GICHO SQUARE ENTERPRISE

GichoSquareDesk

Business Management & Point of Sale

Complete User Manual

Version 1.5.6 | SERVER + CLIENT

SALES

INVENTORY

REPORTING

CUSTOMER ACCOUNTS

ADMINISTRATION

Install • Activate • Sell • Manage • Protect your data

October 2026 | Prepared from the available v1.5.6 application and installer source

ABOUT THIS GUIDE

A practical handbook for cashiers, managers and the SERVER administrator.

This manual covers installation, first-run setup, software activation, routine transactions, Pending Orders, inventory, customer accounts, reporting, user administration, data protection and troubleshooting. It is written for the **GichoSquareDeskLAN v1.5.6** application configuration reviewed in October 2026.

How to use this manual

- New installation: read Chapters 01-04 first.
- Cashier: focus on Chapters 05-09.
- Stock and accounts staff: read Chapters 10-14.
- Manager/administrator: read Chapters 15-20 and the checklists.

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01 What the system does

Understand the application before you begin.

GichoSquareDesk is a Windows business-management and point-of-sale application. A **SERVER** computer hosts the shared MySQL database; additional **CLIENT** computers access that same database over a trusted local network. Everyone uses their own application login.

Area	Typical task
Dashboard	View today's business summary, cash received, recent sales and low-stock attention.
Sales & Pending Orders	Sell products/services, receive payments, save unfinished orders and complete checkout.
Sales History	Search completed sales, reprint receipts and, for administrators, cancel an eligible sale.
Products / Inventory	Manage catalogue, stock, purchases, units and product-to-inventory mappings.
Credit Accounts / Deposits	Track customer balances, payments, deposits and statements.
Expenses / Reports	Track operating expenses, profitability, sales, purchasing and daily reconciliation.
Administrative Tools / Settings	Manage users, audit activity, recovery options and business details.

Basic terms

- **SERVER** - the main computer holding the shared MySQL database and shared licence.
- **CLIENT** - another computer that uses the SERVER database.
- **Cashier/user** - a person with a named application account.
- **Pending Order** - a saved cart that has not yet become a sale.
- **Custom Sale** - an ad-hoc product/service line with manually selected inventory materials.
- **Credit** - a sale that leaves a customer balance due.
- **Customer Deposit** - money received before it is applied to a sale.

Important
Use the normal application screens for daily operations. Never manually edit the MySQL data directory or alter database tables to solve a user-interface problem.

02 Before installation

Prepare the computer, people and network.

Requirements and decisions

- A Windows x64 computer for each installation. The reviewed installer targets a self-contained .NET 10 Windows x64 application.
- Administrator approval may be required to run the installer and protected SERVER maintenance.
- Choose **SERVER** for the one computer hosting MySQL; choose **CLIENT** for other computers using that database.
- For CLIENT use, connect computers through a trusted private Wi-Fi or Ethernet network.
- Ensure the SERVER can stay powered on when CLIENT computers need to work.
- Keep the installer and, on the SERVER, a safe location for backup copies.

If this is an existing SERVER

01. Confirm your existing business data is accessible in the current application.
02. Copy the latest verified MySQL **.sql** backup and its matching **.sql.sha256** file to a safe location.
03. Close the application on all CLIENT computers before a major SERVER upgrade.
04. Install the updated application over the existing GichoSquareDeskLAN installation using the same role.
05. Allow the application's protected database upgrade only when prompted and authorized; do not manually create tables.

Do not confuse installer and database
The installer installs application files. The existing SERVER database, credentials and backup material should be preserved. If the installer detects an unrelated or manually configured MySQL installation, it may skip automatic provisioning and require administrator verification.

03 Install SERVER or CLIENT

Use the setup wizard without changing database files by hand.

Install on a new SERVER

01. Sign in to Windows with an account permitted to install software.
02. Open the GichoSquareDesk setup executable. The intended release filename is **GichoSquareDesk_Setup_v1.5.6.exe**; the name may differ if the installer was compiled before renaming.
03. Read the setup screens, select the installation folder and choose **SERVER - This computer hosts the shared MySQL database**.
04. Continue. On a fresh eligible SERVER, setup prepares its dedicated MySQL backend and the application files.
05. If setup completes SERVER enrollment successfully, launch GichoSquareDeskLAN from the Start menu or optional desktop shortcut.
06. If asked to configure an existing MySQL connection instead, stop and involve the SERVER administrator; do not guess database credentials.

Install on a CLIENT

01. Connect the CLIENT to the same trusted network as the SERVER.
02. Run the setup executable and choose **CLIENT - This computer connects to an existing server**.
03. Finish installation and open GichoSquareDeskLAN.
04. On the connection screen, enter the SERVER's private IPv4 address (for example, **192.168.x.x**) and the configured MySQL port (commonly **3306**).
05. Use **Pair with SERVER** and follow the approval procedure in Chapter 04.
06. After connection succeeds, sign in with your assigned GichoSquareDesk user account.

What you should see

Item	Meaning
Desktop shortcut	Normally labelled **GichoSquareDeskLAN** if the desktop shortcut task was selected.
Start menu entry	GichoSquareDeskLAN.
Computer Role	SERVER or CLIENT; do not casually switch roles.
First-run screen	May ask for SERVER connection, activation or administrator setup depending on installation state.

04 First launch, LAN pairing and activation

Set up the first administrator and activate the shared SERVER licence.

Create the first administrator

01. Start the application after the database connection is ready.
02. If there are no users yet, the **Create Administrator Account** screen opens.
03. Enter the requested administrator details and create a strong password.
04. Save the administrator account, then sign in.
05. The application opens **Settings** after the first successful setup so business details can be completed.

Pair an additional CLIENT with the SERVER

01. Start the SERVER application and sign in; leave the main dashboard open.
02. On the CLIENT, open the connection screen, enter the SERVER private IP address and port, then choose **Pair with SERVER**.
03. The CLIENT displays a **six-digit pairing code**. The SERVER receives a matching approval prompt.
04. Compare the six digits on both computers. The SERVER user should choose **Yes / Approve** only if the request is expected.
05. The CLIENT receives the required connection credential securely, verifies the connection and stores the user's connection settings.
06. Sign in on the CLIENT. If pairing is denied or times out, retry while the SERVER application remains open.

> **Safe pairing**
> Never approve an unfamiliar CLIENT request. Pairing must be explicitly approved by someone at the SERVER after comparing the displayed codes.

The 30-day trial

The source implements a **30-day trial** that is shared by the SERVER and its CLIENTS. CLIENTS do not get separate trials. The main screen shows the licence status. When the SERVER trial expires, activation is required before work can continue.

Activate the software - step by step

01. On the **SERVER** computer, open GichoSquareDeskLAN and sign in if the trial is still active.
02. Click **Activate Software** on the main screen. If the trial has expired, the activation window is opened during startup.
03. In **GICHOSQUAREDESK ACTIVATION**, click **Copy Machine ID**.
04. Send that Machine ID to the authorized GichoSquareDesk software provider. Ask for an activation code for this SERVER.
05. When you receive the code, paste it into **Enter Activation Code**.
06. Click **Activate Software** and wait for the success message.

07. Return to the main window and verify that the licence status reads **Permanently Activated**. CLIENTS use the SERVER's activated licence automatically when connected.

> **Activation applies to the SERVER**
> Do not try to activate each CLIENT separately. An activation code is tied to the SERVER machine identity and will not validate on a different SERVER. If replacing the SERVER computer, contact the software provider about a licence transfer.

Activation help

Message or situation	What to do
Invalid activation code / does not match computer	Recheck that the code belongs to the displayed SERVER Machine ID; request a corrected code.
SERVER trial expired on a CLIENT	Activate on the SERVER. Reconnect the CLIENT afterward.
Cannot verify licence	Confirm the SERVER database is reachable, the SERVER role is correct and the machine/date settings are accurate.
New SERVER computer	Do not copy licence files or change machine identifiers. Request an authorized transfer.

05 Login, navigation and logout

The essentials every staff member should know.

Sign in

01. Open GichoSquareDeskLAN from the desktop shortcut or Start menu.
02. Enter your assigned username and password.
03. Click **Login**.
04. Check the displayed full name and role at the top of the main window.

Navigation

The left menu opens Dashboard, Sales, Sales History, Credit Accounts, Customer Deposits, Expenses, Reports, Products, Inventory, Administrative Tools and Settings. The current page is highlighted. The main header also provides a **Global Refresh** action for refreshing the active view.

Log out correctly

01. Finish or save any work that should be retained. Unsaved cart contents are not the same as a Pending Order.
02. Click **Logout** and confirm.
03. On the SERVER, allow the automatic logout backup to complete; if the backup fails, read the warning.
04. The application returns to the login screen. CLIENT logout does not create a separate SERVER database dump.

> **Shared computers**
> Always log out when leaving a workstation. Do not share passwords between cashiers; individual logins make user activity traceable.

06 Dashboard and daily overview

Know what is happening before accepting transactions.

The Dashboard summarises the business and helps operators identify exceptions. It includes current-day and current-month sales information, expenses, profit estimates, outstanding credit, inventory valuation and low-stock alerts. Recent sales and payment-method summaries provide quick navigation context.

Daily opening check

01. Open **Dashboard** after login.
02. Check sales and payment summaries, then review any **Stock Attention** items.
03. Use **Global Refresh** after major activity if the displayed numbers are stale.
04. Investigate unexpected cash, inventory or credit values through the detailed modules and reports.

Currency

The currency is selected in **Settings** and appears on the Dashboard. Transaction entry forms and other views generally display monetary amounts as numbers rather than repeating a currency symbol.

07 Sales - ordinary checkout

Create a completed sale with the appropriate payment method.

Add items and calculate totals

01. Open **Sales**.
02. Search for or select a **Product / Service**.
03. Enter **Quantity** and check **Unit Price**.
04. Click **Add to Sale**. Repeat for additional lines.
05. Use **Remove Item** to remove a selected row or **Clear Cart** to discard the current cart.
06. If applicable, select a **Discount Type** and enter the discount. Review Subtotal and Total Payable.

Complete checkout

01. Choose **Payment Method**.
02. Supply the details required for that method (cash tendered, customer, split allocations or deposit account).
03. Click **Complete Sale** and check the confirmation summary.
04. Confirm the sale once. The application records the sale and opens the receipt preview.
05. Print or retain the receipt using the options shown in the preview.

Payment choice	Extra action
Cash	Enter Amount Tendered; the application calculates change and checks for a shortage.
Mobile Money / Card / Bank Transfer / Other	Select the method and follow the usual sale confirmation.
Split Payment	Allocate the total across supported methods; the allocation must balance.
Credit	Choose a credit customer and, if any, an initial Paid Now amount and payment method.
Customer Deposit	Choose the customer deposit account and review the amount applied and any additional payment.

Inventory control
Tracked products need an inventory mapping before they can be added to a sale. Stock movements occur during a successful completed sale - not when an item is merely added to the cart.

08 Split Payment, Credit and Customer Deposits at checkout

Use the existing checkout controls for every supported settlement type.

Split Payment

01. Build the cart, then choose **Split Payment**.
02. Open the allocation form. Select a payment method, enter the amount and click **Add payment**.
03. Repeat until the total is allocated. You can remove a selected allocation before confirmation.
04. Check the cash-change preview if cash is part of the split.
05. Click **Confirm allocations**; then complete and confirm the sale.

Credit sale

01. Select **Credit** as the payment method.
02. Select an existing **Credit Customer** or use **+ Add Customer**.
03. Enter any amount paid immediately under **Paid Now** (must be less than the total for a credit sale).
04. Select the initial payment method; **Split Payment** can be used for the initial credit amount.
05. Review the **Balance Due**, confirm checkout and give the customer a receipt.

Pay using Customer Deposit

01. Select **Customer Deposit** during checkout.
02. In **Pay Using Customer Deposit**, select the relevant account.
03. Review the available deposit, amount to apply and any additional amount to collect.
04. If additional money is required, follow the allocation/payment prompts.
05. Confirm checkout. Verify the deposit transaction history and the sale receipt.

Deposit money already held for the customer is applied through the existing deposit accounting. Do not receive the same funds as a new payment a second time.

09 Pending Orders - save, edit, cancel, complete

Keep unfinished carts without creating a sale or deducting stock.

Save a Pending Order

01. In **Sales**, add at least one product or custom service to the cart.
02. Click **Save Order**.
03. In the order details window, enter **Customer**, **Phone** and optional **Order Notes**.
04. Click **Save** and note the generated order number (prefix **PO-**).
05. The cart clears. No payment is processed, no sale is recorded and no stock is deducted.

Find and edit an order

01. Click **Pending Orders** on the Sales screen.
02. Use the Search field to find the order; select its row.
03. Click **Open in Sales**. The saved cart is loaded.
04. Adjust items, quantities, prices or discounts as appropriate.
05. Click **Save Order** again to update the *same* pending order.
06. Reopen it to verify the updated values and last-updated user.

Cancel an order

01. Open **Pending Orders** and select the unwanted order.
02. Click **Cancel Order** and confirm.
03. It disappears from the active Pending Orders list. A cancelled pending order does not create a sale, process money or deduct stock.

Complete an order

01. Open the order from the Pending Orders list into Sales.
02. Verify the saved cart and discount. If you change them, **save the order again before checkout**.
03. Choose Cash, Split Payment, Credit or Customer Deposit as appropriate.
04. Click **Complete Sale** and confirm.
05. The completed order disappears from the active Pending Orders list; its resulting sale appears in **Sales History**.

Two users and the same order
The data model checks an order revision and locks its record during checkout. If another user changes, cancels or completes it first, reload rather than trying to force the older version through. Simultaneous multi-PC use should still be tested in the actual LAN environment.

Custom Sale within Pending Orders

A Custom Sale can include manually selected inventory materials. These selections are preserved when the Pending Order is saved and reopened. Materials are deducted **once**, when the related sale is successfully completed - not during saving.

10 Products, services and categories

Create a clean catalogue before selling.

Add a product or service

01. Open **Products**.
02. Enter **Product / Service Name**, choose its category and enter its **Selling Price**.
03. Tick **Active** for items available for sale.
04. If the product consumes inventory, tick **Tracks Inventory**.
05. Click **Save**. Use **Add Category** to create a missing category.

Edit or deactivate a product

01. Use the Search and Status filters to find the product.
02. Select its row, edit the details and click **Update**.
03. To stop new sales of the product, clear **Active** and update the record.

Map products to inventory

01. Select a tracked product in Products.
02. Click **Inventory Mapping**.
03. Choose the inventory item and **Quantity Required** for each unit sold; click **Add**.
04. Review or remove mappings and close the mapping window.
05. Use a test sale to confirm that the expected quantity is deducted.

> **Before selling**
> An inventory-tracked product with missing required mappings may be blocked from the Sales cart. Set up inventory units, stock and mappings before the product is sold.

11 Inventory, stock purchases and suppliers

Record stock movements using the appropriate transaction screens.

Create or maintain an inventory item

01. Open **Inventory**.
02. Enter the **Inventory Item** name, select a **Unit** and set the **Reorder Level**.
03. Keep the item Active as appropriate and click **Save**.
04. To edit, select an existing inventory row, change details and click **Update**.
05. Use **Manage Units** if a unit of measure is missing.

Record purchased stock

01. Select an inventory item and click **Purchase Stock**.
02. Enter the purchase date, quantity, unit cost, supplier information and reference/notes as applicable.
03. Check the calculated total cost.
04. Click **Record Purchase**. Verify the new stock quantity.
05. Use **Purchase Records** to review purchase history and supplier records.

Adjust stock

01. Select the inventory item and choose **Adjust Stock**.
02. Enter a positive quantity to increase stock or a negative quantity to reduce it.
03. Choose the adjustment reason, add explanatory notes and click **Save**.
04. Confirm the updated stock balance and review its record when investigating differences.

> **Inventory accuracy**
> Record incoming purchases through Purchase Stock, use Adjust Stock for corrections, and use Sales for customer purchases. Avoid using stock adjustments as a substitute for an ordinary sale.

12 Sales History, receipts and sale cancellation

Trace completed sales and resolve mistakes with authorization.

Find a sale and reprint

01. Open **Sales History**.
02. Search by the available fields or choose a date range; use **All Dates** if needed.
03. Select a sale to see its line-item details.
04. Click **Reprint Receipt** to reopen the receipt preview.
05. Use the report control to generate a Sales History Report when needed.

Cancel a completed sale - administrator

01. Sign in as an administrator and locate the eligible sale.
02. Click **Cancel Sale**.
03. Enter the required reason; review the confirmation showing sale number, date and total.
04. Confirm only if the cancellation is intended.
05. The cancelled sale remains in history marked cancelled; associated inventory adjustments are handled by the application.

Different actions
Cancel Pending Order removes an unfinished order from the active list. **Cancel Sale** reverses an already completed sale and requires administrator authorization. They are not interchangeable.

13 Credit Accounts and customer repayments

Manage outstanding balances without creating duplicate sales.

View customer accounts

01. Open **Credit Accounts**.
02. Search for the customer, then select their account.
03. Review the selected customer's outstanding credit sales.
04. Use **Payment History** or **Customer Statement** for detailed records.

Receive a credit repayment

01. Select the correct customer and credit account.
02. Click **Record Payment**.
03. Enter the repayment and payment method as requested.
04. Review the allocated amount and confirm the payment.
05. Check the updated outstanding balance, payment history and generated receipt.

Customer Statement

01. Select the customer in Credit Accounts.
02. Click **Customer Statement**.
03. Choose **From Date** and **To Date**.
04. Click **Generate Statement** and review or print the result.

A credit sale records an amount due. Receiving a later repayment reduces that balance; it does not create another sale.

14 Customer Deposits

Record advance payments, top-ups, refunds and applications to sales.

Create a deposit account

01. Open **Customer Deposits** and click **New Deposit**.
02. Select a customer or click **New Customer**.
03. Enter the product/service description and optional expected collection date.
04. Enter **Deposit Received**, choose the payment method and provide any reference or notes.
05. For **Split Payment**, allocate the amount across the selected payment methods.
06. Click **Create Deposit** and check the deposit receipt.

Add money to an existing deposit

01. Select the deposit account.
02. Click **Add Money**.
03. Enter the amount, method and optional notes (or Split Payment allocations).
04. Confirm and review the new receipt and transaction history.

Refund a deposit - administrator

01. Select the relevant deposit account and choose **Refund**.
02. Enter a valid refund amount, method and the required refund reason.
03. Confirm carefully and verify the adjusted balance and receipt.

Statements and receipts

Select an account to see its transaction history. **Print Receipt** reprints a selected deposit transaction, and **Print Statement** produces an account statement. The view also displays money received today, refunds and deposits held.

> **No double charging**
> When a Customer Deposit is applied to a later sale, that application is recorded against the deposit account. Do not record the previously collected deposit as new cash received again.

15 Expenses and day-to-day cost tracking

Record operating costs against dates and payment methods.

Add an expense

01. Open **Expenses**.
02. Choose the **Expense Date** and Category. Use **Add Category** where appropriate.
03. Enter a clear Description and Amount.
04. Choose the payment method and enter optional notes.
05. Click **Save Expense**.

Correct or review expenses

01. Search or use From/To date filters in Expense History.
02. Select the expense to correct and choose **Edit Expense**, then **Save Changes**.
03. Use **Delete Expense** only when authorized and sure the entry is incorrect.
04. Review the total expenses for the filtered period.

Expense entries contribute to reports and daily reconciliation. Record the actual payment method so the cash/non-cash position remains meaningful.

16 Reports and daily reconciliation

Review performance and explain money movement.

Available reporting areas

Report tab	Typical contents
Profitability	Profit & Loss, Product Gross Profit, Expense Summary.
Inventory Valuation	Current inventory value and related item details.
Sales Analysis	Sales transactions, revenue, credit, payment-method analysis and daily-sales printing.
Purchases	Purchase history and purchases by inventory item.
Daily Reconciliation	Opening balances, receipts, expenses, expected balances and cash-count difference.

Generate a report

01. Open **Reports** and select the relevant tab.
02. Choose the date range or report parameters shown.
03. Click **Generate** or the named **View Report** button.
04. Review totals and details before printing or sharing the report.
05. If a value appears unexpected, compare it with the underlying transaction history.

Daily Reconciliation - recommended closing procedure

01. Choose the reconciliation date.
02. If needed, enter and **Save Opening Cash** and **Save Opening Non-Cash**.
03. Click **Generate** to load sales, repayments, received amounts and expenses for the selected date.
04. Review Expected Cash on Hand and Expected Non-Cash Balance.
05. Count actual cash and enter it in the **Cash Counting Calculator**.
06. Investigate any CASH DIFFERENCE before closing the day; do not change opening balances merely to force a match.

Reporting terminology
Sales revenue, cash received, deposits received and outstanding credit are different measures. Use the correct report for the question being answered.

17 Business Settings and printing

Set business identity, defaults and receipt messages.

01. Sign in as an administrator and open **Settings**.
02. Complete Business Name, Phone Number, Email Address and Business Address.
03. Choose the Currency and Default Payment Method.
04. Enter an optional Receipt Footer and Receipt Note.
05. Click **Save Settings**.
06. Make a small test sale and inspect the receipt preview to verify printed details.

Printing tips

- Make sure a working Windows printer is selected in the receipt/report preview.
- Preview before printing if a logo, receipt note or paper size has changed.
- If printing fails after a sale completes, find the sale in **Sales History** and use **Reprint Receipt**.
- Keep business contact information current; it appears on printed documents as configured.

18 Users, permissions and account recovery

Protect staff accounts and administrator-only actions.

Manage users

01. Sign in as Administrator.
02. Open **Administrative Tools → Manage Users**.
03. Choose **Add User** and enter the person's required details and role.
04. Use **Reset Password** when an authorized user requires a password reset.
05. Use **Deactivate User** for people who should no longer sign in.

Administrative Tools at a glance

Tool	Purpose
Change Password	Change the current signed-in user's password.
Set/Change Admin Recovery Code	Manage the designated administrator password-recovery control.
Manage Users	Create, reset and deactivate user accounts.
Audit Trail	Review changes to business records.
Restore Database / Master Reset	SERVER-only, administrator-authorized maintenance.

Password recovery

The login screen includes **Forgot Admin Password?**. Use the authorized administrator recovery process and recovery code provided through the Administrative Tools. Never bypass the login or manually change password hashes in the database.

Permissions
Settings, Audit Trail, user management, sale cancellation, deposit refunds and database maintenance have elevated restrictions in the reviewed code. Not every cashier will see or be allowed to use every control.

19 Audit Trail and accountability

Understand who changed what and when.

Open and filter the audit log

01. Sign in as an administrator.
02. Open **Administrative Tools → Audit Trail**.
03. Filter or search by the fields available on the Audit Trail screen.
04. Select a result to see detailed activity information, including previous/new values where available.
05. Use Previous/Next to move between result pages.

Pending Orders events

Activity	Audit action
New saved order	Created
Change an existing pending order	Updated - old and new order/cart details
Cancel a pending order	Cancelled
Complete through checkout	Completed - references the resulting sale

The user account, date/time, record identifier and relevant changes provide a record for investigation. Existing historical actions before the Pending Orders audit update are not automatically added retroactively.

20 Backup, restore and Master Reset

Protect the shared SERVER database.

Automatic SERVER backups

On normal SERVER logout the application attempts a MySQL SQL backup. Successful backups have **two matching files**: a file ending in **.sql** and its partner ending in **.sql.sha256**. CLIENT logout does not generate a separate SERVER dump. The source keeps up to 10 logout backups in its managed backup folder.

Where backups are stored

If OneDrive is configured, the application uses a GichoSquareDeskLAN backup folder inside the available OneDrive location. Otherwise the local path is generally:

%LOCALAPPDATA%\GichoSquareDeskLAN\Backups
To find that local folder, press **Win + R**, paste the path above and press Enter. The exact OneDrive directory can vary with the Windows account.

Make an independent safety copy

01. On the SERVER, log out normally and check for any backup warning.
02. Open the backup folder and find the newest matching **.sql** and **.sql.sha256** files.
03. Copy **both** files together to an external drive or a protected second location.
04. Keep more than one dated copy; occasionally test a restore under administrator supervision.

Restore Database - administrator, SERVER

01. Confirm the chosen backup and its matching checksum file exist; preserve your latest backup first.
02. Make sure other users stop work. On the SERVER, open **Administrative Tools → Restore Database**.
03. Select the desired **.sql** file and follow the administrator/security confirmations.
04. Wait for completion; do not switch off the SERVER.
05. Restart or reopen the application if requested, then verify the expected sales, inventory, credit and Pending Orders.

> **Restore changes data**
> Restoring a backup replaces the live data with the selected backup's earlier state. Transactions made after that backup will not be present afterward. Do not use Restore to recover just one deleted row without understanding this consequence.

Master Reset - extreme caution

The SERVER administrator can use **Master Reset Database**. The dialog includes optional choices for clearing Inventory, Products & Services and Suppliers. This operation can remove transactional information, including Pending Orders and Sales, while following the selected preservation choices. It is **not** a routine housekeeping tool.

01. Before considering a reset, obtain permission and create/check a separate backup.
02. Stop CLIENT activity and sign in as the authorized SERVER administrator.
03. Review every reset option and the final confirmation carefully.

04. After reset, verify the business tables and records expected to remain; use a separate approved restore to recover previous data if necessary.

Never copy live MySQL files
The database is not a single portable file. Do not copy raw live MySQL storage files as a backup while MySQL is running; use the application-generated SQL backup pair.

21 Upgrades, maintenance and working across LAN

Keep the SERVER and CLIENT application versions compatible.

Updating an existing installation

01. On the SERVER, confirm a recent backup and copy it to safe storage.
02. Ask all users to close GichoSquareDeskLAN.
03. Run the updated installer and retain the correct SERVER role and installation path.
04. If the app requests an approved database schema upgrade, allow it only on the SERVER after reviewing the prompt.
05. Wait for successful verification and reopen the application.
06. Update CLIENT application files to the compatible version before returning to normal shared use.

The v1.5.6 Pending Orders implementation uses two additional database tables compared with the older 23-table design. An already-upgraded 25-table SERVER should not need the same migration again. New SERVER provisioning in the reviewed updated schema is intended to create the 25-table structure directly.

Recover CLIENT connection

01. Confirm the SERVER computer is on, MySQL is available and the network is connected.
02. At **SERVER Connection Failed**, choose **Retry Connection** for a temporary outage.
03. Choose **Change Server** only if the SERVER address changed or an administrator directs you.
04. For re-pairing, keep the SERVER logged in, compare the six-digit code and approve only a recognized CLIENT.

If maintenance or recovery is blocked

If the SERVER reports incomplete maintenance or recovery, follow the application's supervised recovery workflow. Do not delete recovery markers, manually set MySQL read-only flags, or repeat destructive operations without administrator review.

22 Common problems and what to do

Quick troubleshooting before calling support.

Problem	Recommended action
Cannot log in	Check username/password; request authorized reset rather than sharing another user's login.
Cannot connect CLIENT to SERVER	Check SERVER power, private network, IP/port and whether pairing approval is pending. Use Retry Connection.
Activation rejected	Copy the SERVER Machine ID again; confirm the issued code belongs to that SERVER.
Trial expired on CLIENT	Activate on SERVER; CLIENTS do not activate independently.
Product cannot be added	Verify product is active, inventory mapping exists if required, and the selected item is valid.
Split Payment cannot confirm	Check that allocations equal the payable amount and the cash change is correct.
Pending Order changed elsewhere	Close or reload the order; do not overwrite another cashier's newer revision.
Cannot complete Pending Order	Confirm the cart matches the saved version and valid payment/stock is available. Save edits first.
Customer Deposit option fails	Check deposit account balance, selected customer and additional payment details.
Receipt did not appear	Look for the completed sale in Sales History; use Reprint Receipt.
Backup warning at logout	Do not assume backup succeeded; check the .sql and .sha256 pair on the SERVER and notify administrator.
Restore/Master Reset disabled	These tools are restricted to authorized SERVER administrators.
Unexpected app error	Restart; if repeated, capture the exact message and ask the administrator to review logs.

Useful diagnostic location

The application records unexpected errors under the Windows user profile, typically at:

%LOCALAPPDATA%\GichoSquareDeskLAN\Logs\errors.log

Send the exact error wording and relevant screenshot to the software provider. Do not include passwords, activation codes, private keys or database credentials.

23 Quick-reference checklists

Practical checklists to print and keep near the workstation.

Cashier - start of shift

- ☐ Sign in using your own account.
- ☐ Check that the correct SERVER/CLIENT connection is working.
- ☐ Review stock alerts and any open Pending Orders.
- ☐ Verify the default payment method and working receipt printer.
- ☐ Record opening cash through the reporting/reconciliation controls when required.

Cashier - each sale

- ☐ Choose the correct product/service and quantity.
- ☐ Confirm price, discount and total.
- ☐ Select the correct payment method and customer/deposit account.
- ☐ Check receipt after completed checkout.
- ☐ Save the cart as a Pending Order if the customer is not ready.

Cashier - close of shift

- ☐ Resolve open carts; save only valid unfinished orders.
- ☐ Review sales, repayments and deposit transactions.
- ☐ Use Daily Reconciliation to compare expected and counted cash.
- ☐ Sign out normally; on SERVER review any backup warning.
- ☐ Report unexplained differences to the administrator.

Administrator - weekly

- ☐ Confirm recent SERVER backups and a second safe copy.
- ☐ Review Audit Trail and unusual cancellations/adjustments.
- ☐ Review deactivated staff accounts and access rights.
- ☐ Check low stock, credit balances and old Pending Orders.
- ☐ Verify scheduled reporting and receipt printer configuration.

24 Support, definitions and important limits

Final references for administrators and staff.

Contact details shown in the application About screen

Contact	Details
Developer	Gicho Square Enterprise
Phone	0720579517 / 0725887418
Email	gichosquare@gmail.com
Application	GichoSquareDesk, Version 1.5.6

Useful terminology

Term	Meaning
POS	Point of Sale - recording the customer's purchase and payment.
LAN	Local Area Network connecting SERVER and CLIENT computers.
Machine ID	Identifier displayed on the SERVER activation screen.
Activation Code	Software-provider-issued code verified for the SERVER Machine ID.
SQL backup	Database export file produced by the SERVER backup process.
SHA-256 file	Matching integrity file used to verify the backup file.
Inventory mapping	Quantity of stock consumed by a tracked product sale.
Audit Trail	History of recorded changes attributed to users.

What this guide does not authorize

- It does not authorize manual database edits, direct manipulation of licensing files or bypassing approval dialogs.
- It does not replace instructions from a qualified administrator for SERVER recovery, Windows networking or complex printer configuration.
- It does not claim that simultaneous multi-PC concurrency tests or every installer scenario have been completed on the final released build.

A safe operating principle
For day-to-day use, follow the screens. For installation, activation, SERVER transfer, database recovery or unexplained account discrepancies, stop and ask the authorized administrator or Gicho Square Enterprise for assistance.

25 One-page activation card

Copy or print this page for the SERVER administrator.

WHO ACTIVATES?

Only the SERVER computer. All connected CLIENT computers share the SERVER's trial and activation status.

ACTIVATION STEPS

01. Open GichoSquareDeskLAN on the SERVER.
02. Click **Activate Software** (or use the activation prompt when the trial expires).
03. Click **Copy Machine ID**.
04. Send the copied ID to the software provider and request the correct activation code.
05. Paste the issued code into **Enter Activation Code**.
06. Click **Activate Software**.
07. Confirm **Permanently Activated** on the SERVER and reconnect any CLIENTS.

> **Keep private**
> Treat the activation code as a licence credential. Never publish it in screenshots or share it with other businesses. If the SERVER changes, request an authorized licence transfer.

26 One-page backup and recovery card

Keep this card with your other business continuity documents.

BACKUP

01. Log out normally on the SERVER.

02. Find the latest GichoSquareDeskLAN_MySQL_*.sql file and its .sql.sha256 partner.

03. Copy both files to a separate secure location.

04. Label the copy with the date; retain more than one known-good backup.

RESTORE - ONLY IF AUTHORIZED

01. Choose the correct dated SQL backup. Understand that later records will be lost on restore.

02. Stop CLIENT use and open SERVER Administrative Tools → Restore Database.

03. Complete the protected confirmations; do not interrupt.

04. Verify Sales, Pending Orders, Inventory, Credit Accounts and Customer Deposits after recovery.

If an error appears
Preserve the existing database and backup files. Do not manually delete markers or reset MySQL settings. Record the exact error and request qualified support.