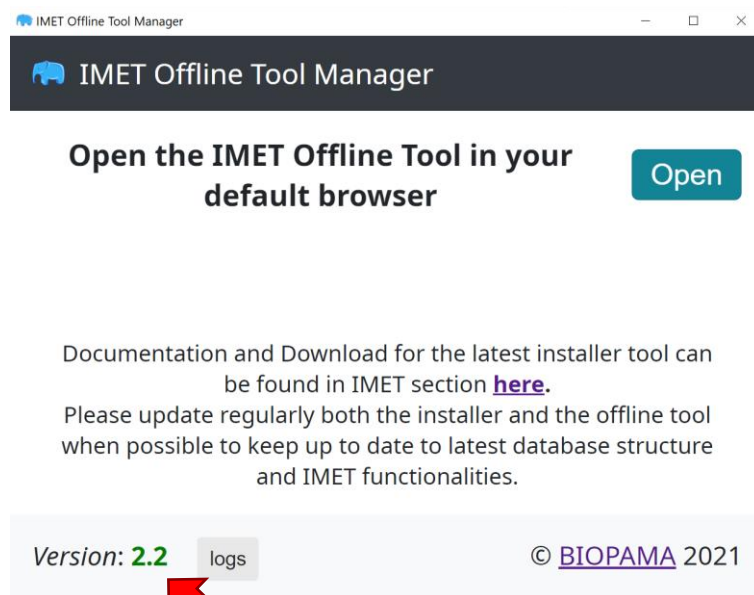
Once connected to internet the program will check automatically for updates, if available you will see a message displaying the newer version available.



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



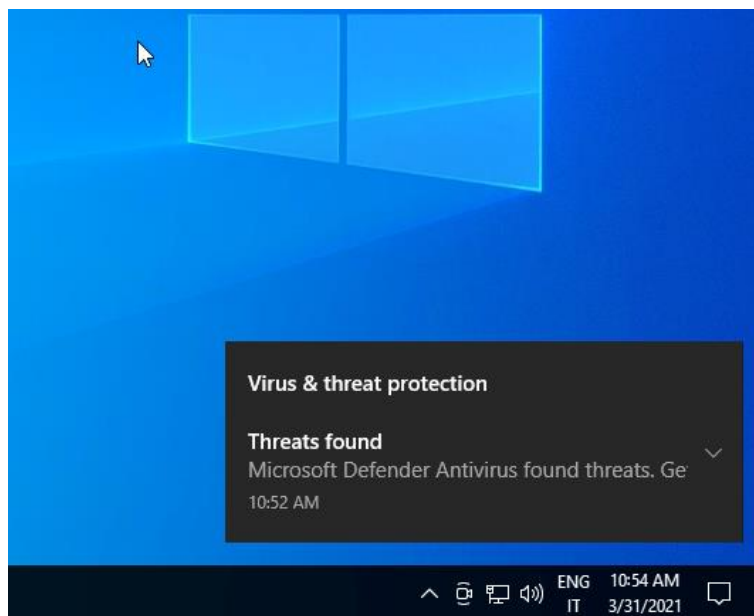
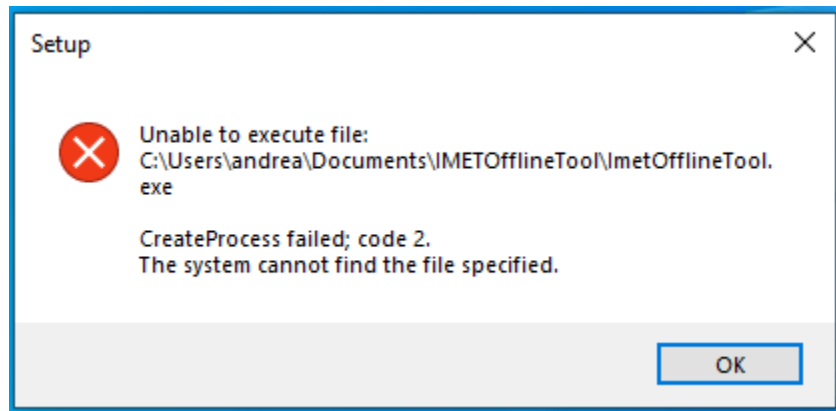
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## 4 – Dealing with Antivirus

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 remove the executable file from the antivirus quarantine and add an exception to run the application. See the instructions below.

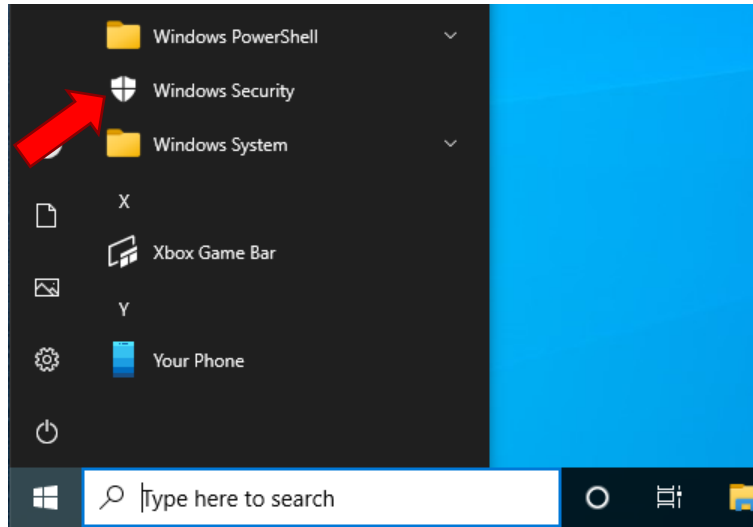
### **EXAMPLE 1: Microsoft built-in Defender Antivirus**

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.

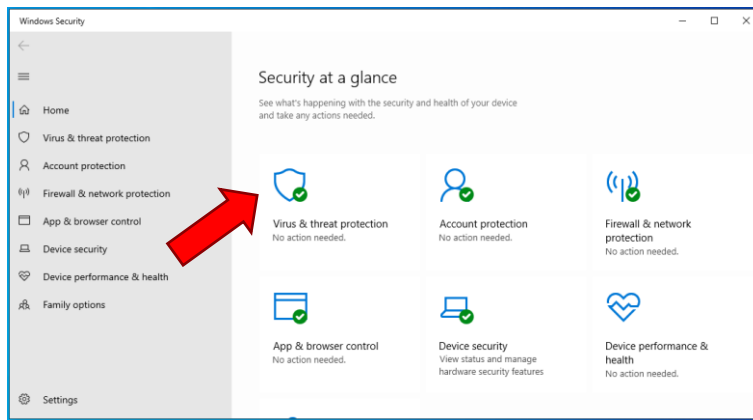


Please follow the procedure below to allow Windows to run the tool.

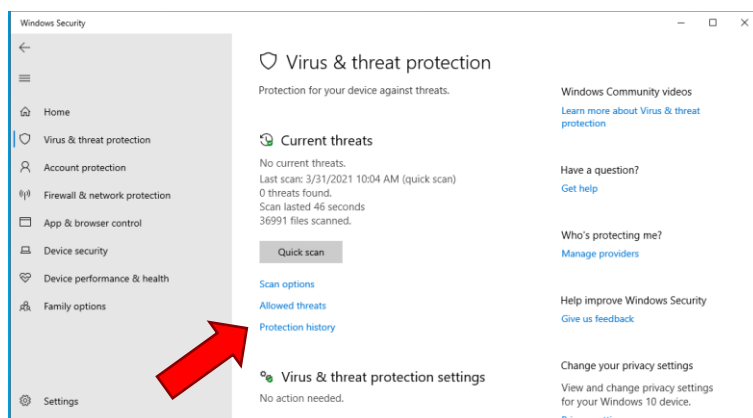
From the Windows start menu, select “**Windows Security**”



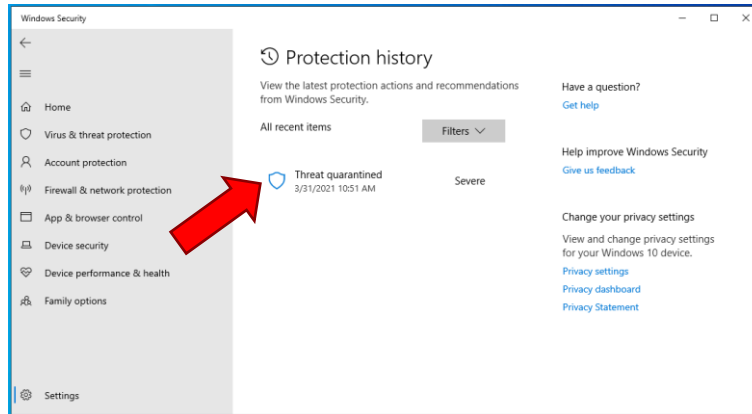
Select **Virus and threat protection**



Click on **Protection history**

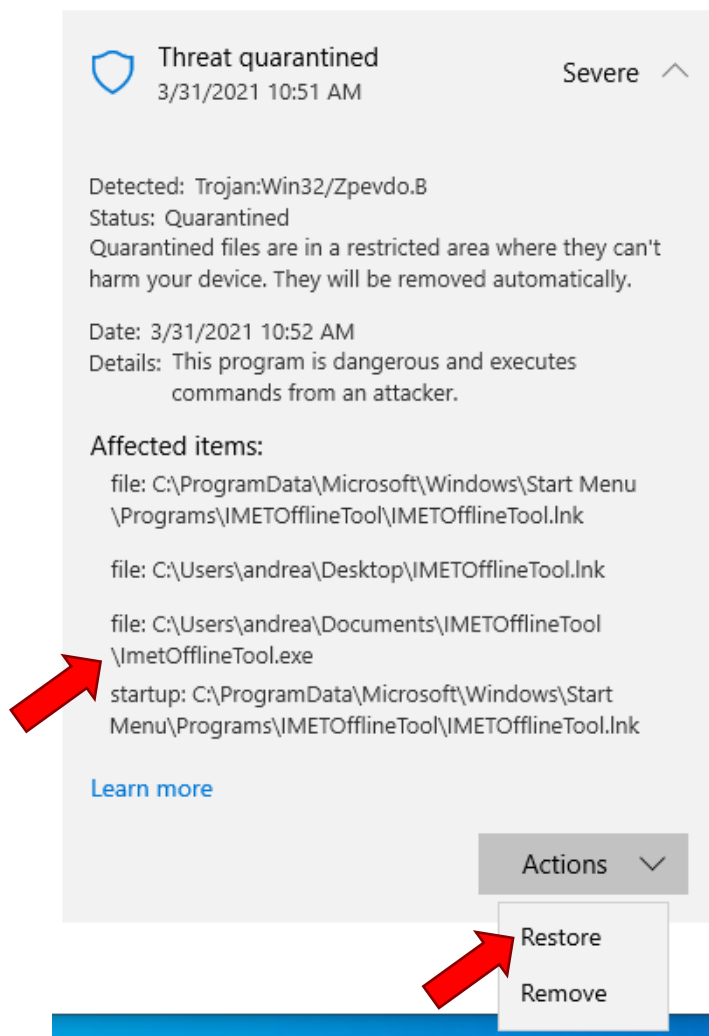


Click on **Threat quarantined** (the most recent if more than one)

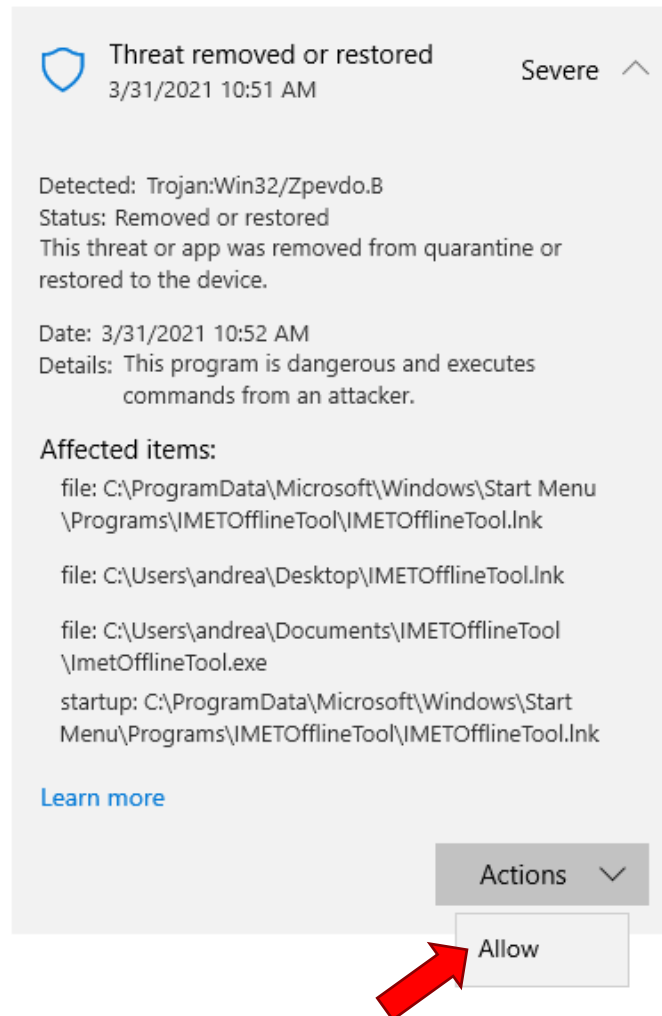


Ensure that you opened the correct “threat” by looking at the **Affected items** list. The files in the list should contain the word *ImetOfflineTool*.

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



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

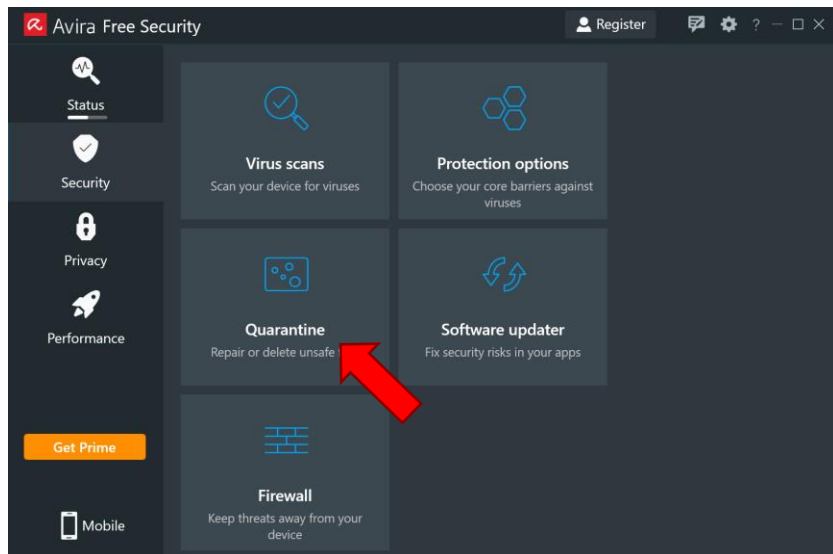


Once all the above steps are completed, you should be able to properly run the IMET tool.

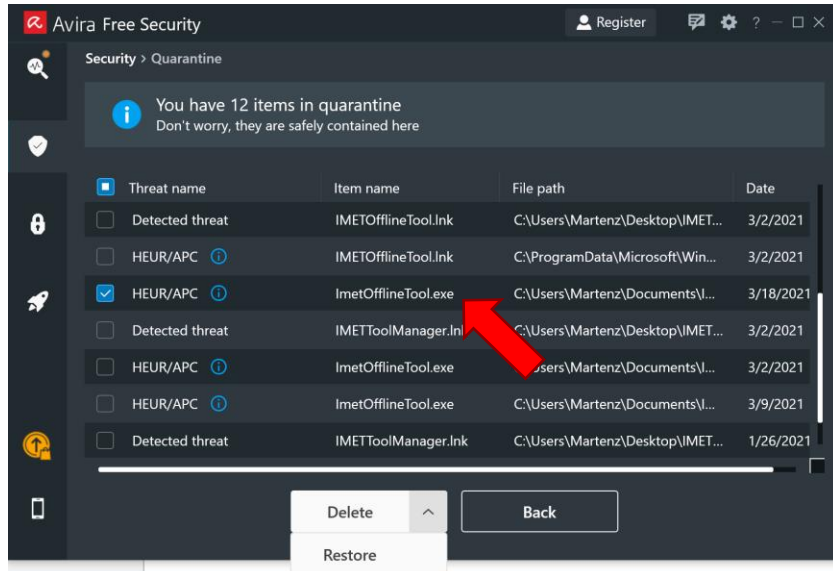
## EXAMPLE 2: Avira Antivirus

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**.



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.

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## 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](mailto: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.

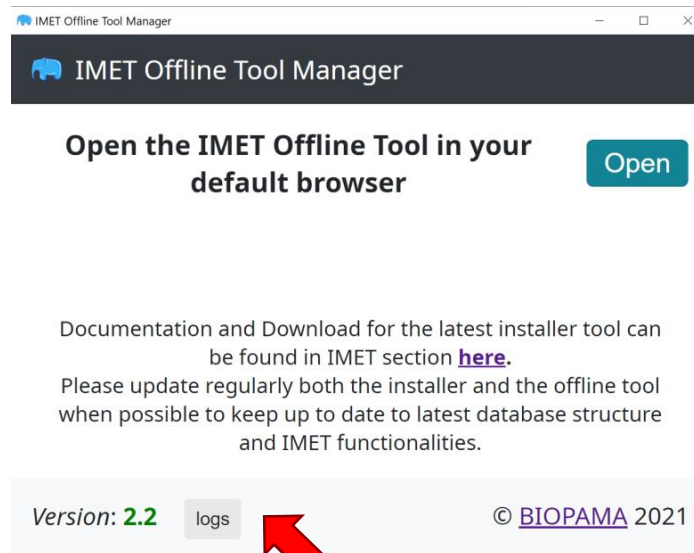
eg: /Documents /User/UserName ...



## 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.

From the main interface through the **Log** button in the footer.



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.

