Indoria Office
BY INDORIA TECHNOLOGIES PVT LTD

FAQ and Troubleshooting Guide

Quick answers for users and for the support person

Indoria Technologies Private Limited | Surajgarh, Jhunjhunu, Rajasthan, India | Version 1.0 | October 2026

1. For users

Question	Answer
I forgot my password	On the sign-in page choose Forgot password. A reset link is e-mailed. Links work once and expire after a short time.
I did not get the e-mail	Check spam. Ask your administrator to confirm the address is right and that the server e-mail is set up.
Which app opens Word, Excel or PowerPoint files?	IndoWrite opens .docx, IndoGrid opens .xlsx and .csv, IndoSlide opens .pptx, IndoPad opens .txt and .md.
Is my work saved automatically?	Drafts are autosaved on your device. Use File > Save to Indoria Cloud to keep it on the server and in version history.
I deleted a file by mistake	Open Drive > the file > History to restore an older version; ask your administrator if the file itself is gone.
Can others see my files?	Only people you share with. Organisation administrators see file names, owners and sizes, not the content.
I cannot see IndoCRM	Your organisation may not have it, or you installed Indoria Office (without CRM). Ask your administrator or install Indoria Suite.
My invoice number looks wrong	Numbers run per document type and financial year (April-March), for example INV/2627/0001. A new year starts again at 0001. Drafts have no number until issued.
I issued an invoice with a mistake	Issued documents are locked. An administrator can cancel it (stock and khata are reversed), or you raise a credit note and a new invoice.
The khata balance is not what I expected	Positive means the party owes you. Open the party's Khata tab: every invoice, purchase, credit note and payment is listed with a running balance.
Where is my data stored?	On the Indoria server named in the Privacy Policy. Ask your administrator for the region.

2. For administrators and support

Symptom	Likely cause	Fix
Windows app shows a blank or offline page	Wrong or unreachable server address, or the server is down	File > Change server; check /healthz; Help > Show log file
Windows says "unknown publisher"	Installer is not code-signed	Expected until you buy a certificate; publish only from your own server
Android app cannot sign in	Server address missing or http	Rebuild with the https address, or let

		users type it on first start
"Plan limit reached" in IndoCRM (402)	Free or Standard limit	Admin > Platform > Set plan after payment, or ask the customer to remove old records
Invites or resets never arrive	SMTP not configured or wrong password	Fix SMTP settings; check outbox and logs; test with your own address
Everyone signed out suddenly	Server restarted without keeping the data folder, or time/cookie settings changed	Check the data volume; keep COOKIE_SECURE true on https
Uploads fail	File larger than MAX_FILE_MB, or quota full	Raise the limit or quota; clean old versions
Import of CSV skipped rows	Duplicates or invalid GSTIN or phone	Read the report shown after import; fix the file and import again (duplicates are skipped by design)
Page shows a CSP or script error	A proxy rewrote headers or injected scripts	Let the proxy pass headers unchanged; do not add inline scripts
Disk growing fast	File versions or old backups	Lower VERSIONS_KEPT; move backups off the server