24.01. How to re-set the 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.



Corrupted client configuration files

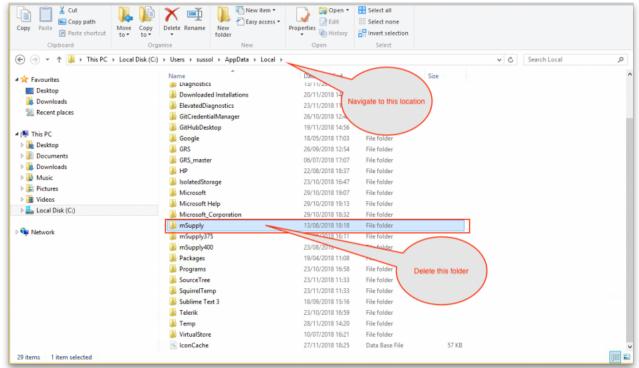
mSupply client generates and stores it's configuration in files and folders. Theses files are safe to delete as they will be re-created by the mSupply client when it is started.

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

Procedure:

1. Make sure the mSupply Client is not running. If it is running, quit out of it.

- 2. On windows: Navigate to c:\Users\SomeUser\AppData\Local, Then delete the "mSupply" folder. Note: SomeUser will be the Windows account name. In the example here, the Windows account name is Sussol.
- 3. Please note that the "AppData" folder may be hidden, so enable your file explorer to view the hidden folder.



- 4. Navigate to the "Roaming" section in: c:\Users\SomeUser\AppData\Roaming and delete the following folders:
 - 4D
 - mSupply Share Cut 1 X W- Copy path Sele Move Copy Delete Rename Paste shortcut A History (€) → ↑ 🖟 → This PC → Local Disk (C:) → Users → sussol → AppData → Roaming → Desktop ∰ 4D Downloads M 4D Serve Adobe 19/04/2018 11:08 Recent places File folde Alithor 20/11/2018 15:12 t

 ■ This PC Cognito 23/08/2018 11:16 File folder **Desktop** GitHub Desktop 26/11/2018 18:30 File folder Document Downloads GRS maste 06/07/2018 16:38 File folder Music Identities 04/05/2018 15:45 File folder Pictures ■ Videos Microsoft 29/10/2018 19-13 Local Disk (C:) mSupply MSupply375 MSupply400 23/08/2018 19:02 MSupply401 21/09/2018 17:09 File folde Point of Sale 30/07/2018 19:18 File folder 22/08/2018 19:00 📗 pos pos_5 31/10/2018 18:44 File folder postgresal 02/11/2018 16:34 File folder rest_API_demo rest_API_demo_v16R4 23/10/2018 12:19 File folde rest API demo v17 23/10/2018 12:25 File folder Sublime Text 3 18/09/2018 15:16 23/05/2018 10:49 1 item selected

5. Finally Restart the mSupply Client.

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