## 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 hidden files / folders.

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A 🛧 Favourites	Name	Da	Size	
Desktop	Diagnostics Downloaded Installations	13/11/20		
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Recent places	GitCredentialManager	26/10/2018 12:4		
	GitHubDesktop	19/11/2018 14:56		
📭 This PC	Google	18/05/2018 17:03 File folder		
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Documents	GRS_master	06/07/2018 17:07 File folder		
Downloads	HP	22/08/2018 18:37 File folder		
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Pictures	Microsoft	29/10/2018 19:07 File folder		
Videos	Microsoft Help	29/10/2018 19:13 File folder		
Local Disk (C:)	Microsoft_Corporation	29/10/2018 18:32 File folder		
	mSupply	13/08/2018 18:18 File folder		
🗣 🗣 Network	mSupply375	0.0018 16:11 File folder		
	in Supply400	23/08/2015 Folder		
	Packages	19/04/2018 11:08		
	Programs	23/10/2018 16:58 File folder De	lete this folder	
	SourceTree	23/11/2018 11:33 File folder		
	SquirrelTemp	23/11/2018 11:33 File folder		
	3 Sublime Text 3	18/09/2018 15:16 File folder		
	🕌 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	
29 items 1 item selected				8==

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

1 🖸 🕼 🖛 1		Roaming		
File Home Share View				^
Copy Paste Chipboard	py Delete Rename Organise New	Properties	Select all Select Navigate to this location	
	(C:) → Users → sussol → AppData → Roami		Searc	th Roaming
* Favourites	Name	Date modified	Type Size	
Desktop	4D	26/11/2018 17:02	File folder Delete this	
Downloads	4D 4D Server	19/04/2018 15:18	File folder Delete this	
Recent places	Adobe	19/04/2018 11:08	File folder	
	Alithon	20/11/2018 15:12	File folder	
🛤 This PC	Cognito	23/08/2018 11:16	File folder	
Desktop	GitHub Desktop	26/11/2018 18:30	File folder	
Documents	GRS	06/07/2018 15:40	File folder	
Downloads	GRS_master	06/07/2018 16:38	File folder	
Music	ldentities	04/05/2018 15:45	File folder	
E Pictures	LibreOffice	19/04/2018 16:39	File folder Delete	this
Videos	Microsoft	29/10/2018 19:13	File folder Delete	unis
🃥 Local Disk (C:)	🎍 mSupply	12/11/2018 15:28	File folder	
	mSupply375	14/08/2018 16:12	File folder	
🗣 Network	mSupply400	23/08/2018 19:02	File folder	
	鷆 mSupply401	21/09/2018 17:09	File folder	
	Point of Sale	30/07/2018 19:18	File folder	
	🌽 pos	22/08/2018 19:00	File folder	
	鷆 pos_5	31/10/2018 18:44	File folder	
	鷆 postgresql	02/11/2018 16:34	File folder	
	鷆 rest_API_demo	23/10/2018 11:53	File folder	
	iii rest_API_demo_v16R4	23/10/2018 12:19	File folder	
	irest_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	
26 items 1 item selected	10 a.e. a. a.		P-1 P 11	3==

5. Finally Restart the mSupply Client.

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

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