27.01. 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.

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Corrupted client configuration files

As part of the installation, a batch file with the name **Reset** client temp folder is installed on the desktop. This file can do all the resetting described below. So, if it is still on the desktop, or you know where it was moved to, we recommend you double-click on that file to run it. You will be asked to confirm you want to continue; you should press Y on the keyboard if the client application is closed down - if it isn't closed down, close it and then press Y. The file will then carry out all the steps described below and reset the client for you. 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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Videos	Microsoft Help	29/10/2018 19:13 File folder		
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29 items 1 item selected	S 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 :
 - \circ 4D
 - mSupply

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Downloads	4D Server	19/04/2018 15:18	File folder			
Secent places	Adobe	19/04/2018 11:08	File folder			
	Jaithon (1997)	20/11/2018 15:12	File folder			
🐺 This PC	Cognito	23/08/2018 11:16	File folder			
📜 Desktop	闄 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	Identities	04/05/2018 15:45	File folder			
E Pictures	LibreOffice	19/04/2018 16:39	File folder		Delete this	
📔 Videos	퉬 Microsoft	29/10/2018 19:13	File folder		Delete ting	
🏪 Local Disk (C:)	🍶 mSupply	12/11/2018 15:28	File folder			
	mSupply375	14/08/2018 16:12	File folder			
🙀 Network	imSupply400	23/08/2018 19:02	File folder			
	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			
	🎍 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			
	<pre>rest_API_demo_v16R4</pre>	23/10/2018 12:19	File folder			
	<pre># rest_API_demo_v17</pre>	23/10/2018 12:25	File folder			
	Sublime Text 3	18/09/2018 15:16	File folder			
	SumatraPDE	23/05/2018 10:40	File folder			

5. Finally Restart the mSupply Client.

Previous: 28. Frequently Asked Questions | | Next: 28.02. Remote support - installing TeamViewer

