

# Firearms Inventory Manager

Customer Support & Troubleshooting Guide | v1.0 | Hondo's Training Shield LLC

This guide answers the most common questions and issues customers encounter. If you need further help, contact us at [alex@hillcountryhotticket.com](mailto:alex@hillcountryhotticket.com).

## 1 — Getting Started

### Q: What did I download?

You received a single file called **Firearms Inventory.html**. This is a complete, self-contained app. No installation required — just open it in Chrome.

### Q: How do I open it?

1. Locate **Firearms Inventory.html** in your Downloads folder (or wherever you saved it).
2. Right-click the file and choose **Open with > Google Chrome**.
3. The app will load immediately in your browser. Bookmark it for easy access.

### Q: Which browser should I use?

**Google Chrome** is strongly recommended. The app uses modern browser features that work best in Chrome. Firefox may work but is not officially supported. Safari and Edge are not recommended.

### Q: Do I need an internet connection?

No. After the initial download, the app runs 100% offline. Your data is stored locally on your computer — nothing is ever sent to a server.

### TIP: Bookmark the app

Once the file is open in Chrome, press **Ctrl+D** (Windows) or **Cmd+D** (Mac) to bookmark it. This lets you open it instantly without hunting for the file each time.

## 2 — Data Storage & Privacy

### Q: Where is my data stored?

Your data is stored in your browser's **local database (IndexedDB)** — on your computer only. Nothing is uploaded or shared. No account is required. Your collection data is completely private.

### Q: Will my data be there next time I open the app?

Yes — as long as you open the **same file in the same browser on the same computer**, your data will be exactly where you left it. Data persists automatically between sessions.

### Q: What if I clear my browser history or cache?

Clearing browser history does **not** delete your data. However, if you use Chrome's '**Clear browsing data**' and check '**Cookies and site data**' or '**Cached images**', that CAN delete your stored data. Use the Backup feature first if you plan to clear browser data.

### WARNING: Protect your data

Always use the **Backup** feature (Reports tab > Backup Data) before clearing browser data, updating Chrome, or switching computers. This exports a .json file you can restore from at any time.

## 3 — Backup & Restore

### Q: How do I back up my data?

1. Open the app and click the **Reports** tab.
2. Click **Backup Data**.
3. A file named **firearms-backup.json** will download to your computer.
4. Store this file somewhere safe — cloud storage, USB drive, or email it to yourself.

### Q: How do I restore my data?

1. Open the app in Chrome.
2. Go to the **Reports** tab and click **Restore Data**.
3. Select your **firearms-backup.json** file.
4. Your full collection will be restored immediately.

### Q: I got a new computer. How do I transfer my data?

1. On your old computer: go to Reports > **Backup Data** and save the .json file.
2. Copy the .json file and **Firearms Inventory.html** to your new computer (USB, email, or cloud).
3. On your new computer: open the HTML file in Chrome, go to Reports > **Restore Data**, and select your backup file.

### Q: Can I re-download the app if I lose the file?

Yes. Log in to your Hondo's Training Shield account at [hondotrainingllc.com](http://hondotrainingllc.com), go to your order history, and re-download the file at any time. Or email us at [alex@hillcountryhotticket.com](mailto:alex@hillcountryhotticket.com) with your order number.

## 4 — Common Issues & Fixes

### Q: The file won't open / shows as a blank page

Make sure you are opening it in **Google Chrome** — not Edge, Safari, or another browser.

Right-click the file > Open with > Google Chrome.

If the page is blank, try pressing **Ctrl+Shift+R** (hard refresh).

### Q: I added items but they disappeared

Your data is tied to the specific browser and computer where you first used the app. If you opened the file in a different browser or on a different computer, it will appear empty.

Check that you are using **Chrome on the same computer** as before.

If you had a backup, restore it via Reports > Restore Data.

### Q: The PDF report won't generate

The PDF feature requires an internet connection the first time it loads a helper library.

Make sure Chrome is connected to the internet, then try again.

If it still fails, try disabling any browser extensions (especially ad blockers) and reload the file.

### Q: Barcode scanner isn't working

The barcode scanner uses your device camera. When prompted, click **Allow** to grant camera access.

Barcode scanning works best on a phone or tablet with a rear camera.

Make sure you are using Chrome and that the barcode is well-lit and held steady.

### Q: CSV export opens garbled in Excel

Open Excel, go to **Data > From Text/CSV**, and import the file manually.

Make sure to select **UTF-8** encoding when prompted.

Alternatively, open the CSV in Google Sheets — it imports automatically with no issues.

### Q: The app looks broken or unstyled

Try a hard refresh: **Ctrl+Shift+R** (Windows) or **Cmd+Shift+R** (Mac).

Make sure you are on the latest version of Google Chrome.

If the issue persists, close and reopen the file.

## 5 — Still Need Help?

**Contact Support**

Email: [alex@hillcountryhotticket.com](mailto:alex@hillcountryhotticket.com)

Website: [hondotrainingllc.com](http://hondotrainingllc.com)

Include your order number and a description of the issue. We typically respond within 1 business day.

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