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.

- 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.

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	🁪 Telerik	23/10/2018 16:59	File folder			
	🕌 Temp	28/11/2018 14:20	File folder			
	VirtualStore	10/07/2018 16:21	File folder			
	IconCache	27/11/2018 18:25	Data Base File	57 KB		

- 4. Navigate to the "Roaming" section in : c:\Users**SomeUser**\AppData\Roaming and delete the following folders :
 - 4D
 - mSupply

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	mSupply401	21/09/2018 17:09	File folder	
	Point of Sale	30/07/2018 19:18	File folder	
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	鷆 pos_5	31/10/2018 18:44	File folder	
	🎍 postgresql	02/11/2018 16:34	File folder	
	rest_API_demo	23/10/2018 11:53	File folder	
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	rest_API_demo_v17	23/10/2018 12:25	File folder	
	🎍 Sublime Text 3	18/09/2018 15:16	File folder	
	SumatraPDF	23/05/2018 10:49	File folder	
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5. Finally Restart the mSupply Client.

Previous: 24. Frequently Asked Questions | | Next: 24.02. Instructions for installing remote support software

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