

## 26.01. 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

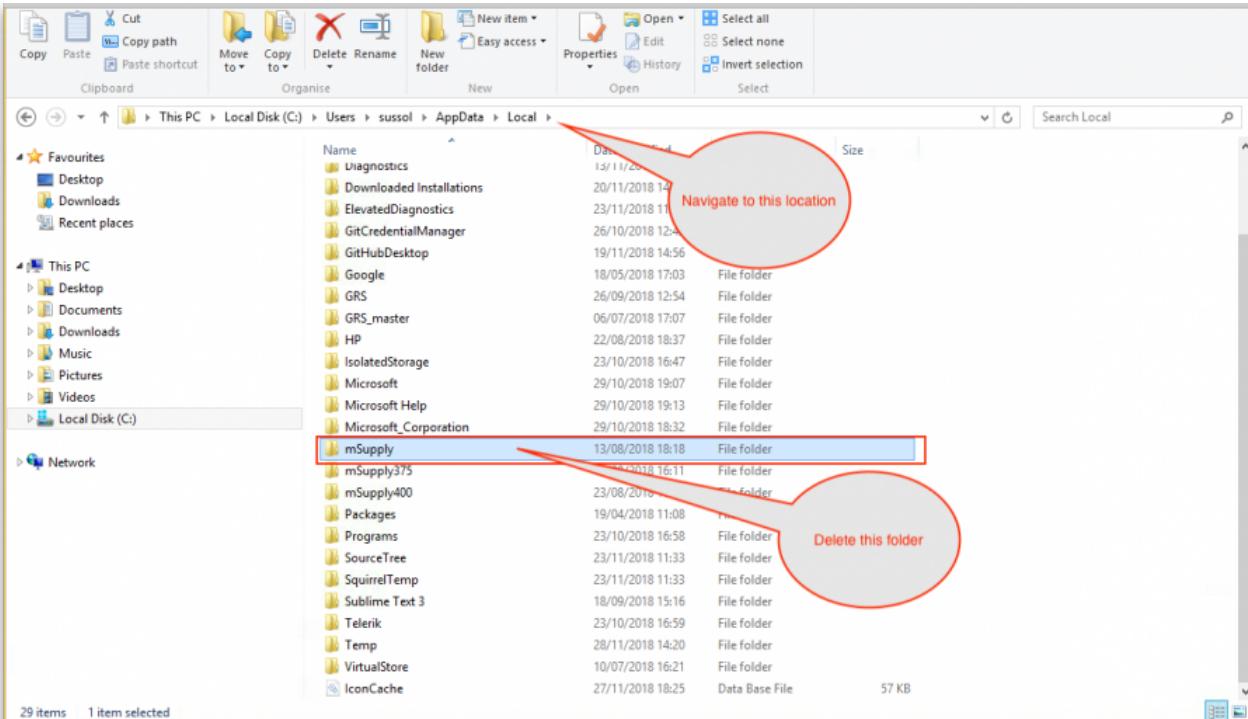
mSupply client generates and stores its configuration in files and folders. These files are safe to delete as they will be re-created by the mSupply client when it is started.

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

### Procedure

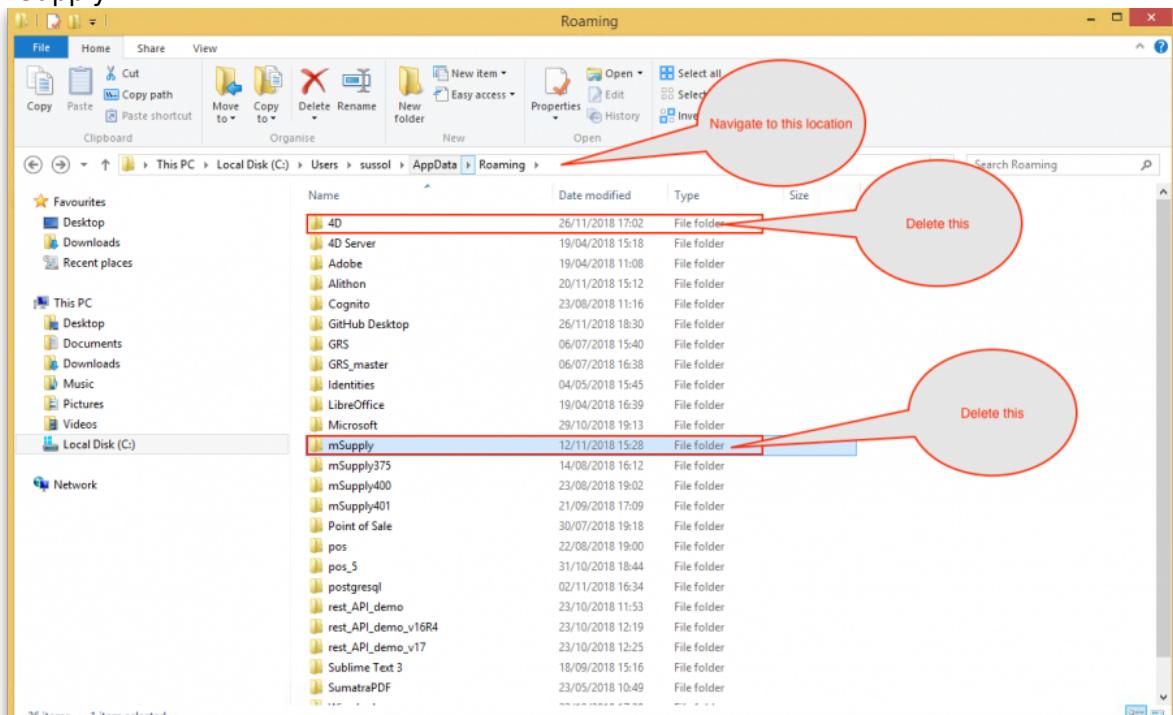
1. Make sure the mSupply Client is not running. If it is running, quit out of it.

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 hidden files / folders.



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

- o 4D
- o mSupply



5. Finally Restart the mSupply Client.

Previous: [28. Frequently Asked Questions](#) || Next: [28.02. Remote support - installing TeamViewer](#)

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



Permanent link:

[https://docs.msupply.org.nz/faq:how\\_to\\_re-set\\_msupply\\_client?rev=1587722429](https://docs.msupply.org.nz/faq:how_to_re-set_msupply_client?rev=1587722429)

Last update: **2020/04/24 10:00**