# 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

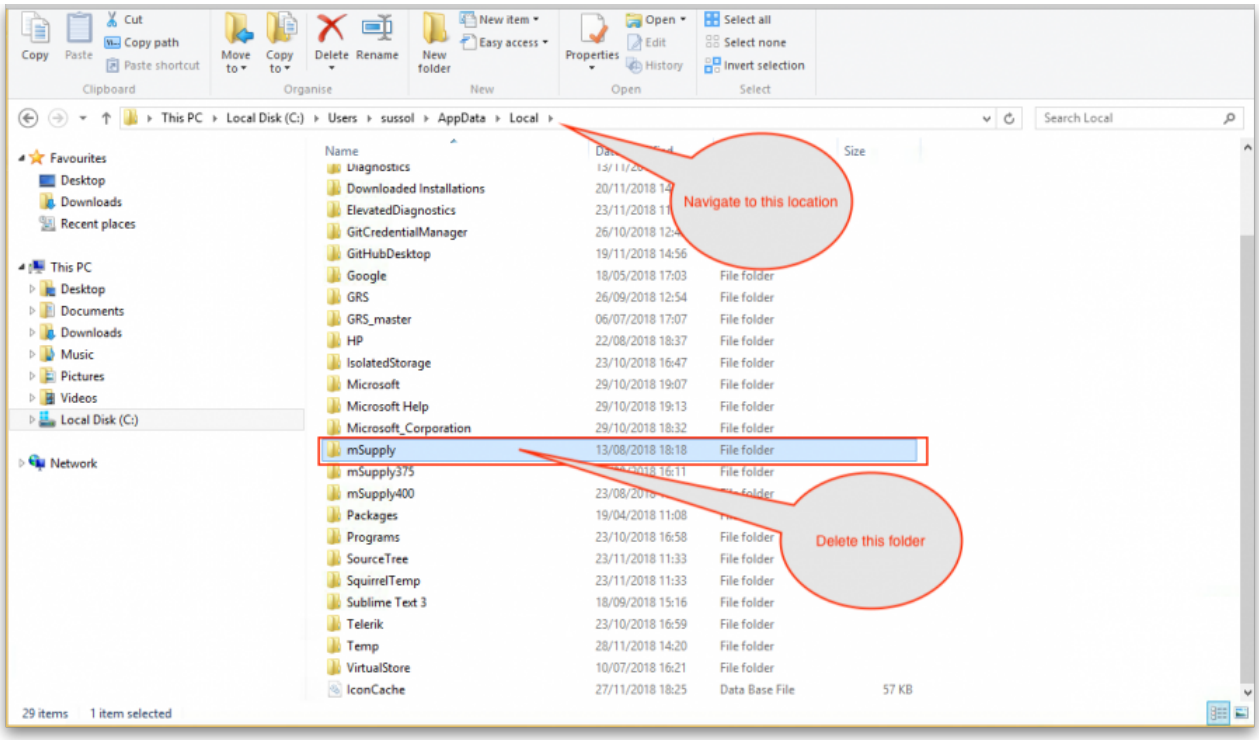
mSupply client generates and stores it's configuration in files and folders. Theses files are safe to delete as they will be re-created by the mSupply client when it is started.

So let's assume that one of the files have been corrupted and that we need to delete them.

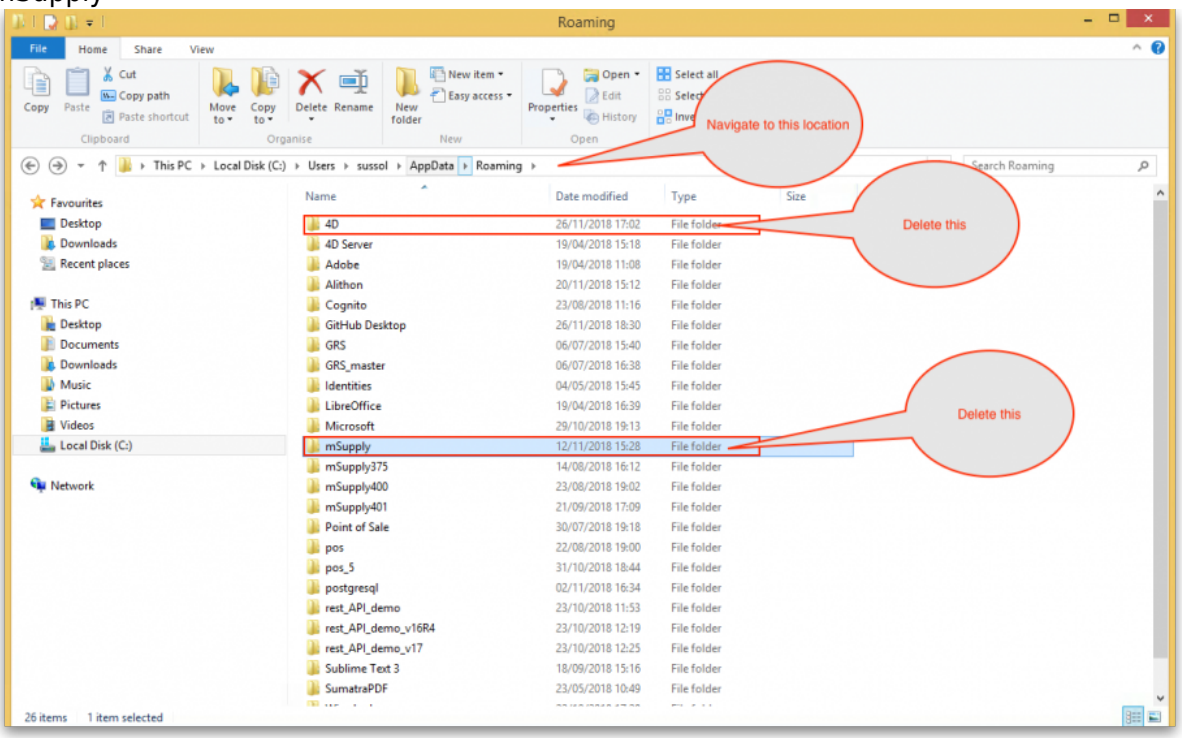
## Procedure

1. Make sure the mSupply Client is not running. If it is running, quit out of it.

2. 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 the hidden folder.




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




5. Finally Restart the mSupply Client.

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**https://docs.msupply.org.nz/faq:how_to_re-set_msupply_client?rev=1571256214**

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