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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Recent places	GitCredentialManager	26/10/2018 12:4			
	GitHubDesktop	19/11/2018 14:56			
🚛 This PC	Google	18/05/2018 17:03	File folder		
🖻 🌺 Desktop	GRS	26/09/2018 12:54	File folder		
Documents	GRS master	06/07/2018 17:07	File folder		
Downloads	HP	22/08/2018 18:37	File folder		
Music	lsolatedStorage	23/10/2018 16:47	File folder		
Pictures	Microsoft	29/10/2018 19:07	File folder		
Videos	Microsoft Help	29/10/2018 19:13	File folder		
Local Disk (C:)	Microsoft_Corporation	29/10/2018 18:32	File folder		
	Ja mSupply	13/08/2018 18:18	File folder		
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	🎳 mSupply400	23/08/2018	folder		
	Packages	19/04/2018 11:08			
	Programs	23/10/2018 16:58	File folder Delete this folder		
	SourceTree	23/11/2018 11:33	File folder		
	🍌 SquirrelTemp	23/11/2018 11:33	File folder		
	Sublime Text 3	18/09/2018 15:16	File folder		
	퉬 Telerik	23/10/2018 16:59	File folder		
	🍌 Temp	28/11/2018 14:20	File folder		
	퉬 VirtualStore	10/07/2018 16:21	File folder		
	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 :
 - 4D
 - mSupply

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🔄 🏵 👻 🕆 퉬 > This PC > Loca	al Disk (C:) → Users → sussol → AppData → Ro	aming >	\neg	Search Roaming
Favourites	Name	Date modified	Type Size	
Desktop	4D	26/11/2018 17:02	File folder D	elete this
Downloads	4D Server	19/04/2018 15:18	File folder	
Secent places	Adobe 🕌	19/04/2018 11:08	File folder	
	Alithon (1997)	20/11/2018 15:12	File folder	
🜉 This PC	Cognito	23/08/2018 11:16	File folder	
🎥 Desktop	🎍 GitHub Desktop	26/11/2018 18:30	File folder	
Documents	3 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	Microsoft	29/10/2018 19:13	File folder	Delete this
🏪 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	
	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	

5. Finally Restart the mSupply Client.

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