24.03. mSupply client / server installation part 3

These steps need to be carried out after completing the steps described in: 20.01 mSupply client/server installation part 1 20.02 mSupply client/server installation part 2

Installing mSupply Server software

If you are upgrading from a previous version...

If you are upgrading from a previous version of mSupply, first perform a data backup:

- With mSupply server open as an application click on **File> Backup...**. This will generate a backup file of your current data with file extension .4bk.
- Copy this file to at least one safe place, e.g. USB drive, a cloud service such as Dropbox.
- Continue only when the .4bk file has completed transfer to the remote location.

Moving from pre v3.50?

There was a major upgrade of mSupply's internal structure in v3.50. If you are upgrading from a pre v3.50 installation of mSupply, Sustainable Solutions will need to convert your data so that it can be read by mSupply versions after v3.50. This conversion process is provided free of charge.

Obtain and run the mSupply Server installer

The client/server version of mSupply has two installers:

A

- One installer, with the word Server in the title, is used to install the **mSupply Server** software on a single server computer.
- The other installer, with the word Client in the title, is used to install the **mSupply Client** software on as many computers as you wish *including on the server computer*. You will be limited in how many clients can *connect* at any one time by the server licence you



have purchased.

You must be logged on as Administrator to install mSupply Server with the correct permissions. Please consult your IT support staff if you require assistance to achieve this.

Once you have obtained the mSupply Server installer file, double click it to install. Here is what the mSupply server installation window should look like:

🖥 mSupply Server Setup 🛛 🗙 🗙
Installation Folder Where would you like mSupply Server to be installed?
The software will be installed in the folder listed below. To select a different location, either type in a new path, or click Change to browse for an existing folder.
Install mSupply Server to:
C:\Program Files\mSupply\mSupply Server Change
Space required: 641.1 MB
Space available on selected drive: 880.66 GB
< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel

- You may be asked by the OS whether 'you want to allow this app to make changes to your device?'. Click **Yes**
- At the mSupply Server Setup Welcome screen, click Next
- To proceed with the installation, you will need to click on the 'I agree to the terms of this license agreement' radio button and click **Next**
- Unless you have good reason to do otherwise, *don't* change the installation folder, and click Next
- Unless you have good reason to do otherwise, don't change the Shortcut folder, and click Next
- At the Ready to Install window, click Next
- After some time (minutes!) you will be shown the **Installation Successful** window. Click **Finish**

What is installed where:

We strongly recommend you do not change the default installation directories, which are as follows:

- mSupply Server: C:\Program files\mSupply\mSupply Server
- mSupply Client (see Installing mSupply Client below): C:\mSupply Client

mSupply Server installer also installs the following files and folders:

🌀 💭 🛛 📕 🕨 Computer 🕨 Local Dis	k (C:) ▶ Program Files ▶ mSupply ▶ mSupply Server ▶ reports ▶	 ✓ ⁴y Search rep 	orts 🔎
File Edit View Tools Help			
Organize 👻 Include in library 👻	Share with 👻 New folder	8≡ ▼	1 0
> 🏭 MSBuild	^ Name	Date modified	Type
4 🌽 mSupply	🍺 .svn	21/05/2013 11:38	File folder
Market Marke	.DS_Store	09/05/2013 18:09	DS_STORE
	Active_remote_sync_site.pproreP	21/01/2013 13:09	PPROREP I
Components	backorder_summary.4QR	19/03/2013 17:12	4D Quick F
Native Components	backorder_summary_groupby_name.4qr	21/01/2013 13:09	4D Quick F
Plugins	bed_occupancy_rate.4qr	21/01/2013 13:09	4D Quick F
Image: Second	bet_bonus_by_cust_tot.4QR	21/01/2013 13:09	4D Quick F
Resources	bet_bonus_by_customer.4QR	21/01/2013 13:09	4D Quick F
Server Database	bet_discount.4QR	21/01/2013 13:09	4D Quick F
Upgrade4DClient	bet_donation.4QR	21/01/2013 13:09	4D Quick F
Ncell Connect	name.4QR	21/01/2013 13:09	4D Quick F

Starting the Server for the first time

There is no point in carrying out the following steps unless:

• You are ready to create a new mSupply data file, or you have one to load.

Run mSupply Server

We need to run mSupply Server as an application until all configuration is completed. Don't run as a Service now as some configuration functionality is not enabled when run as Service.

Sometime it has been useful to allow the *mSupply.exe* to run as Administrator by default. This gives the application the right to modify data in folders that may have been unknowingly restricted by operating system.

View the *mSupply.exe* file inside the mSupply installation folder. View properties then Compatibility tab and set the file to always *Run this program as an administrator*. View the image below for better

guidance.

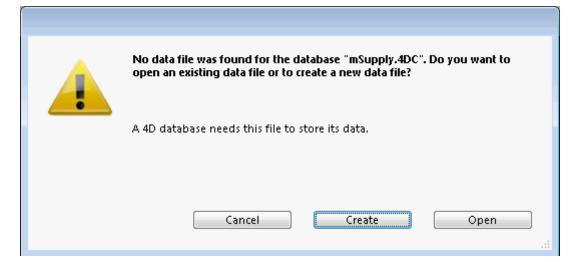
Name	Date modified Type	Size
Components	12/05/2020 19:03 File folder	
Licenses	12/05/2020 19:05 File folder	
Native Components	1 mSupply.exe Properties	×
Plugins	Re mouphy.exe Properties	~
reports	General Compatibility Security Details Previous Versions	
Resources	If this program isn't working correctly on this version of Window	8.
Server Database	try running the compatibility troubleshooter.	· · · · · · · · · · · · · · · · · · ·
Upgrade4DClient	Run compatibility troubleshooter	
te mSupply.exe	How do I choose compatibility settings manually?	19,650 KB
4D Compiler.dll	Compatibility mode	548 KB
4Dlibzip.dll	Run this program in compatibility mode for:	112 KB
4DMsg.dll	Windows 8	7 KB
4DSLI.dll	WINDOWS 0	24 KB
4Dzlib.dll	Settings	80 KB
codeeditor.dll	Reduced color mode	397 KB
BB4D.dll	8-bit (256) color	6,111 KB
Graphics.dll		2,185 KB
GUI.dll	Run in 640 x 480 screen resolution	2,219 KB
httpserver.dll	Disable display scaling on high DPI settings	505 KB
icu.dll	Run this program as an administrator	3,850 KB
Kernel.dll		2,084 KB
KernellPC.dll		352 KB
languagesyntax.dll	Channel and the state of the state	1,258 KB
LDAPComponent.dll	Change settings for all users	437 KB
libeay32.dll		1,624 KB
libhunspell.dll	OK Cancel Ap	ply 446 KB

We need to run the mSupply Server software as Administrator.

Find the mSupply Server executable (C:\Program files\mSupply\mSupply Server\mSupply.exe), right-click on it and select **Run as administrator**

	Open
	Open file location
9	Run as administrator
	Troubleshoot compatibility
	Pin to Start
٢	Upload to MEGA (1 file)
	Edit with Notepad++
	Scan with F-PROT Antivirus
	Pin to Taskbar
	Send to +
	Cut
	Сору
	Create shortcut
	Delete
	Rename
	Properties

You will then be presented with the following dialogue box:



Click **Create** to create a new data file or **Open** to choose an existing data file. The below image shows an existing data file.

Select a 4D Data File	data[0010] → data_file → 🗸 🎸 Search data_file	×
Organize New folder	8== -	
 Image: Image: Ima	Documents library data_file Arrange by:	Folder 🔻
 Axios server 110321 axios_data 	Name 🔑 temporary files	
 ▶ ▲ Axios_foundation ▶ ▲ Kiribati 	📑 server_data.4dd	
 Kiribati latest data nms SOL 		
 MS_mSupply_data[0078] nms_v12_data nrh datafile 		
 Infrastance Infrasta		
⊿ 🌡 data_file		
kemporary files ▶]} Preferences ←	۲ III	×.
File name:	✓ 4D Data File (*.4dd;*.c	
	Open	Cancel
issues with permission	n 1803 and following, there can be ns to access folders located in s such as under My Documents.	

Therefore, it is now highly recommended to save your data file in the folder: C:\ServerName_mSupply_data replacing ServerName with the mSupply server (site) name,

eg.C:\Hagen_AMS_mSupply_data.

F.

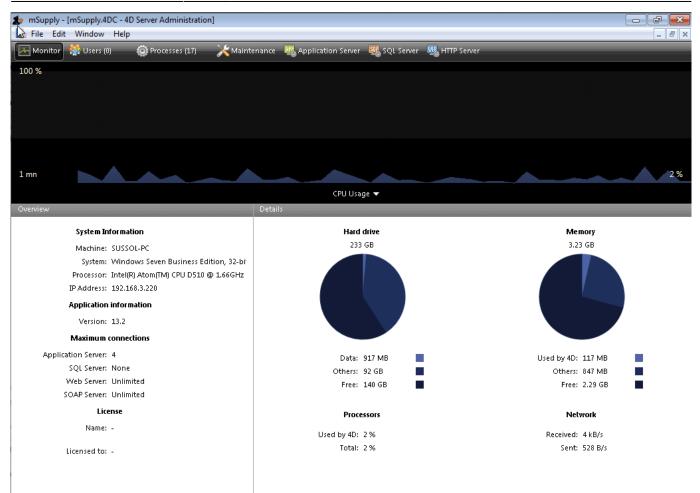
You may get a question from the Windows Firewall requesting permission for mSupply to communicate through the Firewall.

💣 Windows Secu	urity Alert		\times				
💮 Windo	ws Firewall	has blocked some features of this app					
Windows Firewall h	as blocked some	features of 4D Server on all public and private networks.					
4	Name:	4D Server					
3.ª	Publisher:	4D					
	Path:	C:\program files (x86)\msupply\msupply server \msupply.exe					
Allow 4D Server to	communicate on	these networks:					
🗹 Private netw	orks, such as my	/ home or work network					
Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)							
What are the risks	of allowing an ap	p through a firewall?					
		Allow access Cancel					

Allow mSupply to communicate on both private and public networks.

If the above steps have succeeded, you should see the **4D Server Administration** window:

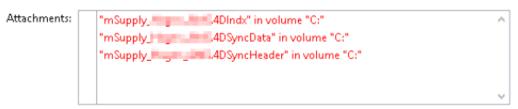
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Configure backups

- Select Maintenance and then, under the 'band' titled Last backup select Preferences.
 - Scheduler: Set Automatic Backup: to Every day, at 20:00 or later, as long as it is a time when work is likely to be finished. It will have to be set earlier, say 16:00 if the server is switched off of an evening.
 - Configuration:
 - Content:
 - tick Data File
 - untick Structure File
 - untick User Structure File
 - Delete all 'Attachments' except the .4DIndx file:

User Structure File



- If this server uses the Dashboard, then add the dashboard configuration files (normally C:\Progran Files\mSupply Dashboard\data\grafana.db and C:\Program Files\mSupply Dashboard\conf\custom.ini) to the backup - see figure below
- Add the 4D Index (.4DIndx) and journal (journal) files to the backup. They should be in the same folder as the database. see figure below

Content	🗹 Data File	
	Structure File	
	User Structure File	
	Attachments: grafana.db" in volume '' "custom.ini" in volume ' / data.4DIn	'C:"
		×
	Delete	Add folder Add file

- Backup File Destination Folder
 - If on physical hardware, this should be a separate physical disk (e.g.
 D:\mSupply_backups)
 - D:\mSupply_backups).
 - If on a virtual machine, it is meaningless to have a separate physical disk, and it should be C:\Users\Administrator\Documents\mSupply backups.
- Log Management: Set .journal to the same parent folder as the backups.
 - If on physical hardware, this should be a separate physical disk (e.g. D:\mSupply_journal).
 - If on a virtual machine, it is meaningless to have a separate physical disk, and it should be C:\Users\Administrator\Documents\mSupply journal.*

If a location of the log file is already specified, and you want to change it, you need to untick the "Use Log" tick-box and then when you re-tick it you will be prompted for a new location.

Backup & Restore

• General settings

- tick Keep only last 15 backup files.
- tick Backup only if the data file has been modified
- Delete oldest backup file after backup
- If backup fails: select Retry after 30 Seconds
- tick Cancel the operation after 5 attempts.
- Archive
 - Segment Size (Mb): None
 - Compression Rate: Compact
 - Interlacing Rate: None
 - Redundancy Rate: None

• Automatic Restore

- tick Restore last backup if database is damaged
- tick Integrate last log if database is incomplete
- Click OK

You will see the following dialogue box:

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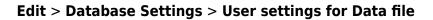
Warning					
			12.7	1.12	
	714	d i	T I	ΠĒ	IЧ

The		
want		

e log file will be activated after the next backup of the data file. Do you int to start the backup automatically?

• Click **OK** to create the first backup.

Configure cache



Edit Window Help									
Undo	Ctrl+7	erver Administration						- • •	
Cut	Ctrl+X	s in	\ C	SOL	Jure				
Сору	Ctrl+C	1	×	-0	WEB			_	
Paste	Ctrl+V	s (0) Processes (27) Ma	intenance Application Se	erver SQL Server	HTTP Server	Real Time Monitor			
Clear									
Select All	Ctrl+A								
Show Clipboard									
Preferences	Ctrl+,								
Database Settings	; >	Structure Settings							
1 m	n	User Settings						1 %	
		User Settings for Data file		CPU Usage	,				
Ove	rview		Detail						
	Syster	m Information		На	rd drive		Memory		
	Machi	ine: PNG01			50 GB		24 GB		
	Syst	em: Windows 10 Server or greate	r, 64-Dit						
		em: Windows 10 Server or greate sor: Intel Core Processor (Broadw							
	Process								
	Proces: IP Addre	sor: Intel Core Processor (Broadw							
	Process IP Addre Applica l	sor: Intel Core Processor (Broadw ess: Any							
	Process IP Addre Applica Versi	sor: Intel Core Processor (Broadw ess: Any tion information)	
	Process IP Addre Applica Versi Volume Shadow Co	sor: Intel Core Processor (Broadw ess: Any tion information on: 17 build 17.228509 64-bit		Data	A GB				
	Process IP Addre Applica Versi Volume Shadow Co Maxim	sor: Intel Core Processor (Broadw ess: Any tion information on: 17 build 17.228509 64-bit py:: Up and running		Data: Others:	8 GB 2 GB		Used by 4D: 173 MB Others: 2.4 GB		
ŀ	Process IP Addre Applica t Versi Volume Shadow Co Maxim App. Sen	sor: Intel Core Processor (Broadw ess: Any tion information on: 17 build 17.228509 64-bit upy: Up and running um connections				=	Used by 4D: 173 MB	_	
	Process IP Addro Applical Vorsi Volume Shadow Co Maximi App. Sen SQL Sen Web Sen	sor: Intel Core Processor (Broadw ess: Any tion information on: 17 build 17.228509 64-bit upy: Up and running um connections ver: 15 (0 Used) ver: None ver: Unlimited		Others:	2 GB		Used by 4D: 173 MB Others: 2.4 GB		
	Process IP Addro Applical Vorsi Volume Shadow Co Maximi App. Sen SQL Sen Web Sen	sor: Intel Core Processor (Broadwess: Any tion information on: 17 build 17.228509 64-bit upy: Up and running um connections ver: 15 (0 Used) ver: None		Others: Free:	2 GB		Used by 4D: 173 MB Others: 2.4 GB		

Select **Database** and then set up the cache memory.

- Tick Calculation of adaptive cache
- Memory to be reserved for other applications and for the system: = 512 MB (default?)
- Percentage of the available memory used for cache = 100%. According to the 4D v16.5 Database/Memory page, 'Percentage of the available memory used for the cache = 100% since there is only one 4D Server application.' If other applications running on the server need additional RAM, it should be added to the figure above.
- Minimum size = 1,000 MB (default?)
- Maximum size = can be set to any number, including greater than available RAM. If this number is greater than the available RAM, 4D will adapt the size of the cache according to the actual

- available RAM.
- Flush Data Buffers every: 10 Minutes

🏂 m	nSupply											
File	mSupply - User S	ettings for Da	ta file									
Mor	Interface Databa	ase Backup	Client-server	WEB Web	SQL SQL	PHP						
100 %	Memory											
		Cache Setting	5									
			Calculation of :	adaptive c	ache							
			Me	mory to b	e reserve	d for othe	r applications	and for the system:	512	MB		
1 mn					Perce	ntage of a	available men	nory used for cache:	100	%		
								Minimum Size:	1000	MB		
Overv								Maximum Size:	16000	MB		
								Physical Memory:	16383 ME	3		
								Current Cache:	2500 MB			
								Cache on Restart:	15871 ME)		
								Flush Cache every:	2	Minutes	•	•

- Click OK
- Exit 4D Server Administration window.
- Check that the settings.4DSettings file has been created in the <DataFolder>/Preferences folder

Setting the server software to run as a service

If you haven't already done so, configure Interactive Services Detection.

The server should now be set to start automatically when the machine is turned on. This can be accomplished by setting the server to run as a service. **Choose File > Register Current Database as Service**.

If the **Register Current Database as Service** option is greyed out, you are probably not running the mSupply
Server as Administrator. You need to quit the server and run as Administrator.

約 m	Supply	
File	Edit Window Help	
45	New	•
	Open	Ctrl+O
	Open Recent	•
	Close Database	Ctrl+Shift+Alt+W
	Close Window	Ctrl+W
	Close All Windows	Ctrl+Alt+W
	Register Current Database as Service Unregister Current Database Unregister all Server Services	
	Flush Data Buffers Backup Restore	Ctrl+Shift+Alt+S
	Quit	Ctrl+Q

Once you have registered the Current Database as Service, Quit the 4D by clicking the close box on the top right (or choose *File > Quit* from the menus). You will then be shown a disconnect window something like this:

4D Server	
	 Disconnect from Server in: 10 min. Wait for all clients to disconnect. (Ignore sleeping clients) Message:
	Oisconnect all clients and quit. Cancel OK

Type 0 into the box, and click OK. The server will quit.

Pin Services to the taskbar

It is important to be able to quickly observe the status of the 4D / mSupply Service. Therefore, we pin **Services** to the taskbar:

- Click Windows icon
- Type Services
- Right-click the Services Desktop App
- Select Pin to taskbar

Configure mSupply Service settings

Click on **Services** in the task bar. You will be shown a window like this.

🗽 Services					_ 🗆 ×
Action View) 🛍 📧 🖆 🗟	😫] 🕨		·	
Tree	Name 🛆	Description	Status	Startup Type	Log On As 📃 🔺
Services (Local)	4D Server: mSupply			Manual	LocalSystem
ays	🍓 Alerter	Notifies sel		Manual	LocalSystem
	🍓 Application Manage	Provides s		Manual	LocalSystem
	🦓 ClipBook	Supports C		Manual	LocalSystem
	🍓 COM+ Event System	Provides a	Started	Manual	LocalSystem
	Somputer Browser	Maintains a	Started	Automatic	LocalSystem
	Solution Client	Manages n	Started	Automatic	LocalSystem
	🖏 Distributed Link Tra	Sends notif	Started	Automatic	LocalSystem
	🖓 Distributed Transac	Coordinate	Started	Manual	LocalSystem
	🆓 DNS Client	Resolves a	Started	Automatic	LocalSystem
	🖏 Event Log	Logs event	Started	Automatic	LocalSystem
	🖏 Fax Service	Helps you		Manual	LocalSystem
	🖏 Indexing Service			Manual	LocalSystem
	🖏 Internet Connectio	Provides n		Manual	LocalSystem
	🖏 IPSEC Policy Agent	Manages I	Started	Automatic	LocalSystem
	🍓 Logical Disk Manager	Logical Disk	Started	Automatic	LocalSystem
	🖓 Logical Disk Manage	Administrat		Manual	LocalSystem
	Messenger	Sends and	Started	Automatic	LocalSystem
	🆓 Net Logon	Supports p		Manual	LocalSystem
	NetMeeting Remote	Allows aut		Manual	LocalSystem
	Network Connections	Manages o	Started	Manual	LocalSystem 🔄

Double-click on **4DServer: mSupply** - fortunately it is usually the first item in the list!

You will be shown the **4DServer: mSupply service properties** window. Change the *Startup type* in the drop-down list to *automatic (Delayed start)*.

4D S	erver: mSuppl	y Properties (Lo	cal Compute	er)		×
Ger	neral Log On	Recovery Dep	pendencies			
Se	ervice name:	4DS msupply				
Di	isplay name:	4D Server: mSu	pply			
D	escription:				\$	
	ath to executable :\Program Files (e: (x86)\mSupply\m	Supply Server	mSupply.exe	-s "C:\Progra	\$
St	artup type:	Automatic (Del Automatic (Del Automatic Manual			~	
Se	ervice status:	Disabled Running				J
	Start	Stop	Paus	e	Resume	
	ou can specify th om here.	he start paramete	rs that apply w	hen you start i	the service	
SI	tart parameters:]
			ОК	Cancel	Apply	
	configured to below. Howe 2012+ and	on the Log to Log on as ever, since r Windows 10 to Log on as	Local Syst nSupply 3. 1803+ th	e <mark>m accou</mark> 85+ on W e service l	<mark>nt</mark> , imme ′indows S has had t	diately erver o be

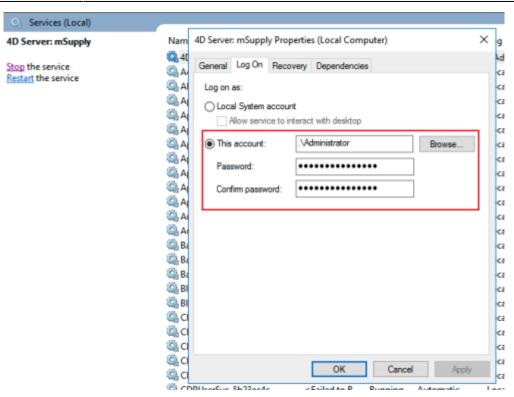
Log on as Local System account

ID Server: mSupply Prop	erties (Local Computer)	<u>? ×</u>
General Log On Recov	ery Dependencies	
Log on as:		
 Local System account Allow service to in 		
C This account:		Browse
Password:		-
Confirm password:		-
	e this service for the hardware p	
Hardware Profile		Service
Profile 1		Enabled
	Enable	Disable
	OK Cano	cel Apply

- Make sure "Log on as" is set to "local system account" (or LSA for short)
- Make sure "Allow service to interact with desktop" is checked.
- Click **OK** to return to the list of services.
- Close the Services window

Log on as administrator account

With mSupply 3.85+ on Windows Server 2012+ and Windows 10 1803+ the service has had to be assigned to "Log On" to an administrator account for mSupply service to start:

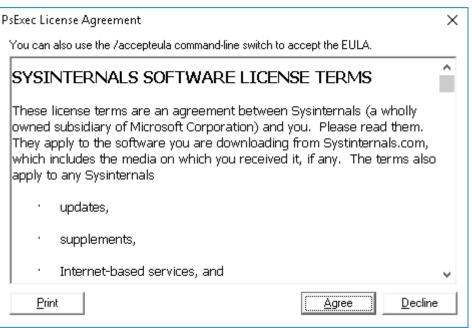


Help the mSupply Server Service find the data file

If you have configured the mSupply service to Log on as an administrator account, the following settings are likely not required.

Depending on the Windows version, the Local System Account may not have permissions to access the mSupply data file if it is not in the default location (in the Admin user's Documents folder). To fix this, the following steps are required:

- 1. Download PSTools to the server
- 2. Extract to C:\PSTools
- 3. Run the Command Prompt As Administrator
- 4. At the prompt, type cd C:\PSTools <Enter>
- 5. Type psexec -i -s cmd.exe <Enter>
- 6. The PsExec License Agreement dialogue box may open. Click Agree



- 7. A new **Command Prompt** window should open. In this new window, type whoami <Enter> You should see the following: nt authority\system If you don't, something has gone wrong and you need to close all **Command Prompt** windows and start again.
- 8. Type cd c:\Program Files\mSupply\mSupply Server <Enter>
- Type mSupply.exe <Enter> The mSupply Server will open, prompting for the data file location:

No data file was found for the database "mSupply.4DC". Do you want to open an existing data file or to create a new data file?								
A 4D database needs this file to store its data.								
Cancel Create Open								

10. Click **OK**. The **Select a 4D Data File** window will come up, immediately followed by the **Location is not available** error message:

Select a 4D Data File				×		
→ · ↑ - «	mSupply Server > Server Database >	✓ ひ Search Ser	/er Database	Q		
organise 👻 New f	older		i== ▼ □□	?		
📌 Quick access	Name	Date modified	Туре			
This PC	Logs	25/06/2019 12:	1 File folder			
	Preferences	10/04/2019 21:	9 File folder			
	Resources	04/07/2019 12:	1 File folder			
	web_dummy	Location is not available	(stom 22) confin\	temprofile) De	elten is unsusible	If the location is on
	/	C:\WINDOWS\s PC, make sure t the location is o	nat the device or dri n a network, make s	ve is connecte sure that you'r	esktop is unavailable ed or the disc is inser re connected to the r ght have been move	ted, then try again. network or Internet,
	/	C:\WINDOWS\s PC, make sure t the location is o	nat the device or dri n a network, make s	ve is connecte sure that you'r	ed or the disc is inser re connected to the r	ted, then try again. network or Internet, d or deleted.
	/	C:\WINDOWS\s PC, make sure t the location is o	nat the device or dri n a network, make s	ve is connecte sure that you'r	ed or the disc is inser re connected to the r	ted, then try again. network or Internet,

- 11. Click **OK** on the error message window, and then select the correct datafile. The **mSupply.4DC 4D** Server Administration window should open.
- 12. <Ctrl>-Q to exit mSupply Server. Enter 0 for the time delay.
- 13. Close both Command Prompt windows

From now on the 4D server *should* start automatically when the machine is turned on. There is no need to log-on to the machine.

Manually starting the mSupply Server Service

• To manually start the mSupply Server Service, double-click the "Services" shortcut you made on the desktop, highlight the 4D server service, and click the triangular "start" button (looks like a "Play" button on a media player)

> If clicking the Start Service button results in the **Error 1: Incorrect Function**, a registry edit (regedit) is necessary. Please only do this if you are confident and familiar with editing the registry. mSupply Support can help with this. Edit registry value:



Hive: HKEY_LOCAL_MACHINE
Path:
SYSTEM\CurrentControlSet\Control\Windows
DWORD: NoInteractiveServices

Change value 1 to 0

Once finished editing the registry, close regedit and return to the list of services and start the ISD service. It should now



Test

Check that mSupply server is running correctly in Session 0:

- 1. If you don't see mSupply server on Session 0 Get back to Services and check 4D server properties:
 - LogOn should be set as "Local System account"
 - Enabled option "Allow service to interact with Desktop"
- 2. Check if any Error window is showing up and need a OK confirmation to continue.
- 3. Check if the datafile needs to be selected because it has changed folder.

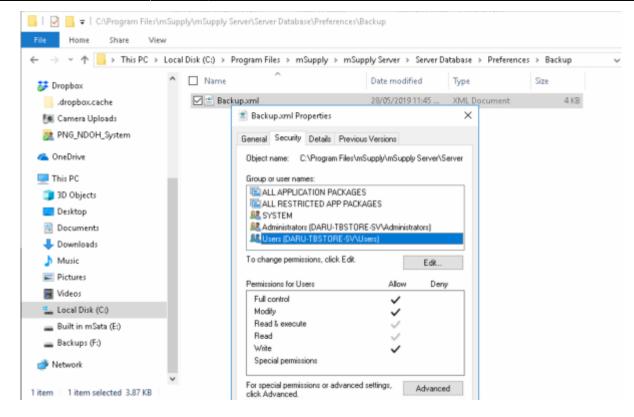
Since 4D v17

Since v17 of 4D (the database engine underlying mSupply), when running mSupply as a Service, logging on as the Local System Account (**LSA**, as described below), mSupply **MAY** no longer have sufficient permissions to access the folder: C:\Program Files\mSupply\mSupply Server\Server Database\Preferences\Backup

If this is the case, it will result in the following error (which can only be seen in Session0):

intime	Error						
4	Error when executing the method "* On Backup Shutdown" at line numb 90 The document cannot be opened. Permissions error. Attempt to open locked file for writing. (File: C:\Program Files\mSupply \mSupply Server\Server Database\Preferences\Backup\Backup.XML)						
⊙ D	Details	Edit	Trace	Continue	Abort		
)etails ss 9 BackupProcess	Edit	Trace	Continue Save	Abort Copy		
		Edit	Trace				
Proces	ss 9 BackupProcess Description	Edit pt to open locked file for		Save	Сору		
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Proces No -54 5	ss 9 BackupProcess Description Permissions error. Attern Access denied C:\Progra	pt to open locked file for	writing. (File: C:\P	Save	Copy		
Proces No -54 5	ss 9 BackupProcess Description Permissions error. Attern Access denied C:\Progra	pt to open locked file for	writing. (File: C:\P	Save	Copy		
Proces No -54 5	ss 9 BackupProcess Description Permissions error. Attern Access denied C:\Progra	pt to open locked file for	writing. (File: C:\P	Save	Copy		

If this happens, it needs to be fixed. The Solution is to edit permission of **Users** to allow Full control/Modify/Write to the Backup.XML file as shown here:



Manually stopping the mSupply Server Service

• To manually stop the mSupply Server Service, first make sure clients are not connected, then double-click the "Services" shortcut you made on the desktop, highlight the 4D Server service, and click the square "stop" button (looks like a "Stop" button on a media player)

Manually starting the Service

Despite being configured so, the mSupply Service sometimes will not start when the server hardware starts. The service can be started through the Services:

Q	Servi	ices				_ 0 ×
File Action View Help						
4 D II D A II D						
Services (Local) Services (Local)						
4D Server: mSupply	Name 🔺	Description	Status	Startup Type	Log On As	~
	端 4D Server: mSupply			Automatic (D	Local Syste	
<u>Start</u> the service	鵒 ActiveX Installer (AxInstSV)	Provides Us		Manual	Local Syste	_
	鵒 Advanced Monitoring Agent		Running	Automatic	Local Syste	=
	🎑 Advanced Monitoring Agen	Add-on ser	Running	Automatic (D	Local Syste	
	🥋 App Readiness	Gets apps re		Manual	Local Syste	

Creating a new data file or choosing a different data file

From this point there should be no need to revisit any of the above procedures to operate mSupply. However, if you are testing, or starting a data file for a second organisation, you may wish either to change the data file mSupply is using or to create a new file.

The mSupply program (the files named "mSupply.4DC" and "mSupply.RSR") store the path to the last data file used, and the next time mSupply is started, the previous data file that was open is opened

again unless there is user intervention or the "old" data file has been moved to a new location.

To intervene, hold down the "alt" key as the 4D server starts up.

You will be shown the standard open/save window:

Open						? ×
Look in:	🔁 Data		•	(= 🖻	· 🎫 🕶	
History	WebFolder	data				
Desktop						
My Documents						
My Computer						
	File name:	my_precious_data		•] [Open
My Network P	Files of type:	Data File (*.4dd)		•] [Cancel
				[New	

To create a new data file, click the "New" button.

To select an existing data file, navigate to the file's location then click the "Open" button.

Installing mSupply Client

Needed: mSupply Client software of the same version (or relatively recent) as the mSupply Server.

 The mSupply server should run as a service on the server computer - see above. If any user needs to use mSupply on the server (not recommended, but possible, and sometimes necessary) then they should **not** be running the mSupply *Server* software. They should run the mSupply *Client* software, which should be made available to all user accounts.

OS date settings

Generally, mSupply will interact correctly with the local OS in terms of date format. However, as OS versions continue to evolve and handle dates differently, sometimes this does not work. We have found that very occasionally, if the OS date format is set to DD-MMM-YY (e.g. 20 APR 2020) then mSupply will not always handle the date well. It is recommended to set the system date to DD-MM-YY.

Obtain and run mSupply Client installer

You must be logged on as Administrator to install mSupply Client with the correct permissions. Please consult your IT support staff if you require assistance to achieve this.

• Once you have obtained the mSupply Client installer file, double click it to install.

The mSupply client will be installed in the folder C:\mSupply\mSupply client on your computer.

mSupply client installer also installs the following files and folders:

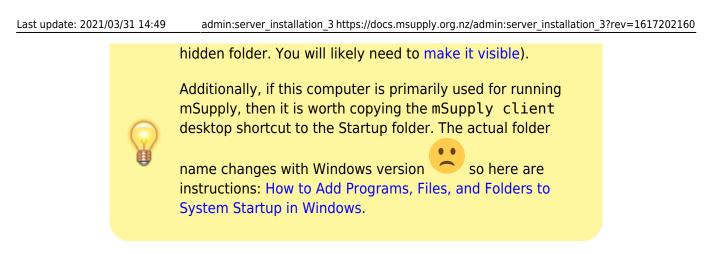
- A shortcut on the Desktop called mSupply client.
- A folder called "\4D\Network" in the Windows folder on the startup volume, which contains network component files that need to be present for 4D to communicate over a TCP (and other types of) network(s).
 - No reports are installed on 4D client. Each time 4D client connects to the Server, reports that have been added or modified on the server are automatically copied to the client.
 - Installers have been set up to overwrite existing files, so reinstalling the software will restore any potentially corrupted files to their original state. The installer will not overwrite your data files, unless you have been unwise enough to name your data file "example data"

and put it in the "example data" folder

For convenience, pin the mSupply client desktop shortcut to the taskbar.

If any other Windows users will use this computer to access mSupply, it is worth copying the mSupply client desktop shortcut to the C:\Users\Public\Desktop folder. This will place the shortcut on the desktop of each user. Each user will need to pin this shortcut from their desktop to the taskbar.

The C:\Users\Public\Desktop folder is normally a



Starting the mSupply Client

Once the installation is completed, double-click the "start mSupply Client" shortcut on your desktop. A window something like this should appear:

Connection to 4D Server	×
Welcome to 4D	
Recent Available Custom	
Servers	
mSupply BULLETTRAIN	1
Display this dialog at next startup	
	Cancel OK

The window lists available mSupply servers on your network (there should be only one!) Click on the server you wish to connect to.

- Once you have connected successfully, the mSupply Client 'remembers' which Server you last connected to and stores this in the **Recent** tab. Whenever you run the mSupply Client, it will automatically connect to that server.
 - If, mSupply Client cannot connect to the mSupply Server, this window will pop up showing the **Recent** tab. You can try choosing the server there.



 If, for some reason, network settings have been changed and you cannot connect from the **Recent** tab, remember to look at the **TCP/IP** tab as well.

Clicking the "OK" button will take you to the mSupply password entry window. For new data files, the password is user1 for the first user in the list. Click on the first user, then enter the password and click **OK**

mSupply Client software cannot see the mSupply Server?

Server is not visible?

- To make it easy for you to connect, mSupply Server publishes details about available servers on a specific port. It is quite possible that products such as "Zone Alarm" and "Norton Personal Firewall" will block access to this port and stop discovery of the servers. Contact your system administrator if the list of available servers is blank.
 - Of course, it may be possible that the mSupply Server service is not running. Check Services to establish that.
 - Lastly, the Windows firewall may be blocking the Server publishing it's presence see below.

Configuring Windows firewall on server

The Windows firewall may need to be adjusted to allow the Client to receive Server identification.

From the 4D tech email list:

- When you launch 4D client, it broadcasts a udp message on the subnet, requesting all 4D servers to identify themselves.
- The UDP message is sent from a random port to a destination port = 19813 (default)
- When responding, each 4D server replies with a UDP unicast message from its address to the client's address with source port = 19813 and destination port = whatever port the client had used to broadcast.
- So in order to let the client receive the answer back from the server, one has to punch a hole in the firewall for all UDP packets with a source port of 19813.

Manually configuring the mSupply client

Due to firewall or if you connect to mSupply server via a router, then you may need to enter in the IP address on the mSupply Client custom setting window.

Connection to 4D Server	×
Welcome to 4D	
Recent Available Custom	
Name and Address of a published 4D Server:	
Database Name: mSupply	
ex accounting	
Network Address: 192.168.3.250	
ex: accounting.company.com or: 192.121.122.123:8858	
or: [2001:0db8:85a3:0000:0000:8a2e:0370:7334]:19813	
Force the update of the local resources	
Display this dialog at next startup	
Cancel OK]
	it.

The data base name is always : **mSupply**

If mSupply server is serving via the default port (19813) then simply enter in the IP address.

mSupply Server configuration

Register mSupply

The procedure is described earlier in "Preferences" chapter of the mSupply manual. See The Register button

You will either have to phone or email the information to Sustainable Solutions to obtain a registration code.

The registration code is keyed to your Organisation name and the MAC address of the server. Changing either of these will require a new code, which we shall willingly provide. So, **take care when setting the Organisation Name!**

Configure mSupply preferences

Once registered, you may want to systematically to go through the mSupply Preferences and choose appropriate settings, and particularly setting up the **Secondary backups**! Start here: Preferences > General

Turn off web dashboard

If the web dashboard has been set up on the Primary Server, then the dashboard preferences will be copied to the Satellite site datafile. In most cases, the web dashboard is not being used on the Satellite site and it is an unnecessary interaction with the scheduler, so may as well be turned off:

Before v4.04:

- 1. File > Preferences... > Dashboard
- 2. Untick the 'We use the web dashboard'
- 3. Click **OK**

After v4.04, the dashboard is managed through the Admin page of the navigator:

- 1. Admin > Dashboard > Export Settings
- 2. Clear the Postgres Server entries
- 3. Click **OK**

🌆 Dashb	ooard			
_				
Dash	board Reports Dashboa	ard Tab Export Settings		
	Postgres Server	Clear these 🙎		
	Server	localhost		
	001101			
	Port	5432		
	User	postgres		
	Password	·····		
	Database Name	dashboard		Test connection
	Export Settings			
		Table	Export	
		abbreviation		
		account Admitted_from		
		aggregator		
		asset		
		asset_condition asset_location		
		asset_status		
		<		Export
		-		
				Cancel OK 3
				Cancer OK 3

Turn off servers

The Primary Server runs one or more 'Servers'. The preferences controlling these will be copied to the Satellite site datafile. In most cases, these servers are not being used on the Satellite site and it is an unnecessary interaction with the scheduler, so may as well be turned off:

• File > Preferences... > Server

Turn off any 'Servers'

Configure secondary backups

You should have already configured the primary backup. We recommend setting up a secondary backup which will send a backup off-site using a service such as Dropbox. The frequency of this depends largely on what bandwidth your site can afford. Each backup can easily get to GB sizes...:

• File > Preferences... > Backup 2

Configure secondary backups

Turn on Syncronisation

When you are finally ready to turn on synchronisation:

- File > Preferences... > Synchronise > Click to un-lock, enter code to edit.
 - Set the Sync time interval to 1
 - $\circ~$ Click OK

Your installation of mSupply may have customisations made specifically for your work scenario. Please contact our support staff on support@msupply.org.nz to manage these customisations.

Configure label printer

If you are dispensing, you will need to set up label printer preferences

Upgrading to a newer version of mSupply



User Access Control, a feature of Windows 7, requires that the undernoted steps are followed when you are upgrading mSupply

- 1. In Windows 7 click Start Menu> Control Panel> User Accounts
- 2. Click 'Change User Account Control Settings'
- 3. In the window that appears move the slider to the bottom and hit OK
- 4. You will be requested to restart the computer do so(!)
- 5. If you copied the files already (which wont work as the pseudo copy occurs) these copied files should now automatically work

Graceful shutdown in the event of a power failure

Your mSupply server should be attached to a UPS. The UPS should be fitted with a control cable (serial, USB or network cable) that allows control software to detect a low power situation and shut down the server.

In the UPS control software set the shutdown to start at least two minutes before the power will fail.

Set it to run a batch file at that point. The file should contain the single line "net stop Service name" where the service name is the name displayed in the properties when you double-click the service name in the services window. In the example below the service name is "4DS mSupply.4DC" (not to be confused with the display name)

Service name:	4DS mSupply.4DC
Display name:	4D Server: mSupply
Description:	

You may wish to test your typing skills by opening a command prompt:

C:\WINNT\System32\cmd.exe					
Microsoft Windows 2000 [Version 5.00.2195] <c> Copyright 1985-1999 Microsoft Corp.</c>					
C:\>net stop "4DS mSupply.4DC" The 4D Server: mSupply service is stopping The 4D Server: mSupply service was stopped successfully.					
C:\>					

Accessing a cloud hosted server

Access to a cloud hosted mSupply server is through the Windows Remote Desktop Protocol.

Windows client

If the mSupply client software is running on a PC, there are a range of applications that can be used for accessing the cloud hosted mSupply server including Microsoft's own Remote Desktop Connection software that comes included with Microsoft Windows. There are third party implementations that provide additional security and controls. One that we are currently (2016) finding effective is TS-Plus.

Macintosh client

Access to the the Microsoft Remote Desktop App is available on the Apple Store: https://itunes.apple.com/en/app/microsoft-remote-desktop/id715768417?mt=12

- The Display Name is the name that will appear on your computer. We suggest you make it: mSupply Remote Access
- The Computer Name is the name of the domain name of the mSupply server computer that you are connecting to.

Previous: 25.02. mSupply client / server installation part 2 || Next: 25.04. Schedules and periods

From: https://docs.msupply.org.nz/ - mSupply documentation wiki

Permanent link: https://docs.msupply.org.nz/admin:server_installation_3?rev=1617202160



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