

29.02. Synchronisation Sites

Synchronisation Sites, often simply called *Sync sites* or *Sites*, are configured for each device that is running mSupply that is using the synchronisation system. The synchronisation system ensures that all data on remote sites are synced to the central server.

How mSupply handles sync sites was 'refactored' and released in [mSupply v5.07 \(2022-03-22\)](#). This refactoring was significant. The main changes that the user will notice / experience are:



- The new [Synchronisation button on the Special page of the Navigator](#) which provides a much more user-friendly way of managing sync sites
- Sync [Site ID](#) is no longer user controllable. A new field called [Site Code](#) has been introduced to allow users to assign a meaningful code to a sync site, much like stores have names and codes.

Type of sites

When thinking about sites, it's helpful to understand which mSupply products are being used - refer [Comparison of the mSupply products](#).

Permissions

As Synchronisation is sensitive to misconfiguration, only system administrators should have permission to edit sites. The user permission to edit Sync settings is found under *Edit user > Permissions tab > Admin*.

Without the permission, a user may still view sites but may not edit them.

Viewing Sync Sites

From [drop down menu Special](#) and click *Show Sites...* or from the navigator as below:



From here you'll see the list of all sites:

Sites list

New

Delete

Type here to search

ID	Site code	Site name	Device type	Last synced date	Last synced time
1	1	Central Server	desktop		00:00:00
7	7	Central	Open mSupply...	16/05/2025	09:59:46
9	9	dhanya	Open mSupply...	22/10/2024	16:22:11
5	5	Djibouti	remote_server		00:00:00
3	3	Kamo	Open mSupply...	16/05/2025	10:02:09
10	10	London	Open mSupply...	17/07/2024	08:16:36
8	8	mariya	Open mSupply...	8/04/2025	17:50:39
13	13	marmob	mobile	1/11/2024	18:08:15
11	11	mdm_pharmacy			00:00:00
12	12	mdm_warehouse			00:00:00
6	6	Nysa_desktop	mSupplySingle...		00:00:00
4	4	Otuatahi	remote_server		00:00:00
2	2	remote	Open mSupply...	16/05/2025	09:59:53
14	14	swiss_test			00:00:00

14/14

OK

- **ID:** the unique site ID that identifies the site
- **Site code:** the code that identifies the site, This is usually a shorthand way of referring to the site, rather than using its name.
- **Site name:** the name of the site. This is how the site is usually referred to

- **Device type:** the type of application used by this site:
 - desktop = existing mSupply, single user
 - mobile = mSupply mobile
 - mSupplySingleUser = existing mSupply, single user
 - Open mSupply = Open mSupply stand alone site
 - remote_server = Open mSupply remote server
 - mSupplyServer = existing mSupply remote server
- **Last synced date:** the date the site last successfully synchronised with the central server
- **Last synced time:** the time the site last successfully synchronised with the central server

Note: The active central server site will always be at the top of the list when sites are viewed on the central synchronisation server.

Note: The X/Y number in the bottom left corner shows the number of sites showing in the table (X) and the total number of sites (Y)

- **New button:** When clicked, this will open a new site window for you to enter the details. See the [Creating New Sync Sites](#) section below for details of all the fields and what they mean.
- **Delete button:** Select a site in the list and click on the **Delete** button to delete it. Sync sites can be deleted if they:
 - have no stores connected to them (delete the stores in the site first. Note: removing a store from a remote site will add that store to the central server), and
 - are not the active site on your current datafile.

Double-click on a site in the list to open its details window:

The screenshot shows a window titled "Sites" with three tabs: "General", "Details", and "Log". The "General" tab is active, displaying site settings. Below the settings are buttons for "Add store" and "Remove store". At the bottom is a table of stores with columns "Store code" and "Store name".

Site Details:

- Site ID: 2
- Site code: 2
- Site name: [empty]
- Password: [empty]
- Hardware ID: 4C4C4544-0037-5310-8037-B4C04F354C32
- App name: mSupplyServer
- App version: 7.13.00

Settings:

- Site is active on this datafile: ☐
- Open mSupply Central Server Settings: ☐
- Site is open mSupply central server: ☐
- Open mSupply central server url: [empty]

Stores Table:

Store code	Store name
1000_1000	Test Site Health Supplies Management Agency
1000_1001	Test Site Health Supplies Management Agency 2
1000_1002	Test Site Health Supplies Management Agency 3
1000_1003	Test Site Health Supplies Management Agency 4
1000_1004	Test Site Health Supplies Management Agency 5
1000_1005	Test Site Health Supplies Management Agency 6
1000_1006	Test Site Health Supplies Management Agency 7
1000_1007	Test Site Health Supplies Management Agency 8
1000_1008	Test Site Health Supplies Management Agency 9
1000_1009	Test Site Health Supplies Management Agency 10
1000_1010	Test Site Health Supplies Management Agency 11
1000_1011	Test Site Health Supplies Management Agency 12
1000_1012	Test Site Health Supplies Management Agency 13
1000_1013	Test Site Health Supplies Management Agency 14
1000_1014	Test Site Health Supplies Management Agency 15
1000_1015	Test Site Health Supplies Management Agency 16
1000_1016	Test Site Health Supplies Management Agency 17
1000_1017	Test Site Health Supplies Management Agency 18
1000_1018	Test Site Health Supplies Management Agency 19
1000_1019	Test Site Health Supplies Management Agency 20

Buttons at the bottom: OK & Next, Cancel, OK.

The various fields are all described below in the [Creating New Sync Sites](#) section.

Click on the *Details* tab to see some details to do with the support contract for this site:

The screenshot shows a macOS-style window titled "Sites". Inside, there are three tabs: "General", "Details", and "Log". The "Details" tab is selected. Under the heading "1 - Central Server", there is a section titled "Billing Details". This section contains five input fields: "Funder name" (with a search bar), "License code" (read-only), "Licensed users" (read-only, showing "23"), "Support start date" (read-only, showing "00/00/00"), and "Support end date" (read-only, showing "00/00/00"). At the bottom right of the window are three buttons: "OK & Next", "Cancel", and "OK".

- Funder name: the name of the funder. Type something in here and press the *Tab* key to search for a funder in the support database.
- License code: Read only. The mSupply license code for this site. Empty is it doesn't have one.
- Licensed users: Read only. The number of concurrent user licenses this site has.
- Support start date: Read only. The date that this site's support contract started, as retrieved from the support database.
- Support end date: Read only. The date that this site's support contract will or did end, as retrieved from the support database.

Click on the *Log* tab to see a list of the logs that have been recorded for that site:

The screenshot shows the 'Sites' application window with the 'General' tab selected. The 'Details' section on the left contains input fields for Site ID (3), Site code (3), Site name, Password, Hardware ID, App name (desktop), and App version. Below these are 'Add store' and 'Remove store' buttons. The 'Settings' section on the right includes a checkbox for 'Site is active on this datafile', a section for 'Open mSupply Central Server Settings' with a checkbox for 'Site is open mSupply central server' and a text field for 'Open mSupply central server url'. At the bottom is a table with columns 'Store code' and 'Store name'. The bottom of the window has 'OK & Next', 'Cancel', and 'OK' buttons.

The details to be entered are explained in the section below.



While editing a site, no changes that you make are saved in mSupply until you press **OK**. This allows you to press **Cancel** to discard all the changes to the site you had entered, including additions or removals of stores.

Editing Sync Sites

To view details and edit any existing sync site, double click any site in the list of sync sites to view the and edit its details.



If the site is blocked because there have been too many failed login attempts then an **Unblock site** button will be shown next to the **Check connection** button. Click it and the site will be unblocked so that users can attempt to login to it again.

Site ID

The Site ID is a unique ID number for the site used throughout the mSupply system. It will be automatically allocated with each new site that you create and is read-only (you can't edit it).

Site Code

The Site Code is a free text field allowing you to set a short human readable code to identify the site. You can edit this at any time and it will not affect any workings of the sync system.

Site Name

The Site Name should succinctly describe the site. The value here will be used in authentication by the remote site communicating with the central server.

Note: due to this being used for authentication, beware editing it. If you change the site name on an actively used site, the remote site **will stop syncing**. To resume syncing, the site name must be restored to the old value on the central server, or updated to the new value on the remote site.

Password

The password is used by remote sites to authenticate with the central server. It is recommended to use copy and paste so as to avoid data entry errors, particularly as you cannot view the password that is set here.



- Take care to record this password securely as it will be required when creating the datafile on the remote site.
- This password is used for authentication, so beware of editing it. If you change the password for an active remote site, the remote site will stop syncing. To resume syncing, the password must be restored to the old value on the central server, or updated to the new value on the remote site.

Hardware ID

The Hardware ID is automatically set by remote sites when they authenticate with the central server for the first time. It identifies the particular device that is syncing, be it a tablet or a desktop computer. Once set, any sync requests for this site coming from a *different device* will be rejected, as they'll have a different hardware ID.

This is to protect against having multiple devices syncing to the central server using the same remote site details. If this were to happen, it'd cause both devices to have out of sync data. One would need

to be disabled, and the other resynchronised.

If a device is lost or destroyed, you will need to setup mSupply on new hardware. In this case, for the site to start syncing on a new device you'll need to reset the Hardware ID by pressing the reset button to the right of field on the central server.

Type

The site type simply indicates the intent to synchronise the sync site with mSupply Desktop or mSupply Mobile. When a remote site synchronises it will update the value of this. As of [v4.12](#), this setting has no functionality. Functionality around this is planned for the future.

- standalone: mSupply Desktop or mSupply Server
- mobile: mSupply mobile

Site is active on this datafile

If this is checked the site is active on this datafile, which means transactions can be entered in it but master data (like item and customer details etc.) cannot. If unchecked then the site is not active in this datafile and transactions cannot be entered in it.

Use of JS Node HTTP Client

This preference is not recommended and will be disabled in future versions of mSupply (v7.11 and above). Node JS was used in special circumstances where 4D HTTP handlers were not working well on cellular connections for certain regions. This has been improved and Node JS is no longer needed.

Sync interval

Only visible if you are on a remote site. The number of minutes to leave between sending and receiving synchronisation records. Minimum is 1 minute.

Sync request size

Only visible if you are on a remote site. The number of synchronisation records to send and request at a time. Make it smaller if you have a bad internet connection. mSupply will automatically adjust this to optimise the efficiency of communication with the server as synchronisation occurs.

Server URL

Only visible if you are on a remote site. The URL of the server to synchronise with, including the port number if necessary.

Site is Open mSupply central server



In mSupply v7.14.00 we've added an *Open mSupply central server settings* section. This must be set for all Open mSupply sites from Open mSupply v2.0.0 onwards. The settings are used to identify the Open mSupply Central Server and tell Open mSupply remote sites where their server is.

Open mSupply Central Server Settings

Site is open mSupply central server ☒

Open mSupply central server url

This checkbox is only editable when the site is not active on mSupply central server. Only one site can be set as the open mSupply central server, an alert will be shown if you try to set this when another site already has it set.

Open mSupply central server url

The URL which points to the open mSupply central server. This URL will be sent to all open mSupply remote sites on every sync iteration, and an open mSupply remote site will, in turn, use this URL to synchronise with the open mSupply central server. This URL can be changed if the open mSupply central server site is relocated.

Adding stores

Note: You can only add a single store to a *mobile* type site. If you try to add another mSupply will show you an alert telling you that you can't add another.

To add a store press the **Add store** button, which will bring up a list of stores that you may add to the site:

Store Data

When editing an existing site, all store data of any added stores will automatically be queued to sync to the remote site after pressing OK to save the changes.

Removing stores to the Central Server site

To remove a store, highlight the store you wish to remove in the list of stores in the Site window, then press the *Remove store* button.

Stores removed from a remote site will automatically be moved to the Central Server site.

Viewing/Editing Site Details on the Remote Site

All explanation of what the site editing is on the remote site.

Coming soon!

Check connection

Coming soon!

Enabling Sync

Coming soon!

Sync Mirror Setup

Coming soon!

Previous: [29.01. Introduction to Synchronisation](#) | | Next: [29.03. Sync Site Wizard \(Superseded\)](#)

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

Permanent link:
https://docs.msupply.org.nz/synchronisation:sync_sites

Last update: 2025/05/15 22:28



