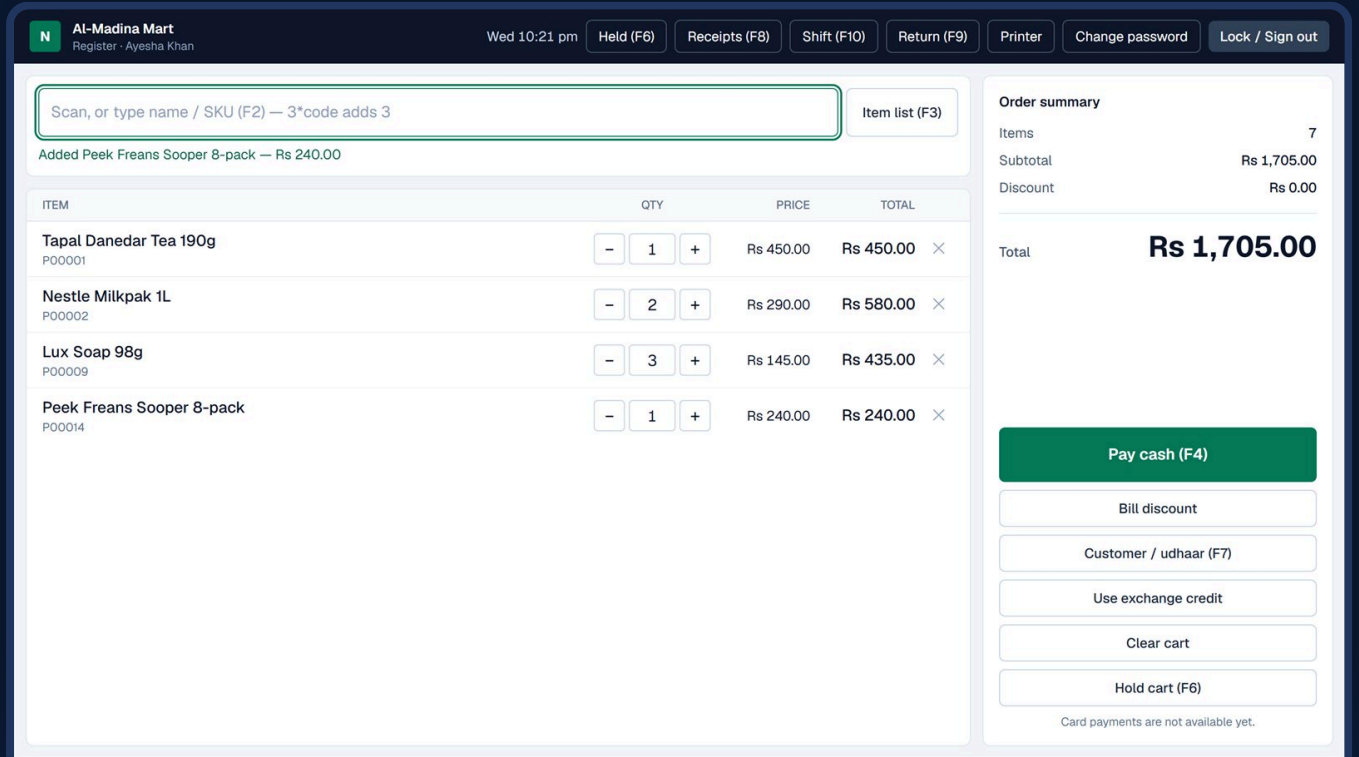
Nexvora ShopPOS

MUKAMMAL USER GUIDE

Dukaan ka har kaam, ek hi system mein.

Installation se le kar roz ki sale, stock, udhaar, wapsi, reports, printer aur backup tak — owner, manager aur cashier ke liye qadam ba qadam rehnumai.

Version 0.3.35 | November 2026 | Roman Urdu · screen ke buttons English mein | nexvorasoft.com



Fehrist

Is guide mein screen par nazar aane wale button aur menu ke naam **bold** mein usi tarah likhe hain jaise screen par hain.

1 **ShopPOS ka taaruf**
Ye kya hai, kaise kaam karta hai, kis ke paas kya ikhtiyar hai

2 **Installation aur tills**
Zaroori cheezein, setup.exe, till PC tayar karna, pehla sign-in

3 **Pehla din: dukaan tayar karna**
Setup wizard, staff, products, shuru ka stock, suppliers, customers

4 **POS: counter par sale**
Shift, scan, search, discount, payment, hold, udhaar, receipt, void, wapsi, shift band

5 **Keyboard shortcuts**
Counter par lagane ke liye ek page

6 **Owner app: roz, hafte aur mahine ka kaam**
Dashboard, wapsi approval, purchases, stock, sales, udhaar wasooli, shifts, reports, audit, settings

7 **Scanner, receipt printer aur cash drawer**
Direct printing, Print Agent, hardware ki jaanch

8 **License aur free trial**
30 din, activation, read-only hona

9 **Backup, update aur restore**
Data ki hifazat

10 **Woh qawaid jo system khud nafiz karta hai**
Taake hisaab hamesha saaf rahe

11 **Masla ho to**
Screen ke message aur un ka hal

12 **Qeemat aur rabta**
License ki qismein

1 ShopPOS ka taaruf

Kiryana, general store, cosmetics, garments aur mini-mart ke liye point-of-sale system.

Nexvora ShopPOS dukaan ke counter par bill banane, stock ka hisaab rakhne, udhaar sambhalne aur malik ko har din ki sale aur munafa dikhane ke liye bana hai. Ye **aap ki dukaan ke apne PC** par chalta hai, is liye internet band ho tab bhi sale nahi rukti, aur aap ka data dukaan se bahar nahi jata.

Kaise kaam karta hai

Tills (counter)

Koi bhi PC, laptop, tablet ya phone — Chrome ya Edge mein ShopPOS ka address kholein. Scanner aur receipt printer yahan lagte hain.

⇄ **dukaan ka network (HTTPS)**

Shop server (ek Windows PC)

ShopPOS yahan Windows service ki tarah background mein chalta hai — PC on hote hi khud shuru, kisi ke sign-in ki zaroorat nahi. Database (SQL Server Express) aur raat ka backup bhi yahin.

Chhoti dukaan mein server wala PC hi counter ka till bhi ho sakta hai. Tills jitne chahein laga sakte hain — license dukaan (server) ka hai, tills ka nahi.

Do hisse

POS (counter screen)

Cashier ka kaam: scan, sale, payment, receipt, udhaar, wapsi, shift. Keyboard se tez chalane ke liye bana hai (F-keys), mouse ya touch se bhi chalta hai.

Owner app

Malik aur manager ka kaam: products, purchases, stock, suppliers, customers, reports, staff, settings, license. Upar **Open POS** se counter screen par ja sakte hain.

Kis ke paas kya ikhtiyar hai

KAAM	OWNER	MANAGER	CASHIER
Sale, receipt, udhaar wali sale, wasooli	✓	✓	✓
Had se zyada discount, void, wapsi approve	✓	✓	Manager ki approval se
Products, purchases, stock, suppliers, customers	✓	✓	—
Cost aur munafa dekhna, reports	✓	✓	—
Staff, Settings, Audit Log, License	✓	—	—
Doosron ki shifts aur sales dekhna	✓	✓	Sirf apni

Har shakhs ka apna account

Ek password sab mein share na karein. Har sale, discount, reprint aur stock change par us shakhs ka naam record hota hai — isi se pata chalta hai kis ne kya kiya.

2 Installation aur tills

Server par takreeban 5 minute. Aam taur par ye kaam Nexvora ka technician karta hai.

Zaroori cheezein

CHEEZ	TAFSEEL
Shop server	Windows 10/11 Pro (64-bit), 8 GB RAM, SSD behtar. Ho sake to UPS par rakhein.
Pakka IP address	Router mein is PC ka IP reserve karein (DHCP reservation). Certificate isi naam aur IP ke liye banta hai.
SQL Server 2022 Express	Free. Basic install, instance ka naam `SQLEXPRESS`. Na ho to setup bata deta hai aur download page kholta hai.
ShopPOS-Setup.exe	.NET aur Node.js is ke andar hain — alag se kuch install nahi karna.
Tills	Koi bhi PC/laptop/tablet jis mein Chrome ya Edge ho, usi network par.

Server par install

1. `ShopPOS-Setup-0.3.35.exe` server par chalayein (Windows Administrator ki ijazat maangega).
2. Wizard poochta hai: license agreement, **dukaan ka naam** (receipt par chhapta hai), **owner ka username aur password** (kam az kam 8 harf — sambhal kar rakhein), aur **backup folder** (default `C:\ShopPosBackups`).
3. Agar isi PC par receipt printer laga hai to **"Install the ShopPOS Print Agent on this PC"** wala option tick rehne dein (Chapter 7).
4. **Install** → aakhri qadam ("Setting up the ShopPOS service...") ek do minute leta hai → **Finish** par ShopPOS browser mein khul jata hai aur desktop par **ShopPOS** shortcut ban jata hai.

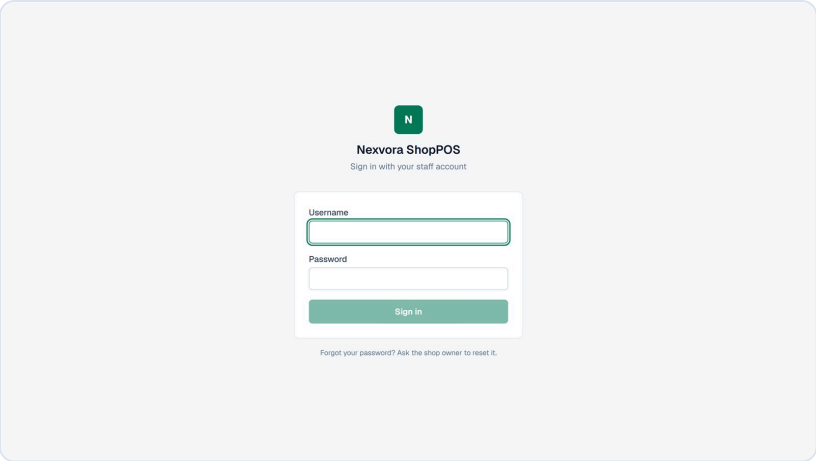
Ab ShopPOS background mein **Windows service** ki tarah chal raha hai: PC restart ho to khud shuru hota hai, rukay to Windows khud dobara chalata hai. Har raat 23:30 par backup aur har mahine ki 1 tareekh ko backup ki jaanch (restore drill) bhi set ho jati hai.

> **Port 443 pehle se istemal mein ho (maslan IIS)**
>
> Setup khud 8443/8080 chun leta hai aur aakhir mein address bata deta hai, jaise `https://SHOP-PC:8443/`. Desktop shortcut sahi address kholta hai.

Har till PC par (ek dafa)

1. Server se `C:\ShopPos\ShopPOS-certificate.cer` USB par copy karein.
2. Till par file double-click → **Install Certificate** → **Local Machine** → **Place all certificates in the following store** → **Trusted Root Certification Authorities**. (Android tablet: Settings → Security → Encryption & credentials → Install a certificate → CA certificate.)
3. Chrome/Edge mein `https://SHOP-PC/` (ya server ka IP) kholein — koi warning nahi aani chahiye. Bookmark ya start page bana dein.
4. Barcode scanner USB mein lagayein. Receipt printer ho to Chapter 7 dekhein.

Pehla sign-in



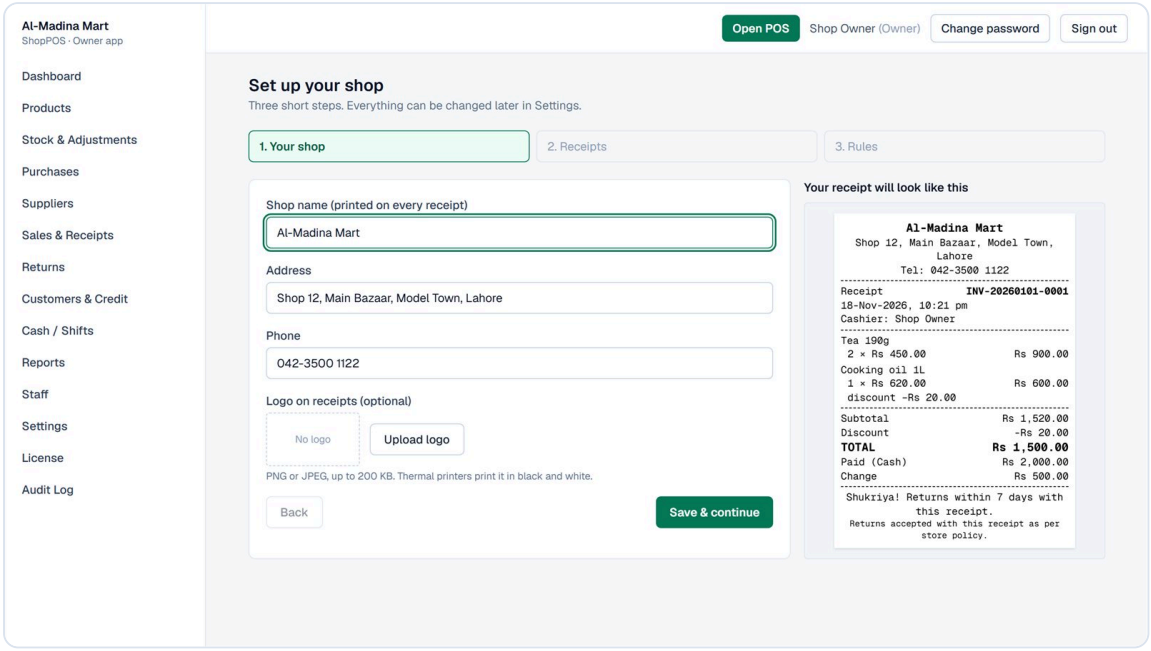
Sign in. Bhool jaayein to owner/manager **Staff → Reset password** se naya de sakta hai.

- Owner ke username aur password se **Sign in** karein. Upar **Change password** se apna password rakhein.
- 5 dafa ghalat password par account **15 minute** ke liye band ho jata hai.
- Pehli dafa owner ke sign-in par **Setup wizard** khulta hai (agla chapter).

3 Pehla din: dukaan tayar karna

Ye sab ek dafa karna hai. Baad mein har cheez Settings aur apne apne page se badal sakte hain.

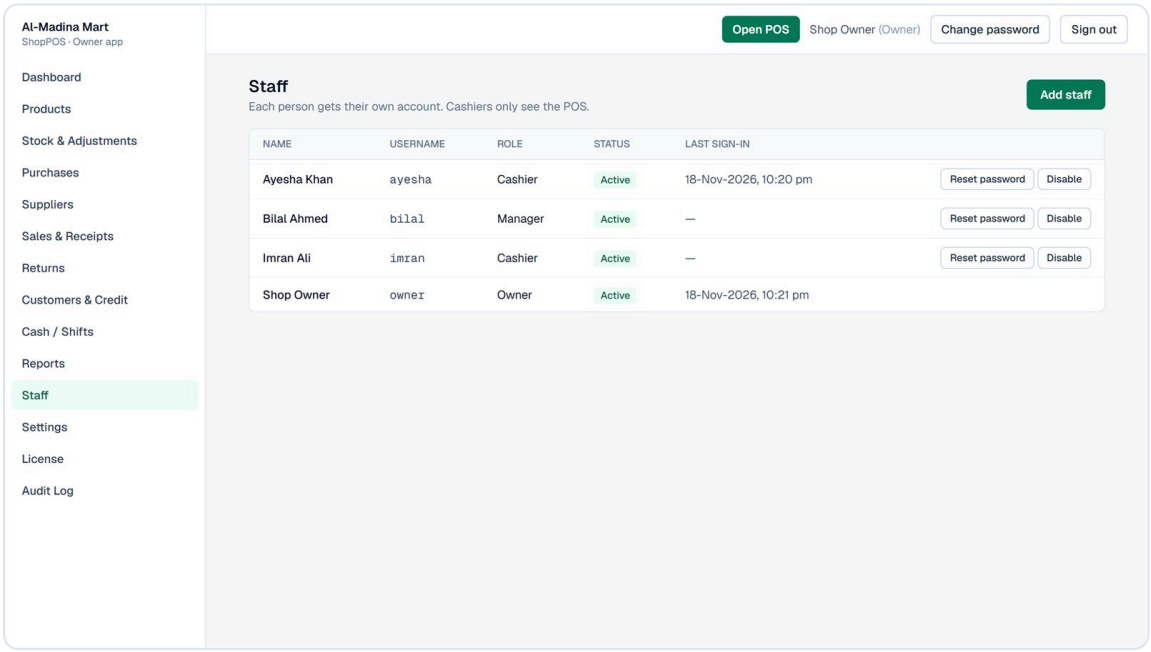
3.1 Setup wizard — teen qadam



Daayein taraf receipt ka preview saath saath badalta hai.

1. **Your shop** — naam, pata, phone, aur **logo** (PNG/JPEG, 200 KB tak; thermal printer par black & white chhapta hai).
2. **Receipts** — paper: **80mm thermal**, **58mm thermal** ya **A4 invoice**; receipt number ka prefix (jaise `INV` — pehli sale ke baad nahi badalta); neeche ki line (jaise wapsi ki policy).
3. **Rules** — cashier khud kitna discount de sakta hai (jaise 5%). Is se zyada par manager/owner ki approval chahiye.

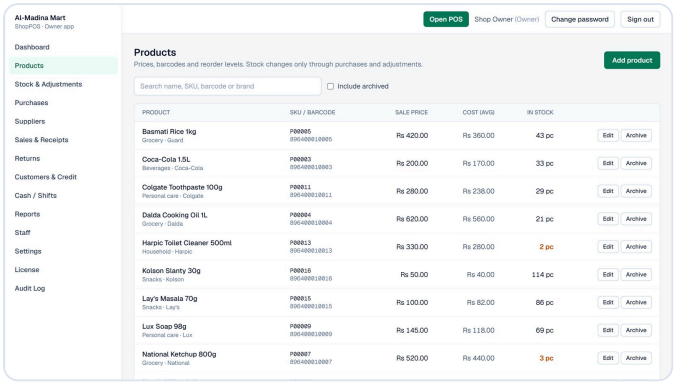
3.2 Staff

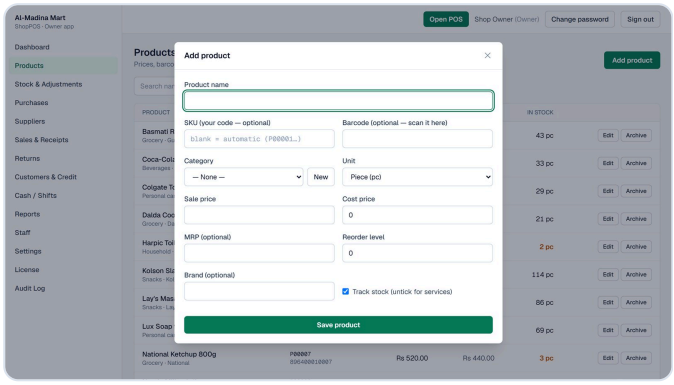


Har cashier aur manager ka apna account.

- **Add staff** → naam, username, shuru ka password, role: **Cashier — POS only** ya **Manager — inventory, purchases, reports**. (Owner ek hi hota hai — installation wala account.)
- Koi kaam chhor de: **Disable** — us ka har khula session fauran band, purana record baqi.
- Password bhool jaye: **Reset password**. Phir woh khud **Change password** kare.

3.3 Products





Bayein: products ki list (laal raqam = reorder level se kam stock). Daayein: **Add product**.

- **Product name** aur **Sale price** lazmi hain. **SKU** khaali chhorein to apne aap ban jata hai (`P00001` , `P00002` ...).
- **Barcode**: cursor us khaane mein rakh kar product ka barcode scan kar dein. Barcode na ho (khula maal) to khaali chhor dein — POS par naam ya item list se bikta hai.
- **Category** (naya bana bhi sakte hain **New** se), **Unit**, **Brand**, **MRP**, **Reorder level** (is se kam stock par dashboard batata hai).
- **Cost price** yahan nahi bharte — woh purchase se khud aata hai (average cost).
- Product hatana ho to **Archive** (purani receipts mein naam baqi rehta hai), wapas laane ke liye **Include archived** → **Restore**.

3.4 Shuru ka stock aur purchases

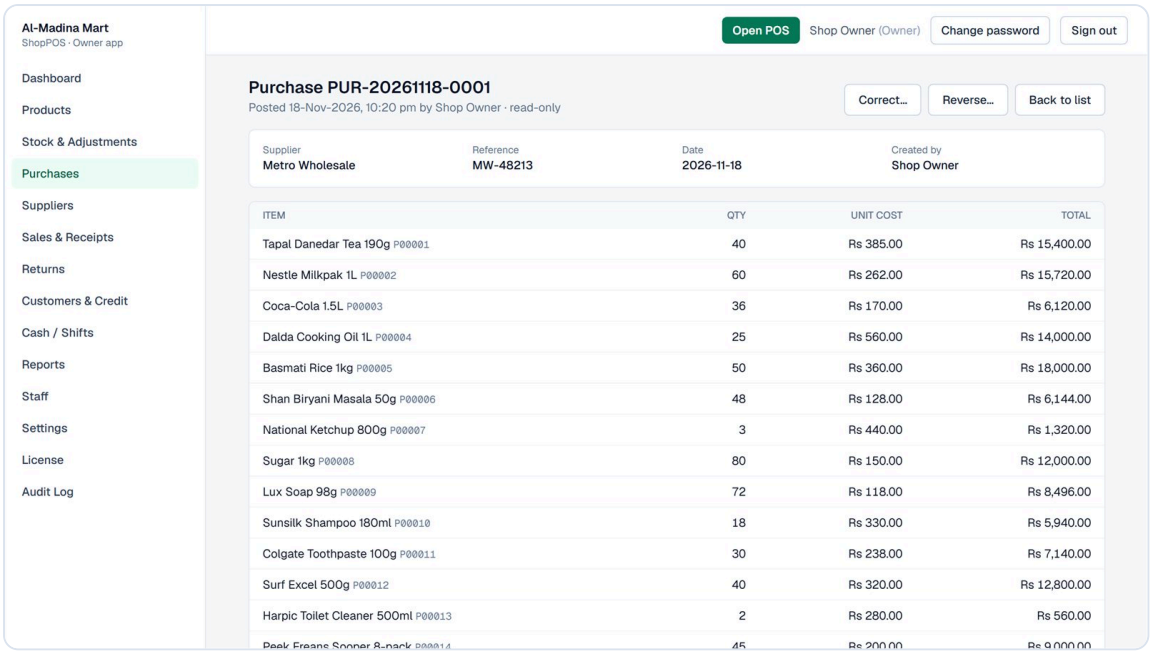
Do tareeqe hain — dono se stock aur cost sahi bante hain:

Opening (jo maal pehle se dukaan mein hai)

Stock & Adjustments → product ke saath **Opening** → ginti aur cost.

Purchase (naya maal aaya)

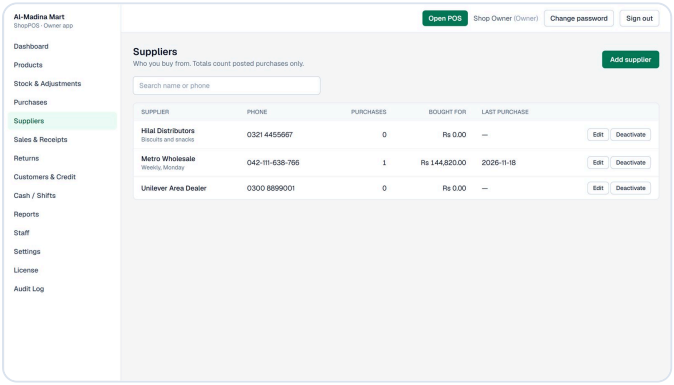
Purchases → **New purchase** → supplier, bill number, items, quantity aur cost → **Save draft** → check kar ke **Post**.

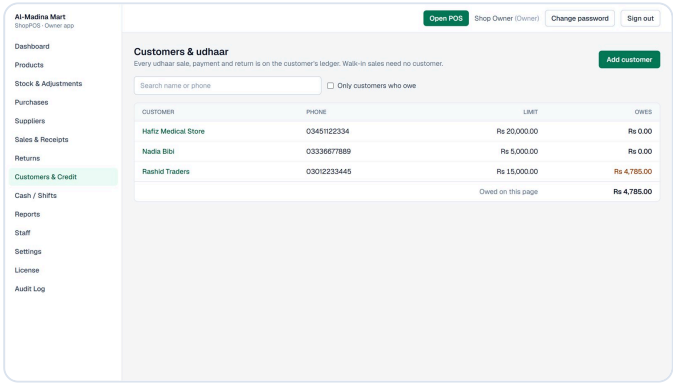


Post ho chuki purchase. Ghalti ho to **Correct...** ya **Reverse...** (Chapter 6).

> **Stock sirf Post se barhta hai — aur sirf ek dafa**
> Draft purchase stock ko nahi chhooti. **Post** do dafa dabane se bhi maal do dafa nahi aata.

3.5 Suppliers aur customers





Suppliers (kitna maal liya, aakhri purchase) aur udhaar wale customers (had aur baqi raqam).

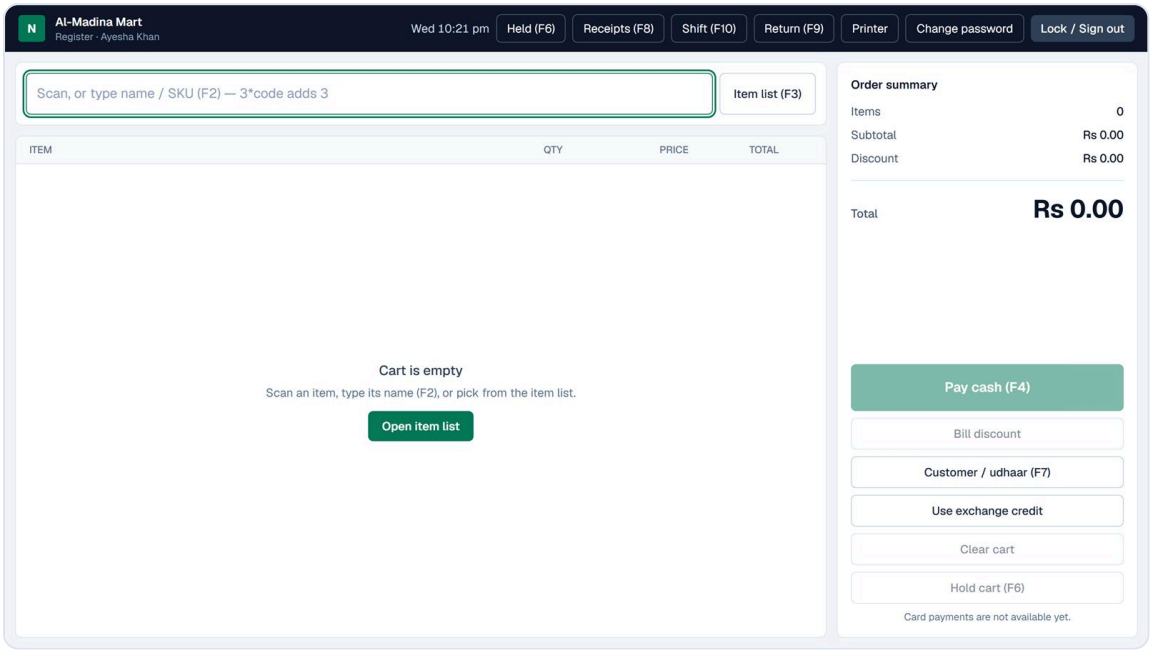
- **Suppliers → Add supplier**: naam, phone, notes. Jo supplier ab nahi raha: **Deactivate** (history rehti hai).
- **Customers & Credit → Add customer**: naam, phone aur **udhaar ki had (limit)**. Walk-in customer ke liye kuch nahi banana. Naya customer sirf owner/manager banata hai.

4 POS: counter par sale

Cashier ke liye. Har button ke saath us ki keyboard key bhi likhi hai.

4.1 Din ka aaghaz — shift kholna

1. Apne username/password se **Sign in**. Pehli dafa **Change password** se apna password rakhein.
2. **Open your shift** aata hai: drawer ke paise gin kar **Opening cash in drawer** mein likhein → **Open shift**. Shift ke baghair sale nahi hoti.



POS: upar search/scan, beech mein cart, daayein bill ka khulasa aur buttons.

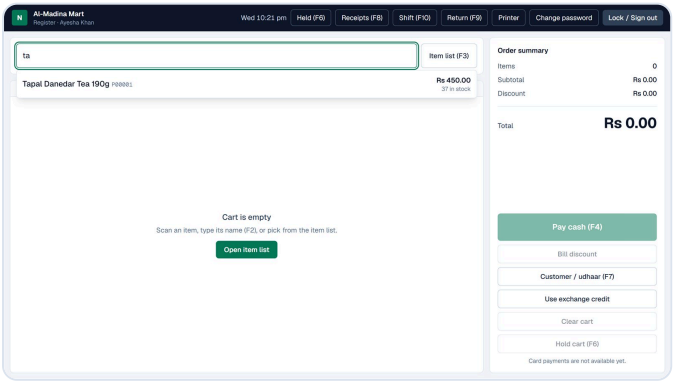
4.2 Item cart mein daalna

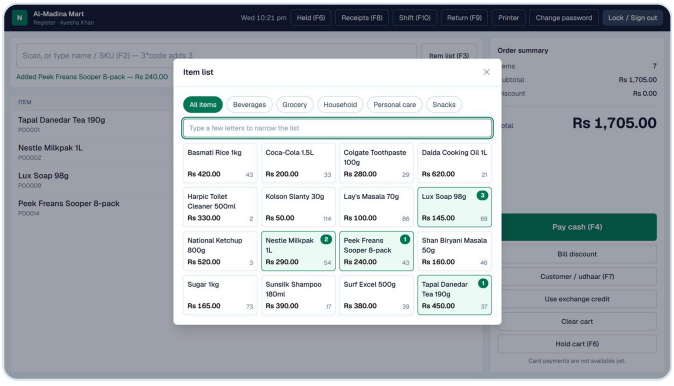
Scanner se

- Item scan karein — cart mein aa jata hai.
- **Wohi item dobara scan = quantity +1**, nayi line nahi.
- Tez tez scan karein, koi item nahi chhootega. Cursor kahin aur ho tab bhi scan search box mein jata hai.

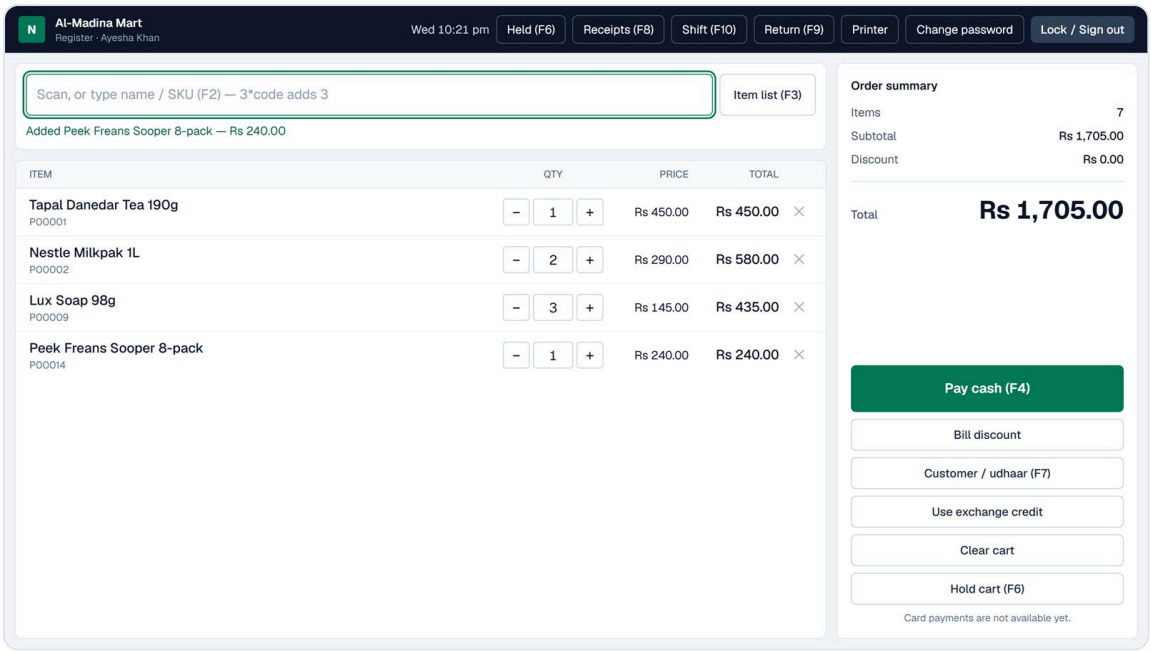
Scanner ke baghair

- `F2` → naam ya SKU likhein, list aa jati hai → `↑` `↓` aur `Enter`, ya click.
- `F3` **Item list**: category ke tabs aur bari tiles, har tap par 1 mazeed.
- Ek saath kai: `3*` laga kar likhein/scan karein, jaise `3*8964000123456`.



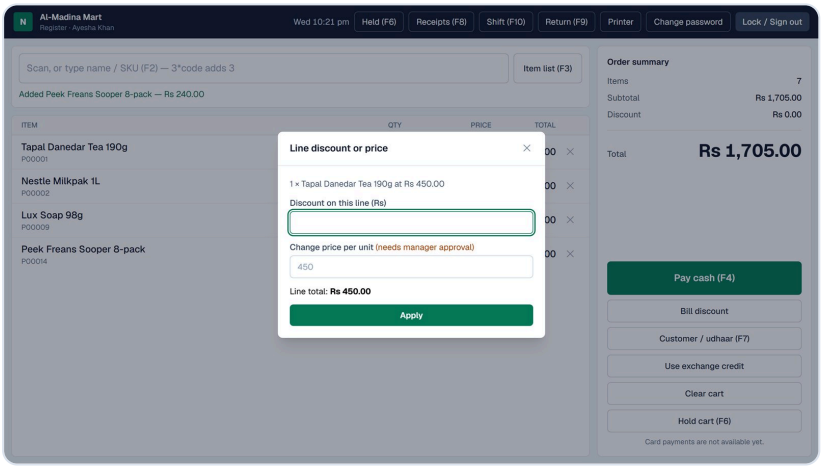


Bayein: naam se search. Daayein: `F3` item list — tile par likha hota hai cart mein kitne hain.



Cart: **+ / −** ya quantity box se tabdeeli. 0 karne se line hat jati hai. **Clear cart** sab khaali karta hai (pehle poochta hai).

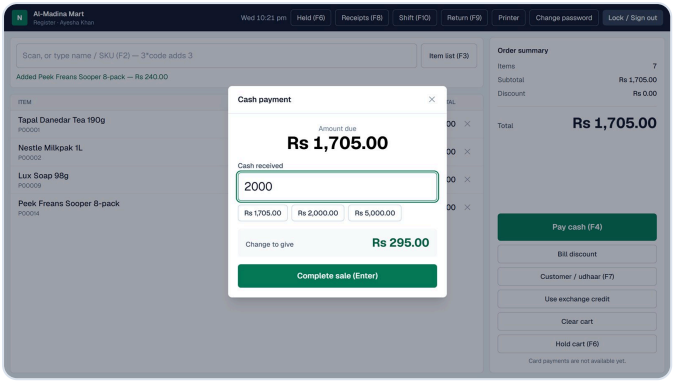
4.3 Discount

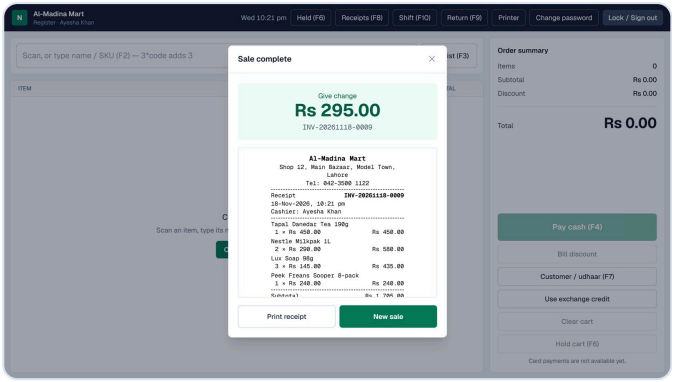


Item ke naam par click → **Line discount or price**.

- **Ek item par:** cart mein item ke naam par click → raqam ya nayi qeemat → wajah.
- **Poore bill par: Bill discount** → raqam → wajah.
- Owner ki rakhi had (jaise 5%) tak cashier khud de sakta hai. Zyada par Pay ke waqt **Manager approval** aata hai — manager wahin **apna** username/password likh kar **Approve & complete sale** dabata hai. Har discount record hota hai.

4.4 Payment — F4 Pay cash



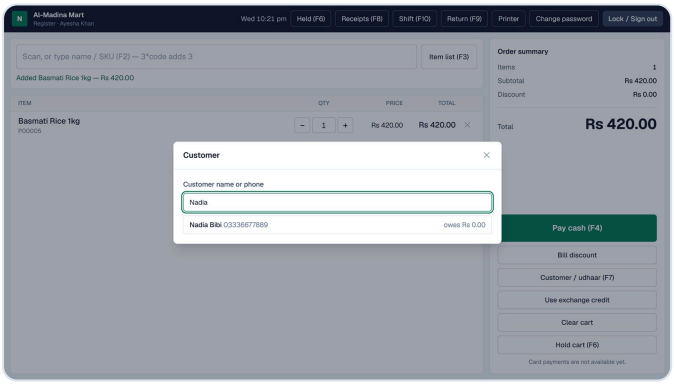


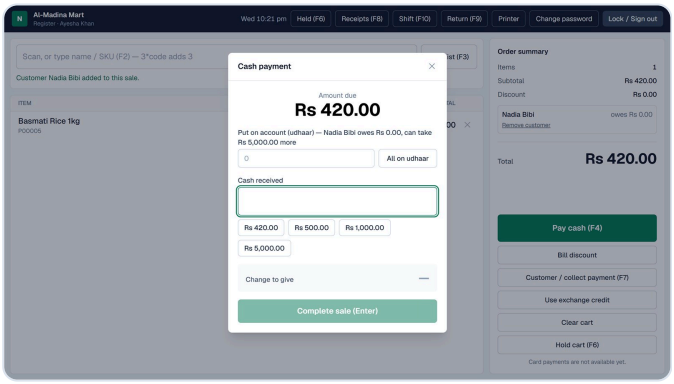
Bayein: customer ne jitne diye likhein — **Change to give** nazar aata hai. Daayein: **Sale complete** aur receipt.

1. F4 → **Cash received** mein raqam (ya neeche ke tez buttons). Screen batati hai kitna wapas dena hai.
2. **Complete sale (Enter)**. Enter do dafa dabane se do sale nahi banti. Network ka masla ho to wohi button dobara dabayein — sale double nahi hogi.
3. **Print receipt**, phir **New sale**. Direct printing on ho to receipt khud chhap jati hai aur cash drawer khul jata hai (Chapter 7).

> **Qeemat badal gayi ya stock kam hai?**
> Sale ke dauran owner ne qeemat badli ho to screen batati hai — customer ko nayi qeemat bata kar dobara confirm karein. Stock kam ho to sale ruk jati hai aur batati hai kis item ka kitna bacha hai.

4.5 Udhaar — F7 Customer

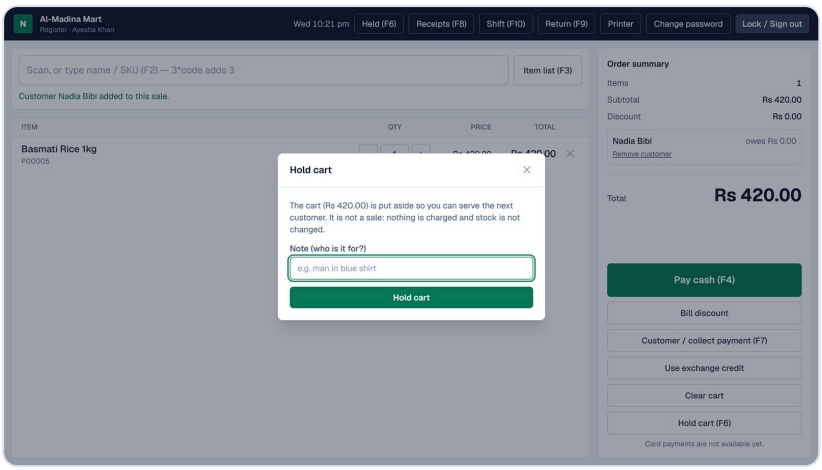




Customer chunein, phir Pay mein kuch ya poora bill udhaar par.

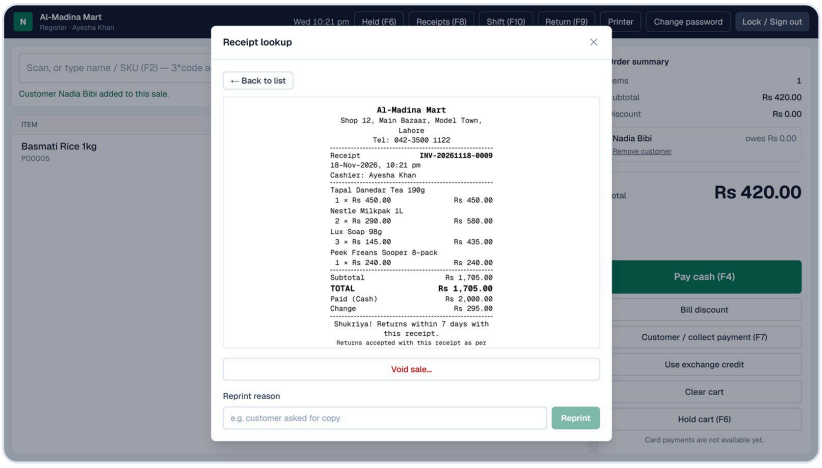
- F7 → naam ya phone se dhoondein → chunein.
- F4 par **Put on account (udhaar)** mein raqam, ya poora bill **All on udhaar**. Customer ki had se zyada nahi jata — had se zyada likhne par screen batati hai aur sale nahi hoti.
- **Wasooli:** F7 → customer → **Customer / collect payment (F7)** → raqam → **Record payment** → **PAYMENT RECEIVED** wali parchi.

4.6 Customer ruk gaya — F6 Hold cart



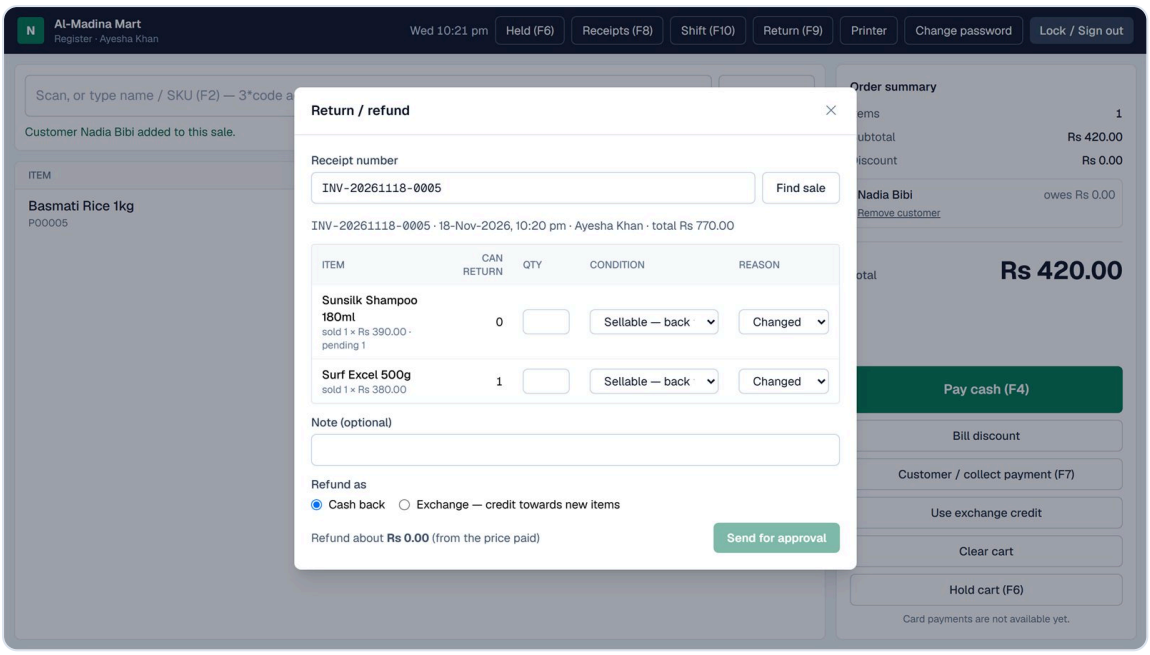
F6 → note (jaise “blue shirt wala”) → **Hold cart**. Agla customer serve karein. Wapas aaye to cart khaali kar ke F6 (ya upar **Held**) → **Resume**. Hold sale nahi hai: paisa nahi liya jata, stock nahi hilta. Refresh ya doosri till par bhi mil jata hai, aur qeematein taaza ho jati hain.

4.7 Purani receipt, reprint aur void — F8



- Receipt number likh kar dhoondein. Dobara chhaapne ke liye **Reprint reason** → **Reprint** — copy par **DUPLICATE / REPRINT** likha aata hai. Nayi sale nahi banti.
- **Ghalat sale cancel (Void):** receipt kholein → **Void sale…** → wajah. Cashier ke liye manager wahin apna username/password likhta hai. Stock aur paisa wapas, receipt par **VOID**. Sirf **usi khuli shift** ki sale void hoti hai; purani sale ke liye wapsi (F9).

4.8 Wapsi aur exchange — `F9`

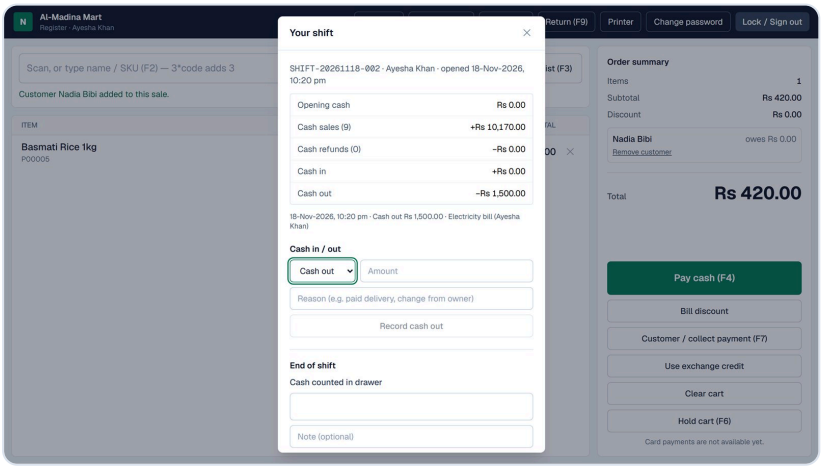


Har item ke saath likha hai kitna wapas ho sakta hai (**Can return**).

1. `F9` → receipt number → **Find sale**.
2. Jo wapas ho raha hai us ki quantity. **Condition**: **Sellable — back to shelf** (stock mein wapas) ya **Damaged — no restock** (stock mein nahi). **Reason** chunein.
3. **Refund as**: **Cash back** ya **Exchange — credit towards new items**.
4. Cashier ke liye button **Send for approval** hai — manager/owner approve karega. Manager khud ho to wahin mukammal ho jata hai.
5. **Exchange:** approval ke baad nayi cheezein cart mein → **Use exchange credit** → return number (`RET-…`). Sirf farq ka paisa lena/dena hai. Screen **do not give cash** kahe to cash wapas na dein.

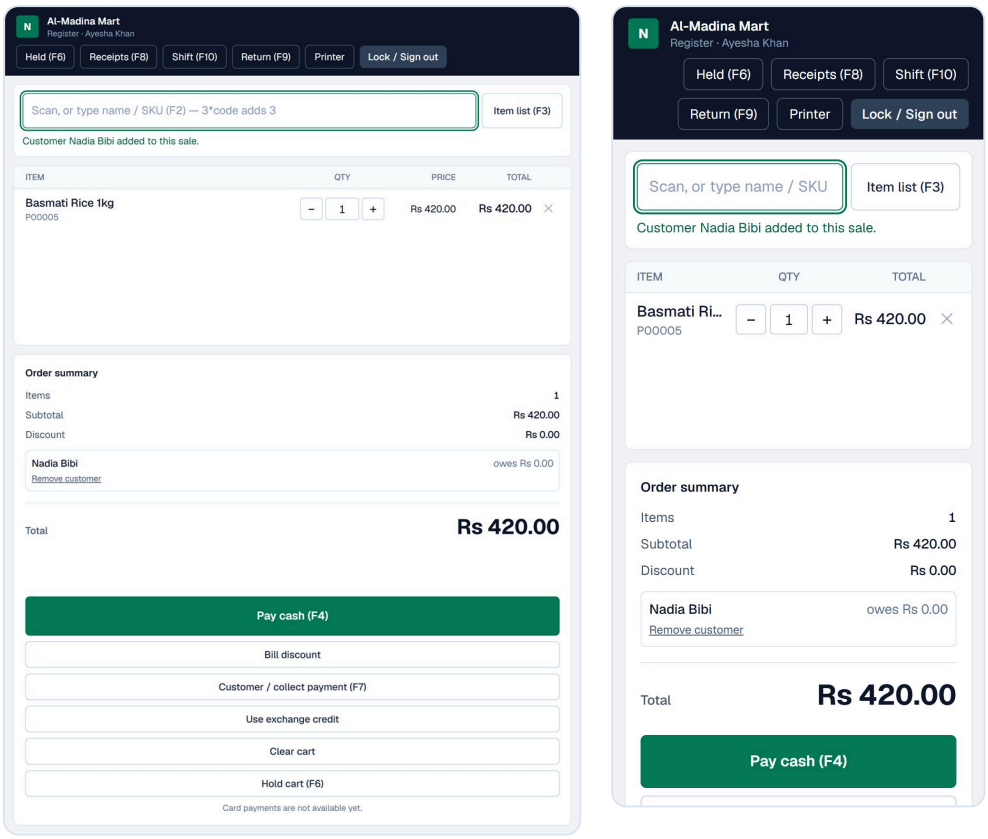
Refund hamesha asal qeemat (discount ke baad) par hota hai, aaj ki qeemat par nahi. Bechi hui sale kabhi edit nahi hoti.

4.9 Shift — `F10`, aur din ka ikhtitaam



- **Cash in / Cash out**: drawer mein paise daalna/nikalna (jaise bijli ka bill) — raqam aur wajah.
- **End of shift**: drawer ke **saare paise gin kar** likhein → **Close shift…** → **Yes, close shift**. Cashier ko pehle se “kitne hone chahiye” nahi dikhta — pehle ginti, phir farq (owner dekhta hai).
- Counter chhorein to hamesha **Lock / Sign out**. 15 minute kuch na ho to POS khud sign out ho jata hai.

4.10 Tablet aur phone par



Wohi POS tablet aur phone par — screen khud chhoti ho jati hai, page neeche scroll hota hai.

5 Keyboard shortcuts

Ye page print kar ke counter par laga dein.

KEY	KAAM
`F2`	Search box — naam / SKU likhein
`F3`	Item list (scanner nahi to yahan se chunein)
`F4`	Pay cash
`F6`	Cart hold karein / held cart wapas laayein
`F7`	Customer / udhaar / wasooli
`F8`	Purani receipt, reprint, void
`F9`	Wapsi (return) / exchange
`F10`	Shift: cash in/out, shift band
`Esc`	Khula hua dabba (dialog) band
`↑` `↓` + `Enter`	Search list se item chunein
`3*code`	Ek saath 3 (scan ya likh kar)

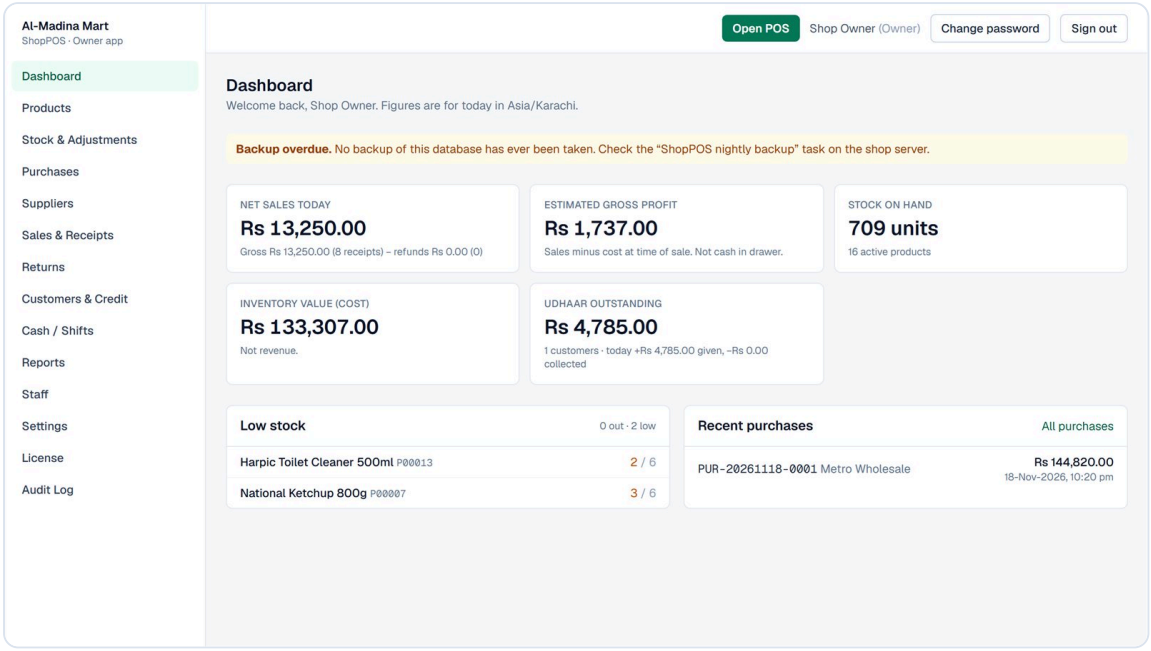
Yaad rakhein

- Din shuru: **Open shift** (drawer gin kar). Din khatam: **End of shift** → ginti → **Close shift**.
- Wohi item dobara scan = quantity +1.
- Discount: item ke naam par click, ya **Bill discount**. Had se zyada → manager apna password likhega.
- Sale edit nahi hoti — usi shift mein ghalat bill: `F8` → **Void sale…**; baad mein: `F9` wapsi.
- Kharab maal wapas: **Damaged — no restock**. Exchange credit par cash wapas na dein.
- Counter chhorein to **Lock / Sign out**. Apna password kisi ko na dein.
- Screen par **Error ID** aaye to code likh kar ya photo le kar owner ko dein.

6 Owner app: roz, hafte aur mahine ka kaam

Manager ke paas Staff, Settings, Audit Log aur License ke ilawa sab hai.

6.1 Dashboard

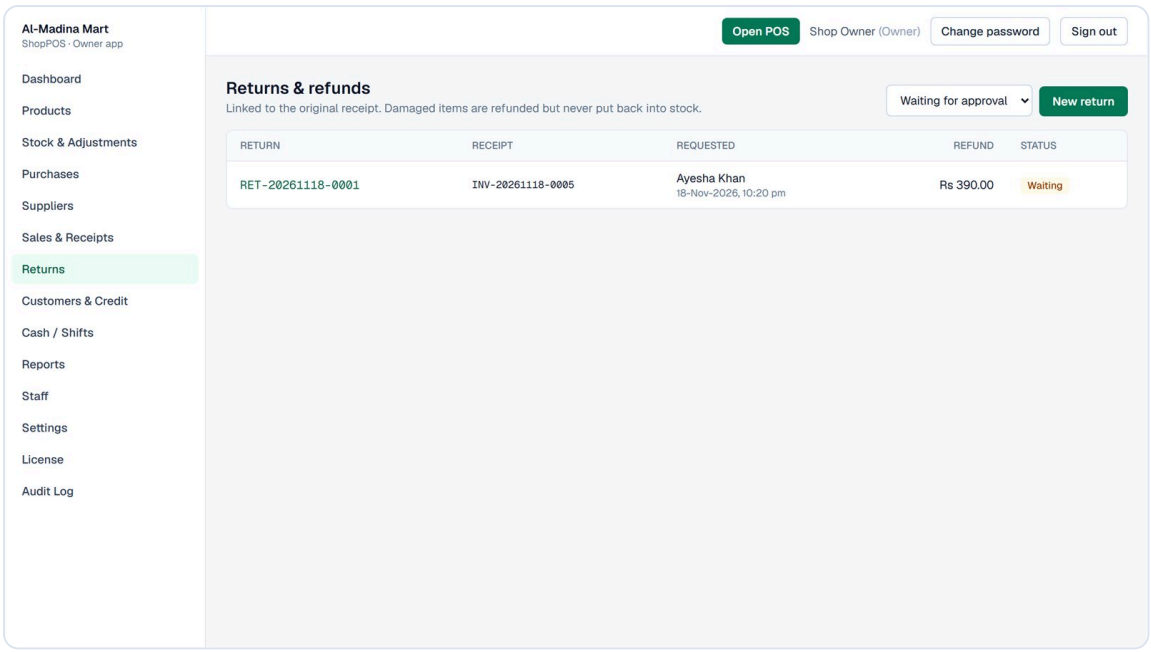


- **Net sales today**, **Estimated gross profit** (sale minus sale ke waqt ki cost — ye drawer ka cash nahi), **Stock on hand**, **Inventory value (cost)**, **Udhaar outstanding**.
- **Low stock**: kya mangwana hai. **Recent purchases**.
- Upar **Last backup …** likha hota hai. Peeli **Backup overdue** warning ho to server/backup dekhein (Chapter 9).

6.2 Roz ka chart

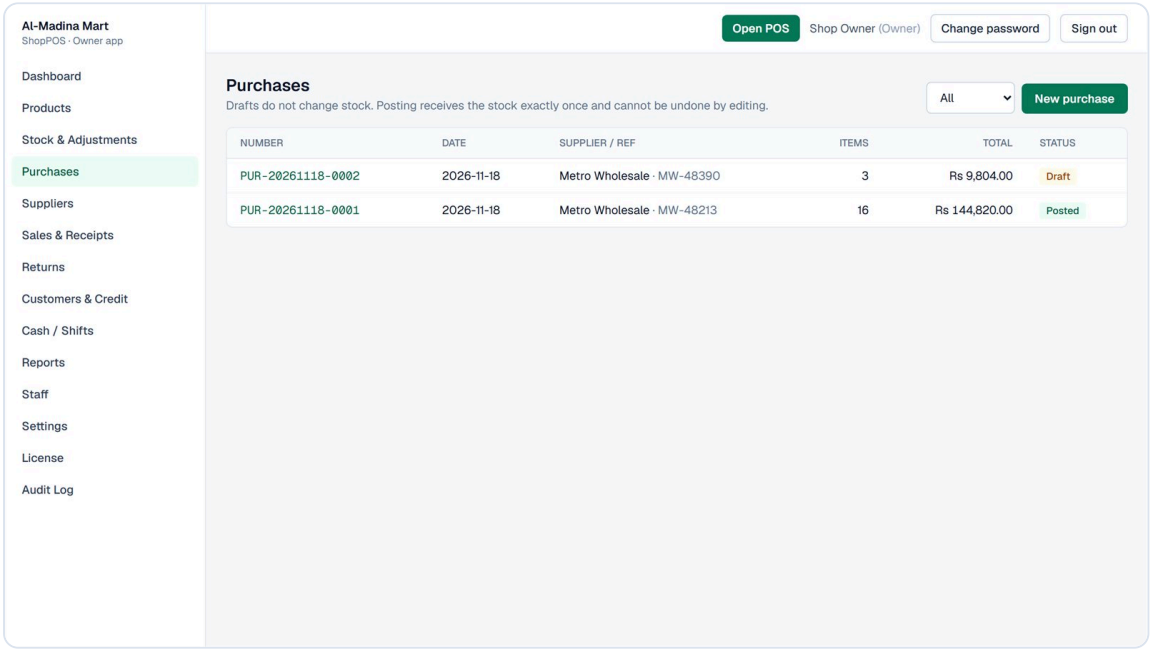
KAB	KAHAN	KYA DEKHEIN / KAREIN
Subah	**Dashboard**	Kal ki sale theek? Backup hua? Low stock.
Din mein	**Returns**	Cashiers ki bheji wapsi → **Approve** (paisa/credit jata hai) ya **Reject return** (wajah ke saath).
Maal aaye	**Purchases**	Bill ke mutabiq quantity aur cost → **Post**.
Shaam	**Cash / Shifts**	Har shift band hui? Ginti aur "hone chahiye" ka farq kitna aur kyun?

6.3 Wapsi approve karna



Waiting for approval wali wapsi kholein → **Approve** ya **Reject return**. Owner/manager khud bhi **New return** bana sakte hain.

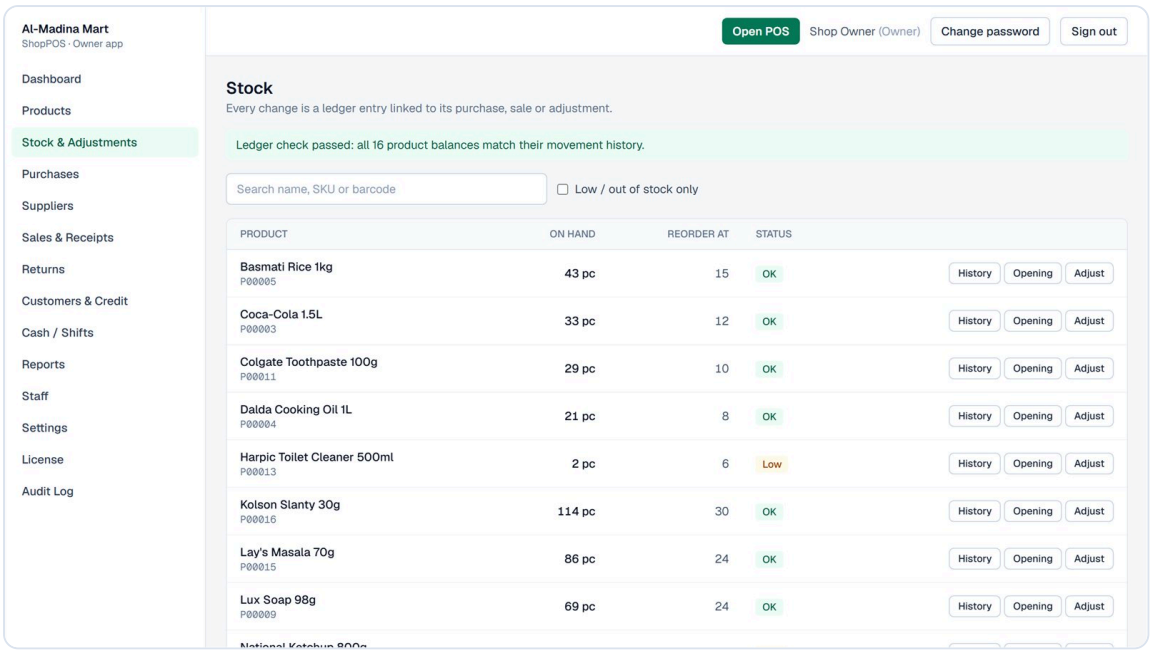
6.4 Purchases: list aur ghalti ka hal



Draft abhi stock mein nahi; **Posted** stock mein aa chuki.

- Post ho chuki purchase edit nahi hoti (hisaab saaf rehta hai). Is ke bajaye:
- **Correct…**: purchase stock se wapas nikal jati hai (**Reversed**) aur wohi items ke saath naya draft khulta hai — theek kar ke **Post**.
- **Reverse…**: sirf wapas nikalna (do dafa entry, ya maal supplier ko wapas). Wajah lazmi; Audit Log mein jati hai.
- Us maal mein se kuch bik chuka ho to reverse nahi hota — farq **Stock & Adjustments** → **Adjust** se.

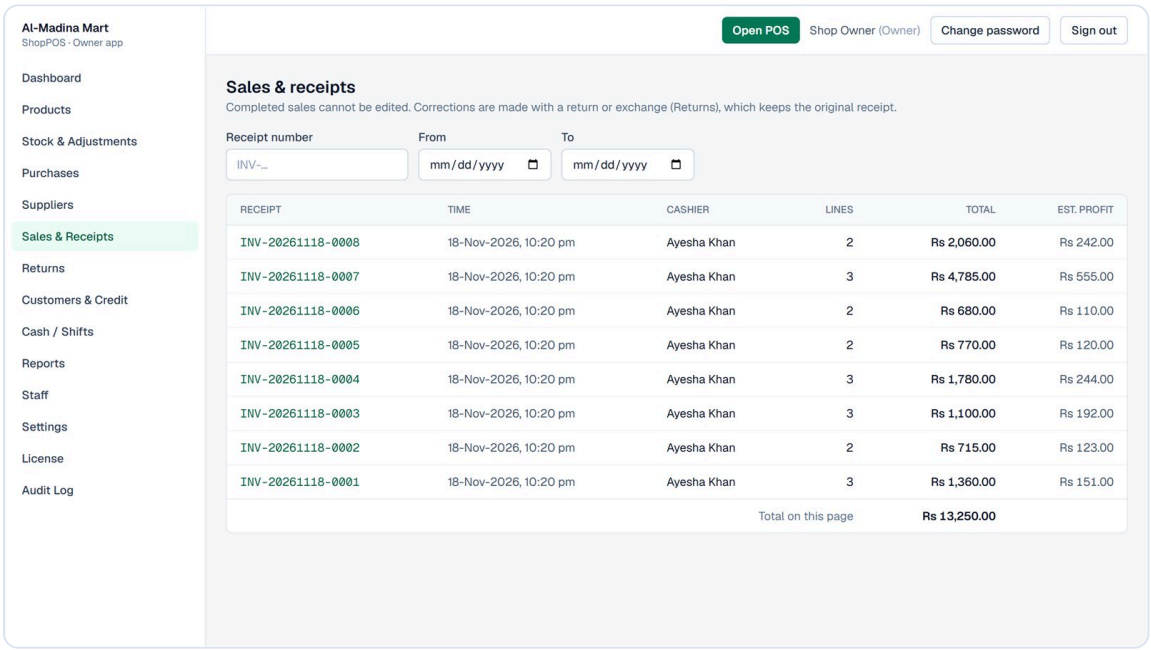
6.5 Stock aur ginti



Upar hara strip: har product ka stock us ki movements ke jor ke barabar hai (ledger check).

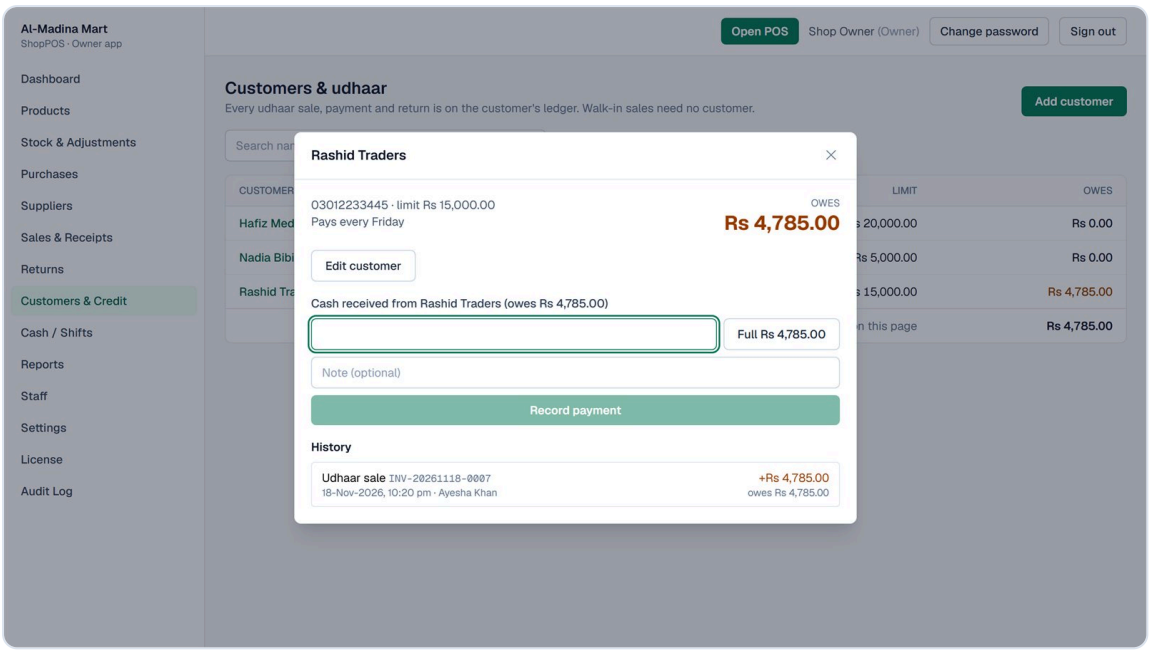
- **History**: product ki har movement (purchase, sale, wapsi, adjustment) kis ne kab ki.
- Shelf gin kar farq ho to **Adjust** — wajah lazmi, Audit Log mein jaata hai. **Low / out of stock only** se sirf kam wale.

6.6 Sales aur receipts



Har sale, cashier, total aur andazan munafa. Receipt number par click se poori receipt.

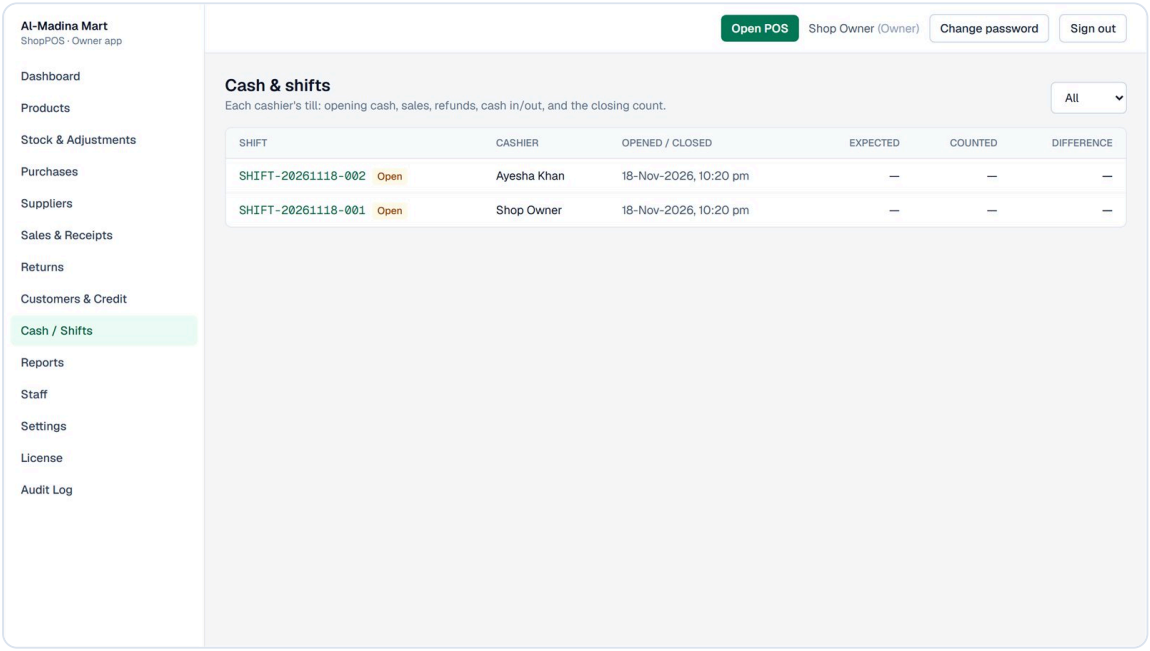
6.7 Udhaar: ledger aur wasooli



Customer ka naam click → poora hisaab (History) aur wahin **Record payment**.

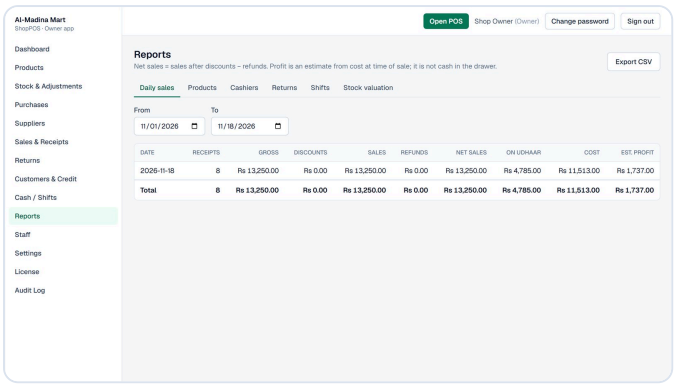
Only customers who owe se sirf baqi wale. Customer ki had (limit) **Edit customer** se badal sakte hain.

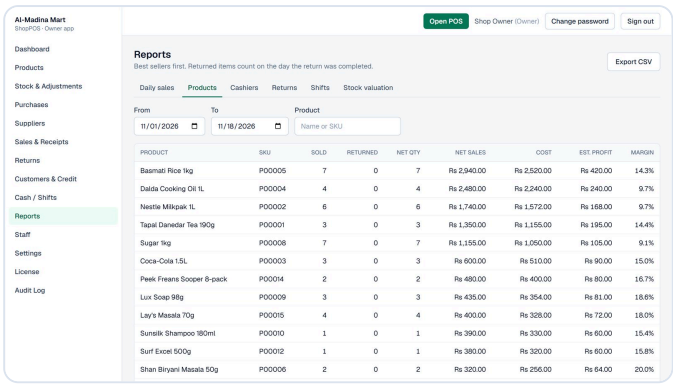
6.8 Cash / Shifts



Shift kholein to us ki har sale, refund, wasooli, cash in/out aur ginti ka farq (**Difference**) nazar aata hai. Kai din se khuli shift ko alag nishaan se dikhaya jata hai.

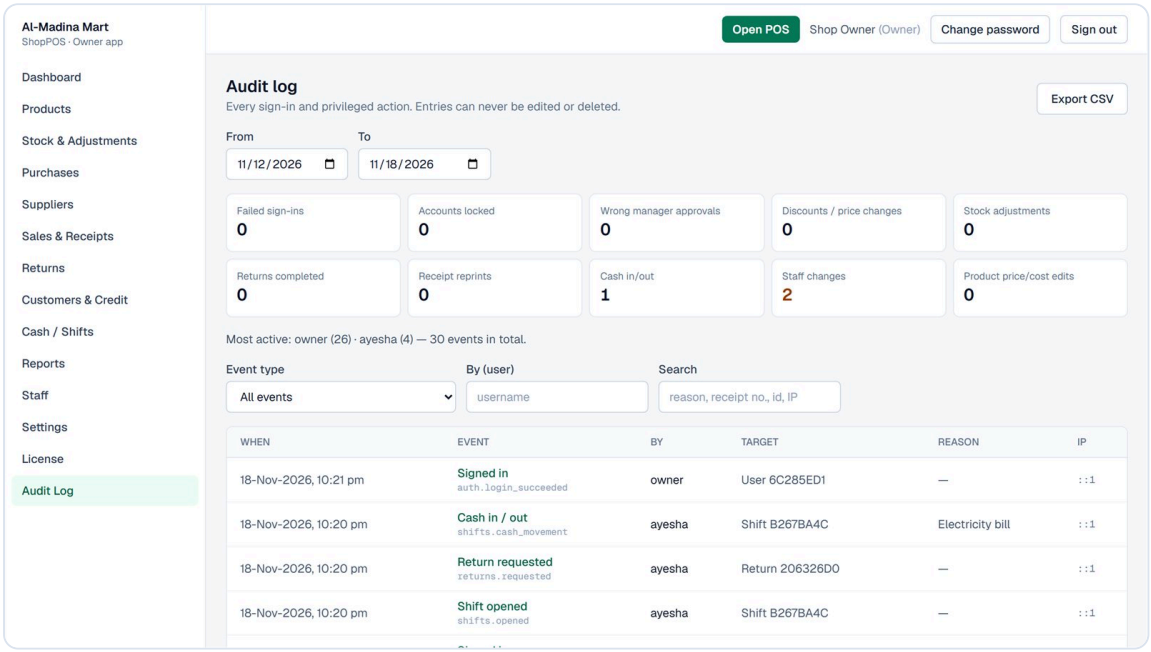
6.9 Reports





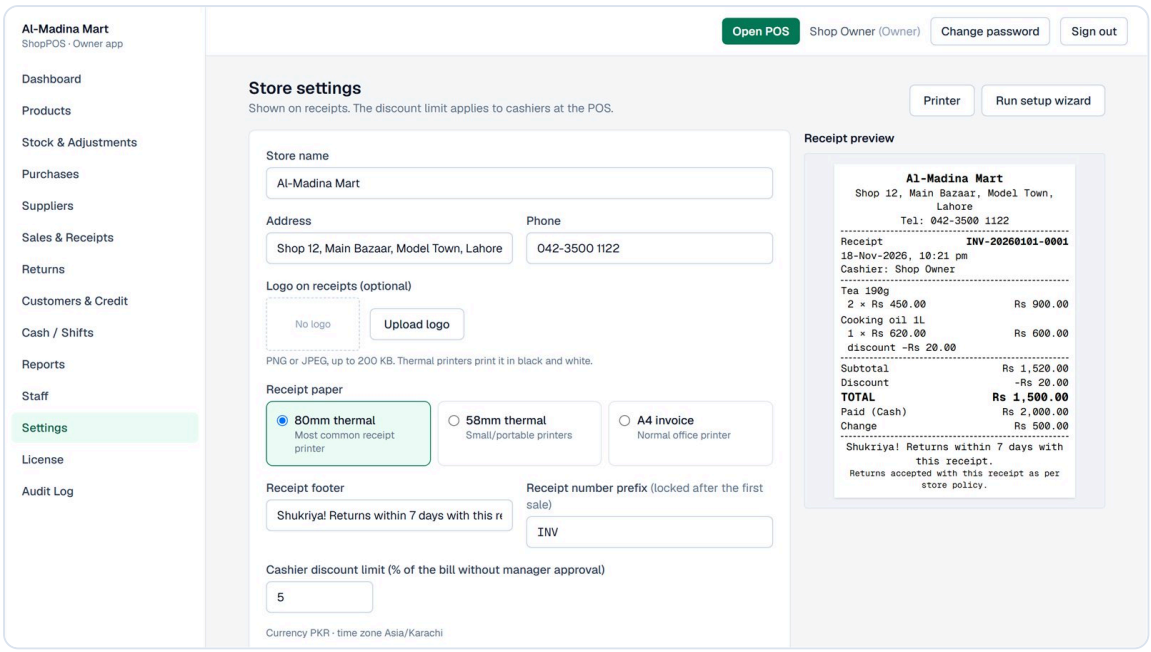
Daily sales, **Products** (kya bik raha hai, munafa %), **Cashiers**, **Returns**, **Shifts**, **Stock valuation**. Har report **Export CSV** se Excel mein.

6.10 Audit Log (sirf owner)



Kis ne kab kya kiya: sign-in, discount, approval, reprint, stock adjustment, qeemat/cost badalna. Filter aur **Export CSV**. Ye entries kabhi edit ya delete nahi hotin.

6.11 Settings (sirf owner)



Dukaan ki maloomat, logo, receipt paper, footer, prefix aur cashier discount ki had — daayein receipt ka preview.

7 Scanner, receipt printer aur cash drawer

Sab kuch hardware ke baghair bhi chalta hai; hardware lagne par khud kaam karta hai.

7.1 Barcode scanner

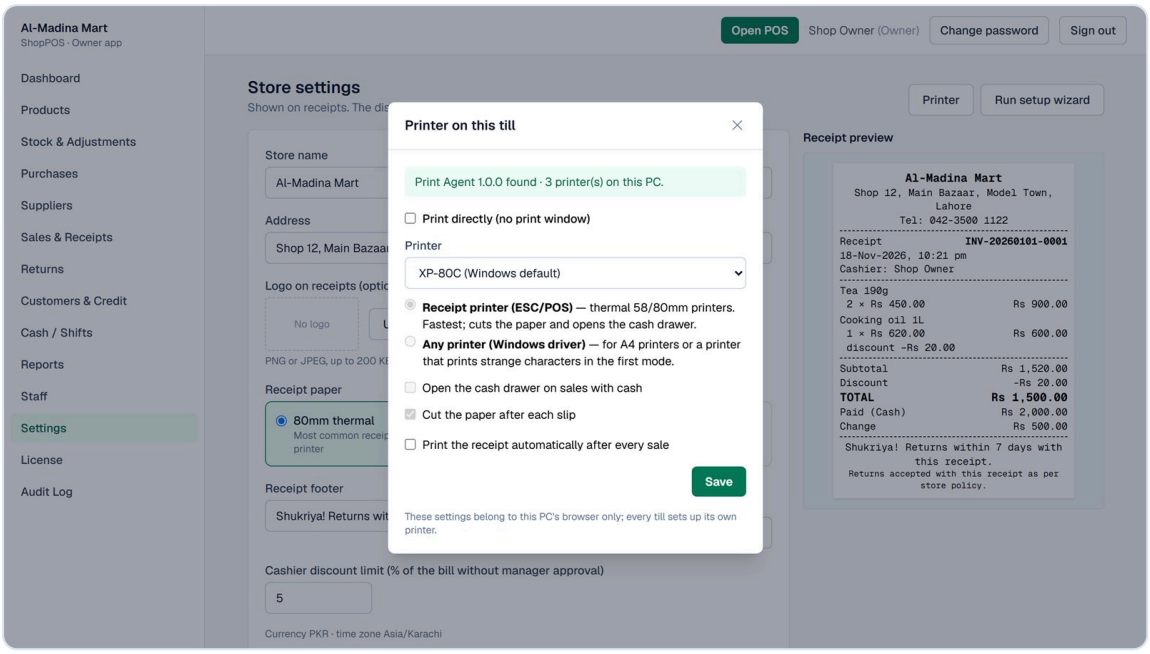
- Koi bhi USB scanner jo **keyboard (HID) mode** mein ho — taqreeban sab factory se isi mode mein aate hain. Driver ki zaroorat nahi.
- Scanner code ke baad **Enter**, **Tab** ya kuch na bheje — teeno chalte hain.
- Cursor search box mein na ho tab bhi scan cart mein jata hai. Koi dialog khula ho to nahi — pehle `Esc`.
- Scan par ghalat number aayein to scanner ki keyboard language Windows jaisi honi chahiye (aam taur par US English) — scanner ki manual mein “USA keyboard” wala code scan karein.

7.2 Printing ke do tareeqe

	BROWSER PRINTING (DEFAULT)	DIRECT PRINTING (PRINT AGENT)
Kya chahiye	Kuch nahi	`ShopPOS-PrintAgent-Setup.exe` us till PC par (ek dafa)
Print window	Haan, har dafa confirm	**Nahi** — seedha chhapti hai
Paper cut	Agar Windows driver kare	**Haan**
Cash drawer	Nahi	**Haan**, cash wali sale par khulta hai
Printers	Koi bhi	ESC/POS: thermal printers · Windows driver: koi bhi (A4 bhi)

7.3 Direct printing set karna (har printer wale till par)

1. Printer company ka **Windows driver** install karein (Xprinter, Epson, Bixolon, Rongta...) aur Windows se test page chhaap kar dekhein.
2. `ShopPOS-PrintAgent-Setup.exe` chalayein. **ShopPOS address** mein wohi likhein jo is till ke browser mein khulta hai, jaise `https://SHOP-PC:8443/`. Sirf yehi address print ya drawer khol sakta hai.
3. ShopPOS mein **Printer** → **Print directly (no print window)** tick → printer chunein → **Receipt printer (ESC/POS)** → **Open the cash drawer on sales with cash** aur **Print the receipt automatically after every sale** tick → **Print test page** → **Save**.
4. Chrome pehli dafa “local network” ki ijazat maange to **Allow** dabayein.



Printer on this till: ye settings sirf isi PC ke liye hain — har till apni set karti hai.

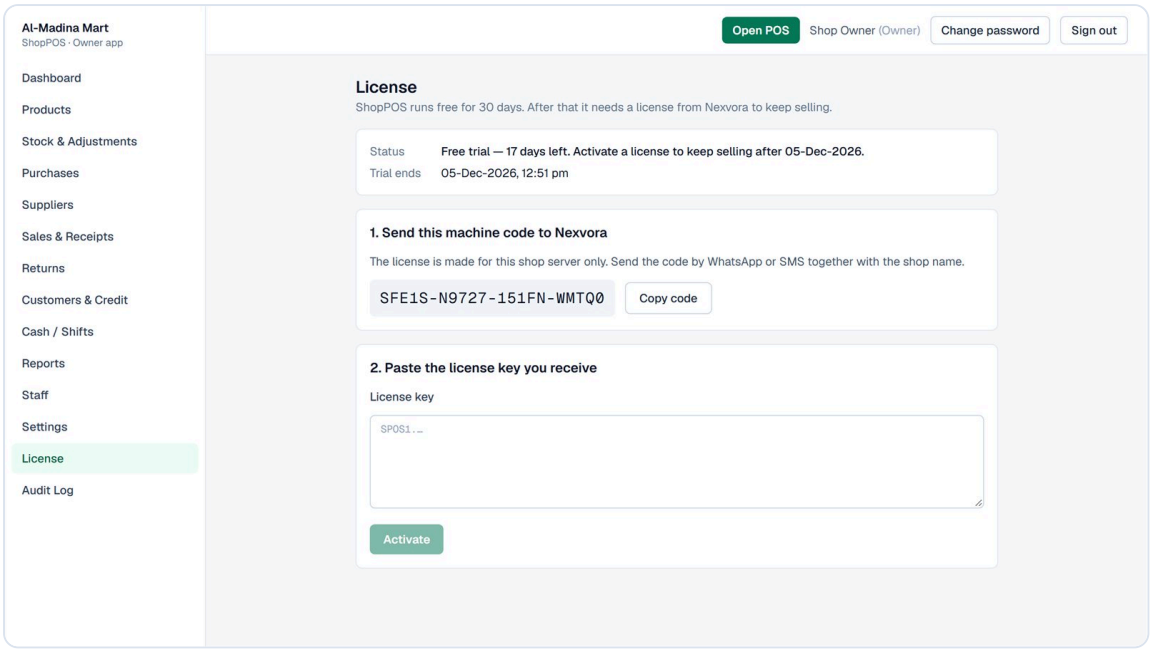
- **Cash drawer** ki RJ11 taar receipt printer ke **"DK" / drawer port** mein lagti hai, PC mein nahi. Reprint par drawer nahi khulta.
- Kya chhapta hai: sale receipt (**DUPLICATE / REPRINT** aur **VOID** samait), wapsi/exchange slip, aur udhaar wasooli ki parchi. Logo upar black & white mein.
- Printer band ho ya paper khatam: screen wajah batati hai aur slip browser se chhap jati hai — sale nahi rukti.

7.4 Hardware aane par jaanch

#	TEST	KYA HONA CHAHIYE
H1	10 alag items tezi se scan, phir un mein se ek dobara	10 lines, dobara wale ki quantity 2
H2	Pay button par click (pay na karein), phir scan	Item phir bhi cart mein
H4	Printer → **Print test page**	Poora chhape, kinaare na katein, paper cut
H5	Cash sale (auto print + drawer tick)	Receipt fauran, drawer khule, print window nahi
H6	Sirf udhaar wali sale	Receipt chhape, drawer band rahe
H8	Printer band kar ke sale	Screen par message, browser print window
H11	Till PC restart, phir sale	Direct printing bina kuch kiye chale

8 License aur free trial

License dukaan ke server PC ka hota hai; tills ko kuch nahi chahiye.



- **Trial:** nayi installation 30 din poori tarah chalti hai. Aakhri 7 din mein peela strip nazar aata hai.
- **Trial ke baad (ya dated license khatam hone par)** ShopPOS **read-only** ho jata hai: sign-in, sab dekhna, reports aur CSV chalte hain, lekin nayi sale, purchase, wapsi, stock ya settings nahi. Laal strip wajah batata hai. Data kabhi band ya delete nahi hota.

Activate karna

1. Owner app → **License** → **Copy code** (machine code, jaise `SFE1S-N9727-151FN-WMTQ0`) → dukaan ke naam ke saath Nexvora ko WhatsApp/SMS karein.
2. Nexvora license key (`SPOS1.…`) bhejega.
3. Wahin **License key** mein paste → **Activate**. Har till par fauran lagu.

> **Machine code kab badalta hai**
>
> ShopPOS dobara install, update ya restart se nahi. Windows dobara install karne ya naye PC par jaane se badalta hai — tab naya code bhej kar nayi key lein. Dobara install se trial dobara shuru nahi hota, aur PC ki tareekh 48 ghante se zyada peeche karne par ShopPOS read-only ho jata hai (lifetime license par asar nahi).

9 Backup, update aur restore

Ye zyada tar khud hota hai; owner ko sirf nazar rakhni hai.

Backup

- Har raat **23:30** poora backup `C:\ShopPosBackups` mein. PC us waqt band ho to agli dafa on hote hi. Har backup ki file check bhi hoti hai.
- 30 din se purane backup hat jaate hain, lekin aakhri 7 hamesha rehte hain.
- Har mahine ki 1 tareekh ko **restore drill**: aakhri backup ek alag database mein restore kar ke stock aur udhaar ka hisaab jaancha jata hai. Nateeja `restore-drill-log.txt` mein (**OK** hona chahiye).
- Dashboard par **Backup overdue** aaye to 26 ghante se backup nahi hua — technician ko batayein.

> **Doosri copy zaroor rakhein**
>
> Usi disk par backup disk kharab hone par nahi bachta. Technician se backup ki doosri copy USB drive ya doosri disk par set karwayein.

Update

1. Dukaan band hone ke baad nayi `ShopPOS-Setup-x.y.z.exe` server par chalayein — koi sawal nahi poochti.
2. Ye pehle database ka backup leti hai, purana program sambhal kar naya lagati hai aur database khud upgrade hota hai.
3. Naya version theek se na chale to **purana program aur database khud wapas** aa jaate hain. Tills ek do minute ke liye rukti hain.

Restore (bara masla)

Data wapas chahiye ho to pehle technician se baat karein. Restore se pehle maujooda database ka bhi “safety backup” liya jata hai, taake ghalat file chun lene par bhi wapas aa sakein. Backup ke baad ki sales receipts se dobara darj karni hongi.

Uninstall

Service, scheduled tasks aur program hat jaate hain, lekin **database (license samait), backups aur trial ki tareekh baqi rehti hai**.

10 Woh qawaid jo system khud nafiz karta hai

In ki wajah se hisaab hamesha saaf aur qabil-e-bharosa rehta hai.

Sale edit/delete nahi hoti

Ghalti ka hal void (usi shift mein) ya wapsi/exchange hai. Purchase bhi post ke baad nahi badalti — Correct ya Reverse.

Purana hisaab nahi badalta

Qeemat ya cost badalne se purani receipts aur purana munafa wahi rehta hai.

Stock minus mein nahi jaata

Kam stock par sale ruk jaati hai aur batati hai kitna bacha hai.

Wapsi ki had

Asal sale se zyada wapas nahi ho sakta; kharab maal stock mein nahi aata; refund asal (discount ke baad) qeemat par.

Cashier ko cost nazar nahi aati

Cost, munafa aur doosron ki sales sirf owner/manager dekhte hain. Cashier sirf apni shift aur sales.

Udhaar ki had

Customer ki had se zyada udhaar par sale nahi hoti.

Discount ki had

Had se zyada discount sirf manager/owner ke apne password se; har discount Audit Log mein.

Double nahi hota

Pay ya Post do dafa dabane se, ya network toot kar dobara bhejne se, sale/stock do dafa nahi banta.

11 Masla ho to

Screen ke message aur un ka hal.

SCREEN PAR / MASLA	KYA KAREIN
`Product not found`	Barcode dobara scan karein ya naam se dhoondein. Na mile to owner ko batayein (product bana nahi).
`Not enough stock`	Utni hi quantity bechein jitni bachi hai; owner ko batayein (purchase post nahi hui ya ginti ka farq).
`No open shift`	**Open shift** karein.
"Your session ended"	Dobara sign in karein — ShopPOS usi screen par wapas le aata hai. (Password badla gaya ho ya account band hua ho.)
"Cannot reach the server" / "did not answer in time"	Network aur server PC check karein, phir wohi button dobara dabayein — sale double nahi hogi.
`Error ID: E-…`	Code likh kar ya photo le kar owner/technician ko dein. Server par `C:\ShopPos\logs\errors-*.log` mein poori tafseel hai.
Till par "Your connection is not private"	Us till par certificate install nahi (Chapter 2), ya address server ke naam/IP ke ilawa kuch aur hai.
Tills par site bilkul nahi khulti	Server on hai? Same network? Windows network **Private** par hai? Server par `http://localhost/health` → **Healthy**?
Red strip: read-only	Trial ya license khatam — Chapter 8. Data mehfooz hai.
"The ShopPOS Print Agent is not running"	Print Agent setup chalayein, ya `services.msc` mein **ShopPOS Print Agent** start karein.
Printing par address ki ghalti (403)	Till ShopPOS ko us address se khol raha hai jo Print Agent ko nahi bataya gaya — setup dobara chala kar wohi address dein.
ESC/POS mode mein ajeeb harf ya kuch nahi chhapta	Printer ESC/POS nahi samajhta — **Any printer (Windows driver)** chunein.
Drawer nahi khulta	Drawer ki taar printer ke DK port mein hai? **Print test page** drawer wale option ke saath.
Drawer mein farq	**Cash / Shifts** → shift kholein → har sale, refund, wasooli, cash in/out.
Owner ka password bhool gaye	Owner ka password Staff page se reset nahi hota (wahan sirf cashier/manager ke liye button hai). Nexvora support se rabta karein.

12 Qeemat aur rabta

Ek dukaan, ek license. Tills aur staff ki koi had nahi.

Lifetime license

PKR 45,000 one-time

Har feature, installation aur staff training shamil. Doosre saal se ikhtiyari support PKR 10,000/saal.

Yearly license

PKR 18,000 /saal

Har feature, support aur updates shamil. Har saal renew.

Extra till setup

PKR 5,000 one-time

Mazeed counter PC jor kar check karna — scanner, printer aur drawer samait.

Pehle **30 din free trial** — poori features ke saath. License activate karne par trial ka sara data wahi rehta hai. Payment bank transfer se, card ki zaroorat nahi.

Nexvora ShopPOS · by NexvoraSoft

Installation, training, license ya kisi bhi madad ke liye: **support@nexvorasoft.com** · **nexvorasoft.com**

License mangwate waqt **License** page ka **machine code** aur dukaan ka naam zaroor bhejein.