

# How to re-set 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.

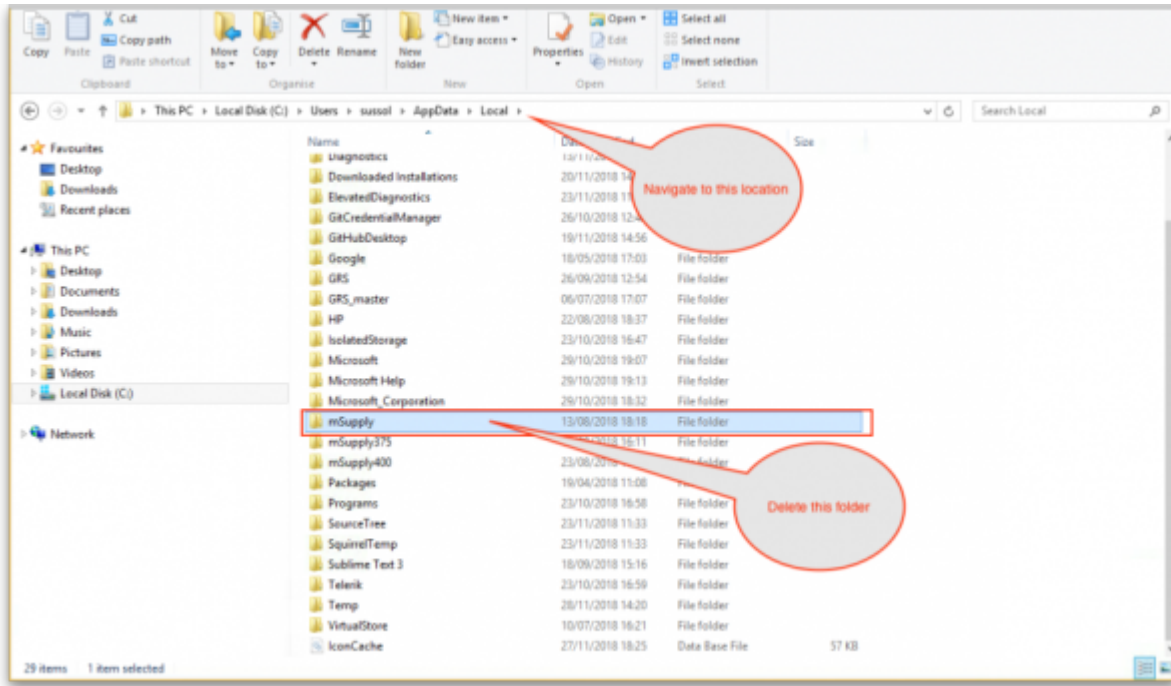


## The Fix

mSupply client generates and stores it's configuration in files and folders which can be deleted. Theses files are safe to delete as they will be re-created by the mSupply client when used.

So let's assume that one of the files have been corrupted and that we need to delete them.

On windows : Navigate to c:\Users\**SomeUser**\AppData\Local, Then delete the "mSupply" folder. Please note that the "AppData" folder may be hidden, so enable your file explorer to view the hidden folder.



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