



KYNEXFLOW User Manual

Visual guide to installation, configuration, daily operations and administration

Document	Value
Software version	1.1.52
Current release platform	Windows 10 and Windows 11
Manual language	English
Updated	21 September 2026
Website	https://kynexflow.com
Support	info@kynexflow.com and support@kynexflow.com

This manual covers the main features and optional modules available in KYNEXFLOW. The exact menu depends on the licensed edition, enabled modules and the permissions assigned to the signed-in user.

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1. KYNEXFLOW overview

KYNEXFLOW is a business management system for sales, purchasing, invoicing, customers, suppliers, inventory, warehouses, rental operations, POS, finance, employees and reporting. The active database remains on the business-controlled computer or server. Online access is optional and can only be enabled by an administrator.

Core principles

- A document can connect customers or suppliers, payments, stock movements, linked expenses and a complete action history.
- Each user can view or change only the sections allowed by their permissions.
- Sensitive actions can be submitted for approval and retain the user, timestamp, reason, and before-and-after values.
- Modules can be enabled for different business types without deleting existing business data.

Editions

Edition	Best for	Main scope
KYNEXFLOW Lite	Small businesses	Sales, purchases, inventory and licensed warehouse limits
KYNEXFLOW Full	Complete operations	Operational modules, users, approvals, rental and integrations
KYNEXFLOW Accountant	Multiple companies	Full functions with separate company databases
POS licence	Sales terminals	A licensed number of POS terminals per database and device

2. Installation, updates and licensing

Installation

- 1 Download the installer. Use the Download button on kynexflow.com to obtain the latest verified release.
- 2 Run the installer. Choose the installation folder and complete the operating system prompts.
- 3 Open KYNEXFLOW. The application starts its local service and opens the user interface.
- 4 Activate the licence. Copy the KYNEX device ID and enter the licence code issued for that device.

Licence rules

- One licence is assigned to one computer. Moving it to another computer requires a licence migration.
- Early renewal extends the licence from its existing expiry date, not from the payment date.
- Blocking, expiry or deletion of a licence does not delete the business database.
- The locally stored validity date allows offline work until the confirmed expiry date; verification resumes when internet access returns.
- Edition, database count and POS terminal count are enforced by the licence.

Updates

KYNEXFLOW checks for new versions automatically. Download progress includes percentage, file size and speed. Installation begins only after confirmation. If remote users are active, the administrator must confirm their logout before installation continues.

Note. The database, licence activation, Google Calendar credentials, online access tokens, company logo and settings are stored outside the application files replaced by an update. A backup is still recommended before every major release.

3. Databases and sign-in

Create a database

- 1 Create the company. Enter the company name, base currency and administrator credentials.
- 2 Choose the configuration. Select the business type and enable the required modules.
- 3 Complete company settings. Add legal details, address, contacts, logo and document rules.
- 4 Create users. Assign a role and the minimum permissions needed for each job.

Demo mode

Without an active licence, KYNEXFLOW opens isolated demo databases only. Demonstrations cover sales, services, rental, restaurant and mixed operations. Demo records never merge into a real company database.

Sign-in and recovery

- Sign in with a user name and password for the active database.
- Administrators can reset a user's password from Settings.
- Store recovery codes away from the computer and restrict them to administrators.
- Only one desktop instance runs at a time; reopening KYNEXFLOW brings the existing window forward.

4. Interface and navigation

Element	Purpose
KYNEXFLOW logo	Returns to the dashboard
Search	Opens quick search without leaving the current page
Menu	Shows modules allowed for the current user
Module bar	Opens Sales, Purchases, Inventory and Warehouses with their subpages
Work tabs	Keeps multiple pages open while the navigation bars remain fixed
Notifications	Shows issues, expiries, returns, approvals and tasks

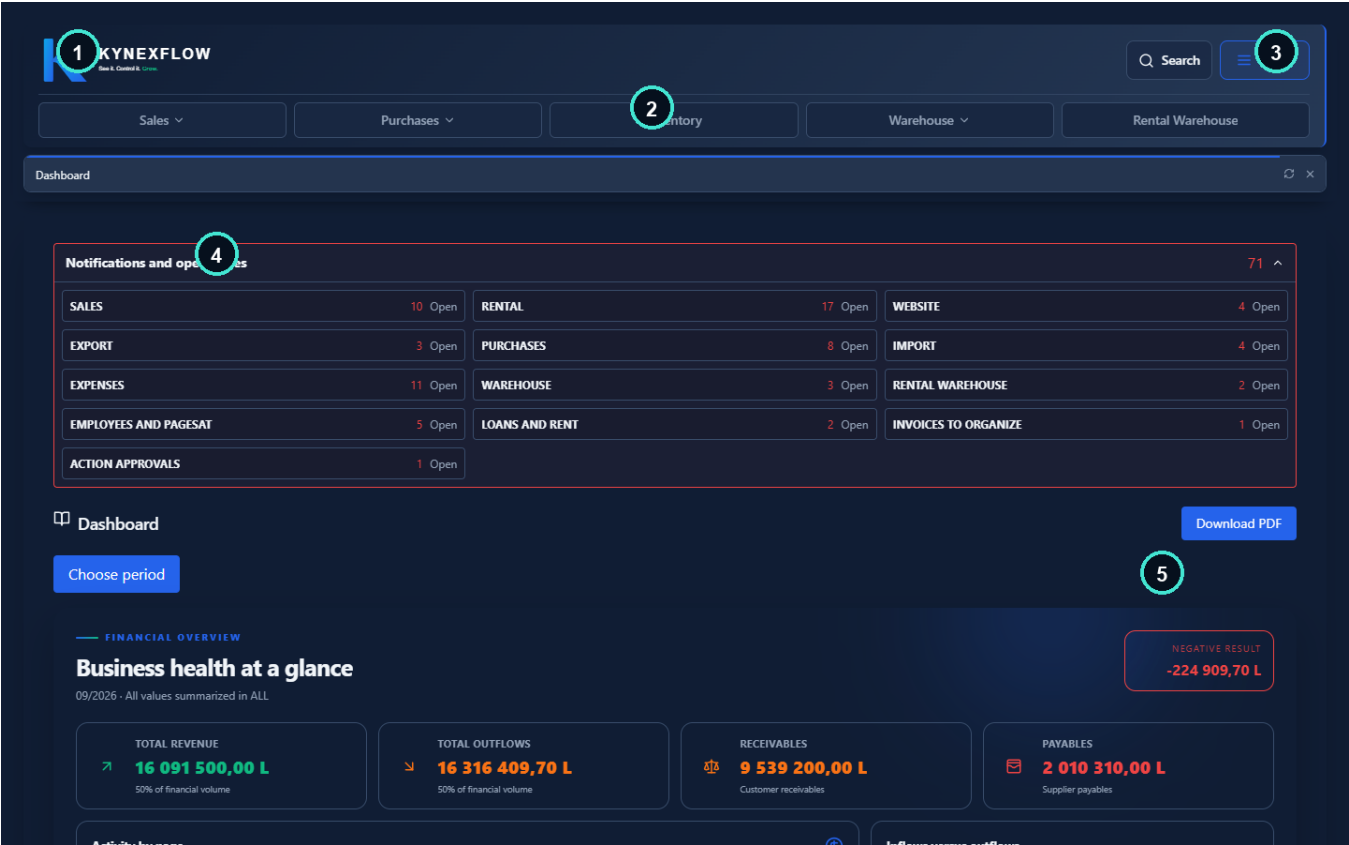
Quick search

Search opens over the active page and can find invoices, customers, suppliers, products and other records. A selected result opens in a new work tab while the previous page remains available.

Language, themes and mobile layout

- Switch between English and Albanian from the profile or Settings.
- Themes coordinate the background, cards and navigation colours.
- On phones the menu stays collapsed until opened. Forms use compact rows and wide tables can scroll horizontally.

Annotated view - navigation and dashboard



- | | |
|---|---|
| 1 | KYNEXFLOW logo: return to the dashboard from any module. |
| 2 | Main module bar: Sales, Purchases, Inventory, Warehouse and Rental Warehouse. |
| 3 | Search and Menu remain available in the fixed top area. |
| 4 | Notifications group pending sales, warehouse, rental, staff and approval actions. |
| 5 | Dashboard controls select the period and export the visible summary to PDF. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

5. Dashboard and notifications

The dashboard summarises income, outflows, receivables, payables and the result for the selected period. Choose a month, year or custom interval and export the summary to PDF.

Notification group	Examples
Financial	Late payments, loans, instalments, rent and liabilities
Warehouse	Pending movements, low stock and adjustment requests
Rental	Returns, preparation, transport and installation
Employees	Schedules, tasks, payroll, bonuses and documents
System	Licence expiry, updates, online access and synchronisation
Approvals	Changes or deletions awaiting an administrator

6. Sales, quotations and invoices

Administrators can add or remove document types and assign one or more taxes and rates to each type. Sales pages can represent standard sales, exports, website orders, POS sales or other business-defined processes.

Create a sale

- 1 Choose the document type. Open the required sales page and create a new document.
- 2 Select the customer. Search by name, phone or identifier and open the customer record if needed.
- 3 Complete the header. Enter number, date, currency, exchange rate, due date, warehouse, representative and notes.
- 4 Add line items. Search for a product or service and enter quantity, price, discount and tax.
- 5 Arrange categories. Drag categories and items into the required order; the PDF follows that order.
- 6 Save and verify. Check totals, payments, stock effects and the generated PDF.

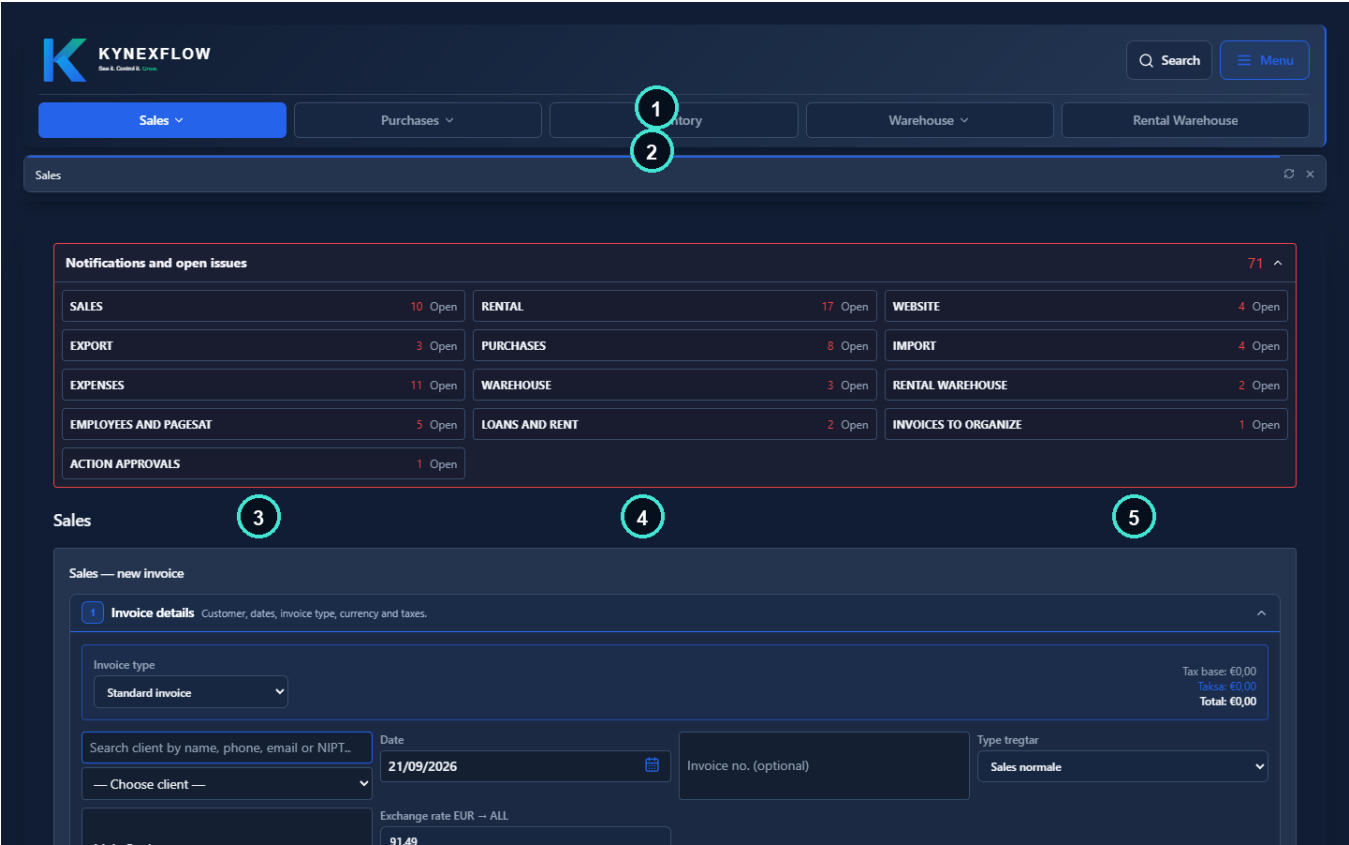
Quotations and conversion

A quotation remains separate from an invoice and can be downloaded on desktop or mobile. When accepted, it can be converted to a sale or rental while preserving the customer, items and source-document link.

PDF and history

- Company PDFs use the saved logo at a readable size and include company details.
- Payment method is not printed on customer PDFs, although payments remain available inside KYNEXFLOW.
- The document history shows who created or edited the invoice and exactly what changed.
- Back returns to the previous list and position.
- Linked documents, customers and suppliers can be opened directly.
- Supporting files can be attached to the document.

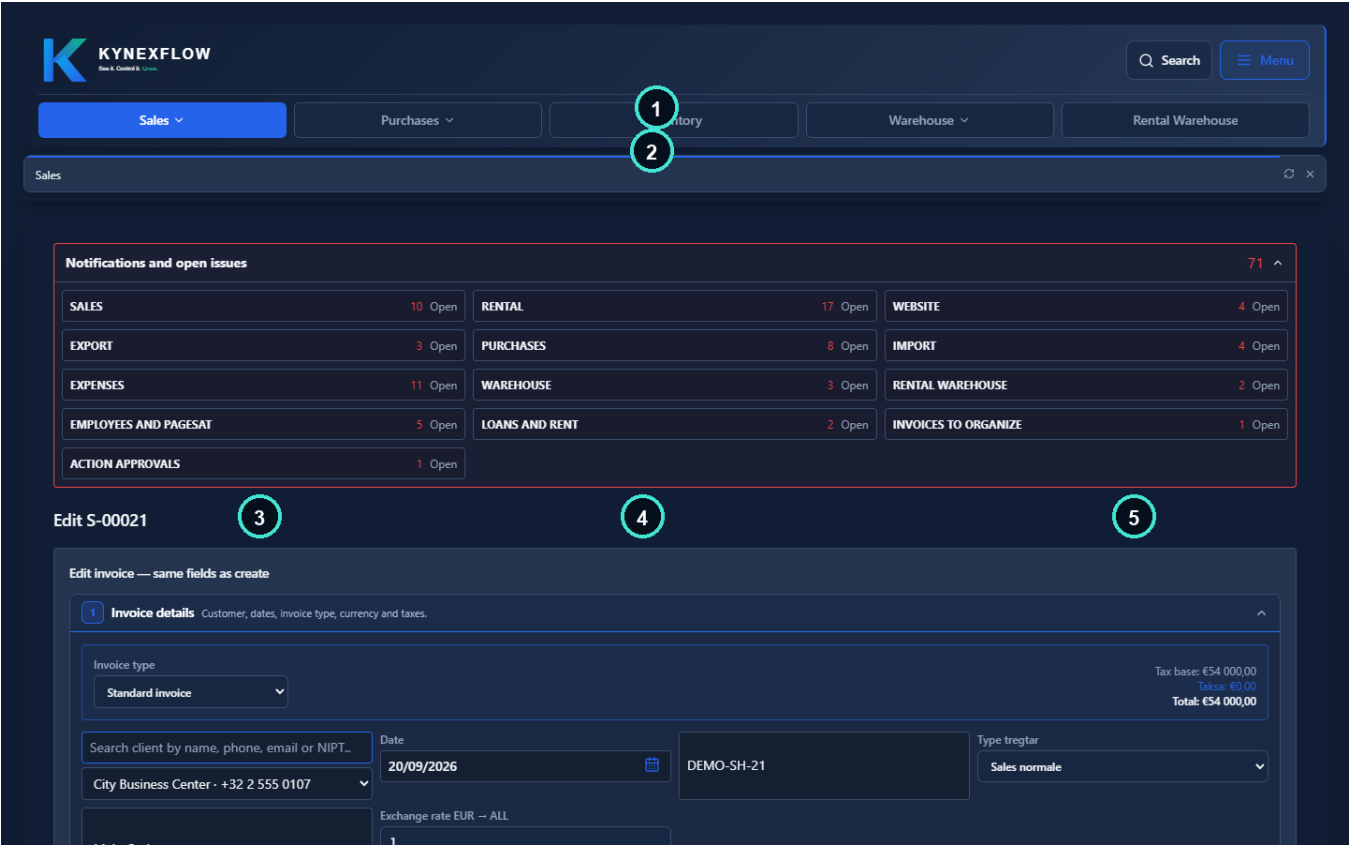
Annotated view - sales page



- | | |
|---|---|
| 1 | Sales is the active business module. |
| 2 | The open-page tab preserves the work context while other records are opened. |
| 3 | Invoice header section selects type, customer and key document data. |
| 4 | Dates, document reference and representative fields describe the transaction. |
| 5 | Totals remain visible while the invoice is prepared and verified. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

Annotated view - editing a sales invoice



- | | |
|---|---|
| 1 | The active Sales module confirms where the document belongs. |
| 2 | The invoice tab identifies the open record and supports refresh or close. |
| 3 | Invoice type controls numbering, tax and document rules. |
| 4 | Customer, date and reference fields define the invoice header. |
| 5 | The right-side summary provides a continuous total check. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

7. Purchases, imports and landed costs

A purchase stores the supplier, supplier invoice number and date, currency, exchange rate, warehouse, items, taxes and payments. Supplier search behaves like product search and can open the supplier record.

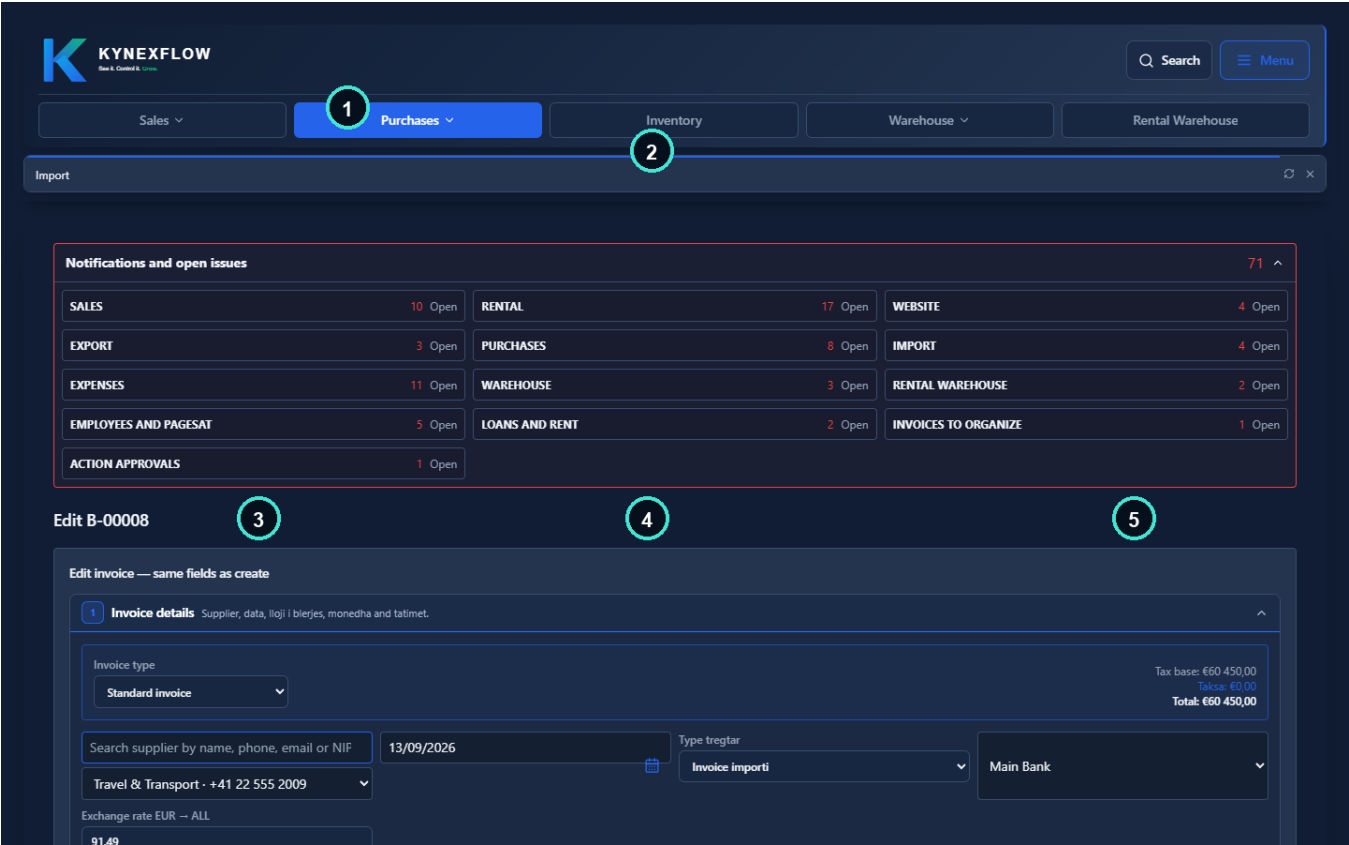
Imports and actual cost

- Customs, transport and other costs can be separate expenses distributed across purchase items.
- KYNEXFLOW shows the expense invoice number already created or reserved for creation.
- The expense links back to its purchase invoice and can open it directly.
- Changing non-product details on a warehouse-accepted purchase does not require warehouse acceptance again.
- Changing products, quantities or warehouse triggers the relevant stock verification.

Funding and payments

Purchases can be funded by cash, bank, loan, equity or supplier credit. Partial payments retain date, currency, account and the user who recorded them.

Annotated view - purchase and import document



- | | |
|---|--|
| 1 | Purchases is active; the selected subpage may represent a standard purchase or import. |
| 2 | The work tab keeps the purchase open without covering the fixed navigation. |
| 3 | Document type applies the correct purchase, import and tax rules. |
| 4 | Supplier, date, reference, account and warehouse fields describe the purchase. |
| 5 | The live total helps verify supplier invoice and landed-cost values. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

8. Expenses, transactions and cash accounts

Record operating expenses, customs, transport, vehicle costs, rent, payroll and custom categories. Editing a linked expense updates the connected document and all reports without creating duplicate records.

Action	Use
Create account	Cash, bank or payment account in a selected currency
Opening balance	Set by an authorised administrator
Incoming payment	Collection from a customer, sale, rental or other source
Outgoing payment	Supplier, expense, loan, rent or liability payment
Transfer	Controlled movement between accounts
Safe deletion	Allowed only when balance and linked records are handled correctly

Currencies and exchange rates

Each document and payment retains its original currency and exchange rate. Reports can consolidate in the base currency while original values remain visible. Rates may be retrieved or entered manually according to permissions.

9. Customers, suppliers and pricing

Customer record

- Identity, contacts, website, address and notes.
- Quotation, sales, rental, payment and receivable history.
- Price category, brand discounts and product-specific prices by currency.
- Duplicate merging without losing connected documents.

Supplier record

- Supplier details, purchases, linked expenses and payments.
- Outstanding balance and unpaid documents.
- Search, edit, merge and delete according to permissions.

KYNEXFLOW

Share & Control All Your Assets

Search

Menu

Sales

Purchases

Inventory

Warehouse

Rental Warehouse

Clients

Notifications and open issues

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SALES	10 Open	RENTAL	17 Open	WEBSITE	4 Open
EXPORT	3 Open	PURCHASES	8 Open	IMPORT	4 Open
EXPENSES	11 Open	WAREHOUSE	3 Open	RENTAL WAREHOUSE	2 Open
EMPLOYEES AND PAGESAT	5 Open	LOANS AND RENT	2 Open	INVOICES TO ORGANIZE	1 Open
ACTION APPROVALS	1 Open				

Clients

Shared database — used by Rental and Sales

Search clients by name, phone, email or address...

Merge duplicate clients

NAME	PHONE	RENTAL	SALES	BALANCE
Northshore Hotel	+33 1 84 80 0102	€1 920 000,00 outstanding	€100 000,00 outstanding	€2 020 000,00 outstanding
Central University Hall	+358 9 555 0113	€1 176 000,00 outstanding	—	€1 176 000,00 outstanding
Global Conference Center	+31 20 794 0104	€858 000,00 outstanding	€301 000,00 outstanding	€1 159 000,00 outstanding
Royal Events	+43 1 205 0105	€992 750,00 outstanding	€84 000,00 outstanding	€1 076 750,00 outstanding

- The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

10. Inventory, products and barcodes

The catalogue stores products and services with automatic SKU, barcode, category, subcategory, brand, image, unit, prices, taxes and stock settings. Products can use serial numbers or be defined as composite products.

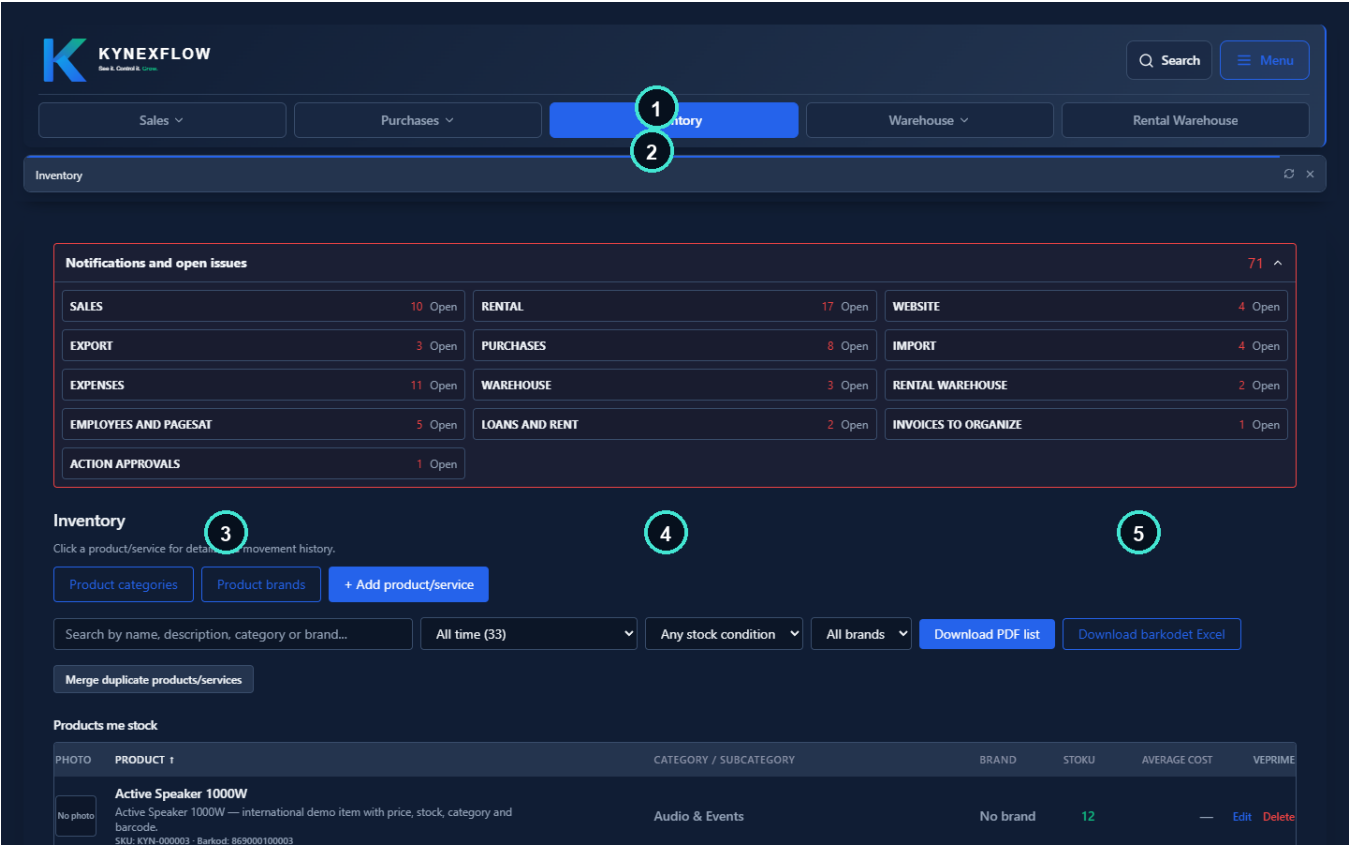
Composite products and consumption

A sold product can consume another stock item. For example, one coffee package can produce a configured number of espressos, while one bottle can produce glasses or shots. The formula controls the quantity deducted for every sale.

Barcodes, serials and adjustments

- Generate a barcode or retain an existing manufacturer barcode.
- Scan a barcode to find the product and complete movements quickly.
- Add, edit and remove serial numbers with status and warehouse history.
- Review each product's full movement history, including user and source document.
- Users can request stock adjustments; an administrator approves or rejects each request with a recorded reason.

Annotated view - inventory catalogue



- 1 Inventory is selected from the persistent module bar.
- 2 The Inventory work tab keeps this page available during multitasking.
- 3 Category and product buttons create or organise catalogue records.
- 4 Search and filters narrow products by name, description, brand, stock or category.
- 5 The catalogue table exposes stock, codes and row-level actions.

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

11. Warehouses, transfers and shelves

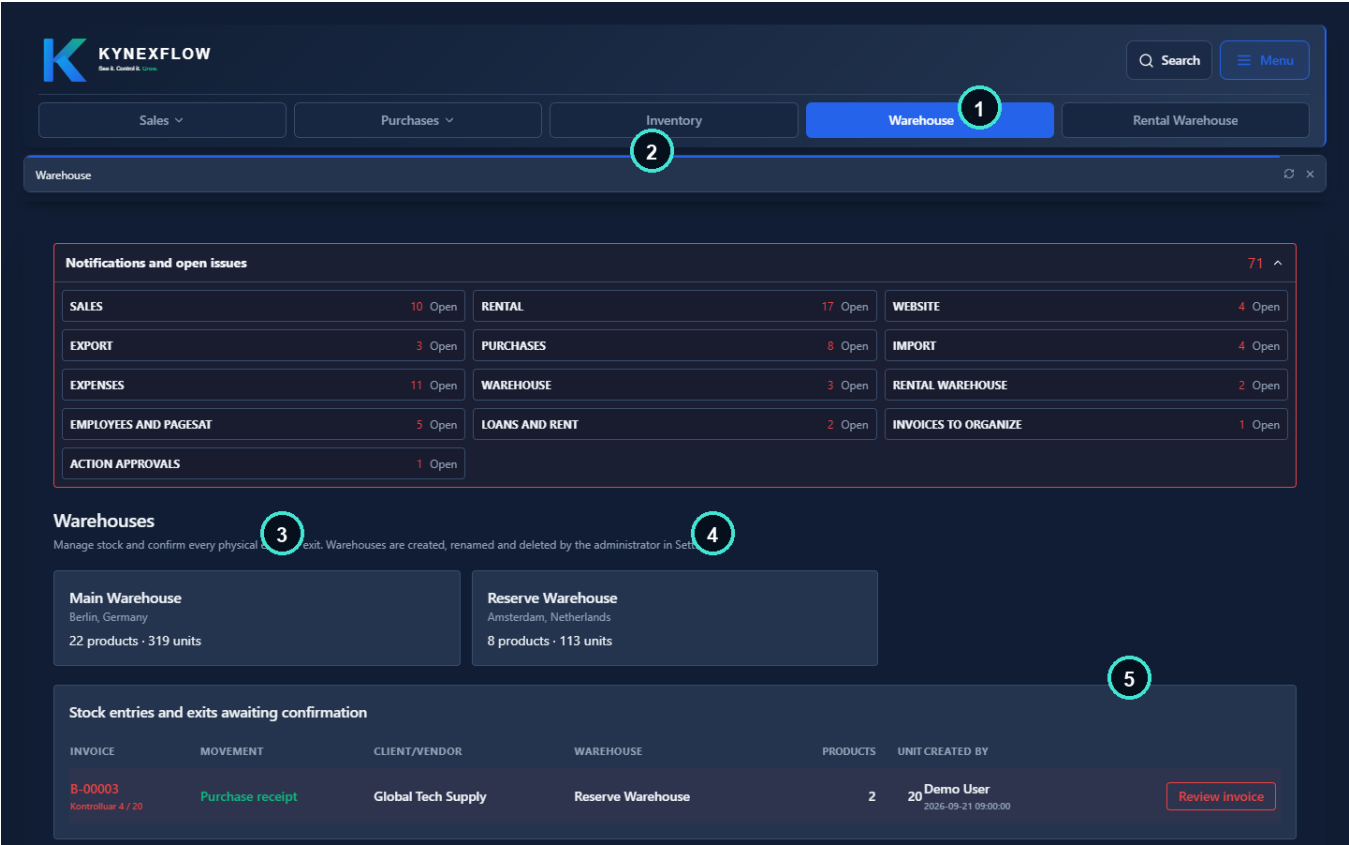
KYNEXFLOW supports multiple warehouses. In bars and clubs, a central warehouse supplies bar stations; each station has a responsible person and can supply one or more POS registers. Every POS terminal is assigned to the selected station stock.

- 1 Choose the document. Open the purchase, sale, return or transfer awaiting warehouse action.
- 2 Check quantities. Compare the physical products and record any differences.
- 3 Confirm the movement. Stock changes only after confirmation when the workflow requires it.
- 4 Review history. Reports identify source, destination, product, quantity, date and user.

Shelves

Create shelves or locations inside each warehouse and assign products to them. Locations support counting, preparation and physical retrieval.

Annotated view - warehouse control



- | | |
|---|---|
| 1 | Warehouse is selected from the main module bar. |
| 2 | The Warehouse work tab preserves the page state. |
| 3 | Warehouse cards show each physical location and its current item count. |
| 4 | Pending receipts and stock exits are separated for operational control. |
| 5 | Review actions open the source document before the movement is confirmed. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

12. Rental, transport and calendar

Stage	Description
Quotation	Customer, dates, equipment, services and prices
Reservation	Reserves availability for the selected interval
Preparation	Equipment list, serials, packaging and responsible staff
Transport	Vehicle, driver, team, destination and schedule
Installation	May occur on the event date or one or more days earlier
Dispatch	Moves equipment out of the rental warehouse with full traceability
Return	Scans items and records missing, damaged or consumed materials

Rental warehouse

The rental warehouse tracks serialised equipment, consumables, shelves, transfers, returns and reconciliations. Transfers back to sales stock require confirmation. Availability reports include reservations and equipment currently outside.

Calendar

The calendar combines events, tasks, employees, vehicles, preparation, transport, installation and returns. Each Google Calendar account can be configured independently for one-way or two-way synchronisation, historical date range and event mapping.

KYNEXFLOW

Flow & Control & Growth

Q Search

Menu

Sales

Purchases

Inventory

Warehouse

Rental Warehouse

Rental

Notifications and open issues

71

SALES	10 Open	RENTAL	17 Open	WEBSITE	4 Open
EXPORT	3 Open	PURCHASES	8 Open	IMPORT	4 Open
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EMPLOYEES AND PAGESAT	5 Open	LOANS AND RENT	2 Open	INVOICES TO ORGANIZE	1 Open
ACTION APPROVALS	1 Open				

Rental — Clients & Events

Rental new

Invoice type

Standard invoice

Tax base: €0,00

Taksa: €0,00

Total: €0,00

Search client by name, phone, email or NIPT...

— Choose client —

Event duration

One-day event

Start date

21/09/2026

Date e montimit

21/09/2026

Lokacioni i eventit (optional)

Main Bank

On the day of the event or one/several days earlier.

Exchange rate EUR — ALL

- The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

KYNEXFLOW

Book & Control It. Online.

Search

Menu

Sales

Purchases

History

Warehouse

Rental Warehouse

Calendar

Notifications and open issues

71

SALES	10 Open	RENTAL	17 Open	WEBSITE	4 Open
EXPORT	3 Open	PURCHASES	8 Open	IMPORT	4 Open
EXPENSES	11 Open	WAREHOUSE	3 Open	RENTAL WAREHOUSE	2 Open
EMPLOYEES AND PAGESAT	5 Open	LOANS AND RENT	2 Open	INVOICES TO ORGANIZE	1 Open
ACTION APPROVALS	1 Open				

Jobs and reservations calendar

Events, invoices and offers on the calendar by company page. Offers represent tentative reservations only.

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September 2026

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☒ Sales

☒ Rental

☒ Website

☒ Export

☒ Purchases

☒ Import

☒ Expenses

☒ Customs & Transport

☒ To organize — Expenses

☒ Offer - Sales

☒ Vehicles

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
		S-00019 Royal Events	S-00018 Global Conference Center	S-00017 EventSphere	S-00016 Northshore Hotel	S-00015 Studio Nova
				B-00017 Travel & Transport	B-00016 Office Supply	B-00015 Stage Solutions

- The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

13. POS for retail, bars and restaurants

Activation and roles

POS is enabled by the database administrator and controlled by the POS licence. The administrator assigns terminal count, warehouse or bar station, print rules and authorised users. A shared POS link opens only the terminal, without the main application menu.

Role	Capabilities
POS Administrator	Configures stations, registers, agents, POS customers, variants, tables and printers
Cashier	Opens the register, authorises role changes, accepts agent handovers and transfers funds to the main cash account
Agent	Signs in with name and PIN, creates orders, adds products, sends preparation tickets and closes invoices

Configuration

- Create areas and tables with administrator-defined names and quantities.
- Connect each POS register to its station and warehouse.
- Create agents with a 4 to 8 digit PIN or use employees marked as Sales Representative.
- Maintain a POS-only customer list separate from main database customers.
- Create product variants, a default variant and price differences.
- Configure printers, kitchen or bar destinations and copy count per invoice.
- Enable the inactivity screen saver from database Settings.

Order workflow

- 1 Select a role. Switching from Agent to Cashier or Administrator requires the new role's PIN.
- 2 Select the agent. Names appear as buttons and immediately request the agent PIN.
- 3 Choose a table or customer. Use New Order for counter sales and save or close it; an empty order cannot remain open.
- 4 Add products. A tap adds the product immediately; variant and note are edited from the order line.
- 5 Send for preparation. Kitchen and bar tickets follow the configured printer rules.
- 6 Close the invoice. Choose payment, verify items and confirm; stock and cash accounts update.

Editing, printing and audit trail

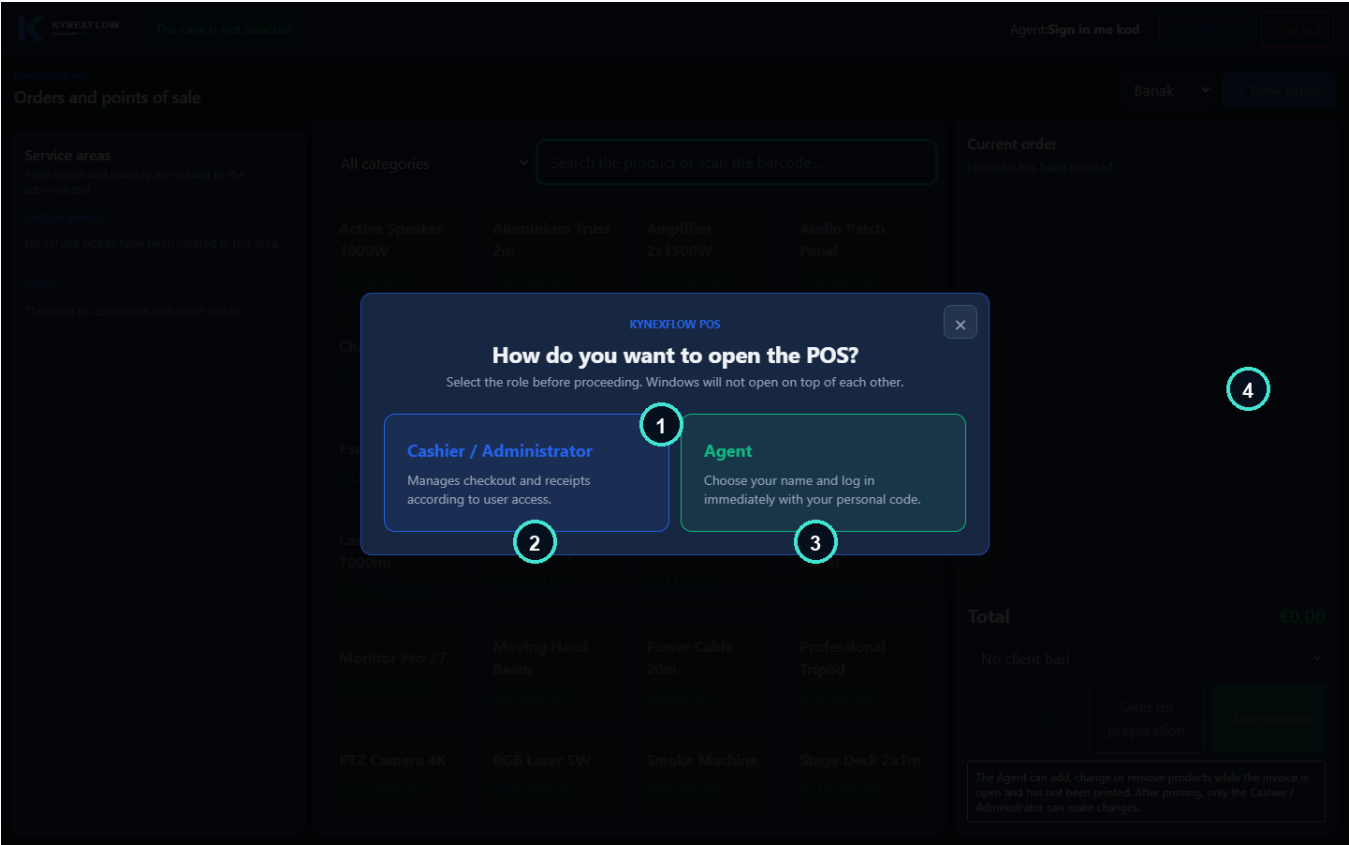
An agent can remove or change products only while the invoice is open and has not been printed. After printing, changes require a Cashier or Administrator. Every invoice, cancellation and edit records the user, time and reason.

Shift closing

The agent shift report lists every product sold, totals by currency and payment method, closed invoices and administrator corrections. The agent hands funds to the Cashier; the Cashier accepts them and later transfers them to the main cash account by payment type.

Section	Control
Products	Product, variant, quantity, price and sales total
Invoices	Number, time, table or customer, status and total
Payments	Totals by cash account, currency and payment method
Corrections	Edited invoice, administrator, reason and difference
Handover	Declared amount, accepted amount, Cashier and time

Annotated view - POS access roles



1	The POS entry asks which operational role should be opened.
2	Cashier / Administrator opens controlled register and management functions.
3	Agent opens the fast order workflow after selecting a name and entering a PIN.
4	Close returns to the main application without creating a second session.

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

14. Employees, payroll, bonuses and vehicles

Employee records store contact details, profession, salary, status, documents and assignments. Employees marked as Sales Representative become available in sales and POS fields when configured.

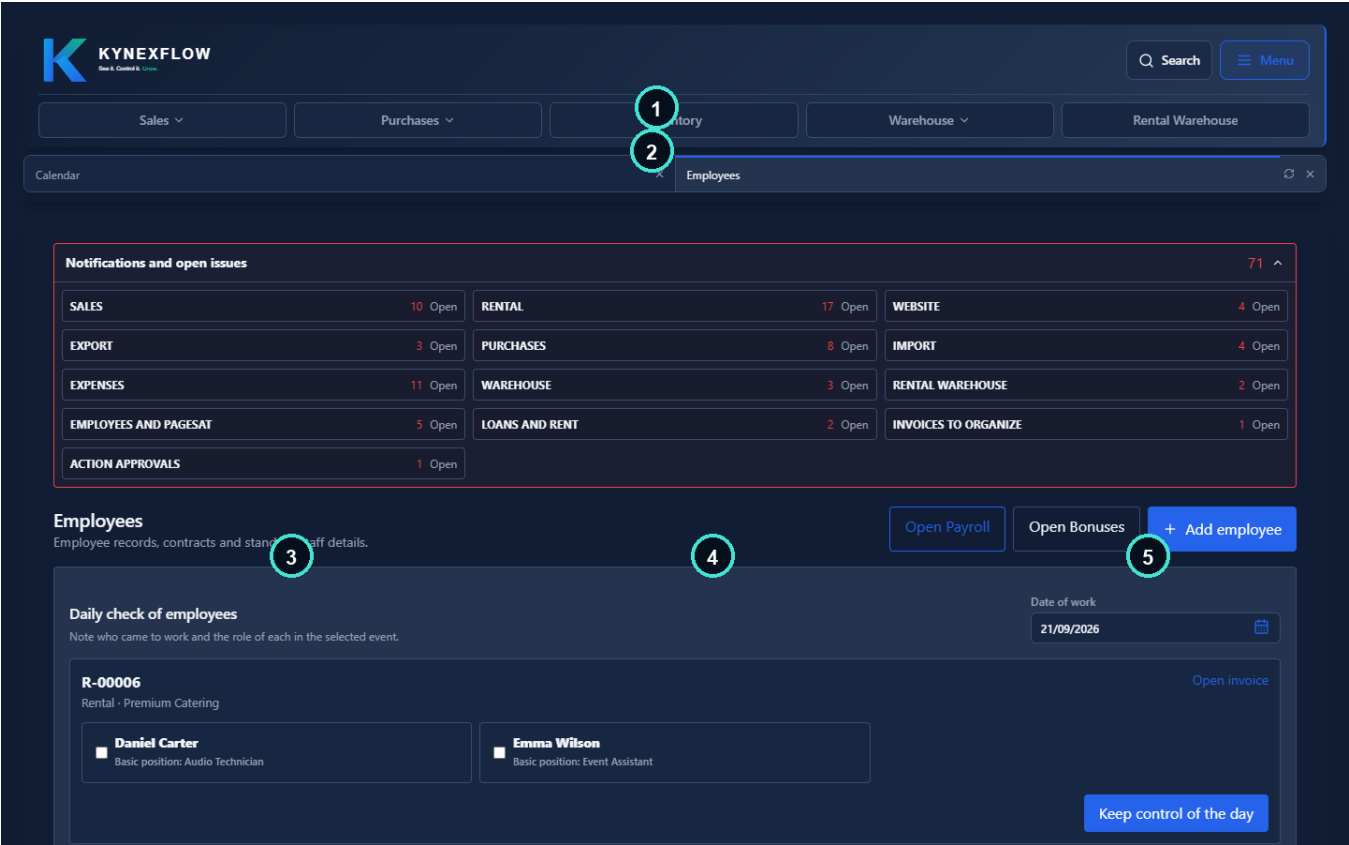
Payroll and bonuses

- Generate monthly payroll and review each employee's status.
- Record payment and the cash or bank account used.
- Calculate and post bonuses according to company rules.
- Reports show assignments, payments and the user who performed each action.

Vehicles

The vehicle module tracks vehicles, documents, expiries, mileage, services and costs. Services can be created, edited or deleted according to permissions. Notifications warn about upcoming documents and maintenance.

Annotated view - employees and payroll



- | | |
|---|---|
| 1 | Main modules stay fixed while employee records are reviewed. |
| 2 | The Employees tab preserves this work area. |
| 3 | Daily employee checks show attendance and operational status. |
| 4 | Payroll and bonus shortcuts open the related financial workflows. |
| 5 | Add employee is shown only to users with creation permission. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

15. Equity, loans, rent and accounting

Equity and shareholders

Record cash or in-kind contributions, ownership percentages, withdrawals and share transfers. A transfer retains seller, buyer, percentage, value, date and notes. Company cash changes only when a separate financial transaction is recorded.

Loans, rent and liabilities

Create the liability, instalment schedule, due dates, interest, currency, exchange rate and responsible user. Record payments and confirm instalments. Notifications identify upcoming and overdue amounts.

Accounting

Function	Use
Chart of accounts	Create and maintain ledger accounts
Journal	Debit and credit entries with document and date
Synchronisation	Creates entries from operational documents according to rules
General ledger	Movements and balance for each account
Trial balance	Checks total debit and credit
Statements	Financial summaries for the period
Bank reconciliation	Matches bank accounts with bank statements

16. Reports, search, history and approvals

Reports cover sales, purchases, expenses, payments, cash movements, inventory, rental and user activity. Applicable filters include period, document type, customer, supplier, currency, user and status.

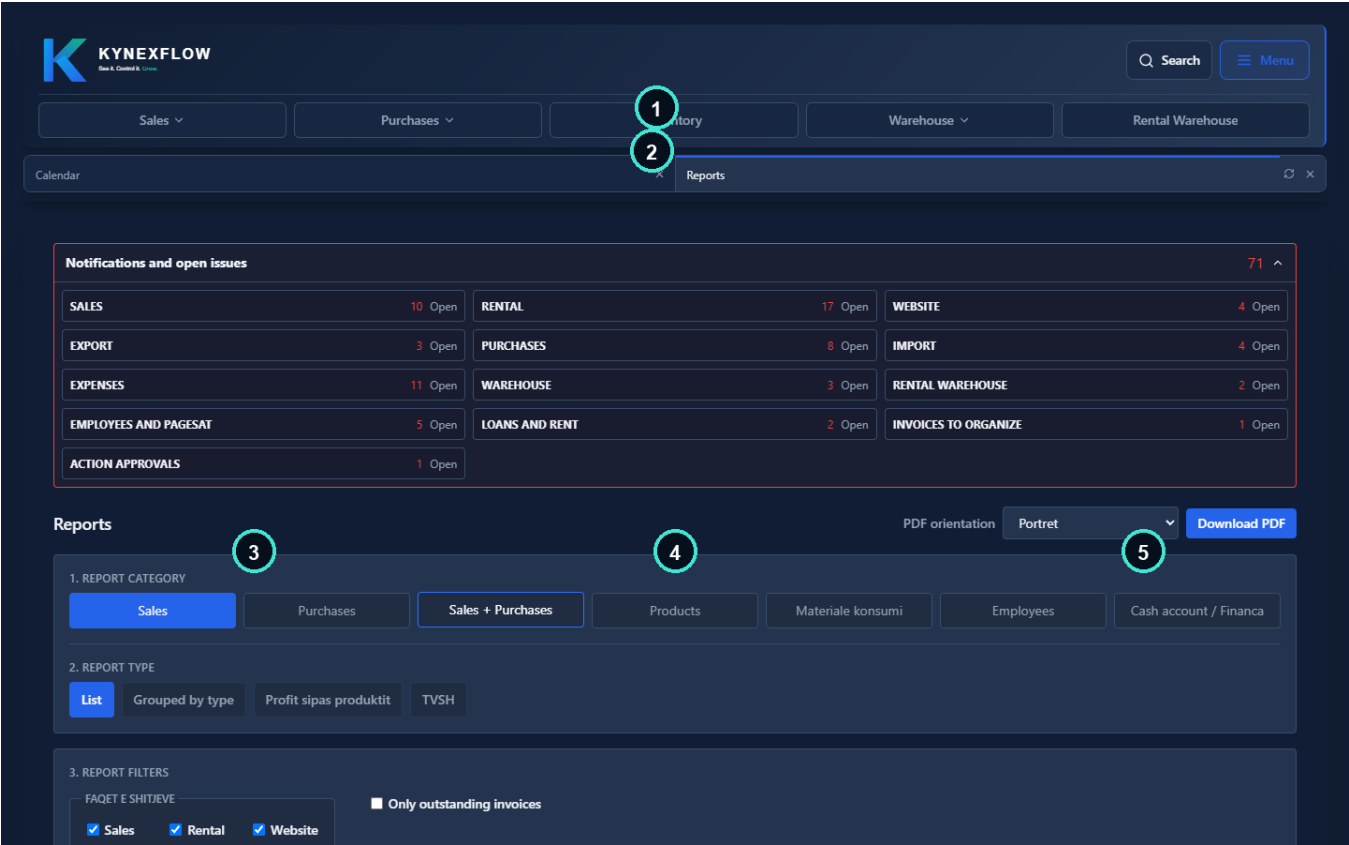
Document history

- Shows creator, editors, approver and timestamp for every action.
- Shows only changed fields with old and new values.
- Shows links to source invoices, expenses, payments and warehouse movements.
- Clicking a customer or supplier opens the corresponding record.

Action approvals

When a user without full authority requests an edit or deletion, KYNEXFLOW creates an approval request. The administrator sees only the changed fields, the explanation and the impact. Approval applies the action; rejection leaves the document unchanged.

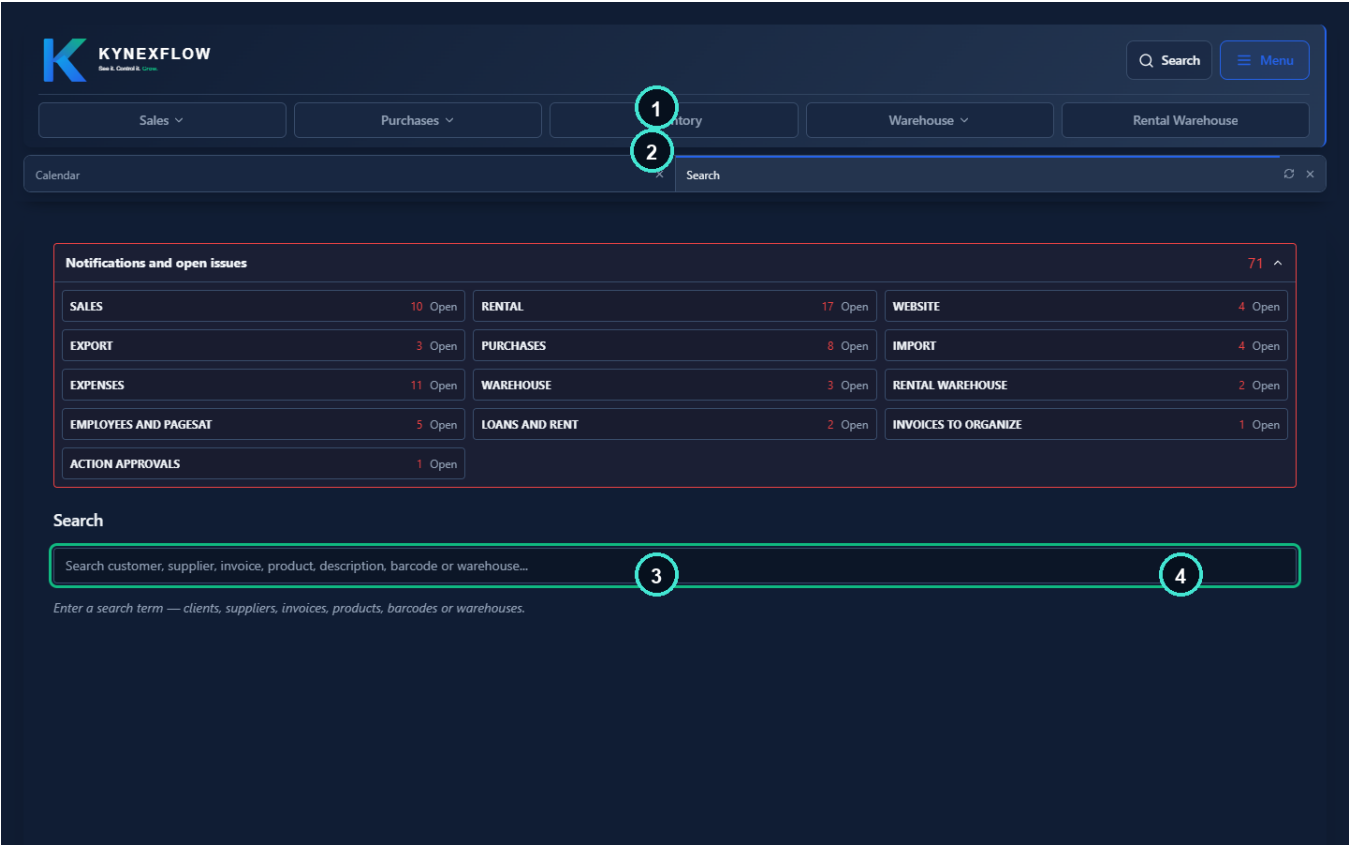
Annotated view - reports



- | | |
|---|--|
| 1 | Reports remain part of the same connected workspace. |
| 2 | The Reports tab can be revisited without losing active forms. |
| 3 | Report category selects Sales, Purchases, combined results or other modules. |
| 4 | Report type chooses list, grouped or profitability views. |
| 5 | Filters and PDF controls produce the required audit output. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

Annotated view - global search



- | | |
|---|--|
| 1 | The top bar stays available while Search is the active work tab. |
| 2 | Search results open in another tab so the current page is preserved. |
| 3 | One search field accepts customers, suppliers, invoices, products and codes. |
| 4 | Result selection opens the exact connected record rather than a duplicate. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

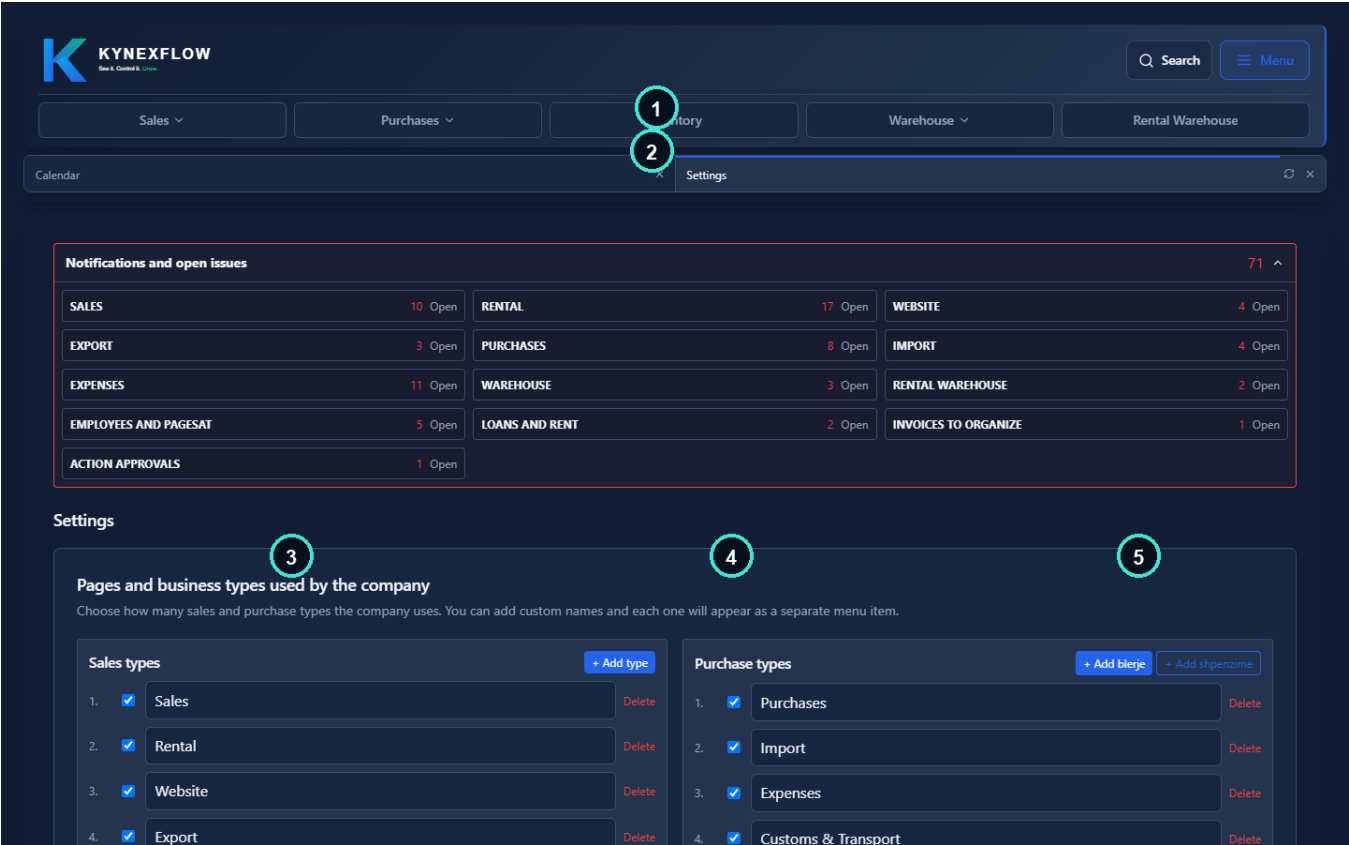
17. Users, permissions and security

Permissions are configured per page and action, including view, create, edit, delete, approve and module-specific operations. Coverage includes sales, purchases, expenses, customers, suppliers, inventory, warehouses, rental, POS, employees, vehicles and services, finance, reports, history, integrations and settings.

Security practices

- Do not use the administrator account for routine work.
- Grant only the minimum permissions required for a role.
- Use unique passwords and never share POS PINs.
- Require approval for deletions and changes affecting money or stock.
- Review audit history and user movement reports regularly.
- Disable unused online access and remote sessions.

Annotated view - database settings



- | | |
|---|---|
| 1 | The fixed navigation remains visible while administration is open. |
| 2 | Settings is an independent work tab with controlled access. |
| 3 | Sales page types can be enabled, renamed and ordered. |
| 4 | Purchase and expense page types use the same configuration pattern. |
| 5 | Administrators define document rules without changing historical records. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

18. Integrations and online access

Online access

An administrator enables online access from Settings. KYNEXFLOW creates the secure address and displays its status. Remote users sign in with their own credentials and permissions. The host computer or server must remain powered on with KYNEXFLOW running.

Website integration

- Create the integration and store the access token securely.
- Synchronise products and receive website orders.
- Review orders in the inbox and convert valid orders to sales.
- Reject invalid orders and inspect the synchronisation log.
- Rotate a token if compromise is suspected; the previous token stops working.

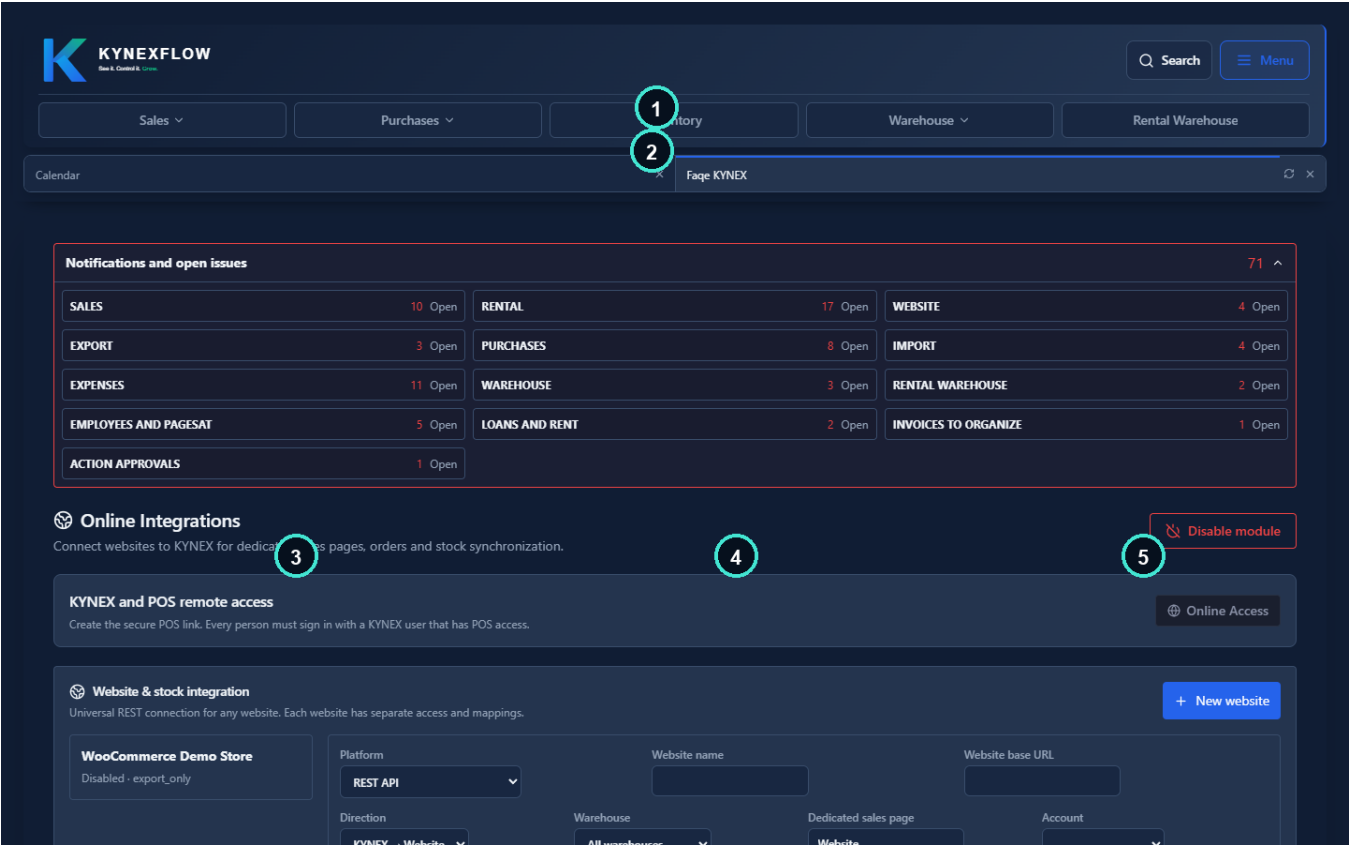
Google Calendar

Multiple accounts can be connected. Each account has its own sync direction, date range, event types and Google calendar mapping. Events created by KYNEXFLOW are identified to prevent duplicates during later synchronisation.

Remote support

An administrator can create a support session, but the device user must accept it. Session status is recorded and access ends when support is completed. Never approve support from an unauthorised person.

Annotated view - online integrations



- | | |
|---|---|
| 1 | Online integrations are reached from the administrator workspace. |
| 2 | The integration tab remains separate from operational pages. |
| 3 | POS remote access status and licence-controlled options are grouped together. |
| 4 | Website and stock integrations retain their own configuration and mapping. |
| 5 | Tokens, endpoints and synchronisation rules are managed per integration. |

The numbered markers refer to the explanations above; demo values are illustrative and remain isolated from real company data.

19. Backup, import, export and data protection

Backup

Copy the database regularly to another physical location or a business-controlled cloud service. Include the database, attachments and required configuration. Test restoration periodically in an isolated environment.

Import and export

- Export the database or authorised data from Settings.
- Use CSV or Excel for bulk imports only after validating column mapping.
- Large operations can continue in the background and show status; cancellation must not leave partial records.
- Never import real data into a demo database or demo data into a real database.

Data preserved during updates

Element	Protection
Database	Stored in the user data folder and never replaced by the installer
Licence	Device identity and activation stay outside application files
Google Calendar	Tokens and mappings remain with protected database data
Online access	Configuration is recovered and the service restarts when enabled
Logo and PDFs	Company logo and parameters remain in the database or data folder
Attachments	The uploads folder is excluded from application replacement

20. Recommended procedures and troubleshooting

Daily checks

- Review notifications, approvals and synchronisations.
- Verify daily invoices, payments and warehouse movements.
- Close POS shifts and accept cash handovers.
- Review rental returns and calendar tasks.

Weekly checks

- Review low stock, adjustment requests and unconfirmed movements.
- Review customers and suppliers with outstanding balances.
- Review users, online access and sensitive action history.
- Create a backup and verify that the copy exists.

Common issues

Issue	Checks and resolution
Licence not recognised	Check the KYNEX device ID, internet and online status. Do not delete the database. Reconfirm only when instructed.
Online access unavailable	Confirm the host is powered on, KYNEXFLOW is running in the background and Online status is active.
Google Calendar disconnected	Check the account, token and mapping, then run manual sync. Do not create a duplicate connection.
Update awaiting confirmation	Bring KYNEXFLOW to the foreground; the installation confirmation appears after download.
POS does not open	Check the POS licence, user permission, register, station and terminal warehouse.
Stock mismatch	Review unconfirmed documents, transfers, returns and adjustment requests.
Wrong logo in PDF	Upload the company logo in Settings, save it and generate a new PDF.
Overlapping navigation	Refresh the page, close the active dialog and use 100% zoom. On mobile, open the menu only when required.

Contact and support

When requesting help, provide the software version, a clear description, the affected page and a screenshot. Never send passwords, access tokens, licence codes or a database copy by email unless KYNEXFLOW Support provides a secure procedure.

Email: support@kynexflow.com Website: <https://kynexflow.com>