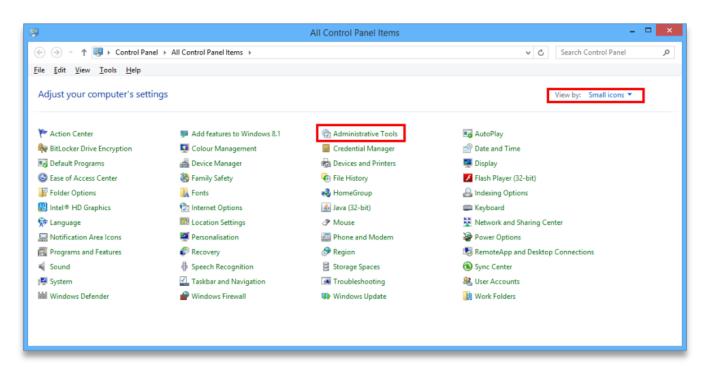
2025/08/12 10:32

## Server Troubleshooting

If the server does not appear to be working first check the mSupply Server Service is running.

You can check by going into Control Panel>Administrative Tools>Services



Look for the service named 4D. THe status should be "running" or "started" and it should be set to automatic.

Services							
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Services (Local)	🔕 Services (Local)	/					
	Select an item to view its description.	Name 🔺	Description	Status	Startup Type	Log On As	
		🔍 4D Server: mSupply		Started	Automatic	Local System	
		Application Experie	Processes	Started	Manual	Local System	
		🔍 Application Identity	Determines		Manual	Local Service	
		🎑 Application Informa	Facilitates	Started	Manual	Local System	
		🎑 Application Layer G	Provides s		Manual	Local Service	
		🔍 Application Manage	Processes i		Manual	Local System	
		🔍 ASP.NET State Ser	Provides s		Manual	Network S	
		🧟 Background Intellig	Transfers f	Started	Manual	Local System	
		🔍 Base Filtering Engine	The Base F	Started	Automatic	Local Service	
		🔍 Certificate Propaga	Copies use	Started	Manual	Local System	
		🔍 Citrix Xen Guest Ag	Monitors a	Started	Automatic	Local System	

If it is not running or started you can click the play button above the list of services while you have 4D highlighted. The status should now read "running" or "Started". If it doesn't please contact mSupply Support for help. support@msupply.org.nz

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Permanent link: https://docs.msupply.org.nz/admin:server\_troubleshooting?rev=1430787064



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