

## 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:

NewDelete

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	maria	Open mSupply...	8/04/2025	17:50:39
13	13	mamob	mobile	1/11/2024	18:08:15
11	11	mdm_pharmacy			00:00:00
12	12	mdm_warehouse			00:00:00
6	6	Nyssa_desktop	mSupplySingle...		00:00:00
4	4	Obutahi	remote_server		00:00:00
2	2	remote	Open mSupply...	16/05/2025	09:59:53
14	14	swiss_test			00:00:00

14/14OK

You can see the unique site ID, site name and application type of the remote site here.

**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 the 'Sites' window with the 'Details' tab selected. The 'Details' section contains the following fields:

- 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

Below the fields are two buttons: 'Add store' and 'Remove store'. Below these is a table with two columns: 'Store code' and 'Store name'. The table lists several stores, including 'Tasmania State Health Supplies Management Agency', 'Tasmania State Health Supplies Management Agency 2', 'Tasmania State Health Supplies Management Agency 3', 'Tasmania State Health Supplies Management Agency 4', 'Tasmania State Health Supplies Management Agency 5', 'Tasmania State Health Supplies Management Agency 6', 'Tasmania State Health Supplies Management Agency 7', 'Tasmania State Health Supplies Management Agency 8', 'Tasmania State Health Supplies Management Agency 9', 'Tasmania State Health Supplies Management Agency 10', 'Tasmania State Health Supplies Management Agency 11', 'Tasmania State Health Supplies Management Agency 12', 'Tasmania State Health Supplies Management Agency 13', 'Tasmania State Health Supplies Management Agency 14', 'Tasmania State Health Supplies Management Agency 15', 'Tasmania State Health Supplies Management Agency 16', 'Tasmania State Health Supplies Management Agency 17', 'Tasmania State Health Supplies Management Agency 18', 'Tasmania State Health Supplies Management Agency 19', 'Tasmania State Health Supplies Management Agency 20', 'Tasmania State Health Supplies Management Agency 21', 'Tasmania State Health Supplies Management Agency 22', 'Tasmania State Health Supplies Management Agency 23', 'Tasmania State Health Supplies Management Agency 24', 'Tasmania State Health Supplies Management Agency 25', 'Tasmania State Health Supplies Management Agency 26', 'Tasmania State Health Supplies Management Agency 27', 'Tasmania State Health Supplies Management Agency 28', 'Tasmania State Health Supplies Management Agency 29', 'Tasmania State Health Supplies Management Agency 30', 'Tasmania State Health Supplies Management Agency 31', 'Tasmania State Health Supplies Management Agency 32', 'Tasmania State Health Supplies Management Agency 33', 'Tasmania State Health Supplies Management Agency 34', 'Tasmania State Health Supplies Management Agency 35', 'Tasmania State Health Supplies Management Agency 36', 'Tasmania State Health Supplies Management Agency 37', 'Tasmania State Health Supplies Management Agency 38', 'Tasmania State Health Supplies Management Agency 39', 'Tasmania State Health Supplies Management Agency 40', 'Tasmania State Health Supplies Management Agency 41', 'Tasmania State Health Supplies Management Agency 42', 'Tasmania State Health Supplies Management Agency 43', 'Tasmania State Health Supplies Management Agency 44', 'Tasmania State Health Supplies Management Agency 45', 'Tasmania State Health Supplies Management Agency 46', 'Tasmania State Health Supplies Management Agency 47', 'Tasmania State Health Supplies Management Agency 48', 'Tasmania State Health Supplies Management Agency 49', 'Tasmania State Health Supplies Management Agency 50', 'Tasmania State Health Supplies Management Agency 51', 'Tasmania State Health Supplies Management Agency 52', 'Tasmania State Health Supplies Management Agency 53', 'Tasmania State Health Supplies Management Agency 54', 'Tasmania State Health Supplies Management Agency 55', 'Tasmania State Health Supplies Management Agency 56', 'Tasmania State Health Supplies Management Agency 57', 'Tasmania State Health Supplies Management Agency 58', 'Tasmania State Health Supplies Management Agency 59', 'Tasmania State Health Supplies Management Agency 60', 'Tasmania State Health Supplies Management Agency 61', 'Tasmania State Health Supplies Management Agency 62', 'Tasmania State Health Supplies Management Agency 63', 'Tasmania State Health Supplies Management Agency 64', 'Tasmania State Health Supplies Management Agency 65', 'Tasmania State Health Supplies Management Agency 66', 'Tasmania State Health Supplies Management Agency 67', 'Tasmania State Health Supplies Management Agency 68', 'Tasmania State Health Supplies Management Agency 69', 'Tasmania State Health Supplies Management Agency 70', 'Tasmania State Health Supplies Management Agency 71', 'Tasmania State Health Supplies Management Agency 72', 'Tasmania State Health Supplies Management Agency 73', 'Tasmania State Health Supplies Management Agency 74', 'Tasmania State Health Supplies Management Agency 75', 'Tasmania State Health Supplies Management Agency 76', 'Tasmania State Health Supplies Management Agency 77', 'Tasmania State Health Supplies Management Agency 78', 'Tasmania State Health Supplies Management Agency 79', 'Tasmania State Health Supplies Management Agency 80', 'Tasmania State Health Supplies Management Agency 81', 'Tasmania State Health Supplies Management Agency 82', 'Tasmania State Health Supplies Management Agency 83', 'Tasmania State Health Supplies Management Agency 84', 'Tasmania State Health Supplies Management Agency 85', 'Tasmania State Health Supplies Management Agency 86', 'Tasmania State Health Supplies Management Agency 87', 'Tasmania State Health Supplies Management Agency 88', 'Tasmania State Health Supplies Management Agency 89', 'Tasmania State Health Supplies Management Agency 90', 'Tasmania State Health Supplies Management Agency 91', 'Tasmania State Health Supplies Management Agency 92', 'Tasmania State Health Supplies Management Agency 93', 'Tasmania State Health Supplies Management Agency 94', 'Tasmania State Health Supplies Management Agency 95', 'Tasmania State Health Supplies Management Agency 96', 'Tasmania State Health Supplies Management Agency 97', 'Tasmania State Health Supplies Management Agency 98', 'Tasmania State Health Supplies Management Agency 99', 'Tasmania State Health Supplies Management Agency 100'.

At the bottom of the window are three buttons: 'OK & Next', 'Cancel', and '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 "General" tab is selected. Below the tabs, the text "1 - Central Server" is displayed. Underneath, the "Billing Details" section contains several fields: "Funder name" with a search bar containing "Search...", "License code" with a text field, "Licensed users" with a text field showing "23", "Support start date" with a date field showing "00/00/00", and "Support end date" with a date field 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 if 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' dialog box 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. A table with two columns, 'Store code' and 'Store name', is currently empty. The 'Settings' section on the right includes a checkbox for 'Site is active on this datafile', a checkbox for 'Site is open mSupply central server', and a text field for 'Open mSupply central server url'. At the bottom of the dialog are three buttons: 'OK & Next', 'Cancel', and 'OK'.

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.

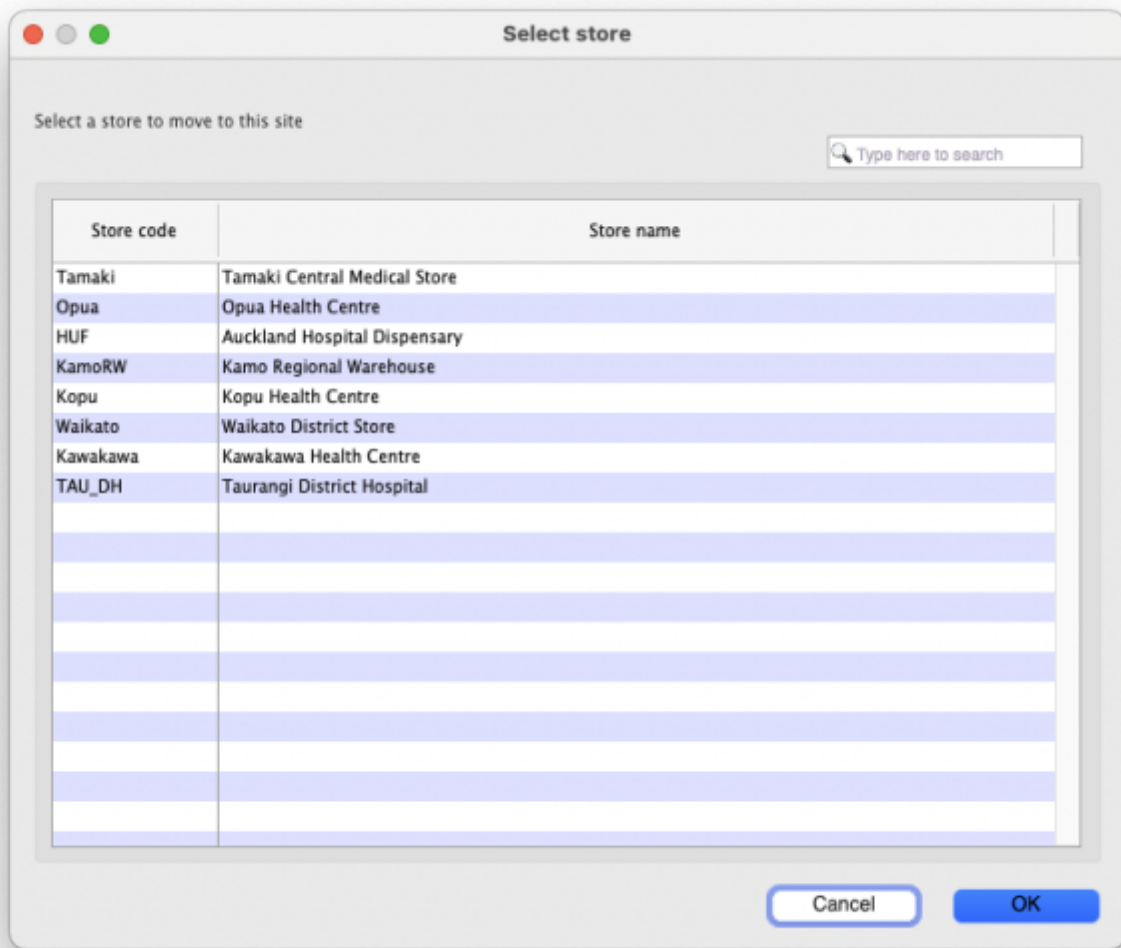
## Open mSupply central server url

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:



Double click a store, or highlight one and click on the **OK** button.

The store you select will be removed from the site it is currently active on. The behaviour here will differ based on whether the store was on the central server, or an a remote site:

### If the store was on an existing remote site

If the store is currently on another actively used remote site, please use caution. It is important to ensure the old remote site fully stops any usage of the store and synchronises before starting usage on the new site the store was moved to.

### If the store was on the Central Server

It is OK to move stores from the Central Server to a remote site, as the Central Server will be guaranteed to have the most up-to-date data.

## 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 \(Superseded\)](#)

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