# 21.14. mSupply deployment

This document gives an overview of the process of installing mSupply at a new location.

## Terms

- A **virtual store** will usually map to a physical location- either a separate warehouse or an entity within a warehouse that has it's own items and facilities and transactions
    - All virtual stores share the same item and customer/supplier lists, but if an item is not used in all stores, it can be hidden in stores where it is not used. The same applies for customers/suppliers.
- A **transaction** refers to a record that records stock movements- from a supplier, to a customer/facility, or to adjust stock
- A **name** refers to a customer or supplier.
- A **customer** may be a supply point- not necessarily an entity that pays for supplies.

## Cloud or local

Criteria for for a robust **local** installation of mSupply:

### Physical locations

- Dry, secure locations with the infrastructure connections as detailed below
- Management of security for human access.

### Hardware

- You will need to buy hardware as per specifications on this web site.
- Scalability- as the size of your installation grows you might have to buy new hardware (more speed, RAM, storage)
    - Expect to purchase a main server plus one extra server for every 35 remote desktop users and one web server for every 1000 sync users.
    - This is much easier for a cloud or virtual server - you just assign more RAM, storage or CPUs to the server
- Redundancy
    - if hardware failure will create more downtime than is acceptable (realistically it will create one or two days of downtime), then you need to have a redundant system. That is, you need to:
        - replicate the hardware at a different physical location
        - Have a fast network connection between the two sites.
        - The second site will need the same network connectivity for client access as your main site.
        - Have control of DNS to redirect users to the backup site when the primary site fails.

### Electricity supply

- Stable, earthed electricity supply
- UPS systems with enough runtime to cover outages and the ability to communicate with the server so it can gracefully shutdown before batteries are exhausted.
- A generator system with auto-start might be needed.
- All of the above at the redundant site as well.

### Network

- Enough ingress and egress network capacity for the software's requirements.
- Ability to expand the capacity as the system grows.
- The same capacity at the redundant site.
- A high capacity network connection between the main and the redundant site for realtime replication of server data so the redundant site is up to date.
- You may also decide that redundant connections are needed to the primary server site.

### Local IT expertise

- Sufficient local expertise to distinguish between hardware, software, network and electricity issues.
- The expertise must be available during all hours the system must be available
- Written fail-over plans for failures in the above systems.
- Ability to execute plans on time when there is a failure.
- Knowledge transfer to new staff when existing staff leave.

## Structure

It is important to design the overall structure to meet your organisation's needs. This mainly focuses on:

- Deciding how to connect users
  - Direct LAN connection
  - Terminal services
  - Discreet servers with synchronisation. This option is useful when internet access is intermittent.
- setting up virtual stores
- Setting up preferences
  - General Preferences
  - Invoices Preferences
  - Printing Preferences
  - Purchase Order Preferences
  - Synchronisation

### Importing data

Most sites will have existing lists of items and names. The user guide has sections on:

- Importing items & stock
- Importing Items
- Importing Customers, Suppliers, Patients

## Users

The permissions system can be set up for individual users, or be based on groups. See Managing users

## Warehouse management

If your warehouse has existing locations you can import them: Locations and Location types
Otherwise you will need to design a location scheme.

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