



## EUROPEAN COMMISSION

DIRECTORATE-GENERAL HUMANITARIAN AID AND CIVIL PROTECTION - ECHO

ECHO.C - Resources, Partnerships and Operational Support  
**C/2 - Budget, External Audit, Informatics**

Dear eSingleForm users,

We are glad to announce that the **offline eSingleForm version 3.6.2** has been released and is available on the website [http://forge.osor.eu/frs/?group\\_id=216](http://forge.osor.eu/frs/?group_id=216)

During the last two months some partners indicated some issues in the offline eSingleForm application due to some bugs, different operating systems and settings, different versions of internet browsers. The development team has concentrated its efforts on the resolution of these issues by providing this new version.

Due to the diversity in systems and browsers some issues still persist for certain configurations, in some cases you may need to contact an IT specialist for adjusting the configuration of your equipment; the **Annex (next page) contains a list of Known Errors, Problematic Features and Limitations.**

In order to ameliorate the eSingleForm (offline and online) we encourage you to continue sending your ideas for improvements and feedback to the support team. [ECHO-IS-SUPPORT@ec.europa.eu](mailto:ECHO-IS-SUPPORT@ec.europa.eu)

For the latest news on the eSingleForm, Single Form and FPA rules and guidelines or if you are interested in following a free training by Distance Learning please visit the DG ECHO Partners Helpdesk on <http://www.dgecho-partners-helpdesk.eu/>

In case you need any further support:

[ECHO-FPA-PARTNERS@ec.europa.eu](mailto:ECHO-FPA-PARTNERS@ec.europa.eu) for operational questions.

[ECHO-IS-SUPPORT@ec.europa.eu](mailto:ECHO-IS-SUPPORT@ec.europa.eu) for technical questions.

With Kind Regards,

DG ECHO development and support team

## **ANNEX - Known Errors, Problematic Features and Limitations:**

<b>Issue</b>	<b>Description</b>
<b>General</b>	To work <b>offline</b> , <b>FireFox is recommended</b> , it works faster and is more stable. Internet Explorer may also be used and is supported. Other browsers, Chrome, Safari, Opera are not supported.
	<b>The PDF file is not created the first time;</b> Check if the popups are blocked in your browser <ul style="list-style-type: none"> <li>• Allow pop-ups for this website in the error bar</li> <li>• Add localhost to your trusted websites</li> </ul>
	<b>To add a result</b> , go to the logframe (click on the arrow next to chapter 4) and in the logframe click on the + sign to add a result. In the tree view the 'Result Detail' will become available.
	When leaving a text field, before clicking on a radio button or check box, first click next to the input field (a green saving bar is shown).
<b>FireFox in Mac</b>	Do not start a text field with the symbols > or < (e.g. in indicator targets). No PDF file will be created. To avoid this first put a text character or number.
<b>Internet Explorer (PC)</b>	(Note: in Firefox the following problem does not occur). To <b>avoid being thrown out</b> of the system and each time receiving the warning message 'The application detected an error. You will be redirected to the login screen'; <ul style="list-style-type: none"> <li>• After pasting text, first click next to the input field (a green saving bar is shown). Only then go back to the document you are pasting from.</li> <li>• When adding a result, indicator, activity or mean and costs. After clicking on the 'add tab' button, wait until the green saving bar is gone, only then continue.</li> <li>• When leaving a text field, before clicking on 'add tab', first click next to the input field (a green saving bar is shown).</li> </ul>
<b>Windows all</b>	When the offline eSingleForm <b>does not start</b> ; Make sure that the offline eSingleForm is installed on a local hard drive (and not a shared drive or network drive)
	When the offline eSingleForm <b>does not start</b> ; Check if the port 8080 is not yet taken by another application (browser add-on or plugin)
<b>Windows 7</b> <b>Windows Vista</b>	When the offline eSingleForm returns an error message under Windows 7; If the message ' <b>Could not find the main class</b> ' is shown, you, or your IT specialist, need to check if the installed Java version is the version '64 bit for Windows 7'. In case you see Java 32 bit for windows 7, please uninstall the 32 bit version and install the 64 bit version.  This is freely available on <a href="http://www.java.com">http://www.java.com</a>