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.

Clipboard	r folder Organise New	• History Open	Select		
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> 🗎 Desktop	Google	26/09/2018 12:54	File folder		
> I Documents	GRS_master	06/07/2018 17:07	File folder		
Downloads	HP	22/08/2018 18:37	File folder		
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Videos	Microsoft Help	29/10/2018 19:13	File folder		
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	Packages	19/04/2018 11:08			
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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		

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

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1 This PC	Cognito	23/08/2018 11:16	File folder	
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Documents	🎍 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	Julie LibreOffice	19/04/2018 16:39	File folder	Delete this
Videos	Microsoft	29/10/2018 19:13	File folder	
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	🎍 mSupply375	14/08/2018 16:12	File folder	
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	rest_API_demo_v17	23/10/2018 12:25	File folder	
	鷆 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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