

# How to re-set mSupply client

Over time, the mSupply client may not function as expected. There are a variety of reason for this. Bad network connection to the server may have corrupted critical files during transfer. Unstable hardware may have shutdown un-gracefully or crashed damaging files. There may have been a virus issue.

Below is an image of one of many symptoms that the user may notice.

From:

<https://docs.msupply.org.nz/> - **mSupply documentation wiki**

Permanent link:

[https://docs.msupply.org.nz/faq:how\\_to\\_re-set\\_msupply\\_client?rev=1543396051](https://docs.msupply.org.nz/faq:how_to_re-set_msupply_client?rev=1543396051)

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