## 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.



## The Fix

mSupply client generates and stores it's configuration in files and folders which can be deleted. Theses files are safe to delete as they will be re-created by the mSupply client when used.

So let's assume that one of the files have been corrupted and that we need to delete them.

On windows : Navigate to c:\Users\**SomeUser**\AppData\Local, Then delete the "mSupply" folder. Please note that the "AppData" folder may be hidden, so enable your file explorer to view the hidden folder. Last update: 2018/11/28 faq:how\_to\_re-set\_msupply\_client https://docs.msupply.org.nz/faq:how\_to\_re-set\_msupply\_client?rev=1543396525

Copy Paste shortcut	y Delete Rename New Zary access -	Lat 2	Select all Select none Invest selection Select		
🐑 🕘 = 🕆 🕌 > This PC > Local Disk	(C) > Users > sussal > AppData > Local >			V & Search Local	p
Forounites Decktop Downloads Pecert places  This PC	Name Diagnostics Downloaded Installations ElevatedDiagnostics GitCredentialManager GitHubDesktop	Dan 1a/11/2018 14 20/11/2018 14 23/11/2018 14 26/10/2018 12 19/11/2018 14:56	gate to this location		
This PC Desktop Documents Documents Documents	iii Google iii GRS iiii GRS_master	18/05/2018 17:03 26/09/2018 12:54 06/07/2018 17:07	File folder File folder File folder		
Music Determinant Determinant Determinant Determinant Determinant	HP IsolatedStorage Microsoft Microsoft	22/08/2018 18:37 23/10/2018 16:47 29/10/2018 19:07 29/10/2018 19:13	File folder File folder File folder File folder		
Eccal Disk (C)	Microsoft Corporation	29/10/2018 18:32	File folder		
🗣 Network	mSupply mSupply375 mSupply400 Packages Programs SourceTree SubirreTemp SubirreTen3 Telerik Telerik VinualStore	13/08/2018 18:18 14:212 15:11 23/08/2018 11:08 23/10/2018 15:08 23/11/2018 11:33 23/11/2018 11:33 18/09/2018 15:16 23/10/2018 15:16 23/10/2018 15:20 23/11/2018 15:20 23/118 15:20 23	File folder File folder File folder File folder File folder File folder File folder File folder File folder File folder		
9 items 1 item selected	S IconCache	27/11/2018 18:25	Data Base File	57 KB	

