

23.21. Help menu

Help > About mSupply

Choosing this item displays information about your mSupply installation.

mSupply version
 You are using version 4.14
 Release date 20/11/2020 t19:05
 Build Tag: V4-14-00
 Build Structure: mSupplyV4-14-00
 Build Time: Fri, 20 Nov 2020 02:26:06 GMT

Path to data file :
 C:\Users\Mark\Documents\mSupplyV4-14-00\mSupplyV4-14-00\data

Path to log file :
 C:\Users\Mark\Documents\mSupplyV4-14-00\mSupplyV4-14-00\log

Path to structure file :
 C:\mSupply\mSupply.exe

Sustainable Solutions retains the rights to this software.
 Commercial use or modification of this software only allowed with
 authorization of Sustainable Solutions (NZ) Ltd.
 email: info@msupply.org.nz
 © Copyright Sustainable Solutions (NZ) Ltd.

Show table records mSupplyV4-14-00 Show sync records

Records	Site	Records
	Alanya	57
	Amman	51
	Amstelveen	92
	Amstelveen_001	93
	Amstelveen_002	3481
	Amstelveen_003	51
	Amstelveen_004	44
	Amstelveen_005	50
	Amstelveen_006	39
	Amstelveen_007	51
	Amstelveen_008	165
	Amstelveen_009	52
	Total	487943

OK

Authorisation

The Authorisation button is provided largely for our support team to assist with resolving any issues.

You can safely ignore it.

Show table records

Clicking this button will result in a list of the number of records in each of the data 'tables' in your mSupply system. This is only generally of technical interest. You can safely ignore it.



On a large mSupply system, it can take some time to generate this list.

Show sync records

Clicking this button will result in a list of the number of outstanding 'sync-out' records, broken down by sync site. These are records of data that have been queued up for the site, but have not yet been sent for any number of reasons (no internet connection, site device is powered down, site credentials are not correct, etc.). This list is not dynamic, in that you will not see the numbers count down as the records are synced out. The numbers are generated each time the button is clicked, and remain static.



The existence of a significant number of sync out records indicates that the site has not synced with the central server for some time. If the site has been in normal operation during this time, then there will also likely be a significant number of records waiting to be synced back from the site. In these cases, once a sync connection is reestablished, it could take hours for all the sync records to be transferred.

Updating mSupply

For single user versions of mSupply, you can see if you have the latest version by choosing **Special > Check for updates**

Choosing this item from the *Special* menu will connect to the mSupply web site and compare your current mSupply version with the version you are now using.

If an update is available, you will be shown a window where you can click to download the latest version.



Previous: [25.20. Server troubleshooting](#) | | Next: [26. Other Topics](#)

From:

<https://docs.msupply.org.nz/> - **mSupply documentation wiki**

Permanent link:

<https://docs.msupply.org.nz/admin:updating?rev=1612131775>

Last update: **2021/01/31 22:22**

