## 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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Documents	GRS_master	06/07/2018 17:07 File folder		
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	🕌 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	
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- 4. Navigate to the "Roaming" section in : c:\Users\**SomeUser**\AppData\Roaming and delete the following folders :
  - 4D
  - mSupply

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🌉 This PC	Cognito	23/08/2018 11:16	File folder	
📜 Desktop	GitHub Desktop	26/11/2018 18:30	File folder	
Documents	GRS 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	
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	imSupply401	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	
	rest_API_demo_v16R4	23/10/2018 12:19	File folder	
	rest_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	<b>10</b>		PT 2 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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