



# Admin Guide for NITRO Assets

## V2 Application

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## Introduction

Asset Management enables organizations to track and manage information about company assets. These assets can include computers, servers, buildings, equipment, vehicles, and more. The Crow Canyon Asset Tracking system provides a SharePoint-based application to track assets throughout their entire lifecycle, from acquisition to disposal.

The Asset Management system is built using Crow Canyon's NITRO Studio platform on Microsoft SharePoint. The application can be easily extended and customized using no-code configurations. Components such as NITRO Forms, NITRO Reports, and List Views are used to design the user interface (UI). Processes like asset check-in, check-out, and maintenance tasks are managed using NITRO Custom Actions and Workflows.

These NITRO components provide significant flexibility, allowing organizations to tailor the user interface and business processes according to their specific requirements.

## Key Features

- Built on SharePoint platform
  - UI based no-code configurations
  - Option to add custom JavaScript / CSS for advanced scenarios
- Asset Lifecycle Management
- Link to Asset Warranties, Asset Manuals and Contracts
- Track Software License Usage
- Alerts and Notifications
  - Get alerts on asset maintenance, contract renewals, requests, issues, moves, and more
- Recurring and Preventative Maintenance Tasks
  - Recurring and Preventative maintenance tasks and schedules can be set up to track repairs and routine service
- Reactive Maintenance Tasks
  - Track ad hoc repairs and maintenance on your assets
- Cost Analysis
  - Track Preventative and Reactive Maintenance costs
- Shows asset history with check in/ check out details
  - Know who is using the asset, how long they need it, and when it will be returned
- Real-time visibility of all types of IT equipment and software assets
- Unified asset information in a single view for planning and budgeting
- Configurable views, workspaces, dashboards and data
- Procurement/Purchasing module to track and manage asset requests
- Software License Management

## Personas

Asset Management application has three main groups of users as detailed below.

### *Administrators*

These are users who configure and manage the application. Their responsibilities include defining asset types, setting up maintenance schedules, configuring forms, and managing permissions. They can be assigned to a SharePoint group with Full Control permissions on the application site or designated as Site Collection Administrators. These users can access the “Application Administration” page to configure and maintain the application.

### *Maintenance and Field Service Technicians*

Users who are responsible for updating and resolving Preventive and Reactive Maintenance tasks.

### *Inventory Management*

This group of users uses the Asset Management application to create and track assets, including software assets.

## Permissions

- All users interacting with the Asset Management system should have at least Read permission on the application site.
- Administrators should have “Full Control” permissions on the Asset Management application site.
- Maintenance Technicians, Field Service Technicians, and Inventory Management users should have “Contribute” permissions on the Asset Management application site to create and update Assets, Software Assets, and Maintenance Tasks.

Please refer to this [article](#) for the basic permissions required for NITRO applications.

## Top Links

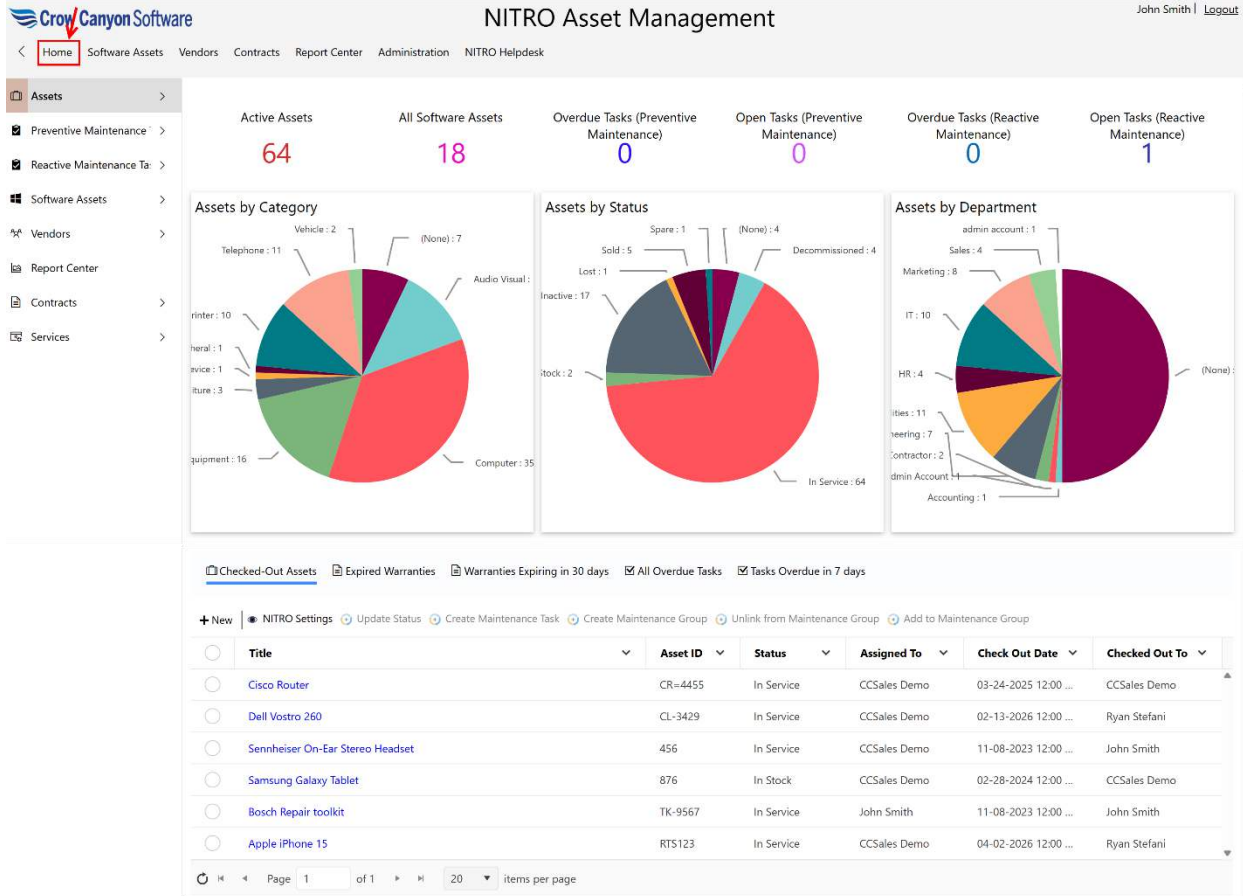
### *Home*

This page shows:

- **Tiles:** Clickable cumulative counts for various statuses such as Active Assets and All Software Assets.
- **Graphical Reports**
- **Tabular List Views:** Such as Checked-Out Assets and Expired Warranties.

By default, the Asset Management application comes with Crow Canyon branding as shown in the image below. Refer [this article](#) for more details on branding and how to

customize it.



### Software Assets

Users can view complete details of software assets on this page. They can also add and update Software Assets.

This page shows:

- **Tiles:** Clickable cumulative counts for various statuses such as Software Assets In Compliance and Out of Compliance, Installed and Not Installed Software, Expired Licenses, and All Software Assets.
- **Graphical Reports**
- **Tabular List Views:** Such as Software Assets and Available Licenses.

**NITRO Asset Management** John Smith | Logout

Home **Software Assets** Vendors Contracts Report Center Administration NITRO Helpdesk

- Assets >
- Preventive Maintenance >
- Reactive Maintenance Ta >
- Software Assets >**
- Vendors >
- Report Center >
- Contracts >
- Services >

In Compliance  
**7**

Out Of Compliance  
**0**

Not Installed  
**5**

Expired Licenses  
**3**

All Software Assets  
**18**

Installed Software  
**10**

**Installed Software Count by Month**

**License Keys by Status**

**Software Assets by Installed Count**

Software Assets  
  Available Licenses  
  In Compliance  
  Out of Compliance

NITRO Settings  
  Discard

<input type="radio"/>	Title	Publisher	Software Version	Status	Vendor
<input type="radio"/>	Office	Microsoft	2010	Inactive	Microsoft
<input type="radio"/>	Office 2013	MS	2013	Inactive	Microsoft
<input type="radio"/>	Antivirus	Kaspersky	2016	Inactive	
<input type="radio"/>	Chrome	Google	8	Inactive	Google
<input type="radio"/>	Java	Oracle	1.8	Active	Best Buy
<input type="radio"/>	Office	Microsoft	2010	Active	Office Max
<input type="radio"/>	Office	Microsoft	2013	Active	Microsoft
<input type="radio"/>	SQL Server	Microsoft	2008	Active	CDW
<input type="radio"/>	Visual Studio	Microsoft	2013	Active	Microsoft
<input type="radio"/>	Windows	Microsoft	10	Active	Dell

 
 Page 1 of 2  
 10 items per page

## Vendors

This page displays all vendors in the system. Users can add and update vendor details from this page.

Crow Canyon Software **NITRO Asset Management** John Smith | Logout

< Home Software Assets **Vendors** Contracts Report Center Administration NITRO Helpdesk

Assets > Preventive Maintenance > Reactive Maintenance Ta > Software Assets > **Vendors** > Report Center > Contracts > Services >

**Vendors**

+ New | NITRO Settings

Vendor	Vendor ID	Business Phone	E-mail Address
Office Max	104	503-768-4322	jbaker@officemax.com
Microsoft	108	206-899-0909	kevin.chellus@microsoft.com
HP	103	606-989-4343	hsharim@hp.com
Epson America	109	1-800-463-7766	printersupport@epson.com
Dell	101	303-987-0989	jsmith@dell.com
Crow Canyon Systems, Inc.	107	408-893-5476	jeff.preece@crowcanyon.com
Cisco Systems	106	408-544-9867	barrett.barlow@cisco.com
CDW	210	310-677-0909	sharper@cdw.com
Best Buy	109	609-098-4567	hsharim@bestbuy.com
Apple	102	408-908-9878	jlandry@apple.com
Google			
Adobe Systems			
Avaya			
Bosch			

Page 1 of 1 20 items per page

### Contracts

This page displays all available contracts. Users can add and update contracts from this page. It also highlights expired contracts and contracts that are due to expire within the next 30 days.

- Assets >
- Preventive Maintenance >
- Reactive Maintenance Ta >
- Software Assets >
- Vendors >
- Report Center
- Contracts >**
- Services >

All Items (22) Expired Contracts (0) Contracts Expiring in 30 days (20)

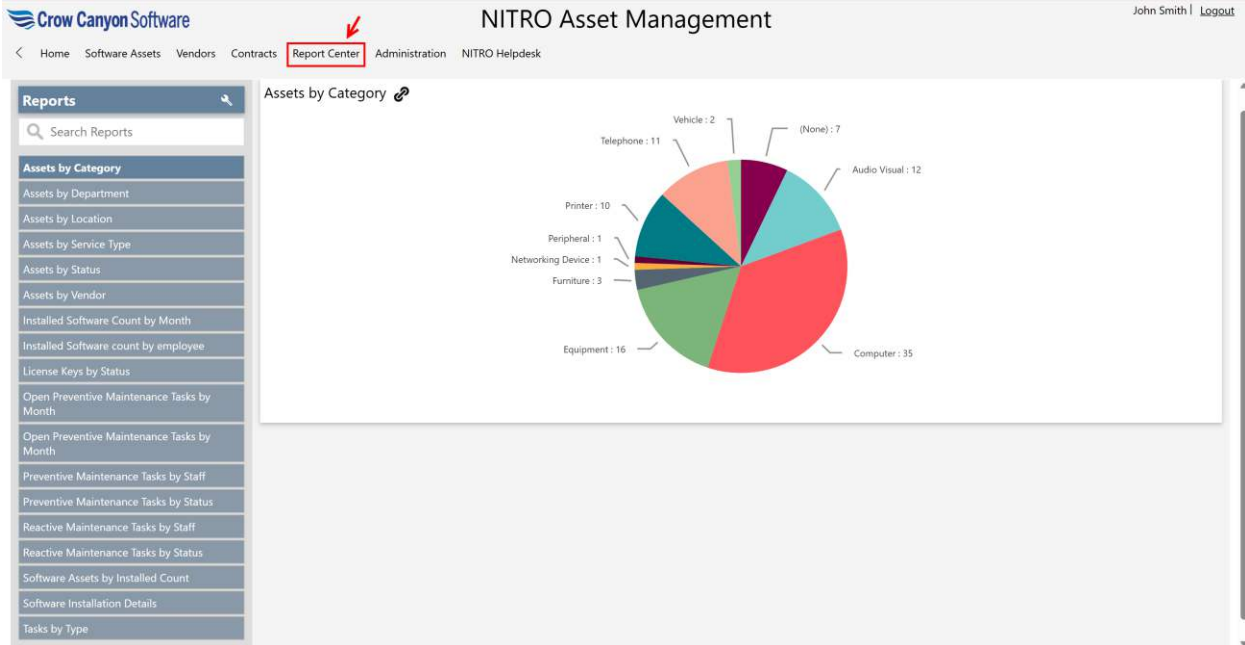
+ New NITRO Settings

<input type="radio"/>	Title	Invoice Number	Renewal Options	Responsible Person	Start Date	Expiration Date
<input type="radio"/>	NITRO Help Desk		1 Year Extension	Ryan Stefani	07-10-2025	07-10-2026
<input type="radio"/>	Dell Lease Agreement		3 Year Term Extension	CCSales Demo		12-25-2023
<input type="radio"/>	Panasonic projector	INV:1121-6541145	3 Year Term Extension		08-22-2021	08-22-2024
<input type="radio"/>	iPhone 6 Warranty	INV:0331-6548876	1 Year Extension		10-07-2020	10-07-2021
<input type="radio"/>	Cisco C24 M3 Maintenance Agreement	INV:1121-6541145	3 Year Term Extension		03-13-2021	03-13-2024
<input type="radio"/>	Dell Master Lease Agreement D505-2	INV:0561-654896	1 Year Extension		11-07-2021	11-21-2022
<input type="radio"/>	Cisco C24 M3 Maintenance Agreement	INV:1121-6541145	3 Year Term Extension	CCSales Demo	08-22-2022	08-22-2025
<input type="radio"/>	DELL Master Lease Agreement	INV:1121-6541145	3 Year Term Extension		12-23-2022	12-23-2025
<input type="radio"/>	Atlantic Satellite Warranty	INF:0721-6541145	3 Year Term Extension		12-23-2022	12-23-2025
<input type="radio"/>	iPhone 6s Warranty	INV:1121-6541145	3 Year Term Extension	CCSales Demo	12-23-2021	12-23-2024
<input type="radio"/>	Samsung California Warranty	INV:1121-6541145	3 Year Term Extension	CCSales Demo	01-01-2019	12-31-2021
<input type="radio"/>	Warranty Agreement	INV:1121-65411876	3 Year Term Extension	CCSales Demo	07-20-2019	07-20-2022
<input type="radio"/>	SAP Professional Services	INV:0221-6541145	3 Year Term Negotia...	CCSales Demo	09-11-2022	09-11-2025
<input type="radio"/>	HP Printer Warranty - HP5170	INV:6721-6541145	1 Year Extension	CCSales Demo	12-09-2023	12-09-2024
<input type="radio"/>	Lenovo Master Lease Agreement	INV:5521-6541145	1 Year Extension	CCSales Demo	10-30-2021	10-30-2022
<input type="radio"/>	iPhone 6s Warranty	INV:1121-6541145	3 Year Term Extension	CCSales Demo	01-01-2020	12-31-2022
<input type="radio"/>	iPhone 6s Warranty	INV:1121-6541145	3 Year Term Extension	CCSales Demo	12-23-2024	12-23-2027
<input type="radio"/>	Atlantic Satellite Warranty	INV:0331-6548876	1 Year Extension	CCSales Demo	11-07-2022	11-07-2023
<input type="radio"/>	DELL Master Lease Agreement	INV:0331-6548876	1 Year Extension	CCSales Demo	12-01-2020	11-30-2021
<input type="radio"/>	Cisco C24 M3 Maintenance Agreement	INV:0331-6548876	1 Year Extension	CCSales Demo	09-07-2020	09-07-2021

Page 1 of 2 20 items per page

## Report Center

This page displays various reports configured for Assets, Vendors, Software Assets, Licenses, and other related data. Reports can be created and updated using the NITRO Reports component. Please refer [this article](#) for more details on reports.

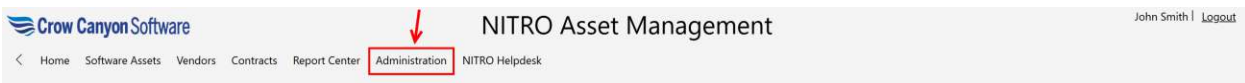


### Administration

Application Administration workspace provides easy access to configure the Asset Management application.

### Accessing the Application Administration workspace page

The Application Administration page can be accessed by clicking the “Administration” link in the top navigation bar on the home page. Users must have at least “Manage Web” permissions on the site to view this option and access the page. Typically, only users in the Administrator role can see this link.



To grant “Manage Web” permission level, go to root site collection → Site Settings → Site Permissions → Click Permission Level’s in the ribbon → Edit the required permission level → Select “Manage web Site” permission under Site Permissions section and save the permission level.

For more details regarding permissions levels, please refer this [article](#).

### Application Administration page



This workspace page allows Administrators to configure the following:

1. Configure Lists
2. Crow Canyon NITRO Apps
3. Site Settings

### Configure Lists

Administrators can add/update the columns, Forms, Custom Actions etc. for Assets, Asset Types, Vendors, Contracts, Manuals, Warranties, Software Assets, Software Licenses and Installed Software.

These are the core lists that compose the Asset Management application.

### Crow Canyon NITRO Apps

We can navigate the configuration pages of various NITRO components from this tab. We can then configure Forms, Workflows and other features to customize the application. For more details about the NITRO features, refer [this article](#).



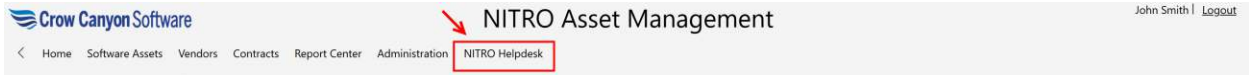
### Site Settings

User can navigate to NITRO Site Settings and Site Settings page from here



### *NITRO Helpdesk*

Click this link to navigate to the Helpdesk application. This will only appear if your company has purchased NITRO Help Desk in addition to Asset Management.



### **NITRO Helpdesk Application Page:**

**NITRO Helpdesk** John Smith | Logout

Home Knowledge Base Report Center Knowledge Base Copilot Employee Portal Administration NITRO Assets

**Agent Workspace**

- Manager Dashboard
- Problems
- Change Requests
- Knowledge Base
- IT Alerts

5 My Open Tickets
0 My Tickets Due Today
1 My Overdue Tickets
0 Need My Attention
1 Unassigned Tickets
0 My Resolved Tickets
13 My Closed Tickets

+ New Send Email NITRO Settings Self Assign Resolve Assign to someone Add Comments Send Ticket

Case...	Title	Category	Issue Type	Requester	Prior...	Due Date
194	Account locked out; need password reset			John Smith	Normal	
195	Printer not responding; showing "offline"			John Smith	Normal	
267	Sample Calendar	Calendar	Can't book re...	John Smith	High	
276	Com	Calendar	Can't book re...	John Smith	High	04-29-2026 1...
277	Complete State	Calendar	Meeting Setup	John Smith	Low	05-06-2026 0...

Page 1 of 1 20 items per page

My Open Tasks (9) My Overdue Tasks (8) My Tasks Due today (0) My Closed Tasks (1)

+ New NITRO Settings

Task Name	Due Date	Priority	Related Ticket
ERP Issue	01-21-2025	(2) Normal	Audio visual testi...
Investigate Root Cause of Server Downtime	01-10-2025	(1) High	Email Spam Issue
Prepare Problem Report for Stakeholders	01-11-2025	(2) Normal	Email address iss...
Monitor System Post-Resolution for Recurrence	02-05-2025	(3) Low	Audio visual testi...
Collect Logs for Performance Monitoring	01-27-2025	(1) High	Internet Browser ...

Page 1 of 2 5 items per page

**My Open Tickets by Priority and Category**

Priority	Number of Tickets
High	2
Low	1
Normal	2

**My Tasks by Status**

Not Started: 1

**My Closed Tickets by Week**

Week	Number of Tickets
1/11/2025	1
1/18/2025	1
1/25/2025	2
2/1/2025	3
2/8/2025	1
2/15/2025	1
2/22/2025	3
3/1/2025	1
4/27/2025	1

## Left Navigation links

### Assets

This page is used to see the complete details of assets in an organization. Simple and advanced options are available to search, add or update assets. Inventory Management can navigate to the Asset Administration page and work with Asset types and Maintenance schedule.

### Assets

This link navigates to Assets home page.

Crow Canyon Software NITRO Asset Management John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

**Assets** (highlighted in red box with arrow)

- New Asset
- All Assets
- Search Assets
- Asset Administration

Preventive Maintenance >  
 Reactive Maintenance Ta >  
 Software Assets >  
 Vendors >  
 Report Center >  
 Contracts >  
 Services >

Active Assets

64

All Software Assets

18

Overdue Tasks (Preventive Maintenance)

0

Open Tasks (Preventive Maintenance)

0

Overdue Tasks (Reactive Maintenance)

0

Open Tasks (Reactive Maintenance)

1

**Assets by Category**

**Assets by Status**

**Assets by Department**

Checked-Out Assets  
  Expired Warranties  
  Warranties Expiring in 30 days  
  All Overdue Tasks  
  Tasks Overdue in 7 days

+ New | 
  NITRO Settings  
  Update Status  
  Create Maintenance Task  
  Create Maintenance Group  
  Unlink from Maintenance Group  
  Add to Maintenance Group

<input type="radio"/>	Title	Asset ID	Status	Assigned To	Check Out Date	Checked Out To
<input type="radio"/>	Cisco Router	CR-4455	In Service	CCSales Demo	03-24-2025 12:00 ...	CCSales Demo
<input type="radio"/>	Dell Vostro 260	CL-3429	In Service	CCSales Demo	02-13-2026 12:00 ...	Ryan Stefani
<input type="radio"/>	Sennheiser On-Ear Stereo Headset	456	In Service	CCSales Demo	11-08-2023 12:00 ...	John Smith
<input type="radio"/>	Samsung Galaxy Tablet	876	In Stock	CCSales Demo	02-28-2024 12:00 ...	CCSales Demo
<input type="radio"/>	Bosch Repair toolkit	TK-9567	In Service	John Smith	11-08-2023 12:00 ...	John Smith
<input type="radio"/>	Apple iPhone 15	RTS123	In Service	CCSales Demo	04-02-2026 12:00 ...	Ryan Stefani

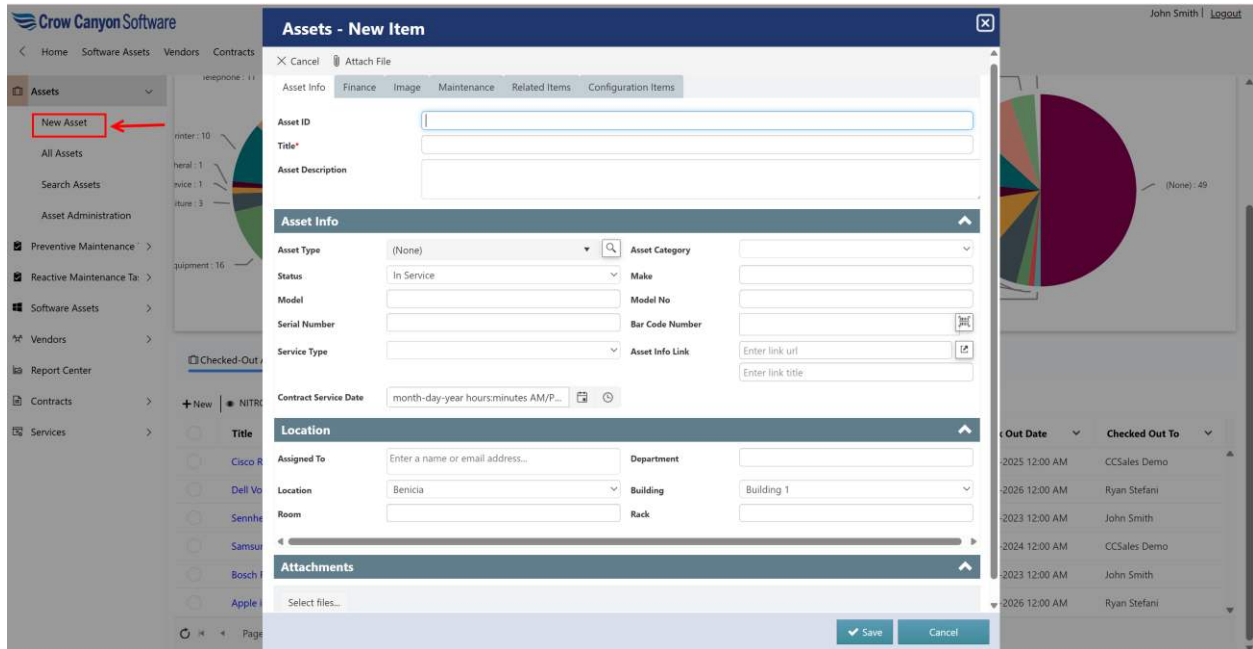
Refresh  
 Page 1 of 1  
 20 items per page

## New Assets

Users can create new Asset using this link.

Assets form is configured using Crow Canyon NITRO forms as shown below. Form can be changed from the NITRO Forms designer. Adding new columns to the list and to the form can be done from the designer and form layout can be changed as well. Columns listed in this [article](#) are using out of the box features in Assets management application. **NOTE: These columns shouldn't be updated/removed without consulting Crow Canyon.**

Refer NITRO forms section in [this article](#) for instructions to configure NITRO Forms.



## Asset Info Tab:

Basic details of an Asset will be available in this tab.

**Asset Id:** here user can provide asset Id.

**Title:** this field will be automatically filled based on selected Asset Type.

**Asset Description:** provide brief description for asset.

## Asset Info:

**Asset Type:** the dropdown will show all available asset types from 'Asset Types' list. Based on selected asset types all other fields of 'Asset Info' section will be automatically filled.

**Asset Category:** It refers to grouping assets based on their unique characteristics and intended usage.

**Asset Status:** refers to the current condition or operational state of an asset. It helps in tracking and managing assets effectively.

**Make:** refers to the manufacturer or brand of an asset. This term is often used in asset management to identify the origin or producer of a particular asset.

**Model:** An asset model is a detailed representation of an asset, capturing various attributes and characteristics that define it.

**Model Number:** An asset model number is like a special ID that the manufacturer gives to a specific version or setup of an asset. This number is helpful because it lets us tell the difference between different models of the same asset.

**Serial Number:** An asset serial number is a special code assigned to an individual asset by the manufacturer. This code helps keep track of, manage, and identify specific assets.

**Barcode Number:** An asset barcode number serves as a unique code in the form of a barcode attached to physical assets to aid in their tracking, management, and identification within a company.

**Service Type:** It refers to the various categories of services provided to maintain, support, and optimize the use of assets. These services ensure that assets are functioning efficiently and effectively throughout their lifecycle.

**Asset Info link:** The "Asset Info Link" column provides users with quick access to comprehensive details regarding each asset, such as specifications, purchase information, maintenance history, and status.

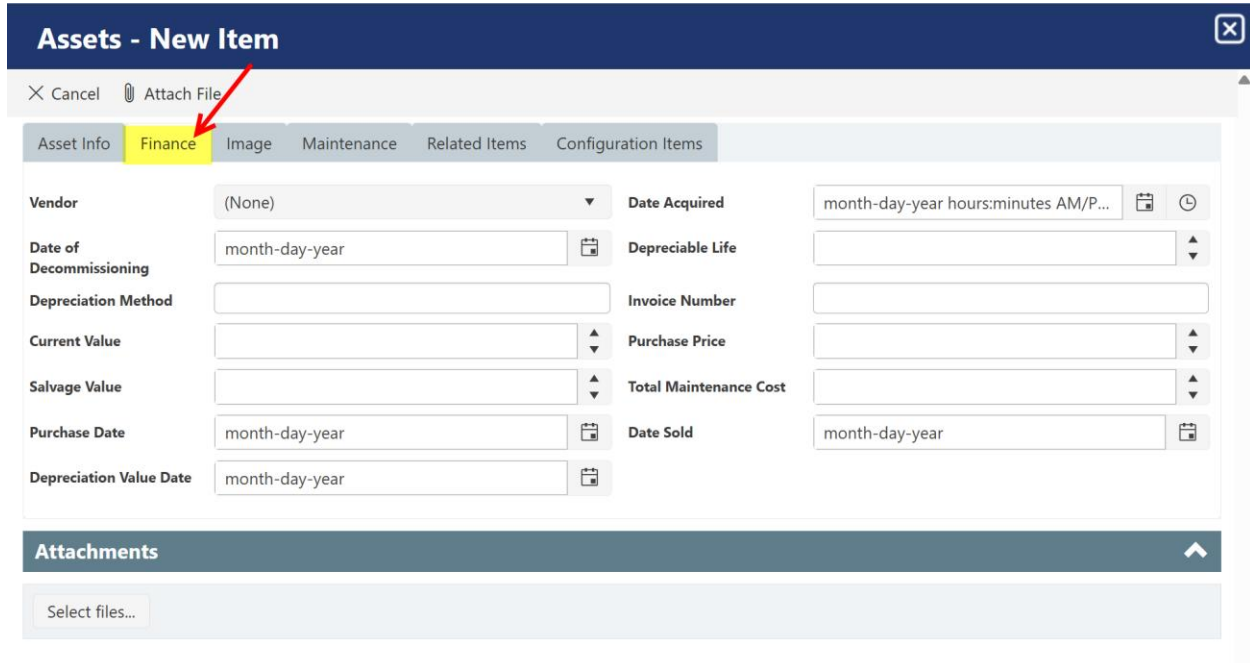
**Contract Service Date:** The "Contract Service Date" column in an asset management application indicates the date when a service contract for an asset is effective or due for renewal, helping users track and manage service agreements and maintenance schedules efficiently

#### **Location:**

The **Location section** in an asset management application form provides essential details about where an asset is physically located within an organization.

- **Assigned To:** Indicates the individual responsible for the asset.
- **Department:** Specifies the department using or managing the asset.
- **Location:** Provides a general location (e.g., office, warehouse) for the asset.
- **Building:** Identifies the specific building where the asset is situated.
- **Room:** Details the exact room or area within the building.
- **Rack:** Specifies the storage rack or position if applicable, facilitating precise asset tracking and management.

#### **Finance Tab:**



**Assets - New Item**

Cancel Attach File

Asset Info **Finance** Image Maintenance Related Items Configuration Items

Vendor (None) Date Acquired month-day-year hours:minutes AM/P...  
 Date of Decommissioning month-day-year Depreciable Life  
 Depreciation Method Invoice Number  
 Current Value Purchase Price  
 Salvage Value Total Maintenance Cost  
 Purchase Date month-day-year Date Sold month-day-year  
 Depreciation Value Date month-day-year

**Attachments**

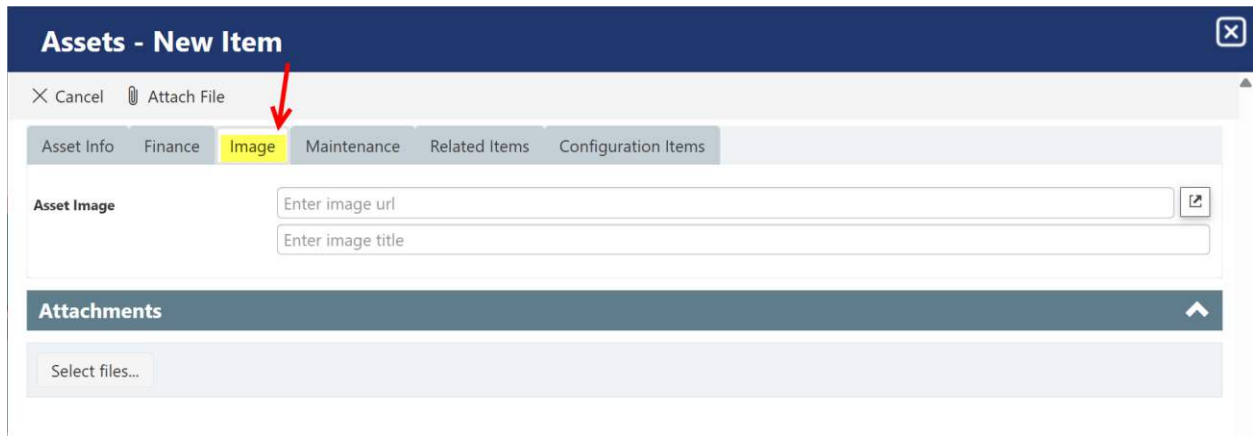
Select files...

The **Finance tab** in an asset management form consolidates financial details related to asset acquisition, valuation, and maintenance. Here's a brief overview of the fields included:

- **Vendor:** The supplier or manufacturer of the asset.
- **Date Acquired:** The date when the asset was officially purchased or received.
- **Date of Decommissioning:** The date when the asset is expected to be retired from service.
- **Depreciable Life:** The period over which the asset is expected to be depreciated for accounting purposes.
- **Depreciation Method:** The method used to calculate depreciation (e.g., straight-line, declining balance).
- **Invoice Number:** The reference number associated with the asset's purchase invoice.
- **Current Value:** The asset's current book value after accounting for depreciation.
- **Purchase Price:** The original cost of the asset at the time of purchase.
- **Salvage Value:** The estimated residual value of the asset at the end of its useful life.
- **Total Maintenance Cost:** The cumulative cost incurred for maintaining the asset over its lifespan.
- **Purchase Date:** The actual date the asset was bought, often aligned with the Date Acquired.
- **Date Sold:** The date when the asset was sold or disposed of.
- **Depreciation Value Date:** The date when the depreciation amount is calculated or recorded.

This tab helps organizations manage and track the financial aspects of their assets effectively, ensuring accurate reporting and budgeting.

## Image Tab:



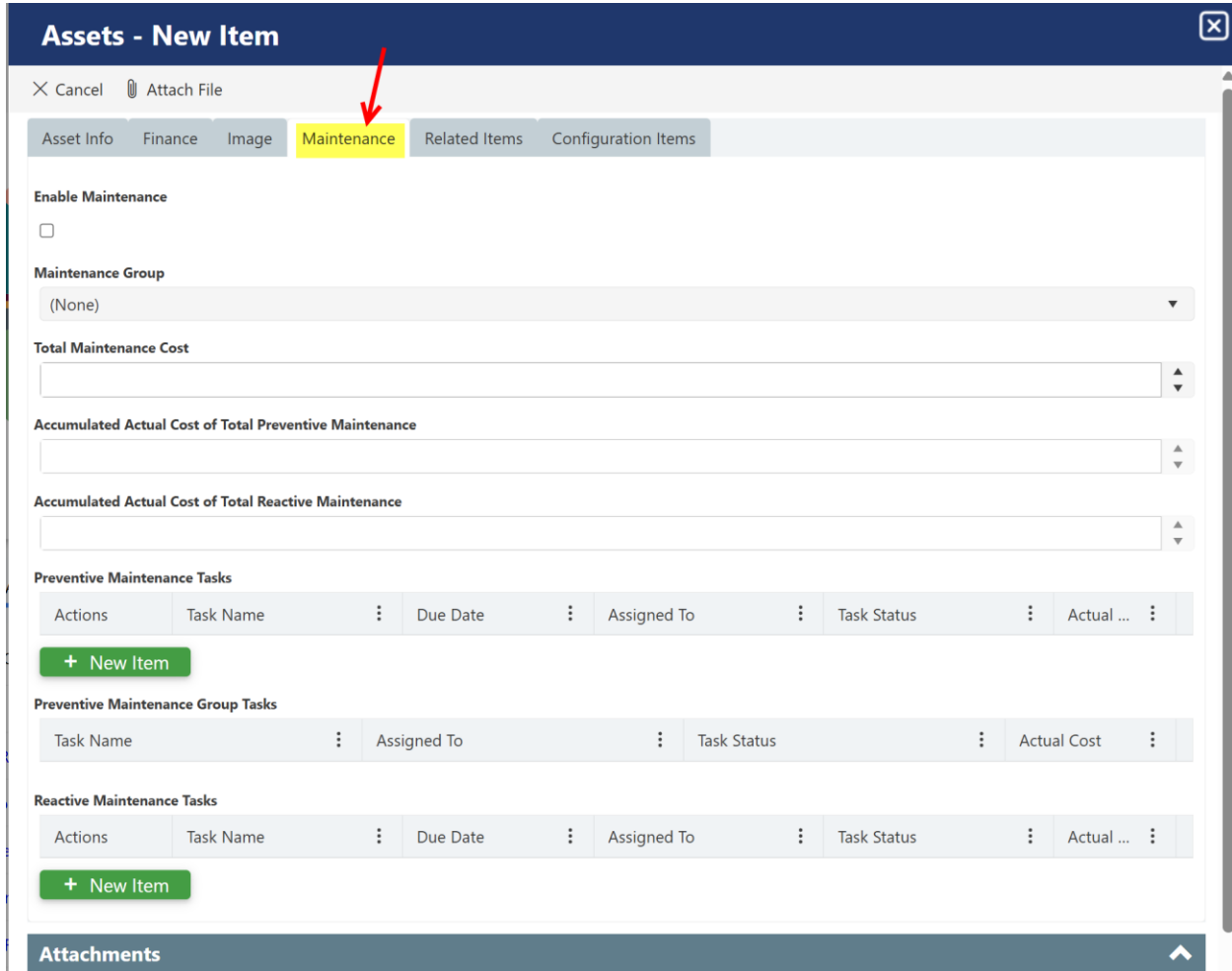
The screenshot shows a web interface for creating a new asset. The title bar reads "Assets - New Item". Below the title bar, there are navigation tabs: "Asset Info", "Finance", "Image" (highlighted in yellow with a red arrow pointing to it), "Maintenance", "Related Items", and "Configuration Items". Under the "Image" tab, there are two input fields: "Enter image url" and "Enter image title". Below these fields is a section titled "Attachments" with a "Select files..." button.

The **Image** section in an asset management form allows users to associate a visual representation with an asset. Here's a brief description of its fields:

- **Asset Image:** This field is used to enter the URL of the asset's image, providing a visual reference that helps in identification and management.
- **Enter Link Title:** This field allows users to provide a descriptive title for the image link, enhancing clarity and context for what the image represents.

Together, these fields facilitate easy access to visual information about the asset, improving tracking and recognition within the asset management system.

## Maintenance Tab:



The screenshot shows the 'Assets - New Item' form with the 'Maintenance' tab selected. The form includes the following sections:

- Enable Maintenance:** A checkbox that is currently unchecked.
- Maintenance Group:** A dropdown menu currently set to '(None)'.
- Total Maintenance Cost:** An input field with a vertical scrollbar.
- Accumulated Actual Cost of Total Preventive Maintenance:** An input field with a vertical scrollbar.
- Accumulated Actual Cost of Total Reactive Maintenance:** An input field with a vertical scrollbar.
- Preventive Maintenance Tasks:** A table with columns: Actions, Task Name, Due Date, Assigned To, Task Status, and Actual ... . A '+ New Item' button is located below the table.
- Preventive Maintenance Group Tasks:** A table with columns: Task Name, Assigned To, Task Status, and Actual Cost.
- Reactive Maintenance Tasks:** A table with columns: Actions, Task Name, Due Date, Assigned To, Task Status, and Actual ... . A '+ New Item' button is located below the table.

At the bottom of the form is an 'Attachments' section with an upward-pointing arrow.

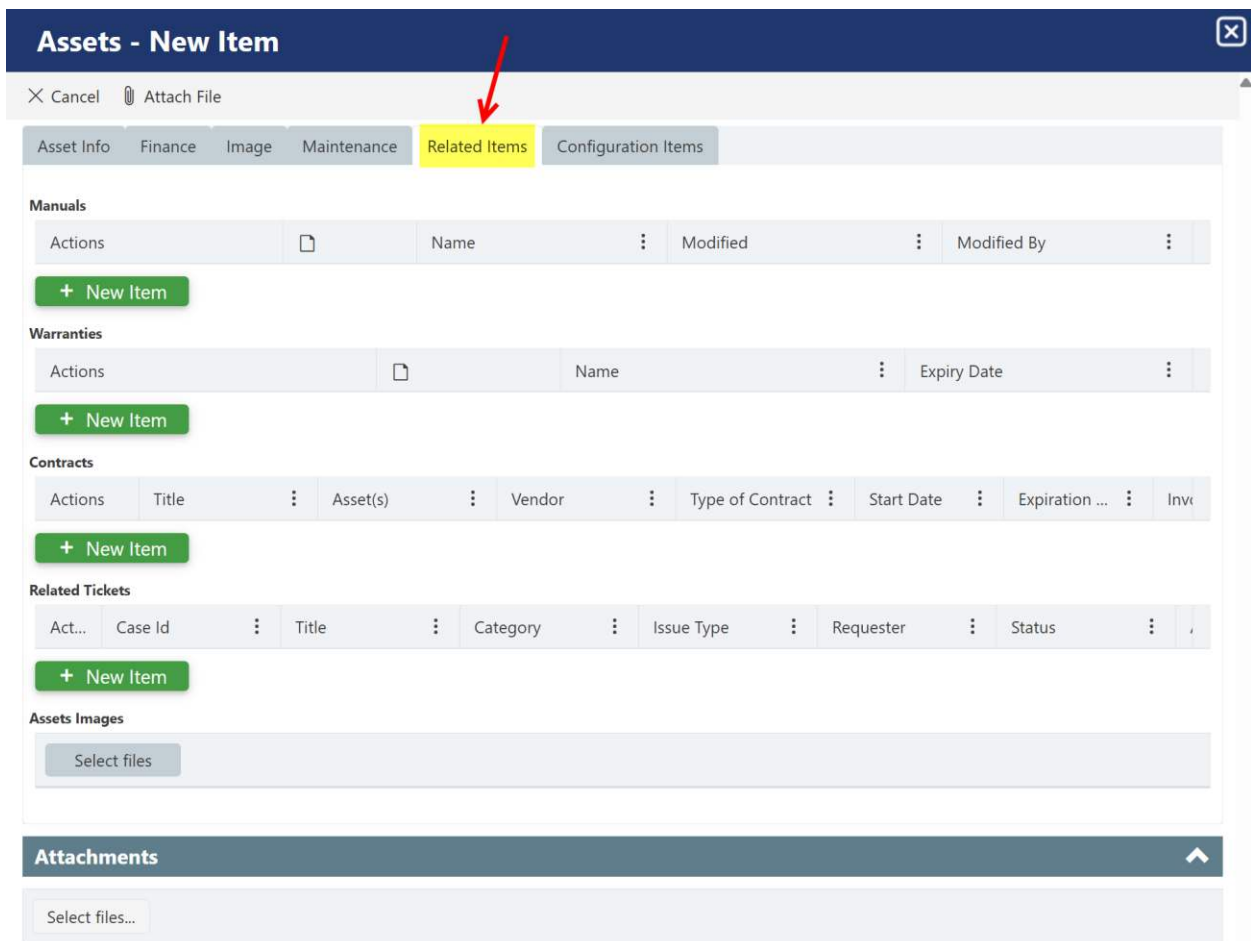
The **Maintenance tab** in an asset management form is designed to manage and track the maintenance activities associated with an asset. Here's a brief overview of the fields included:

- **Enable Maintenance:** A checkbox or toggle that activates maintenance tracking for the asset, allowing users to monitor and record maintenance activities.
- **Maintenance Group:** Categorizes the asset into a specific maintenance group, facilitating organized tracking and management of similar assets.
- **Total Maintenance Cost:** This field aggregates all maintenance expenses incurred for the asset, providing a comprehensive view of its maintenance investment.
- **Accumulated Actual Cost of Total Preventive Maintenance:** Records the total costs associated with preventive maintenance activities, allowing for analysis of proactive maintenance efforts.
- **Accumulated Actual Cost of Total Reactive Maintenance:** Tracks the total expenses related to reactive maintenance tasks, helping assess the costs of unplanned repairs.
- **Preventive Maintenance Tasks:** Lists tasks specifically scheduled for preventive maintenance, providing visibility into routine upkeep activities.

- **Preventive Maintenance Group Tasks:** Displays tasks associated with a group of preventive maintenance activities, helping to manage related tasks collectively.
- **Reactive Maintenance Tasks :** Lists tasks related to reactive maintenance, giving insight into unplanned service actions and repairs.

This tab helps organizations effectively oversee the maintenance lifecycle of their assets, ensuring that both preventive and reactive maintenance efforts are tracked and managed efficiently.

### Related Items Tab:



The screenshot shows the 'Assets - New Item' form with the 'Related Items' tab selected. The form includes sections for Manuals, Warranties, Contracts, and Related Tickets, each with a '+ New Item' button. The 'Attachments' section is at the bottom with a 'Select files...' button.

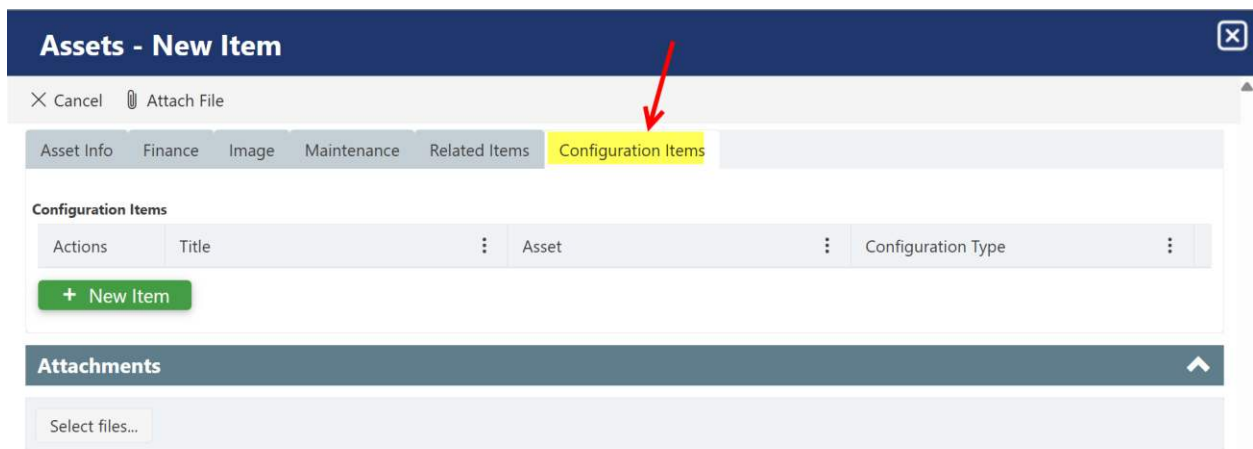
The **Related Items tab** in an asset management form serves to link various supplementary documents and records associated with an asset, enhancing overall asset management. Here's a brief overview of the fields included:

- **Manuals:** This field provides links or uploads of user manuals or technical documentation relevant to the asset, offering guidance on operation and maintenance.
- **Warranties:** Details any warranty agreements associated with the asset, including terms, coverage, and expiration dates, ensuring users are aware of warranty protections.

- **Contracts:** Contains links or details about contracts related to the asset, such as service agreements or lease contracts, facilitating quick access to contractual obligations.
- **Asset Images:** Displays images of the asset, providing visual context and aiding in identification, especially in environments with multiple similar assets.
- **Related Tickets:** Lists any support or service tickets associated with the asset, helping track issues, requests, or maintenance activities linked to it.

This tab enhances the asset management process by centralizing essential information and documents, improving accessibility and organization for users.

### Configuration Items Tab:



The **Configuration Items tab** in an asset management form is designed to manage and track the various configuration items (CIs) related to a specific asset. Here's a brief overview of the field included:

- **Configuration Items:** This field lists all configuration items associated with the asset, such as software, hardware components, network elements, or any other assets that interact with or support the primary asset. This association helps in understanding the asset's role within the larger IT infrastructure, facilitates impact analysis, and aids in change management.
- This is for data input purpose only, if any configurations made to the Asset user can enter the details here

This tab enhances visibility into how different components relate to each other, ensuring effective management and support for the overall asset ecosystem.

Below form will open after clicking 'New Item'

## Configuration Items - New Item

Save Cancel Attach File

Configuration Item

**Title**

**Configuration Type**

General

**Configuration Details**

**Attachments**

Select files...

Save Cancel

User can enter configuration related information here.

### Computer Tab

The **Computer** tab is visible in the New, Edit, and Display forms only when the asset category is set to **Computer**. It captures details such as operating system, machine type, processor type, RAM,

CPU count, IP address, and other related specifications

**Assets - New Item**

Cancel Attach File

Asset Info Finance Image **Computer** Maintenance Installed Software Related Items Configuration Items

Operating System  
Machine Type  
Computer Type  
Processor Speed (GHz)  
RAM (GB)  
CPU Count  
IP Address

**Attachments**

Select files...

Save Cancel

### Installed Software

The Installed Software tab is available for new, edit and display form only if the category of asset is computer.

**Assets - New Item**

Cancel Attach File

Asset Info Finance Image Computer Maintenance **Installed Software** Related Items Configuration Items

**Installed Software**

Actions	Title	Asset	Software Asset	Software License	Status	Created
---------	-------	-------	----------------	------------------	--------	---------

+ New Item

Installed Software Count: 0

**Attachments**

Select files...

Example:

**Assets - Dell Vostro 260**

[Edit](#) [Delete](#) [Close](#) [Version History](#) [Print](#) [Check In](#) [Update Status](#) [Copy Asset](#) [Replace Asset](#) ... 2 of 6 ↑ ↓

[Asset Info](#) [Finance](#) [Image](#) [Computer](#) [Maintenance](#) [Check In Check Out](#) **Installed Software** [Related Items](#) [Configuration Items](#)

**Installed Software**

Actions	Title	Asset	Software Asset	Software License	Status	Created
	Dell Vostro 260 - NITRO Studio	<a href="#">Dell Vostro 260</a>	<a href="#">NITRO Studio</a>	<a href="#">NITRO Trial License</a>	Installed	02-13-2026 11:07 A
	Dell Vostro 260 - Adobe Photoshop	<a href="#">Dell Vostro 260</a>	<a href="#">Adobe Photoshop</a>	<a href="#">Adobe Photoshop Online</a>	Installed	04-09-2025 12:11 P

[+ New Item](#) **Installed Software Count: 2**

Created at 01-27-2025 07:01 AM by [John Smith](#)  
Last modified at 02-13-2026 11:06 AM by [CCSales Demo](#)

### Installed Software list

This list is used to manage the software licenses installed for hardware assets. Users can add installed software from hardware Asset item.

“Installed Software” associated item will be enabled for Asset Category of type “Computer” in Asset item form.

Installed Software form will show all the active Software Assets and corresponding available software licenses.

### Asset Form:

**Assets - Dell Vostro 260**

[Edit](#) [Delete](#) [Close](#) [Version History](#) [Print](#) [Check In](#) [Update Status](#) [Copy Asset](#) [Replace Asset](#) ... 20 of 56 ↑ ↓

[Asset Info](#) [Finance](#) [Image](#) [Computer](#) [Maintenance](#) [Check In Check Out](#) **Installed Software** [Related Items](#) [Configuration Items](#)

**Installed Software**

Actions	Title	Asset	Software Asset	Software License	Status
	Dell Vostro 260 - NITRO Studio	<a href="#">Dell Vostro 260</a>	<a href="#">NITRO Studio</a>	<a href="#">NITRO Enterprise License</a>	Installed
	Dell Vostro 260 - Docusign	<a href="#">Dell Vostro 260</a>	<a href="#">Docusign</a>	<a href="#">Docusign Licenses</a>	Installed
	Dell Vostro 260 - Windows	<a href="#">Dell Vostro 260</a>	<a href="#">Windows</a>	<a href="#">Windows Enterprise</a>	Installed

[+ New Item](#) **Installed Software Count: 3**

Created at 01-08-2024 08:00 PM by [John Smith](#)  
Last modified at 05-30-2024 11:48 AM by [SharePoint App](#)

Installed Software Form:

### Installed Software - New Item

✕ Cancel   📎 Attach File

Installed Software

**Software Asset\*** (None) this dropdown will show all active software assets

**Software License** (None) this dropdown will show corresponding available software licenses

**Work Log**

(inherit... ✕ ▾) (inherit... ✕ ▾)   **B** *I* U abc   ☰ ☱ ☲ ☳

☰ ☱ ☲ ☳   🔗 🔁 🖼️ 📄   **A** ▾   🌊 ▾   🖨️   ×<sub>2</sub> ×<sup>2</sup>   📊

</>   Format ▾   ✂️ 📄 📄

**Attachments** ⬆️

Select files...

✓ Submit   Cancel

User can perform below custom actions on Asset:

#### Check In Check Out

This tab is hidden in the new form and visible in both the edit and display forms. Users can see all information related to asset check-in and check-out in this tab.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check In Update Status Copy Asset Replace Asset ... 2 of 6 ↑ ↓

Asset Info Finance Image Computer Maintenance **Check In Check Out** Installed Software Related Items Configuration Items

**Checked Out To**  
 Ryan - Nathan

**Check Out Date**  
 02-13-2026 12:00 AM

**Expected Check In Date**  
 02-20-2026 12:00 AM

**Check In Date**

**Check Out/In Status**  
 Check Out

**Asset History**

Title	Check Out To	Check Out Date	Expected CheckIn D...	Check In Date	Active
Check In	Ryan - Nathan	04-08-2025 12:00 AM	04-11-2025 12:00 AM	10-06-2025 12:00 AM	No
Check Out	Ryan - Nathan	02-13-2026 12:00 AM	02-20-2026 12:00 AM		Yes

Created at 01-27-2025 07:01 AM by  John Smith  
 Last modified at 02-13-2026 11:06 AM by  CCSales Demo

Edit Close

## Check-In/Out functionality











Asset Check-In/Out feature offers users the ability to check out an asset in an organization. This functionality is configured using Crow Canyon Custom Actions. Users can track the check-in/out information from the Asset History list.

### Check Out

Check-Out action will be available in Asset display form. Check-Out action will take input of 'Checked Out To', 'Expected Check in Date' and 'Comments'. This action will set the "Check In/Out Status" to "Check Out" and creates a history entry in "Asset History" list. Once the Asset is checked out, it is no longer available for others until it is checked in.

### Asset Display form:

### Assets - Dell Vostro 260

 Edit  Delete  Close  Version History  Print  **Check Out**  Update Status  Copy Asset ... 2 of 6  

Asset Info Finance Image Computer Maintenance **Check In Check Out** Installed Software Related Items Configuration Items

**Checked Out To**






**Check Out Date**



**Expected Check In Date**



**Check In Date**  
05-04-2026 12:00 AM

**Check Out/In Status**  
Check In

**Asset History**

Title	Check Out To	Check Out Date	Expected CheckIn D...	Check In Date	Active	
Check In		04-08-2025 12:00 AM	04-11-2025 12:00 AM	10-06-2025 12:00 AM	No	
Check In		02-13-2026 12:00 AM	02-20-2026 12:00 AM	05-04-2026 12:00 AM	No	

Created at 01-27-2025 07:01 AM by  John Smith  
Last modified at 05-04-2026 01:43 PM by  John Smith

 Edit  Close

**Check Out action:**

## Check Out

### Check Out To for item (7 : Dell Vostro 260)

Checked Out To

John Smith x

User who has taken the asset

Expected Check In Date

05-05-2026 12:00 AM

Expected check-in date

Comments

All corresponding column data will be populated once the asset is checked out.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check In Update Status Copy Asset Replace Asset ... 2 of 6 ↑ ↓

Asset Info
Finance
Image
Computer
Maintenance
Check In Check Out
Installed Software
Related Items
Configuration Items

**Checked Out To**  
 John Smith

**Check Out Date**  
 05-04-2026 12:00 AM

**Expected Check In Date**  
 05-05-2026 12:00 AM

**Check In Date**

**Check Out/In Status**  
 Check Out

**Asset History**

Title	Check Out To	Check Out Date	Expected CheckIn D...	Check In Date	Active	Refresh
Check In	John Smith	04-08-2025 12:00 AM	04-11-2025 12:00 AM	10-06-2025 12:00 AM	No	↕
Check In	John Smith	02-13-2026 12:00 AM	02-20-2026 12:00 AM	05-04-2026 12:00 AM	No	↕
Check Out	John Smith	05-04-2026 12:00 AM	05-05-2026 12:00 AM		Yes	↕

Created at 01-27-2025 07:01 AM by  John Smith  
 Last modified at 05-04-2026 01:50 PM by  John Smith

Edit
Close

### Check In

Check In action is available in the Asset display form when the asset “Check In/Out Status” is in Check Out status. This action will set the check-In date and updates the checked out history item to check In in Asset History list.

### Assets - Dell Vostro 260

Edit Delete Close Version History Print **Check In** Update Status Copy Asset Replace Asset ... 2 of 6

Asset Info Finance Image Computer Maintenance **Check In Check Out** Installed Software Related Items Configuration Items

**Checked Out To**  
 John Smith

**Check Out Date**  
05-04-2026 12:00 AM

**Expected Check In Date**  
05-05-2026 12:00 AM

**Check In Date**

**Check Out/In Status**  
Check Out

**Asset History**

Title	Check Out To	Check Out Date	Expected CheckIn D...	Check In Date	Active	Refresh
Check In	John Smith	04-08-2025 12:00 AM	04-11-2025 12:00 AM	10-06-2025 12:00 AM	No	
Check In	John Smith	02-13-2026 12:00 AM	02-20-2026 12:00 AM	05-04-2026 12:00 AM	No	
Check Out	John Smith	05-04-2026 12:00 AM	05-05-2026 12:00 AM		Yes	

Created at 01-27-2025 07:01 AM by  John Smith  
Last modified at 05-04-2026 01:50 PM by  John Smith

Edit Close

All corresponding column data will be populated once the asset is checked in.

**Assets - Dell Vostro 260**

[Edit](#)
[Delete](#)
[Close](#)
[Version History](#)
[Print](#)
[Check Out](#)
[Update Status](#)
[Copy Asset](#)
...
2 of 6 ↑ ↓

Asset Info
Finance
Image
Computer
Maintenance
Check In Check Out
Installed Software
Related Items
Configuration Items

**Checked Out To**

**Check Out Date**

**Expected Check In Date**

**Check In Date**

05-04-2026 12:00 AM

**Check Out/In Status**

Check In

**Asset History**

Title	Check Out To	Check Out Date	Expected CheckIn D...	Check In Date	Active	
Check In	John Smith	04-08-2025 12:00 AM	04-11-2025 12:00 AM	10-06-2025 12:00 AM	No	
Check In	John Smith	02-13-2026 12:00 AM	02-20-2026 12:00 AM	05-04-2026 12:00 AM	No	
Check In	John Smith	05-04-2026 12:00 AM	05-05-2026 12:00 AM	05-04-2026 12:00 AM	No	

Created at 01-27-2025 07:01 AM by  John Smith  
 Last modified at 05-04-2026 01:59 PM by  John Smith

Edit
Close

## Update Status

The “Update Status” action is used when you need to change the current status of an asset. This action is available in the Asset display form. This action will take the user input for status value.

If we select the status as ‘Decommissioned’, then all the installed software will be fetched and marked as uninstalled, and it updates the corresponding software licenses available count.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check Out **Update Status** Copy Asset ... 2 of 6

Asset Info Finance Image Computer Maintenance Check In Check Out Installed Software Related Items Configuration Items

Asset ID CL-3429  
Title\* Dell Vostro 260  
Asset Description

**Asset Info**

Asset Type	Dell Vostro 260	Asset Category	Computer
<b>Status</b>	In Service	Make	Dell
Model		Model No	469-1599
Serial Number		Bar Code Number	
Service Type	General Checkup	Asset Info Link	
Contract Service Date			

**Location**

Assigned To	<input type="checkbox"/> CCSales Demo	Department	Admin Account
Location	Boston	Building	Building 1
Room		Rack	

Created at 01-27-2025 07:01 AM by  John Smith  
Last modified at 05-04-2026 01:59 PM by  John Smith

Edit Close

The following window will appear when you click the **“Update Status”** action.



**Assets - Dell Vostro 260**

[Edit](#)
[Delete](#)
[Close](#)
[Version History](#)
[Print](#)
[Check Out](#)
[Update Status](#)
[Copy Asset](#)
2 of 6

[Asset Info](#)
[Finance](#)
[Image](#)
[Computer](#)
[Maintenance](#)
[Check In](#)
[Check Out](#)
[Installed Software](#)
[Related Items](#)
[Configuration Items](#)

**Asset ID** CL-3429  
**Title\*** Dell Vostro 260  
**Asset Description**

**Asset Info**

<b>Asset Type</b>	Dell Vostro 260	<b>Asset Category</b>	Computer
<b>Status</b>	In Service	<b>Make</b>	Dell
<b>Model</b>		<b>Model No</b>	469-1599
<b>Serial Number</b>		<b>Bar Code Number</b>	
<b>Service Type</b>	General Checkup	<b>Asset Info Link</b>	
<b>Contract Service Date</b>			

**Location**

<b>Assigned To</b>	<input type="checkbox"/> CCSales Demo	<b>Department</b>	Admin Account
<b>Location</b>	Boston	<b>Building</b>	Building 1
<b>Room</b>		<b>Rack</b>	

Created at 01-27-2025 07:01 AM by  John Smith  
 Last modified at 05-04-2026 01:59 PM by  John Smith

[Edit](#) [Close](#)

## Replace Asset

Users can replace the asset details by performing ‘Replace Asset’ action available in asset display form. The **Replace Asset** custom action in an asset management application allows users to initiate the replacement of an existing asset by launching a new asset creation form pre-filled with details from the current asset. This simplifies the replacement process, ensuring that relevant information is retained and reducing data entry efforts.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check Out Update Status Copy Asset ... 2 of 6 ↑ ↓

Asset Info Finance Image Computer Maintenance Check In Check Out Installed Software Related It

Asset ID CL-3429

Title\* Dell Vostro 260

Asset Description

**Asset Info**

Asset Type	Dell Vostro 260	Asset Category	Computer
Status	In Service	Make	Dell
Model		Model No	469-1599
Serial Number		Bar Code Number	
Service Type	General Checkup	Asset Info Link	
Contract Service Date			

**Location**

Assigned To	<input type="checkbox"/> CCSales Demo	Department	Admin Account
Location	Boston	Building	Building 1
Room		Rack	

Created at 01-27-2025 07:01 AM by  John Smith  
Last modified at 05-04-2026 01:59 PM by  John Smith

Edit Close

Replace Asset  
Unlink from Maintenance Group  
Add to Maintenance Group

## Unlink from Maintenance Group

If a user wants to unlink the asset from the maintenance group then they can perform the 'Unlink from Maintenance Group' custom action on the asset. The **unlink the asset from maintenance group** custom action removes an asset's association with a specific maintenance group, allowing for the reassignment of maintenance responsibilities or strategies.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check Out Update Status Copy Asset ... 2 of 6 ↑ ↓

Asset Info Finance Image Computer Maintenance Check In Check Out Installed Software Related It

Asset ID CL-3429

Title\* Dell Vostro 260

Asset Description

**Asset Info**

Asset Type	Dell Vostro 260	Asset Category	Computer
Status	In Service	Make	Dell
Model		Model No	469-1599
Serial Number		Bar Code Number	
Service Type	General Checkup	Asset Info Link	
Contract Service Date			

**Location**

Assigned To	<input type="checkbox"/> CCSales Demo	Department	Admin Account
Location	Boston	Building	Building 1
Room		Rack	

Created at 01-27-2025 07:01 AM by  John Smith  
Last modified at 05-04-2026 01:59 PM by  John Smith

Replace Asset  
Unlink from Maintenance Group  
Add to Maintenance Group

Edit Close

## Add to Maintenance Group

If a user wants to add the asset to the maintenance group then they can perform the 'Add to Maintenance Group' custom action on the asset. The **Add to Maintenance Group** custom action allows users to associate an asset with a specific maintenance group, facilitating organized management of maintenance activities. This ensures that the asset receives appropriate care and oversight, enhancing its performance and longevity through scheduled maintenance.

**Purpose of Adding Assets to Maintenance Group:** A **Maintenance Group** in an asset management tool organizes assets that require similar maintenance activities, streamlining scheduling and resource allocation. It improves tracking and reporting of maintenance performance, ensuring compliance with standards and enhancing overall operational efficiency.

**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check Out Update Status Copy Asset ... 2 of 6

Asset Info Finance Image Computer Maintenance Check In Check Out Installed Software Related Items

Asset ID: CL-3429  
Title: Dell Vostro 260  
Asset Description

**Asset Info**

Asset Type	Dell Vostro 260	Asset Category	Computer
Status	In Service	Make	Dell
Model		Model No	469-1599
Serial Number		Bar Code Number	
Service Type	General Checkup	Asset Info Link	
Contract Service Date			

**Location**

Assigned To	<input type="checkbox"/> CCSales Demo	Department	Admin Account
Location	Boston	Building	Building 1
Room		Rack	

Created at 01-27-2025 07:01 AM by John Smith  
Last modified at 05-04-2026 01:59 PM by John Smith

Edit Close

Replace Asset  
Unlink from Maintenance Group  
Add to Maintenance Group

### All Assets

This page has several tabs to show Assets with different stages. Also, users can see the Asset Warranties and Asset Manuals.

**Assets** | Asset Warranties | Asset Manuals

All Assets (2) | Checked-Out Assets (5) | In Service (64) | Inactive Assets (17)

Title	Asset ID	Status	Assigned To	Department	Vendor
Apple iPhone 15	Apple Ipho...	In Service			
air compressor	Air Compre...	In Service			

In **Assets** Tab, users can see All assets, Checked-Out Assets, In Service and Inactive assets.

**Assets** | Asset Warranties | Asset Manuals

All Assets (2) | Checked-Out Assets (5) | In Service (64) | Inactive Assets (17)

Title	Asset ID	Status	Assigned To	Department	Vendor
Apple iPhone 15	Apple Ipho...	In Service			
air compressor	Air Compre...	In Service			

In **Asset Warranties**, users can see All Documents, Expired Warranties and the Warranties that are expiring in 30 days.

**Asset Warranties** | Asset Manuals

All Documents (8) | Expired Warranties (8) | Expiring Warranties in 30 Days (0)

Name	Modified	Modified By	Asset	Expiry Date
3siteTrialLicense.000	01-27-2025 07...	John Smith	Dell Inspiron Lap...	01-23-2025
Apple iPhone 6s Warranty.000	01-27-2025 07...	John Smith	iPhone 6S	02-19-2025
asset-management-compliance-software.png	01-27-2025 07...	John Smith	Dell Inspiron Lap...	03-12-2025
Dell Inspiron Warranty.000	01-27-2025 07...	John Smith	Dell Inspiron Lap...	03-12-2025
Dell Warranty Policy.000	01-27-2025 07...	John Smith	Dell Vostro 260	03-12-2025
One Year Warranty on HP.docx	01-27-2025 07...	John Smith	HP Laser Jet Print...	01-22-2025
Samsung Galaxy Warranty Policy.000	01-27-2025 07...	John Smith	iPhone 6S	01-24-2025
WO_NC_ColumnPermissions (1).xlsx	01-27-2025 07...	John Smith	Dell Vostro 260	01-25-2025



The **Asset Manuals** tab displays all asset manuals, and Inventory Management can add new manuals by clicking the **“New”** button.

The screenshot shows the NITRO Asset Management interface. The top navigation bar includes the Crow Canyon Software logo, the title "NITRO Asset Management", and the user name "John Smith | Logout". Below the navigation bar, there are tabs for "Assets", "Asset Warranties", and "Asset Manuals", with "Asset Manuals" selected and highlighted in yellow. A red arrow points to the "Asset Manuals" tab. On the left sidebar, the "All Assets" option is highlighted in yellow, with a red arrow pointing to it. The main content area displays a table of asset manuals with columns for "Name", "Modified", "Modified By", and "Asset". The table contains several rows of data, including entries like "1.docx", "AAFS102221-1.pdf", "Apple iPhone 6s smartphone.docx.000", "ChatLog Contract Management Training 2020\_02\_10 10\_33.rtf.000", "Dell Vostro.rtf.000", "Dell Warranty.rtf.000", "Inspiron 3000 Series.docx.000", "Replacing Toner on HP LaserJet Pro M255dw Wireless Color Laser Printer.docx", "Reports Configuration.pdf.000", and "Samsung Galaxy Tab.docx.000". At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "20 items per page".

Name	Modified	Modified By	Asset
1.docx	01-27-2025 07:25 ...	John Smith	Dell Inspiron Laptop 1...
AAFS102221-1.pdf	01-27-2025 07:26 ...	John Smith	Avaya IP Phone
Apple iPhone 6s smartphone.docx.000	01-27-2025 07:26 ...	John Smith	iPhone 6S
ChatLog Contract Management Training 2020_02_10 10_33.rtf.000	01-27-2025 07:26 ...	John Smith	Dell Inspiron Laptop 1...
Dell Vostro.rtf.000	01-27-2025 07:26 ...	John Smith	Dell Vostro 260
Dell Warranty.rtf.000	01-27-2025 07:27 ...	John Smith	Dell Inspiron Laptop 1...
Inspiron 3000 Series.docx.000	01-27-2025 07:27 ...	John Smith	Dell Inspiron Laptop 1...
Replacing Toner on HP LaserJet Pro M255dw Wireless Color Laser Printer.docx	01-27-2025 07:25 ...	John Smith	HP Laser Jet Printer
Reports Configuration.pdf.000	01-27-2025 07:27 ...	John Smith	Engineering Physics ...
Samsung Galaxy Tab.docx.000	01-27-2025 07:27 ...	John Smith	Samsung Galaxy Tablet

Clicking 'New' will open below window

## Asset Manuals - New Item

 Ok  Cancel

**Content Type\***

**Choose a file\***

Add as a new version to existing file

**Destination Folder**

**Name\***

### Search Asset

This page allows you to search for assets in the system, with both simple and advanced options available to meet your requirements.

Enter search text here

John Smith

Search Assets

Title	Asset ID	Status	Assigned	Department	Vendor	Maintenance Gro...	Related Tickets	Building
Cisco Router	CR-0234	In Service	John Smith	Facilities	Cisco Syste...			
Rosewood tables		In Service	John Smith	HR				
Peripeheral 1		In Service	John Smith	Marketing				
Sony LCD Projector		In Service	John Smith	Sales				
Skoda		In Service	John Smith	Engineering				

## Asset Administration

This page shows all Asset Types. Inventory Management can add/see all the available Asset Types in the system.

All Asset Types

+ New | NITRO Settings

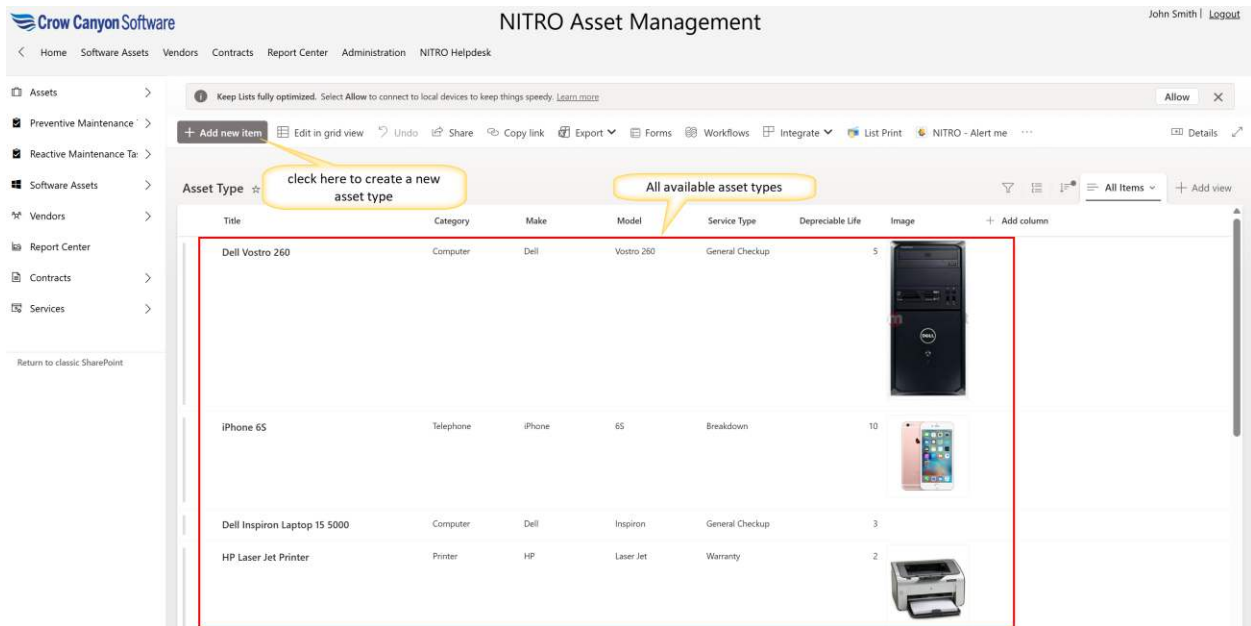
Title	Category	Make	Model	Service	Depreciable	Image
Dell Vostro 260	Computer	Dell	Vostro 260	General Che...	5	
iPhone 6S	Telephone	iPhone	6S	Breakdown	10	
Dell Inspiron Laptop 15 5000	Computer	Dell	Inspiron	General Che...	3	
HP Laser Jet Printer	Printer	HP	Laser Jet	Warranty	2	
Panasonic Projector	Audio Visual	Panasonic	pt-lb50ntea	Warranty	1	
Avaya IP Phone	Telephone	Avaya	VoIP Desk ...	General Che...	4	
Sennheiser On-Ear Stereo Headset	Audio Visual	Sennheiser	HD	Breakdown	2	
F-150	Equipment	Ford	Truck	Warranty		
Dell Vostro 260	Computer	Dell	Vostro			
air compressor	Equipment			Breakdown		

To create or see Asset Types

Go to Administration in top link bar -> Configure Lists -> Asset Types






The following page will open when you click on the **Asset Types** link tile.





Once you click the **“New”** button, a form will open. Fill in all the required details for the new Asset Type as shown below.

## Asset Type - HP Laptop

 Save  Cancel  Attach File

### Asset Type Information

<b>Title*</b>	<input type="text" value="HP Laptop"/>
<b>Category</b>	<input type="text" value="Computer"/>
<b>Description</b>	<input type="text"/>
<b>Make</b>	<input type="text" value="HP"/>
<b>Model</b>	<input type="text" value="HP 260"/>
<b>Model Number</b>	<input type="text" value="1020"/>
<b>Asset Info Link</b>	<input type="text" value="Enter link url"/> 
	<input type="text" value="Enter link title"/>
<b>Service Type</b>	<input type="text" value="Warranty"/>
<b>Depreciable Life</b>	<input type="text" value="2.00"/>
<b>Depreciation Method</b>	<input type="text"/>
<b>Image</b>	<input type="text" value="Enter image url"/> 
	<input type="text" value="Enter image title"/>

### Attachments

Select files...

Save

Cancel

In 'Asset Types' list users can see all the available Asset types or create new as per requirement.

These asset types appear in the **Asset Type** drop-down on the Assets form, and when selected, they automatically populate certain fields in the **Asset Info** section of the new asset form, as shown below.

### Assets - New Item

Cancel Attach File

Asset Info Finance Image Computer Maintenance Installed Software Related Items Configuration Items

Asset ID: HP-001  
Title: HP Laptop  
Asset Description:

Based on the selected Asset Type, the remaining Asset Info fields will be automatically filled

Asset Info	
Asset Type	HP Laptop
Asset Category	Computer
Status	In Service
Make	HP
Model	HP 260
Model No	1020
Serial Number	
Bar Code Number	
Service Type	Warranty
Asset Info Link	Enter link url Enter link title
Contract Service Date	month-day-year hours:minutes AM/P...

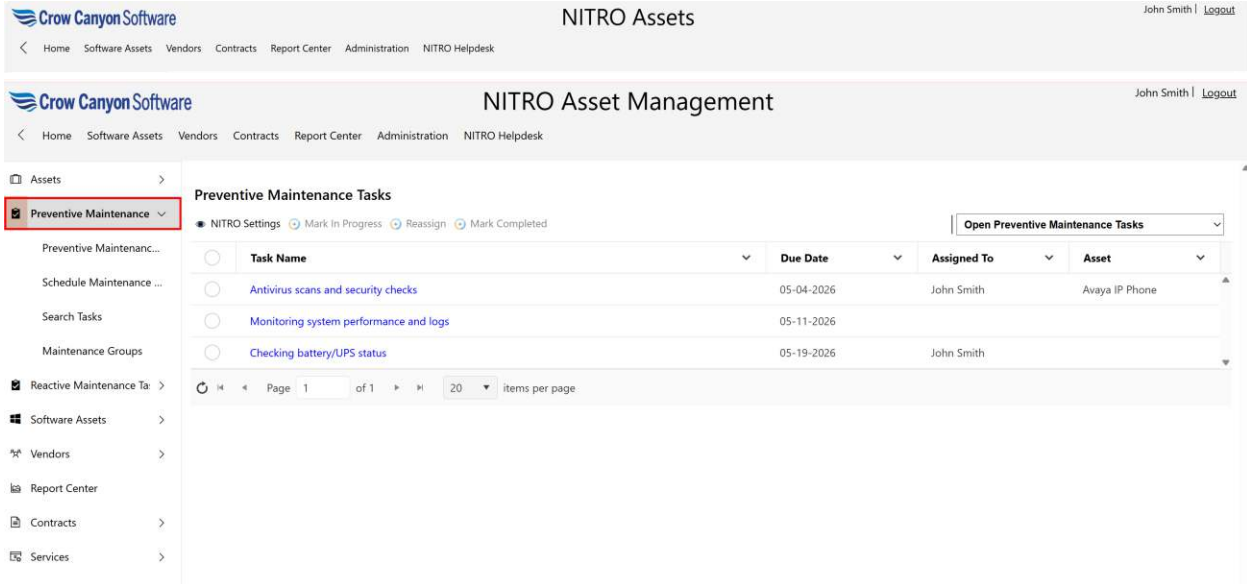
Location

Attachments

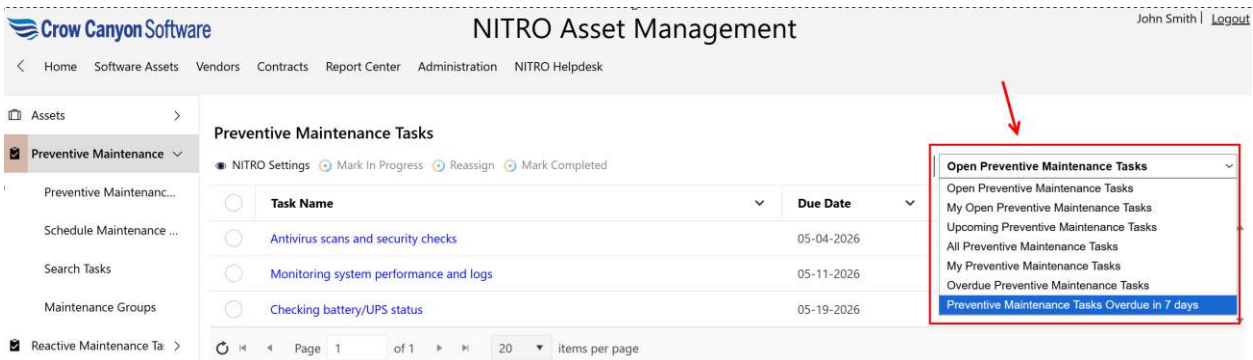
Save Cancel

### Preventive Maintenance Tasks

This page shows all Preventive maintenance tasks. Users can perform 'Mark in Progress', 'Reassign', and 'Mark Completed' actions on the tasks.



Users can see their open, upcoming, and overdue tasks by selecting the appropriate option available in dropdown.



## Preventive Maintenance Calendar

The **Preventive Maintenance Calendar** in NITRO Asset Management is used to **schedule and track maintenance tasks in advance**. It shows all planned activities in a calendar view, helping ensure regular checks and avoid unexpected issues.

### Calendar View (Center)

- Displays tasks distributed across dates
- Helps you quickly see:
  - What maintenance is planned
  - How frequently tasks are scheduled

- Busy vs free days

### Task Details Panel (Right Side)

When you click a date or task:

- Shows **detailed list of tasks**
  - Includes: Task name, Duration
  - Status (e.g., Scheduled / Unscheduled)

Example tasks:

- Troubleshooting software issues
- Repairing corrupted files
- Checking battery/UPS status

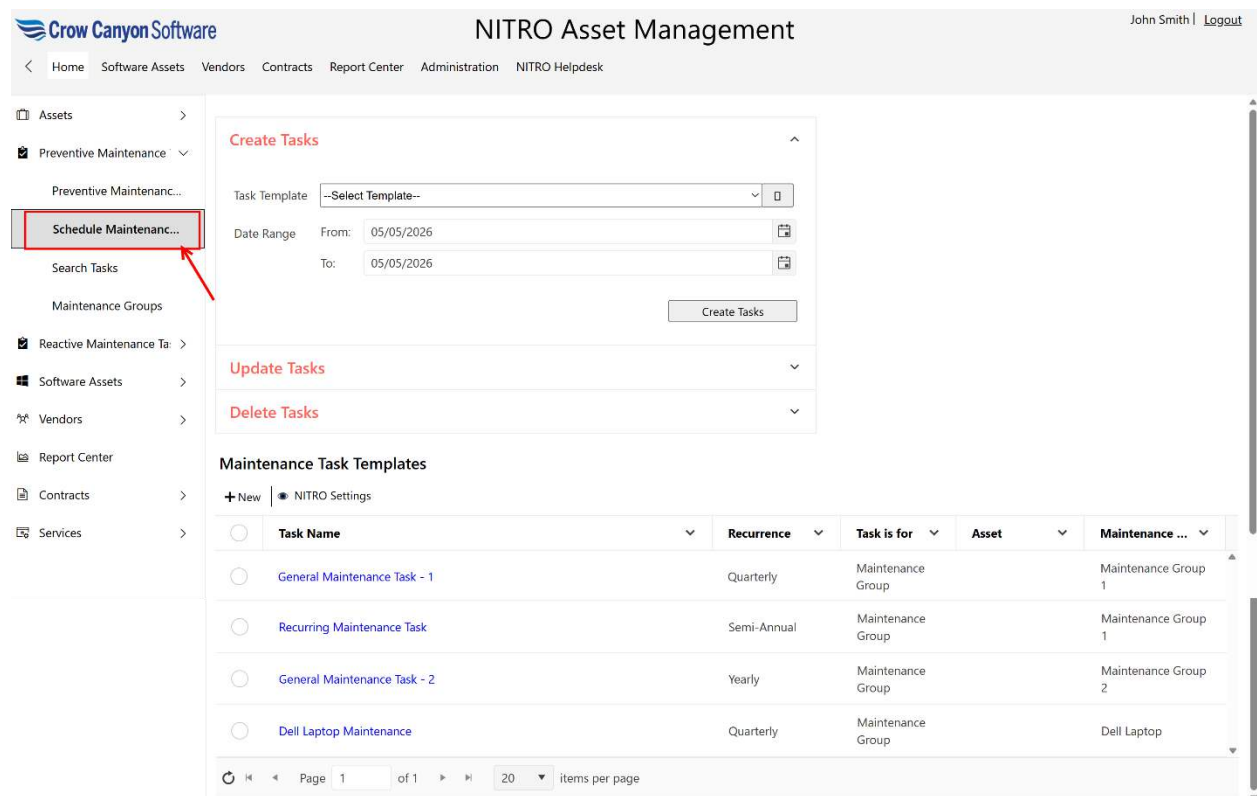
The screenshot displays the NITRO Asset Management interface. The main area shows a calendar for May 2026 with various tasks scheduled. A red box highlights the 'Preventive Maintenance...' task in the left sidebar, with a red arrow pointing to it. On the right, a detailed task panel is open for 'Tue, May 19', showing a list of tasks: 'Troubleshooting software issues' (30 days), 'Repairing corrupted files or dat...' (29 days), 'Checking battery/UPS status' (23 days), and 'Fixing system crashes or errors' (15 days).

## Schedule Maintenance Tasks

Maintenance Tasks scheduling is essential for all organizations as it allows you to plan, organize, and coordinate maintenance activities to ensure they are performed correctly and on time.

This page consists of

- Create Tasks
- Update Tasks
- Delete Tasks
- Maintenance Task Templates



The screenshot displays the NITRO Asset Management web application. The top navigation bar includes the Crow Canyon Software logo, the title 'NITRO Asset Management', and the user 'John Smith | Logout'. Below the navigation bar is a breadcrumb trail: Home > Software Assets > Vendors > Contracts > Report Center > Administration > NITRO Helpdesk.

The left sidebar contains a menu with the following items: Assets, Preventive Maintenance, Preventive Maintenance..., **Schedule Maintenance...** (highlighted with a red box and arrow), Search Tasks, Maintenance Groups, Reactive Maintenance Ta..., Software Assets, Vendors, Report Center, Contracts, and Services.

The main content area is divided into three sections:

- Create Tasks:** A form with a 'Task Template' dropdown menu (currently showing '--Select Template--'), a 'Date Range' section with 'From' and 'To' date pickers (both set to 05/05/2026), and a 'Create Tasks' button.
- Update Tasks:** A section with a downward arrow.
- Delete Tasks:** A section with a downward arrow.

Below these sections is the 'Maintenance Task Templates' section, which includes a '+ New' button and a 'NITRO Settings' link. It contains a table with the following data:

<input type="radio"/>	Task Name	Recurrence	Task is for	Asset	Maintenance ...
<input type="radio"/>	General Maintenance Task - 1	Quarterly	Maintenance Group		Maintenance Group 1
<input type="radio"/>	Recurring Maintenance Task	Semi-Annual	Maintenance Group		Maintenance Group 1
<input type="radio"/>	General Maintenance Task - 2	Yearly	Maintenance Group		Maintenance Group 2
<input type="radio"/>	Dell Laptop Maintenance	Quarterly	Maintenance Group		Dell Laptop

At the bottom of the page, there is a pagination control showing 'Page 1 of 1' and '20 items per page'.

**Create Tasks:** Users can create tasks using task templates and they can specify the date on which they want to create the tasks.

**Create Tasks** Select task template from dropdown ^

Task Template  v

Date Range From:  calendar icon

To:  calendar icon

**Update Tasks:** Users can update tasks created using task templates and they can specify the date range on which they want to update the tasks. Users can update Future tasks also by selecting the 'Future Tasks' option that will be created using a specified task template.


**Update Tasks** ^

Task Template  v

Update  Based on date range  Future tasks

From:  calendar icon

To:  calendar icon



**Delete Tasks:** Users can delete tasks that are created using task templates and they can specify the date range on which they want to delete the tasks. Users can delete future tasks also by selecting the 'Future Tasks' option that will be created using specified task templates.

## Delete Tasks ^

Task Template: Recurring Maintenance Task

Delete:  Based on date range  Future tasks

From: 05/05/2026 📅

To: 05/05/2026 📅

Delete Tasks

**Maintenance Task Templates:**

This section shows all maintenance task templates created by the user. Users can use these templates to create, update, and delete tasks.

**Maintenance Task Templates**

[+ New](#) | [NITRO Settings](#)

	Task Name	Recurrence	Task is for	Asset	Maintenance ...
<input type="radio"/>	<a href="#">General Maintenance Task - 1</a>	Quarterly	Maintenance Group		Maintenance Group 1
<input type="radio"/>	<a href="#">Recurring Maintenance Task</a>	Semi-Annual	Maintenance Group		Maintenance Group 1
<input type="radio"/>	<a href="#">General Maintenance Task - 2</a>	Yearly	Maintenance Group		Maintenance Group 2
<input type="radio"/>	<a href="#">Dell Laptop Maintenance</a>	Quarterly	Maintenance Group		Dell Laptop

🔄 ⏪ Page 1 of 1 ⏩ 20 items per page

**Search Tasks**

This page can be used to search for Preventive tasks in the system. Simple and advanced options are available to search as per requirements.

**Crow Canyon Software** NITRO Asset Management John Smith | Logout

< Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Enter search text here and click search button

🔍
Saved Filters

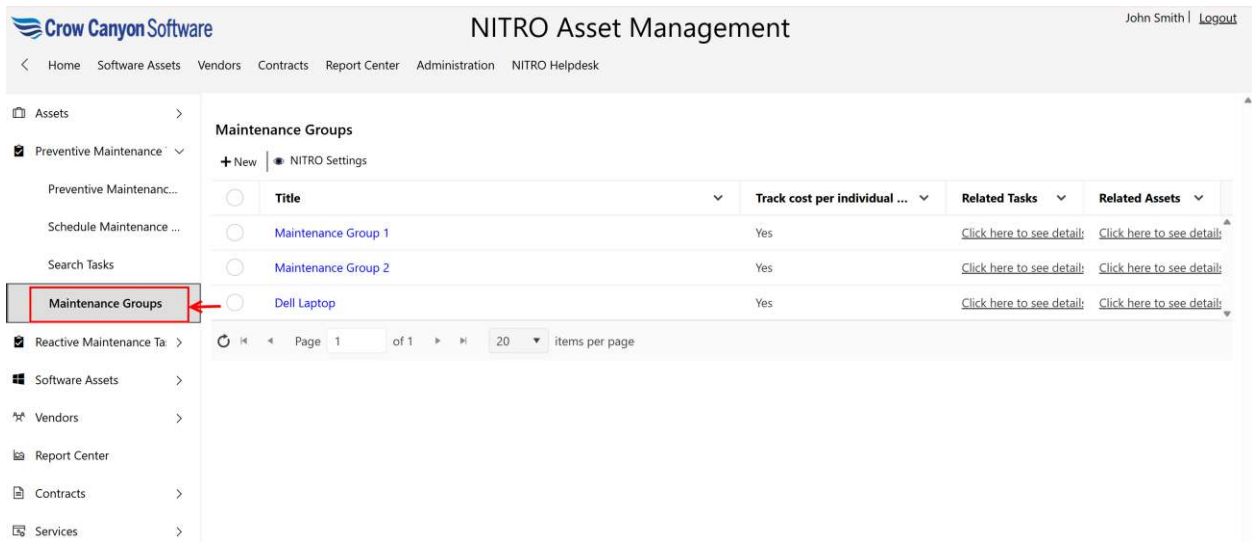
📄 Export to Excel

Task Name	Due Date	Assigned To	Task Status	Asset
Monitoring system performance and logs	05-11-2026		Not Started	
Regular system updates and patching	05-12-2026	John Smith	Completed	Apple iPhone 15

⏪ Page 1 of 1 ⏩ 20 items per page

## Maintenance Groups

This page shows all preventive maintenance groups.



The screenshot displays the NITRO Asset Management interface. The top navigation bar includes the Crow Canyon Software logo, the title "NITRO Asset Management", and the user name "John Smith" with a "Logout" link. Below the navigation bar is a breadcrumb trail: Home > Software Assets > Vendors > Contracts > Report Center > Administration > NITRO Helpdesk.

The left sidebar contains a list of navigation items: Assets, Preventive Maintenance, Reactive Maintenance, Software Assets, Vendors, Report Center, Contracts, and Services. The "Maintenance Groups" item is highlighted with a red box and a red arrow pointing to it.

The main content area is titled "Maintenance Groups" and features a "+ New" button and a "NITRO Settings" link. Below this is a table with the following columns: Title, Track cost per individual ..., Related Tasks, and Related Assets. The table contains three rows of data:

<input type="radio"/>	Title	Track cost per individual ...	Related Tasks	Related Assets
<input type="radio"/>	Maintenance Group 1	Yes	<a href="#">Click here to see detail:</a>	<a href="#">Click here to see detail:</a>
<input type="radio"/>	Maintenance Group 2	Yes	<a href="#">Click here to see detail:</a>	<a href="#">Click here to see detail:</a>
<input type="radio"/>	Dell Laptop	Yes	<a href="#">Click here to see detail:</a>	<a href="#">Click here to see detail:</a>

At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "20 items per page".

User can create new groups by clicking 'New' button

## Maintenance Groups - New Item

 Save  Cancel

Default **Tasks**

**Name of Maintenance Group\***

Provide name for Maintenance Group

**Track cost per individual asset**



Check this option if you want to track cost of individual asset

**Related Assets**

Title	:	Asset ID	:	Asset Category	:	Department	:	Location	:
-------	---	----------	---	----------------	---	------------	---	----------	---

Save

Cancel

### *Reactive Maintenance Tasks*

This page shows all Reactive maintenance tasks. Users can perform 'Mark in Progress', 'Reassign', and 'Mark Completed' actions on the tasks.

The screenshot shows the NITRO Asset Management interface. The user is logged in as John Smith. The navigation menu includes Home, Software Assets, Vendors, Contracts, Report Center, Administration, and NITRO Helpdesk. The left sidebar shows a tree view with 'Reactive Maintenance Tasks' selected. The main content area is titled 'Reactive Maintenance Tasks' and features a '+ New' button, 'NITRO Settings', 'Mark In Progress', 'Reassign', and 'Mark Completed' options. A dropdown menu is open, showing 'Open Reactive Maintenance Tasks'. Below this is a table with columns for Task Name, Due Date, Assigned To, and Asset. The table contains four rows of tasks, each with a radio button in the first column. The first row is 'Screen is broken on iPhone' assigned to Ryan Stefani on an Apple iPhone 15. The second row is 'Resolving network outages' due on 05-05-2026 assigned to John Smith. The third row is 'Troubleshooting software issues' due on 05-25-2026 assigned to John Smith. The fourth row is 'Handling user-reported incidents/tickets' due on 04-29-2026 assigned to John Smith. The fifth row is 'Repairing corrupted files or databases' due on 06-02-2026 assigned to John Smith. The table is on page 1 of 1, showing 20 items per page.

Users can see their open, upcoming, and overdue tasks by selecting the appropriate option available in dropdown.

This screenshot is similar to the previous one, but the dropdown menu is expanded to show more options. The options listed are: 'Open Reactive Maintenance Tasks' (highlighted in blue), 'My Open Reactive Maintenance Tasks', 'All Reactive Maintenance Tasks', 'My Reactive Maintenance Tasks', 'Overdue Reactive Maintenance tasks', and 'Reactive Maintenance Tasks Overdue in 7 days'. The rest of the interface, including the table of tasks and navigation elements, remains the same as in the previous screenshot.

User can create new Reactive or Preventive Maintenance task by clicking 'New' button. Fill the details in the new form and click save button

### Maintenance Tasks - New Item

Save Cancel Attach File

Maintenance Task Info

Task Name\*  Provide Task name

Task Type\*  Select task type as Preventive or Reactive

Labour Cost  Parts Cost

Actual Cost

Start Date\*  month-day-year ho... Due Date  month-day-year

Completed Date  month-day-year

Select Start date, Due date and Completed date of the task

Assigned To  Enter names or email addresses... Provide staff name to whom you want to assign the task

Priority (2) Normal

Task Status Not Started Select status of task from dropdown

One Asset or Group?  Individual Asset  Maintenance Group

Asset (None) Select asset from dropdown for which you want to create maintenance task

Description

Comments

Attachments

Save Cancel

If you want to create the maintenance task for individual asset select 'Individual Asset' option or select 'Maintenance Group' option if you want to create maintenance task for group of assets.

## Search Tasks

This page can be used to search Reactive tasks in the system. Simple and advanced options are available to search for as per requirements.

Crow Canyon Software NITRO Asset Management John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets >

Preventive Maintenance >

Reactive Maintenance Ta >

**Search Tasks**

Software Assets >

Vendors >

Report Center >

Contracts >

Services >

Network

Export to Excel

Task Name	Due Date	Assigned To	Task Status	Asset
Resolving network outages	05-05-2026	John Smith	Not Started	

Page 1 of 1 20 items per page

## Software Assets

This link navigates to the dashboard page for “Software Assets” (same as the top link). This page is used to see complete details of Software assets. Simple and advanced options are available to search, add or update Software assets. Users can also add a new Software License from the direct link.

The screenshot displays the NITRO Asset Management dashboard. At the top, the user is logged in as John Smith. The navigation menu includes Home, Software Assets, Vendors, Contracts, Report Center, Administration, and NITRO Helpdesk. The main dashboard area shows several key metrics:

- In Compliance:** 7
- Out Of Compliance:** 0
- Not Installed:** 5
- Expired Licenses:** 3
- All Software Assets:** 18
- Installed Software:** 10

Below these metrics are three charts:

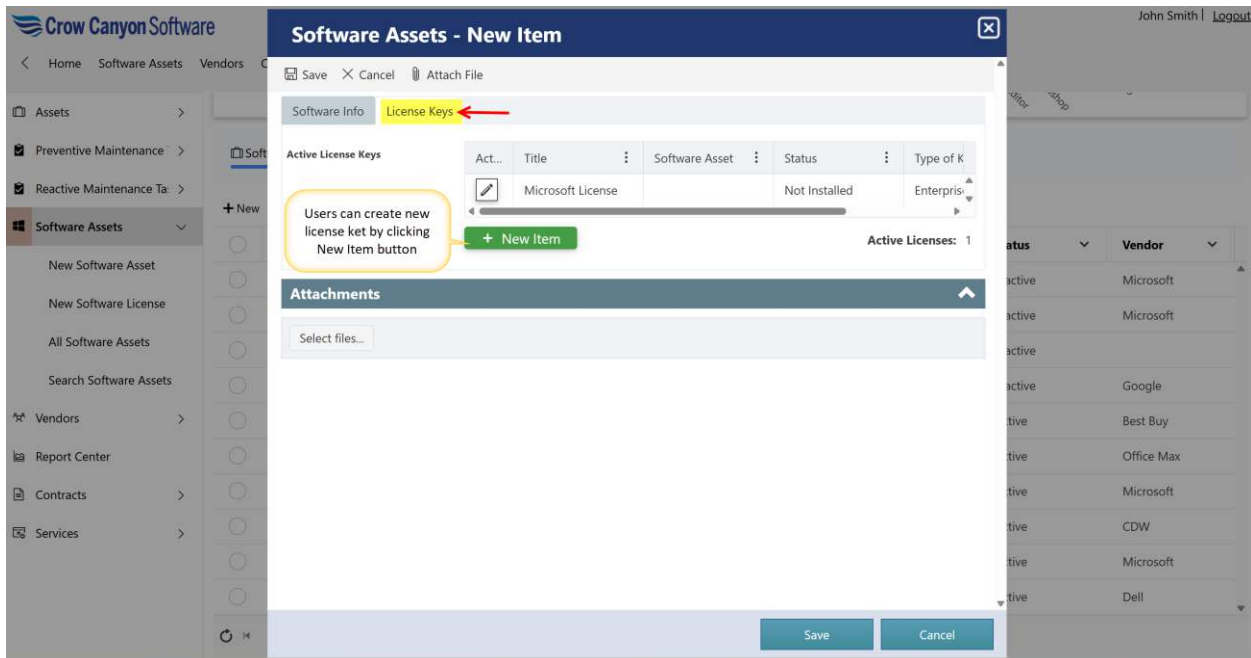
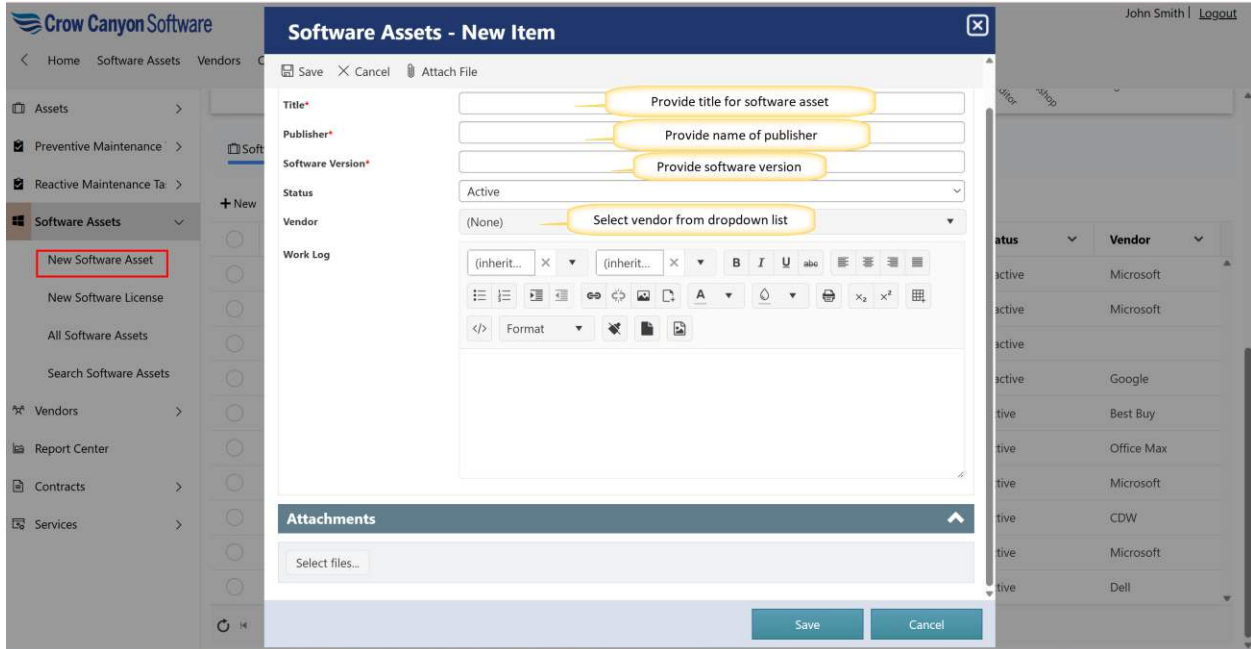
- Installed Software Count by Month:** A bar chart showing the number of installed software assets from January 2025 to February 2026. The count starts at 5 in January and drops to 0 for the remainder of the period.
- License Keys by Status:** A pie chart showing the distribution of license keys: In Compliance (7), Expired (3), and Not Installed (5).
- Software Assets by Installed Count:** A bar chart showing the number of installed software assets for various vendors: Adobe PDF Editor (1), Adobe Photoshop (2), Linux (1), NITRO Studio (2), Office (1), Ubuntu (1), and Windows (2).

At the bottom, there is a table of software assets with columns for Title, Publisher, Software Ver..., Status, and Vendor. The table is currently displaying 10 items, with a pagination control at the bottom showing Page 1 of 2 and 10 items per page.

Title	Publisher	Software Ver...	Status	Vendor
Office	Microsoft	2010	Inactive	Microsoft
Office 2013	MS	2013	Inactive	Microsoft
Antivirus	Kaspersky	2016	Inactive	
Chrome	Google	8	Inactive	Google
Java	Oracle	1.8	Active	Best Buy
Office	Microsoft	2010	Active	Office Max
Office	Microsoft	2013	Active	Microsoft
SQL Server	Microsoft	2008	Active	CDW
Visual Studio	Microsoft	2013	Active	Microsoft
Windows	Microsoft	10	Active	Dell

## New Software Asset

Users can create new Software Assets using this link.



Using Asset Management application, users can also track Software Assets in an organization. Software Assets are included with Software Licenses and Installed Software. Users can create Software Assets using “New Software Asset” quick link.

Users can also import the Software Assets information fusing ‘CSV Import’.

Please refer below article for importing Software Assets

[Import data using Crow Canyon CSV Import Webpart - Crow Canyon Software Support](#)

### Software Assets - New Item

Save Cancel Attach File

Software Info License Keys

**Title\*** Office

**Publisher\*** Microsoft

**Software Version\*** 2010

**Status** Active

**Vendor** Microsoft

**Work Log**

(inherit... x (inherit... x B I U abc

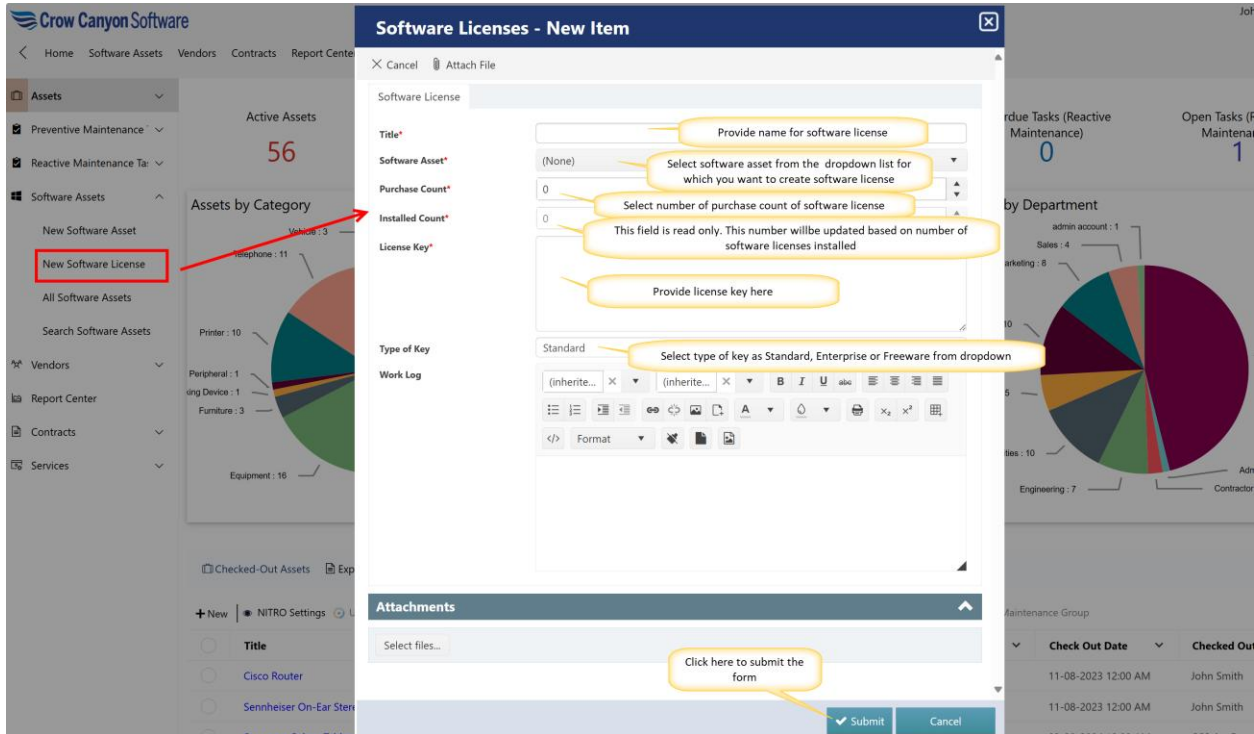
Format

Attachments

Save Cancel

### New Software License

Users can create a new Software License using this link.



All software licenses will be stored in the 'Software License' list. Users can perform a 'set Expired' action on software licenses when the license expires.

## Tracking for Software License

A complete detail and real-time visibility of all the software assets, software licenses, installed software, etc. can be seen from 'Software Assets' link in the top link bar.

### Software License

Software Licenses list is used to save the license details for a Software Asset. Software Licenses can be created from Software Asset item or from "New Software License" link in quick launch. Users can track license purchase count, installed count and available count from this list.

Installed count will be managed automatically based on software licenses installed for hardware asset.

## Software Licenses - New Item

✕ Cancel  Attach File

Software License

Title\*

Windows - Enterprise

All the active Software Assets will be shown in this dropdown

Software Asset\*

Windows

Specify the purchase count

Purchase Count\*

10

Installed count will be managed automatically based on the software license installations

Installed Count\*

0

License Key\*





NPPR9-FWPDX-D2C8J-H872K-2YT43



































Specify the license key

Type of Key

Enterprise

Work Log

(inherit... x ▾ (inherit... x ▾ **B** *I* U abc    

**License Key:** Provide the license key.

**Type of Key:** Select the type of license purchased by the organization from the drop down.

**Set Expired Action:**

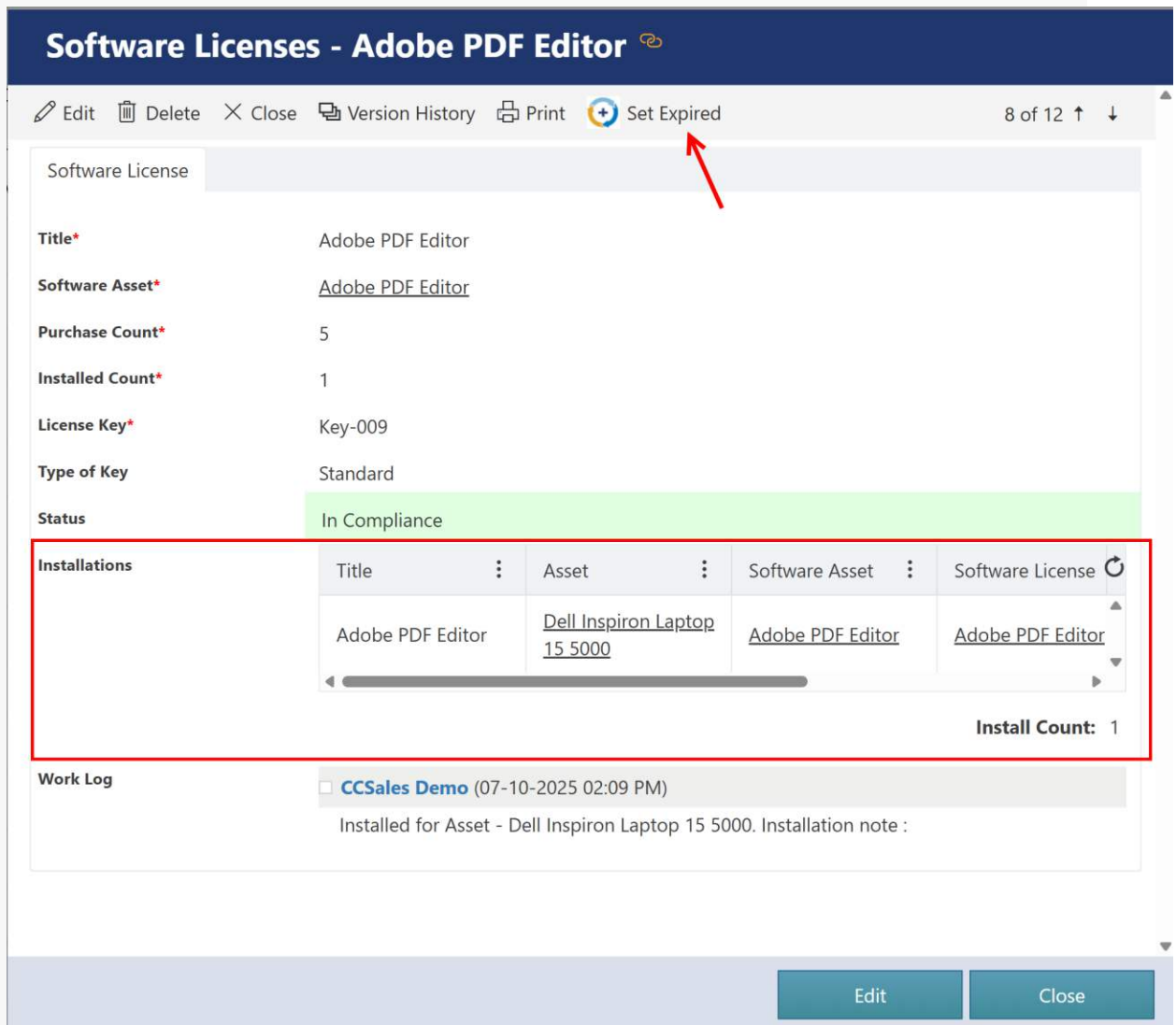
This procedure will initially verify all installed software with a 'Status' other than 'Uninstalled' and a software license that matches the license on which the action is being executed.

Upon identifying the relevant installed software, the procedure will update the software license status to 'Expired' and reset the 'Installed Count,' 'Available Count,' and 'Purchase Count' to zero.

Subsequently, it will change the status of all installed software identified in the first step to 'Uninstalled.'

**Execution of Set Expired Action:**

- Open Software License display form, click 'Set Expired' action in ribbon.



**Software Licenses - Adobe PDF Editor**

Edit Delete Close Version History Print Set Expired 8 of 12

**Software License**

**Title\*** Adobe PDF Editor  
**Software Asset\*** [Adobe PDF Editor](#)  
**Purchase Count\*** 5  
**Installed Count\*** 1  
**License Key\*** Key-009  
**Type of Key** Standard  
**Status** In Compliance

Installations	Title	Asset	Software Asset	Software License
	Adobe PDF Editor	<a href="#">Dell Inspiron Laptop 15 5000</a>	<a href="#">Adobe PDF Editor</a>	<a href="#">Adobe PDF Editor</a>

**Install Count: 1**

**Work Log**

- CCSales Demo** (07-10-2025 02:09 PM)  
Installed for Asset - Dell Inspiron Laptop 15 5000. Installation note :

Edit Close

You can execute the 'Set Expired' action on Software License available in 'All Software Assets' quick launch. Please select one Software License at a time in this case.


The screenshot shows the NITRO Asset Management web application. The top navigation bar includes the Crow Canyon Software logo, the title 'NITRO Asset Management', and the user name 'John Smith | Logout'. Below the navigation bar is a breadcrumb trail: Home > Software Assets > Vendors > Contracts > Report Center > Administration > NITRO Helpdesk.

The main content area is titled 'Software Licenses' (indicated by a red '2' and a red box). It shows a list of software licenses with columns for Title, Software As..., Status, Type of Key, and Available Co... (Availability Count). The 'Set Expired' action is highlighted with a red arrow (indicated by a red '3').


The left sidebar contains a navigation menu with 'All Software Assets' highlighted by a red box and a red '1'. Other items include Assets, Preventive Maintenance, Reactive Maintenance, Software Assets, Vendors, Report Center, Contracts, and Services.


	Title	Software As...	Status	Type of Key	Available Co...
<input type="radio"/>	Microsoft License		Not Installed	Enterprise	1
<input type="radio"/>	Adobe Photoshop License	Linux	Not Installed	Standard	5
<input type="radio"/>	Ubuntu Enterprise	Ubuntu	In Compliance	Enterprise	9
<input type="radio"/>	Ubuntu Standard	Ubuntu	Not Installed	Standard	15
<input type="radio"/>	Linux Standard	Linux	In Compliance	Standard	30
<input type="radio"/>	Windows Standard	Windows	In Compliance	Standard	19
<input type="radio"/>	Windows Enterprise	Windows	In Compliance	Standard	6
<input checked="" type="radio"/>	Adobe PDF Editor	Adobe PDF Editor	In Compliance	Standard	4
<input type="radio"/>	Adobe Photoshop Online	Adobe Photoshop	In Compliance	Standard	8
<input type="radio"/>	MS Office Licenses	Office	Not Installed	Standard	3
<input type="radio"/>	Microsoft License	Chrome	Not Installed	Enterprise	2

A prompt will appear requesting user confirmation.

 **Set Expired**





Are you sure you want to set this license key as expired? All associated installation records will be set to uninstalled.


Powered by  **NITRO STUDIO**



After clicking 'OK' execution starts as shown below.

### Set Expired

Action	Status
Check Permissions	
Get installation records for this license	
Mark expired and reset counts	
Update installed software records as uninstalled	

Powered by  NITRO STUDIO ✕ Close

After execution of the action, status of 'Software License' will be set to 'Expired' and Installed software will be removed.

## Software Licenses - Adobe PDF Editor

Edit Delete Close Version History Print

3 of 4 ↑ ↓

### Software License

**Title\*** Adobe PDF Editor  
**Software Asset\*** [Adobe PDF Editor](#)  
**Purchase Count\*** 0  
**Installed Count\*** 0  
**License Key\*** Key-009  
**Type of Key** Standard  
**Status** Expired

Installations	Title	Asset	Software Asset	Software License

**Install Count:** 0

### Work Log

**John Smith** (05-05-2026 01:08 PM)

Expired

**CCSales Demo** (07-10-2025 02:09 PM)

Installed for Asset - Dell Inspiron Laptop 15 5000. Installation note :

Edit

Close

The "Purchase Count," "Installed Count," and "Available Count" values will be set to 0, as

shown in the image.

Title	Software Asset	Status	Type of Key	Purchase Count	Installed Count	Available Count	License Key
Windows Enterprise	<a href="#">Windows</a>	In Compliance	Standard	7	1	6	Key-006
NITRO Enterprise License	<a href="#">NITRO Studio</a>	Expired	Enterprise	0	0	0	Key-007
NITRO Trial License	<a href="#">NITRO Studio</a>	In Compliance	Trial	2	2	0	Key-008
Adobe PDF Editor	<a href="#">Adobe PDF Editor</a>	Expired	Standard	0	0	0	Key-009
Adobe Photoshop Online	<a href="#">Adobe Photoshop</a>	In Compliance	Standard	10	2	8	Key-010
MS Office Licenses	<a href="#">Office</a>	Not Installed	Standard	3	0	3	Key-011
DocuSign Licenses	<a href="#">DocuSign</a>	Expired	Standard	0	0	0	Key-012
Microsoft License	<a href="#">Chrome</a>	Not Installed	Enterprise	2	0	2	Key-013
Microsoft Office Licenses	<a href="#">Chrome</a>	Not Installed	Standard	1	0	1	Key-014

## All Software Assets

This page has below tabs:

- Software Assets
- Software Licenses
- Installed Software

The screenshot shows the 'NITRO Asset Management' interface. The left sidebar has a menu with 'Assets' expanded, showing 'Software Assets', 'Software Licenses', and 'Installed Software'. The 'All Software Assets' option is highlighted. The main content area displays a table of software assets with columns for Title, Publisher, Software Ver..., Status, and Vendor.

Title	Publisher	Software Ver...	Status	Vendor
Office	Microsoft	2010	Inactive	Microsoft
Office 2013	MS	2013	Inactive	Microsoft
Antivirus	Kaspersky	2016	Inactive	
Chrome	Google	8	Inactive	Google
Java	Oracle	1.8	Active	Best Buy
Office	Microsoft	2010	Active	Office Max
Office	Microsoft	2013	Active	Microsoft
SQL Server	Microsoft	2008	Active	CDW
Visual Studio	Microsoft	2013	Active	Microsoft
Windows	Microsoft	10	Active	Dell

**Software Assets:** Users can add/see all the available software assets using this web part. Users can discard any software asset by performing 'Discard' action. 'Discard' action will be enabled when user selects any Software Asset. This action will be disabled for multiple selections.

Crow Canyon Software NITRO Asset Management John Smith | Logout

< Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets >

Preventive Maintenance >

Reactive Maintenance Ta >

Software Assets >

All Software Assets

Search Software Assets

Vendors >

Report Center

Contracts >

Services >

Software Assets Software Licenses Installed Software

+ New NITRO Settings Discard

	Title	Publisher	Software Ver...	Status	Vendor
<input type="radio"/>	Office	Microsoft	2010	Inactive	Microsoft
<input type="radio"/>	Office 2013	MS	2013	Inactive	Microsoft
<input type="radio"/>	Antivirus	Kaspersky	2016	Inactive	
<input type="radio"/>	Chrome	Google	8	Inactive	Google
<input type="radio"/>	Java	Oracle	1.8	Active	Best Buy
<input type="radio"/>	Office	Microsoft	2010	Active	Office Max
<input type="radio"/>	Office	Microsoft	2013	Active	Microsoft
<input type="radio"/>	SQL Server	Microsoft	2008	Active	CDW
<input type="radio"/>	Visual Studio	Microsoft	2013	Active	Microsoft






### Discard Action:

- This action first verifies all software licenses that are not marked as expired and whose 'Software Asset' matches the asset undergoing the discard action.
- Next, it changes the status of all identified software licenses to 'Expired' by invoking the 'Set Expired' action.
- Finally, it updates the status of the current software asset undergoing the discard action to 'Inactive'.

### Execution of Discard Action:

Open Software Asset display form, select 'Discard' action available in the form ribbon

## Software Assets - Adobe Photoshop

 Edit  Delete  Close  Version History  Print  Discard

16 of 18  

Software Info License Keys

<b>Title*</b>	Adobe Photoshop
<b>Publisher*</b>	Adobe
<b>Software Version*</b>	Online
<b>Status</b>	Active
<b>Vendor</b>	<a href="#">Adobe Systems</a>
<b>Work Log</b>	

Created at 01-27-2025 07:32 AM by  John Smith  
Last modified at 01-27-2025 07:32 AM by  John Smith

Edit

Close

## Software Assets - Adobe Photoshop

Edit Delete Close Version History Print Discard

16 of 18

Software Info License Keys

Active License Keys	Act...	Title	Software Asset	Status	Type of Key
		Adobe Photoshop Online	<a href="#">Adobe Photoshop</a>	In Compliance	Standard

+ New Item

Active Licenses: 1

Inactive License Keys	Title	Software Asset	Status	Type of Key
-----------------------	-------	----------------	--------	-------------

Inactive Licenses: 0

Created at 01-27-2025 07:32 AM by John Smith  
Last modified at 01-27-2025 07:32 AM by John Smith

Edit

Close

Or you can perform 'Discard' action on Software Assets by navigating to 'All Software Assets' quick launch. You can select one Software Asset at a time to perform this action.

Crow Canyon Software NITRO Asset Management John Smith | Logout

< Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets >  
Preventive Maintenance >  
Reactive Maintenance Ta >  
Software Assets >  
New Software Asset  
New Software License  
All Software Assets <-  
Search Software Assets  
Vendors >  
Report Center  
Contracts >  
Services >


Software Assets Software Licenses Installed Software

+ New Edit NITRO Settings Discard


<input type="radio"/>	Title	Publisher	Software Ver...	Status	Vendor
<input type="radio"/>	Windows	Microsoft	10.1	Active	HP
<input type="radio"/>	Linux	Linux	Linux	Active	Cisco Systems
<input type="radio"/>	Ubuntu	Ubuntu	1	Active	Microsoft
<input type="radio"/>	NITRO Studio	Crow Canyon Sy...	2020	Active	Crow Canyon Sy...
<input type="radio"/>	Adobe PDF Editor	Adobe	Online	Active	Adobe Systems
<input checked="" type="checkbox"/>	Adobe Photoshop	Adobe	Online	Active	Adobe Systems
<input type="radio"/>	DocuSign	DocuSign	11	Inactive	Best Buy
<input type="radio"/>	Adobe Photoshop	Adobe	Online	Active	Adobe Systems

Page 2 of 2 10 items per page

When you perform this action, a prompt will appear requesting user confirmation.

 **Discard**

Are you sure you want to discard this software. All associated license keys and installation records will be marked as expired.

Powered by  **NITRO STUDIO**






After clicking 'Ok', execution starts

 Discard

Action	Status
Check Permissions	
Get Software License Items	
Mark associated license keys as Expired	
Update Status	

Upon successful execution, the status of the 'Software Asset' is updated to 'Inactive'. The 'Software License' is then transferred from the 'Active License Keys' field to the 'Inactive License Keys' field, and its status is set to 'Expired', as illustrated in the image.

## Software Assets - Adobe Photoshop

 Edit  Delete  Close  Version History  Print

16 of 18  

Software Info License Keys

**Title\*** Adobe Photoshop

**Publisher\*** Adobe

**Software Version\*** Online

**Status** Inactive

**Vendor** [Adobe Systems](#)

**Work Log**  **John Smith** (05-05-2026 01:41 PM)

Discard

Created at 01-27-2025 07:32 AM by  John Smith  
Last modified at 05-05-2026 01:41 PM by  John Smith

Edit

Close

### Software Assets - Adobe Photoshop

Edit Delete Close Version History Print 16 of 18

Software Info License Keys

**Active License Keys**

Act..	Title	Software Asset	Status	Type of Key
<a href="#">+ New Item</a>				

**Active Licenses: 0**

**Inactive License Keys**

Title	Software Asset	Status	Type of Key
Adobe Photoshop Online	<a href="#">Adobe Photoshop</a>	Expired	Standard

**Inactive Licenses: 1**

Created at 01-27-2025 07:32 AM by [John Smith](#)  
Last modified at 05-05-2026 01:41 PM by [John Smith](#)

Edit Close

**Software Licenses:** Users can see several tabs to show Software Licenses with different stages.

**Software Licenses**

Available Licenses (11) In Compliance (6) Out of Compliance (0) Not Installed (6) Expired (4)

Title	Software As...	Status	Type of Key	Available Co...
Microsoft License		Not Installed	Enterprise	1
Adobe Photoshop License	Linux	Not Installed	Standard	5
Ubuntu Enterprise	Ubuntu	In Compliance	Enterprise	9
Ubuntu Standard	Ubuntu	Not Installed	Standard	15
Linux Standard	Linux	In Compliance	Standard	30
Windows Standard	Windows	In Compliance	Standard	19
Windows Enterprise	Windows	In Compliance	Standard	6
Adobe Photoshop Online	Adobe Photoshop	In Compliance	Standard	8
MS Office Licenses	Office	Not Installed	Standard	3
Microsoft License	Chrome	Not Installed	Enterprise	2

**Installed Software:** Users can see the installed and uninstalled software licenses using this web part. Users can uninstall any software by performing the ‘Uninstall’ action on the software.

**Installed Software**

Installed (9) Uninstalled (6)

Title	Asset	Softwar...	Softwar...	Status	Created
Dell Vostro 260 - NITRO Studio	Dell Vostro...	NITRO Studio	NITRO Trial L...	Installed	02-13-2026 11:07 AM
Windows	Dell Inspiro...	Windows	Windows Ent...	Installed	06-02-2025 01:36 PM
Dell Vostro 260 - Adobe Photoshop	Dell Vostro...	Adobe Photo...	Adobe Photo...	Installed	04-09-2025 12:11 PM
<input checked="" type="checkbox"/> Dell Vostro 260 - Adobe Photoshop	Dell Vostro...	Adobe Photo...	Adobe Photo...	Installed	02-26-2025 08:14 AM
Dell Vostro 260 - Office	Dell Vostro...	Office		Installed	01-27-2025 07:50 AM
Dell Vostro 260 - Ubuntu	Dell Vostro...	Ubuntu	Ubuntu Enter...	Installed	01-27-2025 07:50 AM
Dell Vostro 260 - NITRO Studio	Dell Vostro...	NITRO Studio	NITRO Trial L...	Installed	01-27-2025 07:50 AM
Windows		Windows	Windows Sta...	Installed	01-27-2025 07:50 AM
Cisco Router - Linux	Cisco Router	Linux	Linux Standard	Installed	01-27-2025 07:50 AM

## Uninstall Custom Action Process









- **Initiation:** The action runs on the installed software item selected by the user.
- **License Lookup:** It first checks for associated software licenses for the installed software to determine licensing status.
- **Update Installed Count:** The action updates the installed count by subtracting 1 from the current installed count.

- **Worklog Update:** It also updates the worklog column to record the uninstallation action.
- **Invoke Update Status Action:** The action invokes the **Update Status and Available Count** custom action on the 'software licenses' lookup column of the installed software item.
- **License Status Update:** This invoked action updates the status of the software license and adjusts the available count by subtracting the installed count from the purchase count.
- **Status Check:**
  - o If the software license status is "uninstalled," the status of the corresponding installed software item is set to "uninstall."
  - o If the status is not "uninstalled," it proceeds to **Update Software Usage Status on the asset decommission.** The action identifies the assets that are marked for decommissioning. It updates the status to 'Uninstall' on Asset Decommission.
- 

#### Execution of Uninstall Action:

Open 'Installed Software' display form, select 'Uninstall' action available in the form ribbon



## Installed Software - Cisco Router - Linux

 Edit  Delete  Close  Version History  Print  Uninstall 6 of 6  

Installed Software

<b>Title</b>	Cisco Router - Linux
<b>Asset*</b>	<a href="#">Cisco Router</a>
<b>Software Asset*</b>	<a href="#">Linux</a>
<b>Software License</b>	<a href="#">Linux Standard</a>
<b>Status</b>	Installed
<b>Work Log</b>	

Created at 01-27-2025 07:50 AM by  John Smith  
Last modified at 01-27-2025 07:50 AM by  John Smith

 Edit  Close

Or you can perform 'Uninstall' action on Installed Software by navigating to 'All Software Assets' quick launch. Go to "Installed Software' tab. Select one of the 'Installed Software' item and you can see the 'Uninstall' action in the ribbon. You can select one Installed Software item at a time to perform this action.

Crow Canyon Software NITRO Asset Management John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets Preventive Maintenance Reactive Maintenance Ta Software Assets

New Software Asset New Software License All Software Assets Search Software Assets Vendors Report Center Contracts Services

Software Assets Software Licenses Installed Software

Installed (6) Uninstalled (9)

+ New Edit NITRO Settings Uninstall

Title	Asset	Softwar...	Softwar...	Status	Created
Dell Vostro 260 - NITRO Studio	Dell Vostro ...	NITRO Studio	NITRO Trial Li...	Installed	02-13-2026 11:07 AM
Windows	Dell Inspiro...	Windows	Windows Ent...	Installed	06-02-2025 01:36 PM
Dell Vostro 260 - Ubuntu	Dell Vostro ...	Ubuntu	Ubuntu Enter...	Installed	01-27-2025 07:50 AM
Dell Vostro 260 - NITRO Studio	Dell Vostro ...	NITRO Studio	NITRO Trial Li...	Installed	01-27-2025 07:50 AM
Windows		Windows	Windows Sta...	Installed	01-27-2025 07:50 AM
Cisco Router - Linux	Cisco Router	Linux	Linux Standard	Installed	01-27-2025 07:50 AM

Page 1 of 1 20 items per page

When you perform this action, a prompt will appear requesting user confirmation.

## Uninstall






Are you sure you want to mark this software record as uninstalled?


 ✓ Ok

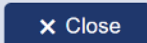
✗ Cancel

After clicking 'Ok', execution starts

## Uninstall

Action	Status
Check Permissions	
Update Software License Installed Count	
Invoke Software License Status	
Check if status is uninstalled	
Update Software Usage Status	

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 Close

Upon successful execution, the status of the 'Installed Software' is updated to 'Uninstalled'.

### Installed Software - Cisco Router - Linux

Edit Delete Close Version History Print 8 of 10







<b>Title</b>	Cisco Router - Linux
<b>Asset*</b>	<a href="#">Cisco Router</a>
<b>Software Asset*</b>	<a href="#">Linux</a>
<b>Software License</b>	<a href="#">Linux Standard</a>
<b>Status</b>	Uninstalled
<b>Work Log</b>	<input type="checkbox"/> <b>John Smith</b> (05-05-2026 02:05 PM) Uninstalled

Created at 01-27-2025 07:50 AM by  John Smith  
Last modified at 05-05-2026 02:05 PM by  John Smith

Edit Close

Corresponding Software License

### Software Licenses - Linux Stand...

 Edit 
  Delete 
  Close 
  Version History 
  Print 
  Set Expired

**Title\*** Linux Standard  
**Software Asset\*** Linux  
**Purchase Count\*** 31  
**Installed Count\*** -1  
**License Key\*** Key-003  
**Type of Key** Standard  
**Status** In Compliance  
**Installations**

Title	Asset	Software Asset	Software License

**Install Count:** 0

**Work Log**

- John Smith** (05-05-2026 02:04 PM)  
Uninstalled for Asset - Cisco Router . User Note :
- John Smith** (05-05-2026 02:02 PM)  
Uninstalled for Asset - Cisco Router . User Note :

Check version history of 'Software License' item to see the installed count and available count.

### Version History

5.0	05-05-2026 02:02 PM	Status: Not Installed Available Count: 31 Work Log:	<input type="checkbox"/> John Smith After uninstallation, available count becomes 31
4.0	05-05-2026 02:02 PM	Installed Count: 0 Work Log: Uninstalled for Asset - Cisco Router . User Note :	<input type="checkbox"/> John Smith After uninstallation, installed count becomes 0
3.0	01-27-2025 07:45 AM	License Key: Key-003	<input type="checkbox"/> John Smith
2.0	01-27-2025 07:45 AM	License Key: Key-001	<input type="checkbox"/> John Smith
1.0	01-27-2025 07:43 AM	Title: Linux Standard Purchase Count: 31 Installed Count: 1 Type of Key: Standard Status: In Compliance Available Count: 30 Software Asset: Linux	<input type="checkbox"/> John Smith Before uninstallation, installed count is 1 Before uninstallation, available count is 30

## Search Software Assets

This page can be used to search for any employees using the software. Simple and advanced options are available to search as per the requirement. Users can see graphical reports on installed software.

The screenshot displays the NITRO Asset Management dashboard. The top navigation bar includes the Crow Canyon Software logo, the title "NITRO Asset Management", and the user name "John Smith | Logout". The main navigation menu on the left lists various sections, with "Search Software Assets" highlighted in a red box. The central content area is divided into three main sections:

- Software installed for employee:** Features a search input field labeled "Enter employee name" and a "Saved Filters" dropdown.
- Employees using the software:** Features a search input field labeled "Enter software name" and a "Saved Filters" dropdown.
- Installed Software count by employee:** A stacked bar chart showing the number of installed software assets for three categories: NITRO Studio, Licenses, and Windows. The Y-axis represents the "Number of Installed Software" from 0 to 2.
- Software installation details:** A table summarizing the software assets.

Software Asset	(None)	Total
Windows	1	2
NITRO Studio	1	2

## Sample Search Data

- Assets >
- Preventive Maintenance >
- Reactive Maintenance Ta >
- Software Assets >
  - New Software Asset
  - New Software License
  - All Software Assets
  - Search Software Assets**
- Vendors >
- Report Center
- Contracts >
- Services >

Software installed for employee

CCSales Demo

Item Print List Print Export to Excel

<input type="checkbox"/>	Title	Asset	Software Asset	Software License	Status	Assigned To
<input type="checkbox"/>	Windows	Dell Inspiron Lapt...	Windows	Windows Enterprise	Uninstalled	CCSales Demo
<input type="checkbox"/>	Dell Inspiron Laptop 15 5000 - Windows	Dell Inspiron Lapt...	Windows	Windows Standard	Uninstalled	CCSales Demo
<input type="checkbox"/>	Cisco Router - Linux	Cisco Router	Linux	Linux Standard	Uninstalled	CCSales Demo
<input type="checkbox"/>	Dell Vostro 260 - Adobe Photoshop	Dell Vostro 260	Adobe Photoshop	Adobe Photoshop O...	Uninstalled	CCSales Demo
<input type="checkbox"/>	Windows	Dell Inspiron Lapt...	Windows	Windows Enterprise	Installed	CCSales Demo

Page 1 of 2 5 items per page

Employees using the software

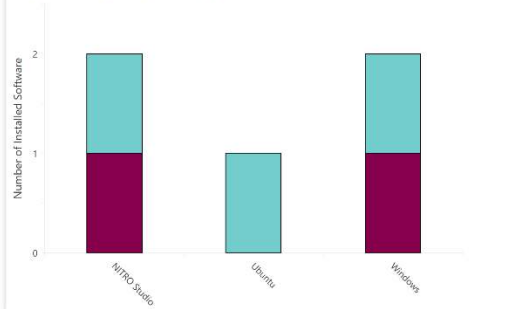
Windows

Item Print List Print Export to Excel

<input type="checkbox"/>	Title	Asset	Software Asset	Software License	Status	Assigned To
<input type="checkbox"/>	Windows	Dell Inspiron Lapt...	Windows	Windows Enterprise	Uninstalled	CCSales Demo
<input type="checkbox"/>	Dell Inspiron Laptop 15 5000 - Windows	Dell Inspiron Lapt...	Windows	Windows Standard	Uninstalled	CCSales Demo
<input type="checkbox"/>	Windows		Windows	Windows Standard	Installed	
<input type="checkbox"/>	Dell Vostro 260 - Windows	Dell Vostro 260	Windows	Windows Enterprise	Uninstalled	
<input type="checkbox"/>	Windows	Dell Inspiron Lapt...	Windows	Windows Enterprise	Installed	CCSales Demo

Page 1 of 1 All items per page

Installed Software count by employee



Software installation details

Software Asset	(None)	Total
Windows	1	2
NITRO Studio	1	2

## Vendors

Navigate to the 'Vendors' page to view, add or update vendors. Click 'New' to create new vendor. Click 'Edit' to update existing vendor.

The screenshot shows the 'Vendors' page in the NITRO Asset Management system. The page title is 'NITRO Asset Management' and the user is logged in as 'John Smith'. The navigation menu includes Home, Software Assets, Vendors, Contracts, Report Center, Administration, and NITRO Helpdesk. The left sidebar shows a tree view with 'Vendors' highlighted. The main content area displays a table of vendors with columns for Vendor ID, Business Phone, and E-mail Address. A red box highlights the 'New Vendor' link in the sidebar, and a red arrow points to the '+ New' button at the top of the vendor list.

Vendor	Vendor ID	Business Phone	E-mail Address
Office Max	104	503-768-4322	jbaker@officemax.com
Microsoft	108	206-899-0909	kevin.chelius@microsoft.com
HP	103	606-989-4343	hsharim@hp.com
Epson America	109	1-800-463-7766	printersupport@epson.com
Dell	101	303-987-0989	jsmith@dell.com
Crow Canyon Systems, Inc.	107	408-893-5476	jeff.preece@crowcanyon.com
Cisco Systems	106	408-544-9867	barrett.barlow@cisco.com
CDW	210	310-677-0909	sharper@cdw.com
Best Buy	109	609-098-4567	hsharim@bestbuy.com
Apple	102	408-908-9878	jlandry@apple.com
Google			
Adobe Systems			
Avaya			
Bosch			

## New Vendor

To create a new vendor, click this link. The Asset Vendor new item form will open. Fill in all the details and save the form.

The screenshot shows the 'Asset Vendor - New Item' form. The form is divided into sections: Vendor Info, Contact Details, Vendor Notes, and Attachments. The Contact Details section is highlighted with a red arrow and yellow callouts. The form includes fields for Vendor Name, Vendor ID, Contact Name, Job Title, E-mail Address, Business Phone, Mobile Phone, Fax Number, Address, City, State/Province, Country/Region, ZIP/Postal Code, and Web Page. The Vendor Notes and Attachments sections are also visible.

Asset Vendor - New Item

Save Cancel Attach File

Vendor Info All Contracts Related Assets

Contracts	Actions	Title	Asset(s)	Vendor	Typ
<a href="#">+ New Item</a>					

click here to create contracts

Attachments

Select files...

Users can associate existing contracts with vendors by navigating to the Contracts list, selecting the desired contract, and choosing the appropriate vendor in the 'Vendor' column.

## Contracts - iPhone 6s Warranty

Save Cancel Attach File

Contract Info

Related Items

<b>Title*</b>	<input type="text" value="iPhone 6s Warranty"/>
<b>Vendor</b>	<input type="text" value="Best Buy"/> <span>Select New Vendor here from the dropdown to link this Contract with the Vendor</span>
<b>Invoice Number</b>	<input type="text" value="INV:1121-6541145"/>
<b>Responsible Person</b>	<input type="text" value="CCSales Demo x"/>
<b>Start Date</b>	<input type="text" value="01-01-2020"/>
<b>Expiration Date</b>	<input type="text" value="12-31-2022"/>
<b>Type of Contract</b>	<input type="text" value="Warranty"/>
<b>Renewal Options</b>	<input type="text" value="3 Year Term Extension"/>
<b>Value</b>	<input type="text" value="199.00"/>
<b>Link to Contract</b>	<input type="text" value="Enter link url"/>
	<input type="text" value="Enter link title"/>

### Attachments

Select files...

Save

Cancel

## Contracts - New Item

Save Cancel Attach File

Contract Info Related Items

**Asset(s)**  🔍 ✕

**Documents**

Actions		Name		Modified	
<span style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 3px;">+ New Item</span>					

**Attachments** ⬆

Create Assets and Software Assets for new Vendor in 'Related Assets' tab of the form.

## Asset Vendor - New Item ✕

Save Cancel Attach File

Vendor Info All Contracts Related Assets

**Assets**

Actions	Title		Asset ID		Asset Category	
<span style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 3px;">+ New Item</span>						

**Softwares**

Actions	Title		Publisher		Software Version	
<span style="background-color: #4CAF50; color: white; padding: 5px 15px; border-radius: 3px;">+ New Item</span>						

**Attachments** ⬆

### Report Center

Navigate to the Report Center page to view various reports configured in the system. Navigate to the 'Appendix' section added to the end of this document to see the details on all reports.



### Contracts

Navigates to 'Contracts' page to view, add or update contracts.

**NITRO Asset Management** John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

- Assets
- Preventive Maintenance
- Reactive Maintenance Ta
- Software Assets
- Vendors
- Report Center
- Contracts**
- Services

All Items (22) Expired Contracts (0) Contracts Expiring in 30 days (20)

[+ New](#) | NITRO Settings

<input type="checkbox"/>	Title	Invoice Number	Renewal Options	Responsible Person	Start Date	Expiration Date
<input type="checkbox"/>	NITRO Help Desk		1 Year Extension	Ryan Stefani	07-10-2025	07-10-2026
<input type="checkbox"/>	Dell Lease Agreement		3 Year Term Extension	CCSales Demo		12-25-2023
<input type="checkbox"/>	Panasonic projector	INV:1121-6541145	3 Year Term Extension		08-22-2021	08-22-2024
<input type="checkbox"/>	iPhone 6 Warranty	INV:0331-6548876	1 Year Extension		10-07-2020	10-07-2021
<input type="checkbox"/>	Cisco C24 M3 Maintenance Agreement	INV:1121-6541145	3 Year Term Extension		03-13-2021	03-13-2024
<input type="checkbox"/>	Dell Master Lease Agreement D505-2	INV:0561-654896	1 Year Extension		11-07-2021	11-21-2022
<input type="checkbox"/>	Cisco C24 M3 Maintenance Agreement	INV:1121-6541145	3 Year Term Extension	CCSales Demo	08-22-2022	08-22-2025
<input type="checkbox"/>	DELL Master Lease Agreement	INV:1121-6541145	3 Year Term Extension		12-23-2022	12-23-2025
<input type="checkbox"/>	Atlantic Satellite Warranty	INF:0721-6541145	3 Year Term Extension		12-23-2022	12-23-2025
<input type="checkbox"/>	iPhone 6s Warranty	INV:1121-6541145	3 Year Term Extension	CCSales Demo	12-23-2021	12-23-2024

Page 1 of 3 10 items per page

### New Contract

Users can create new contracts by clicking this link.

**Contracts - New Item**

Save Cancel Attach File

Contract Info Related Items

Title\* Provide Contract title

Vendor (None) Select Vendor from dropdown list

Invoice Number

Responsible Person Enter a name or email address...

Start Date month-day-year

Expiration Date month-day-year

Type of Contract Master Service Agreement Select Type of Contract from dropdown

Renewal Options 3 Year Term Extension Select Renewal Options from dropdown

Value

Link to Contract Enter link url Enter link title

Attachments Select files...

Save Cancel

**Contracts - New Item**

Save Cancel Attach File

Contract Info Related Items

Asset(s) Select assets that you want to link with the contract

Documents

Actions	Name	Modified
---------	------	----------

+ New Item

Attachments

### Contract Documents

Navigate to the 'Contract documents' page to see all contract documents.

Crow Canyon Software NITRO Asset Management John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets Preventive Maintenance Reactive Maintenance Software Assets Vendors Report Center Contracts **Contract Documents** Services

**All Contract Documents**

+ New NITRO Settings

<input type="radio"/>	<input type="checkbox"/>	Name	Modified	Modified By	Related Contract
<input type="radio"/>	<input type="checkbox"/>	Crow Canyon_Bridge Letter_Scrut Automation.pdf	04-08-2025 10:46 ...	CCSales Demo	Dell Lease Agreement
<input type="radio"/>	<input type="checkbox"/>	PO_0016865.pdf (1) (2).000	01-27-2025 07:51 ...	John Smith	Warranty Agreement

Page 1 of 1 20 items per page

**Services:**

This is like standard metadata list that tell about what services are done for the assets. This page will show all the available services and their related assets, related problems, related tickets, and related change requests. Users can create a new service by clicking 'New' button.

Crow Canyon Software NITRO Asset Management John Smith | Logout

Home Software Assets Vendors Contracts Report Center Administration NITRO Helpdesk

Assets Preventive Maintenance Reactive Maintenance Software Assets Vendors Report Center Contracts **Services** New Service

**Services**

+ New NITRO Settings

<input type="radio"/>	Title	Relate...	Ser...	Im...	Sta...	Related Probl...	Related Tickets	Related Chan...
<input type="radio"/>	Server Farm 1	Dell high p...		Medium	Active			
<input type="radio"/>	Cisco Router	Avaya IP Ph...		Medium	Active			
<input type="radio"/>	Router	Dell high p...		Medium	Active			

Page 1 of 1 20 items per page

## Services - Server Farm 1

 Edit  Delete  Close  Version History  Print

Service

**Title\***  
Server Farm 1

**Importance**  
Medium

**Related Assets**  
[Dell high performance Servers; Dell high performance Servers; Dell high performance Servers](#)



**Service Owner**  
 CCSales Demo

**Status**  
Active

---



**Description**

**Related Problems**

Act...	ID	Title	Category	Issue Type	Priority	
	38	Example Problem			Normal	



+ New Problem

**Related Tickets**

Act...	Case Id	Title	Category	Issue Type	Requester	
						

+ New Ticket

**Related Change Requests**

Act...	ID	Title	Type of Change	Status	Request D...	Rec
	35	Approval for Pool Heater Replacement	Hardware Change	In Review	05-23-2024	CCS 

+ New Request

Edit

Close

### New Service

Users can also create a new service by clicking this link as shown below.

## Services Form Fields:

### Title:

- A concise name or label for the service, making it easy to identify.

### Service Owner:

- Provide name of service owner who is responsible for managing and overseeing the service, ensuring accountability.

### Importance:

- A designation of the service's criticality or priority level, helping to prioritize resources and attention.

### Description:

- A detailed explanation of the service, outlining its purpose, scope, and any relevant details for users.

### Status:

- Indicates the current state of the service (e.g., Active, Inactive, Downgraded), providing insight into its availability.

### Related Tickets:

- Links to any support tickets associated with the service, facilitating tracking of issues and requests.

**Related Change Requests:**

- References to any change requests that impact or are impacted by the service.

**Related Assets:**

- Link all assets that are supported or utilized by the service.

**Related Problems:**

- Links to any known problems associated with the service,



The Services section in an asset management application helps organizations effectively manage and track the services associated with their assets, ensuring operational efficiency and support alignment.

## Asset Types working environment

Before creating/importing Assets, you can define all the Asset Types available in the system. This information will be useful to autofill the Asset details in Asset form based on the selection of Asset Type.

Save Cancel Attach File

### Asset Type Information

Title*	Avaya IP Phone
Category	Telephone
Description	
Make	Avaya
Model	VoIP Desk Phone
Model Number	1608
Asset Info Link	Enter link url  Enter link title
Service Type	General Checkup
Depreciable Life	4.00
Depreciation Method	Double-Declining-Balance
Image	<a href="http://static.wixstatic.com/media/720d88_4f7f20ff32212ea411703f58a723240e.jpg_256">http://static.wixstatic.com/media/720d88_4f7f20ff32212ea411703f58a723240e.jpg_256</a>  Avaya IP Phone

### Attachments

Select files...

Save Cancel

### Maintenance Schedule

'Maintenance schedule' is an associated item in the Asset Type list. Users can define the 'Maintenance Schedule' for an Asset Type from the edit form of the Asset Type. Maintenance Schedule will create calendar events in Calendar list.

Maintenance tasks will be created for Assets which have the maintenance feature enabled based on the selected Asset Type maintenance schedule.

### Columns:

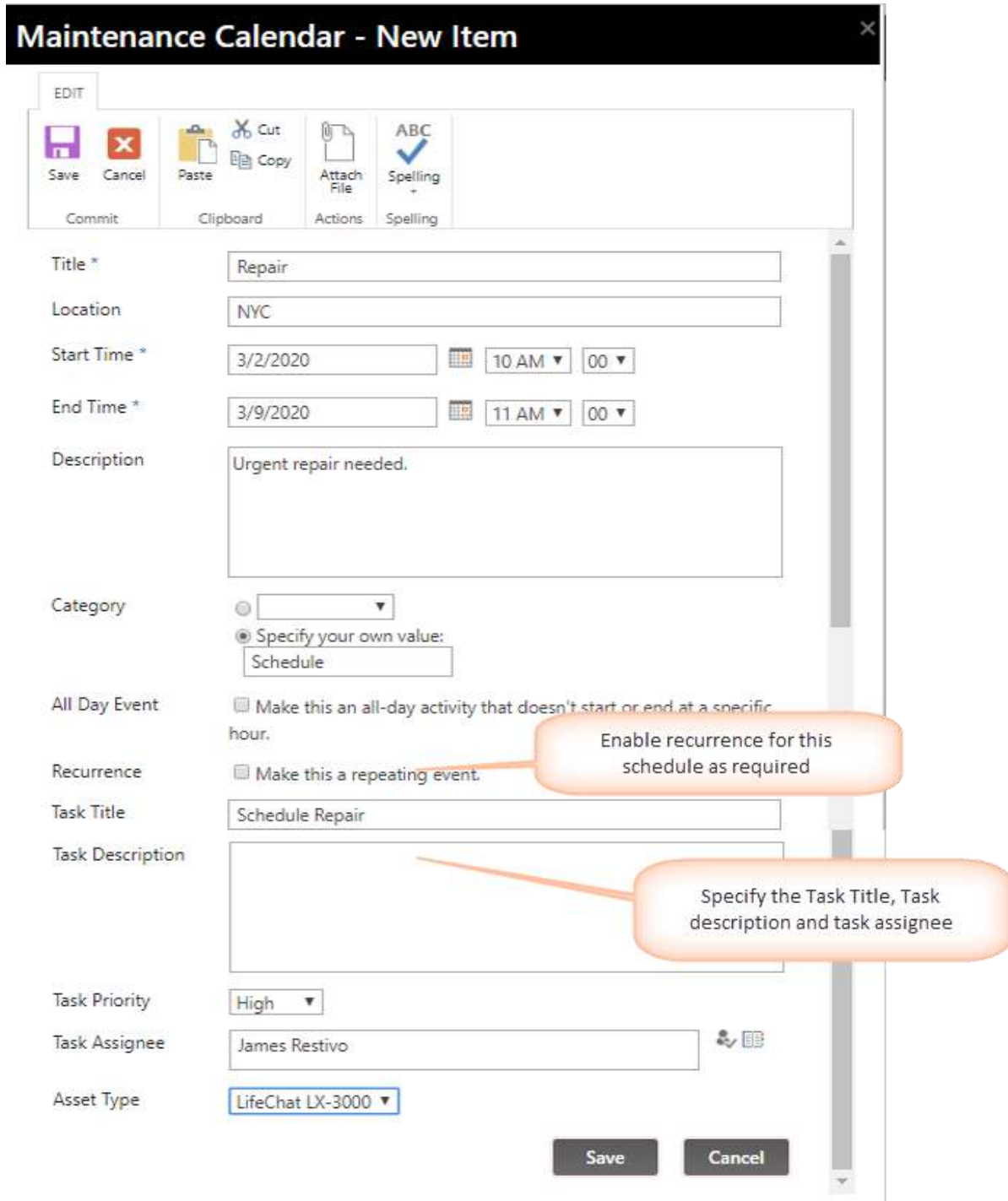
**Task Title:** Provide title for the task.

**Task Description:** Provide description of the task.

**Task Priority:** Select priority for the task from drop down.

**Task Assignee:** Specify the Task Assignee who will be assigned that task.

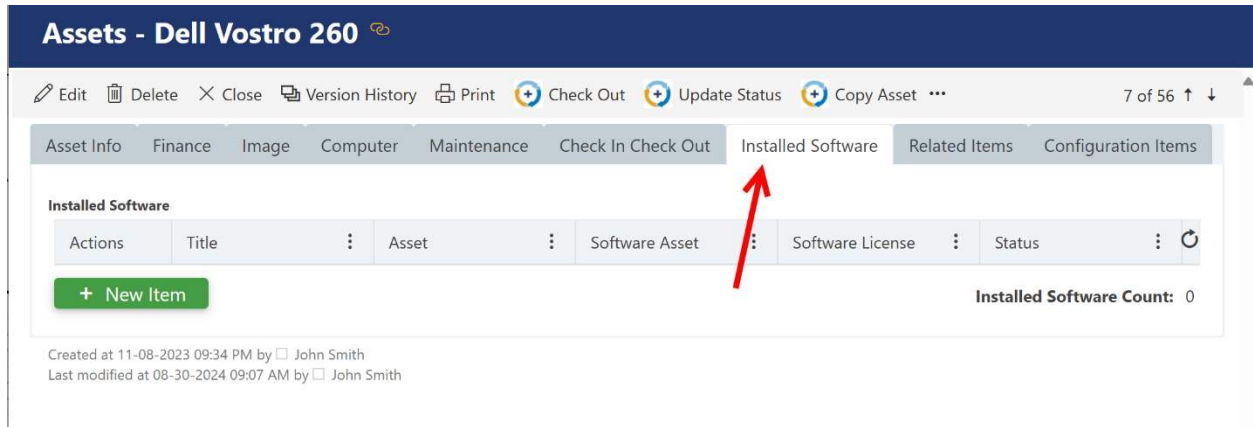
**Asset Type:** Select Asset Type from the drop down. The drop down menu will show all the available asset types present in the system.



The screenshot shows a web form titled "Maintenance Calendar - New Item" with a toolbar at the top containing icons for Save, Cancel, Paste, Copy, Attach File, and Spelling. The form fields are as follows:

- Title \***: Repair
- Location**: NYC
- Start Time \***: 3/2/2020, 10 AM, 00
- End Time \***: 3/9/2020, 11 AM, 00
- Description**: Urgent repair needed.
- Category**: Specify your own value: Schedule
- All Day Event**:  Make this an all-day activity that doesn't start or end at a specific hour.
- Recurrence**:  Make this a repeating event. (Callout: Enable recurrence for this schedule as required)
- Task Title**: Schedule Repair (Callout: Specify the Task Title, Task description and task assignee)
- Task Description**: (Empty text area)
- Task Priority**: High
- Task Assignee**: James Restivo
- Asset Type**: LifeChat LX-3000

At the bottom right, there are "Save" and "Cancel" buttons.



The screenshot shows the 'Assets - Dell Vostro 260' interface. At the top, there is a dark blue header with the title and a refresh icon. Below the header is a toolbar with icons for Edit, Delete, Close, Version History, Print, Check Out, Update Status, and Copy Asset. A secondary toolbar contains tabs for Asset Info, Finance, Image, Computer, Maintenance, Check In Check Out, Installed Software (selected), Related Items, and Configuration Items. The main content area is titled 'Installed Software' and contains a table with columns: Actions, Title, Asset, Software Asset, Software License, and Status. A red arrow points to the 'Software Asset' column header. Below the table is a green '+ New Item' button and the text 'Installed Software Count: 0'. At the bottom, there is a metadata section: 'Created at 11-08-2023 09:34 PM by John Smith' and 'Last modified at 08-30-2024 09:07 AM by John Smith'.

## Software Assets

Using Asset Management application, users can also track Software Assets in an organization. Software Assets are included with Software Licenses and Installed Software. Users can create Software Assets using “New Software Asset” quick link.

Users can also import the Software Assets information using ‘CSV Import’.

Please refer below article for importing Software Assets

### Software Assets - Office

Save Cancel Attach File 1 of 18 ↑ ↓

Provide the software asset details

Software Info License Keys

**Title\*** Office

**Publisher\*** Microsoft

**Software Version\*** 2010

**Status** Inactive

**Vendor** Microsoft

**Work Log**

(inherit... x) (inherit... x) B I U abc

Format

Attachments

Select files...

Created at 11-08-2023 09:27 PM by John Smith  
Last modified at 11-08-2023 09:27 PM by John Smith

Save Cancel

## Tracking of Software License

A complete detail and real-time visibility of all the software assets, software licenses, installed software, etc. can be seen from 'Software Assets' link in the top link bar.

### *Software License*

Software Licenses list is used to save the license details for a Software Asset. Software Licenses can be created from Software Asset item or from “New Software License” link in quick launch.

Users can track license purchase count, installed count and available count from this list.

Installed count will be managed automatically based on software licenses installed for hardware asset.

## Software Licenses - New Item

✕ Cancel  Attach File

Software License

Title\*

Windows - Enterprise

All the active Software Assets will be shown in this dropdown

Software Asset\*

Windows

Specify the purchase count

Purchase Count\*

10

Installed count will be managed automatically based on the software license installations

Installed Count\*

0

License Key\*


NPPR9-FWPDX-D2C8J-H872K-2YT43























Specify the license key

Type of Key

Enterprise

Work Log

(inherit... x ▾ (inherit... x ▾ **B** *I* U abc    

**License Key:** Provide the license key.

**Type of Key:** Select the type of license purchased by the organization from the drop down.

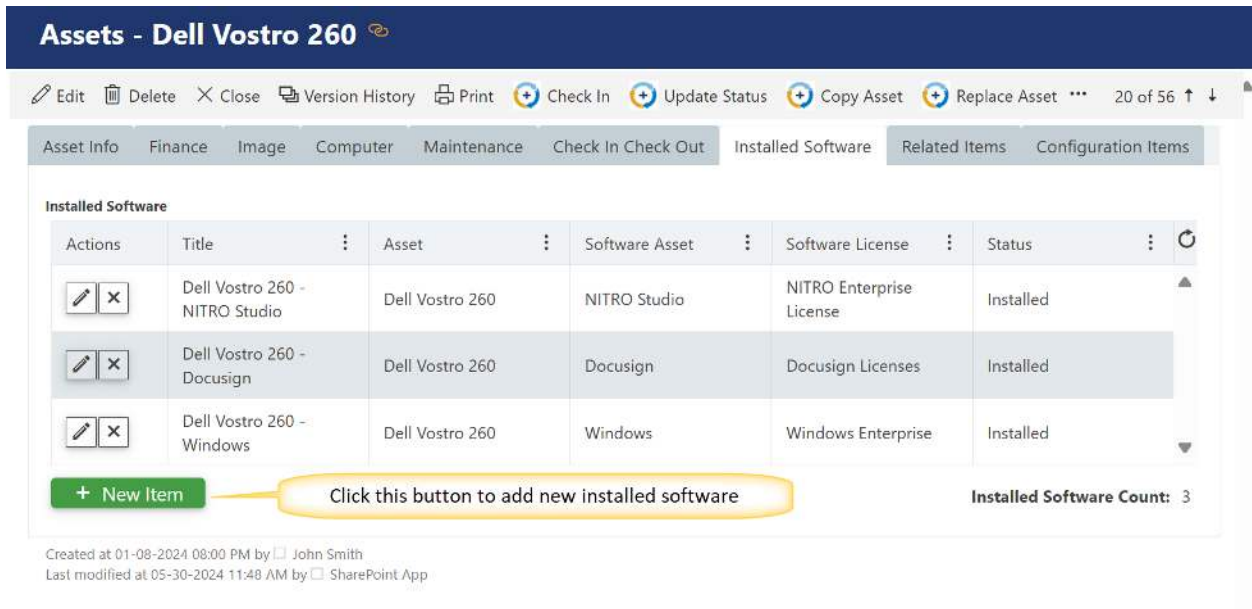
### *Installed Software*

This list is used to manage the software licenses installed for hardware assets. Users can add installed software from hardware Asset item.

“Installed Software” associated item will be enabled for Asset Category of type “Computer” in Asset item form.

Installed Software form will show all the active Software Assets and corresponding available software licenses.

Asset Form:









**Assets - Dell Vostro 260**

Edit Delete Close Version History Print Check In Update Status Copy Asset Replace Asset ... 20 of 56 ↑ ↓

Asset Info Finance Image Computer Maintenance Check In Check Out **Installed Software** Related Items Configuration Items

**Installed Software**

Actions	Title	Asset	Software Asset	Software License	Status
 	Dell Vostro 260 - NITRO Studio	Dell Vostro 260	NITRO Studio	NITRO Enterprise License	Installed
 	Dell Vostro 260 - DocuSign	Dell Vostro 260	DocuSign	DocuSign Licenses	Installed
 	Dell Vostro 260 - Windows	Dell Vostro 260	Windows	Windows Enterprise	Installed

**+ New Item** Click this button to add new installed software **Installed Software Count: 3**

Created at 01-08-2024 08:00 PM by John Smith  
Last modified at 05-30-2024 11:48 AM by SharePoint App

Installed Software Form:

## Installed Software - New Item

✕ Cancel   📎 Attach File

Installed Software

**Software Asset\*** (None) this dropdown will show all active software assets

**Software License** (None) this dropdown will show corresponding available software licenses

**Work Log**

(inherit... ✕ ▼) (inherit... ✕ ▼)   **B**   *I*   U   abc   ☰ ☱ ☲ ☳

☰ ☱ ☲ ☳   ↺ ↻ 🖼️ 📄   **A** ▼   🌊 ▼   🖨️   ×<sub>2</sub>   ×<sup>2</sup>   📊

</>   Format ▼   ✂️ 📄 📄

**Attachments** ⬆

Select files...

✓ Submit   Cancel

### *Actions to be performed on Software Assets*

#### Uninstall

Uninstall action is available in Installed Software item. Users can uninstall the software license installed for hardware asset if the asset is inactive.

This action will set the Installed Software record as uninstalled and updates the license count in software license list.

## Installed Software - Dell Vostro 260 - NITRO Studio

 Edit  Delete  Close  Version History  Print  Uninstall

### Installed Software

**Title** Dell Vostro 260 - NITRO Studio

**Asset\*** [Dell Vostro 260](#)

**Software Asset\*** [NITRO Studio](#)

**Software License** [NITRO Enterprise License](#)

**Status** Installed

### Work Log

Created at 05-31-2024 08:43 AM by  CCSales Demo

Last modified at 05-31-2024 08:43 AM by  CCSales Demo

### Set Expired

If any software license key is expired, users can set the license key as expired from Software license item.

This action will set the license key as expired and will fetch all the installation records for that license and mark the status as expired and reset the license counts. The installed software records status is set as uninstalled.

## Software Licenses - Windows Enterprise ↻

✎ Edit 🗑 Delete ✕ Close 📄 Version History 🖨 Print + Set Expired

Software License

**Title\*** Windows Enterprise

**Software Asset\*** Windows

**Purchase Count\*** 7

**Installed Count\*** 2

**License Key\*** adkjaljddkakjdfaljd

**Type of Key** Standard

**Status** In Compliance

**Installations**

Title	Asset	Software Asset	Software License
Dell Vostro 260 - Windows	Dell Vostro 260	Windows	Windows Enterpri
Windows	Dell Inspiron Laptop 15 5000	Windows	Windows Enterpri

**Install Count:** 2

**Work Log**

- John Smith** (01-08-2024 08:00 PM)  
 Installed for Asset - . Installation note :
- John Smith** (11-08-2023 10:15 PM)  
 Installed for Asset - Dell Inspiron Laptop 15 5000. Installation note :

### Appendix:

**Reports:** In an asset management system, reports are essential tools that provide insights into various aspects of asset tracking, performance, and management.

Each report is explained in detail in below section.

## Assets by Category



### **Purpose:**

This report shows the distribution of assets categorized by their asset category.

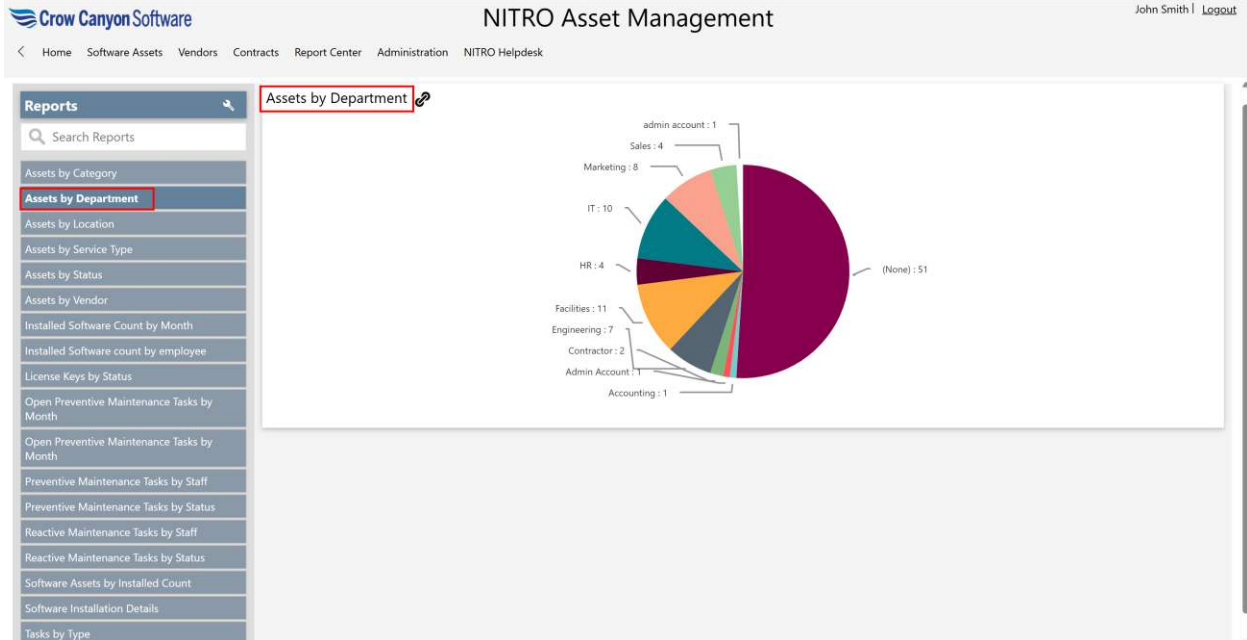
### **Configuration:**

- **X-Axis (Horizontal):** This axis represents the Asset Category of the assets, displayed under the column header "Asset Category."
- **Value Column:** The Title column is used to count the number of assets in each category.
- **Calculation:** The report uses a Count calculation to tally the number of assets for each category.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of each asset category relative to the total number of assets.

### **Summary**

This setup helps you understand how assets are distributed across different categories, facilitating better resource management and strategic planning based on asset allocation.

## Assets by Department



**Purpose:**

This report shows the distribution of assets based on the department that owns them.

**Configuration:**

- **X-Axis (Horizontal):** This axis represents the department of the assets, displayed under the column header "Department."
- **Value Column:** The Title column is used to count the number of assets for each department.
- **Calculation:** The report uses a Count calculation to tally the number of assets assigned to each department.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of assets held by each department relative to the total number of assets.

**Summary**

This setup helps you understand how assets are allocated across different departments, enabling better resource management and insight into departmental needs.

**Assets by Location**



**Purpose:**

This report shows the distribution of assets based on their physical location.

**Configuration:**

- **X-Axis (Horizontal):** This axis represents the location of the assets, displayed under the column header "Location."
- **Value Column:** The Title column is used to count the number of assets in each location.
- **Calculation:** The report uses a Count calculation to tally the number of assets assigned to each location.
- **Chart Type:** The report is displayed as an Area chart, which visually represents the total number of assets across different locations over time, emphasizing the cumulative values.

**Summary**

This setup helps you visualize how assets are distributed across various locations, facilitating better management of resources and understanding of asset allocation by geographic area.

**Assets by Service Type**



## Purpose:

This report shows the distribution of assets based on their service type.

## Configuration:

- **X-Axis (Horizontal):** This axis represents the service type of the assets, displayed under the column header "Service Type."
- **Value Column:** The Title column is used to count the number of assets associated with each service type.
- **Calculation:** The report uses a Count calculation to tally the number of assets for each service type.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of assets for each service type, allowing for easy comparison.

## Summary

This setup helps you understand how assets are categorized by service type, enabling better management and strategic planning related to service offerings and resource allocation.

## Assets by Status



**Purpose:**

This report shows the distribution of assets based on their current status.

**Configuration:**

- **X-Axis (Horizontal):** This axis represents the status of the assets, displayed under the column header "Status."
- **Value Column:** The Title column is used to count the number of assets in each status category.
- **Calculation:** The report uses a Count calculation to tally the number of assets for each status.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of each status category relative to the total number of assets.

**Summary**

This setup helps you understand how assets are distributed across different statuses, facilitating better oversight of asset management and highlighting areas that may require attention or action.

**Assets by Vendor**



**Purpose:**

This report shows the distribution of assets based on their vendor.

**Configuration:**

- **X-Axis (Horizontal):** This axis represents the vendor of the assets, displayed under the column header "Vendor."
- **Value Column:** The Title column is used to count the number of assets associated with each vendor.
- **Calculation:** The report uses a Count calculation to tally the number of assets for each vendor.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of assets for each vendor, allowing for easy comparison.

**Summary**

This setup helps you understand how assets are distributed among different vendors, facilitating better vendor management and strategic decision-making related to procurement and partnerships.

## Installed Software Count by Month



### **Purpose:**

This report shows the number of software installations over time, helping to track trends in software deployment.

### **Configuration:**

- **X-Axis (Horizontal):** This axis represents the creation date of the installed software, displayed as "Month and Year," although this header is hidden.
- **Y-Axis (Vertical):** This axis shows the count of installed software, with the column header "Number of Installed Software."
- **Value Column:** The ID column is used to count the number of installed software entries.
- **Calculation:** The report uses a Count calculation to tally the number of installed software for each month.
- **Chart Type:** The report is displayed as an Area chart, which visually represents the total number of installed software over time, emphasizing cumulative values.

## Summary

This setup helps you visualize trends in software installations by month, providing insights into software deployment patterns and aiding in planning for future installations or updates.

## Installed Software count by employee



### Purpose:

This report shows the distribution of installed software across employees, helping to identify software usage and assignments.

### Configuration:

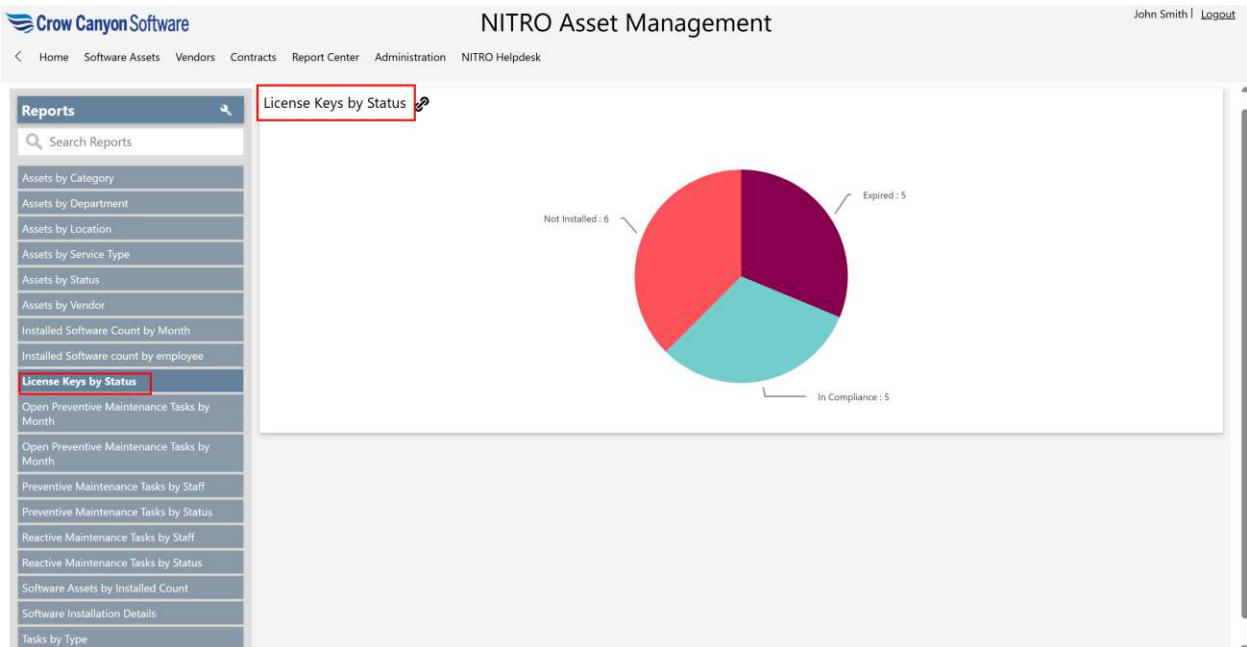
- **X-Axis (Horizontal):** This axis represents the Software Asset, displayed under the column header "Software Asset," although this header is hidden.
- **Y-Axis (Vertical):** This axis shows the employees to whom the software is assigned, with the column header "Number of Installed Software."
- **Value Column:** The ID column is used to count the number of installed software instances assigned to each employee.
- **Calculation:** The report uses a Count calculation to tally the number of installed software for each employee based on the software assets assigned to them.

- **Chart Type:** The report is displayed as a Stacked Column chart, meaning each column represents a specific software asset, and within each column, different colors or sections represent the number of installations assigned to each employee.

## Summary

This setup helps you visualize how installed software is distributed among employees, facilitating better management of software licenses and usage, and identifying which employees are using which software assets.

## License Keys by Status



## Purpose:

This report shows the distribution of software license keys based on their current status, providing insights into license management.

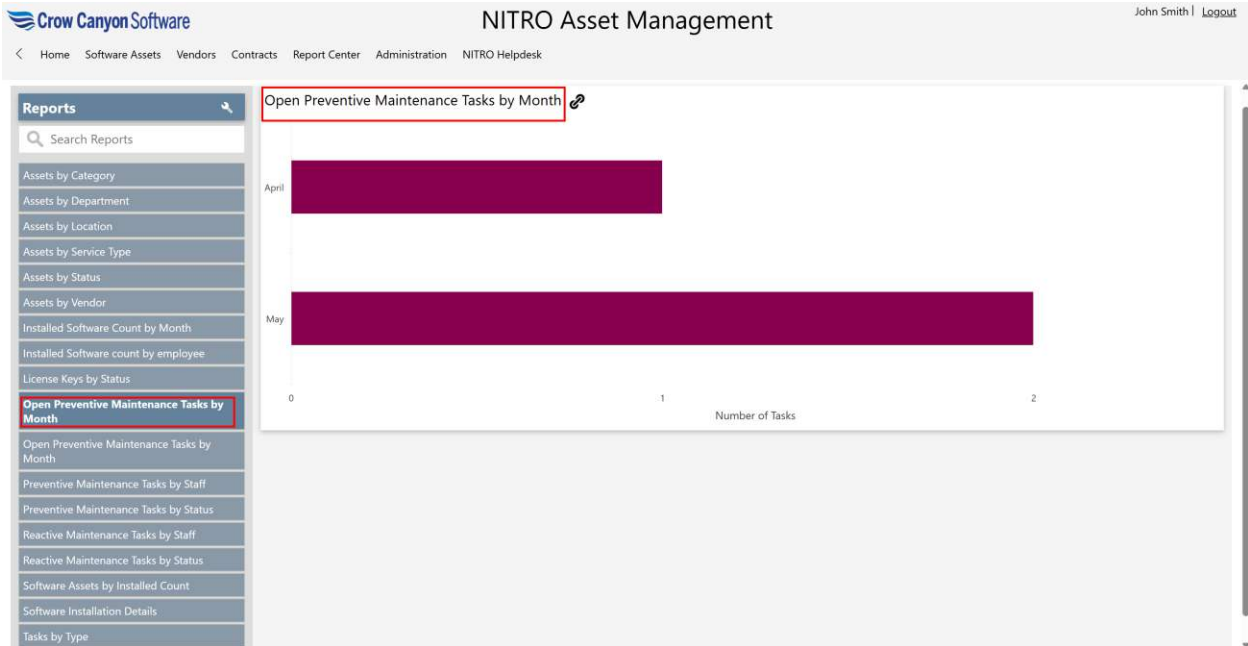
## Configuration:

- **X-Axis (Horizontal):** This axis represents the Status of the license keys, displayed under the column header "Status."
- **Value Column:** The ID column is used to count the number of license keys for each status.

- **Calculation:** The report uses a Count calculation to tally the number of license keys associated with each status.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of each status category relative to the total number of license keys.

## Summary

This setup helps you understand how license keys are distributed across different statuses, facilitating effective license management and ensuring compliance with licensing agreements.



## Purpose:

This report shows the number of open preventive maintenance tasks over time, helping to monitor maintenance activities and workload.

## Configuration:

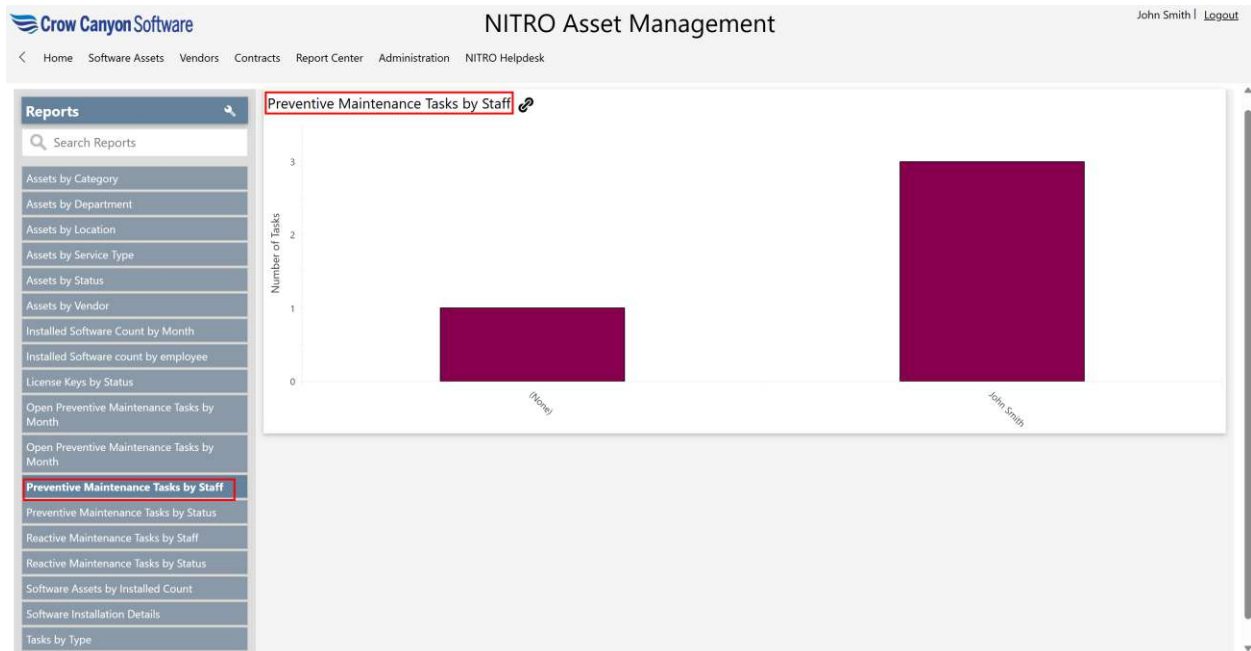
- **X-Axis (Horizontal):** This axis represents the start date of the maintenance tasks, grouped by month, displayed under the column header "Month," which is hidden.
- **Y-Axis (Vertical):** This axis shows the count of open maintenance tasks, with the column header "Number of Tasks."
- **Value Column:** The Task Name column is used to count the number of open preventive maintenance tasks.

- **Calculation:** The report uses a Count calculation to tally the number of open tasks for each month.
- **Chart Type:** The report is displayed as a Bar chart, which visually represents the number of open preventive maintenance tasks for each month, allowing for straightforward comparisons across time periods.

## Summary

This setup helps you visualize trends in open preventive maintenance tasks by month, providing insights into maintenance workload and facilitating better planning and scheduling of maintenance activities.

## Preventive Maintenance Tasks by Staff



### Purpose:

This report shows the distribution of preventive maintenance tasks based on the staff members to whom they are assigned, helping to evaluate workload and task allocation.

### Configuration:

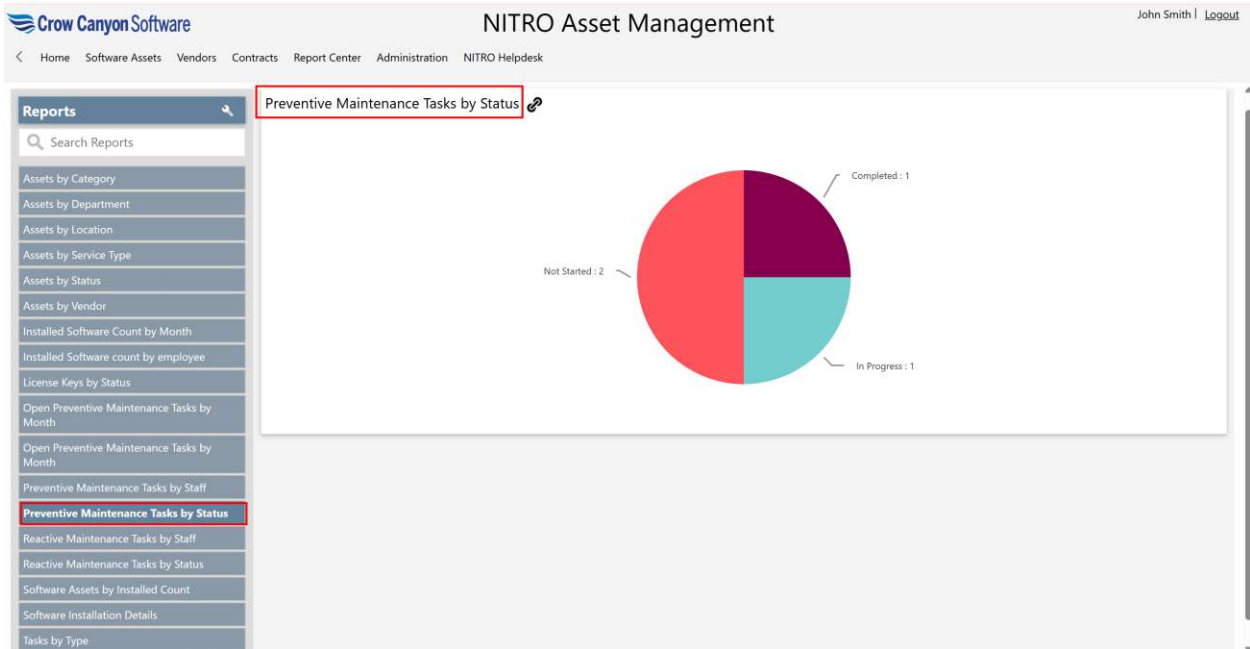
- **X-Axis (Horizontal):** This axis represents the staff members assigned to the maintenance tasks, displayed under the column header "Assigned Staff," which is hidden.

- **Y-Axis (Vertical):** This axis shows the count of preventive maintenance tasks, with the column header "Number of Tasks."
- **Value Column:** The Task Name column is used to count the number of preventive maintenance tasks assigned to each staff member.
- **Calculation:** The report uses a Count calculation to tally the number of tasks assigned to each staff member.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of preventive maintenance tasks for each staff member, allowing for easy comparison of workloads.

## Summary

This setup helps you visualize how preventive maintenance tasks are distributed among staff members, facilitating better management of resources and ensuring equitable task allocation.

## Preventive Maintenance Tasks by Status



### Purpose:

This report shows the distribution of preventive maintenance tasks based on their current status, providing insights into task management and workflow efficiency.

### Configuration:

- **X-Axis (Horizontal):** This axis represents the status of the preventive maintenance tasks, displayed under the column header "Task Status."
- **Value Column:** The Task Name column is used to count the number of preventive maintenance tasks in each status category.
- **Calculation:** The report uses a Count calculation to tally the number of tasks associated with each status.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of each status category relative to the total number of preventive maintenance tasks.

## Summary

This setup helps you understand how preventive maintenance tasks are distributed across different statuses, facilitating effective task management and highlighting areas that may require attention or improvement.

## Reactive Maintenance Tasks by Staff



## Purpose:

This report shows the distribution of reactive maintenance tasks based on the staff members to whom they are assigned, helping to assess workload and efficiency in handling reactive maintenance.

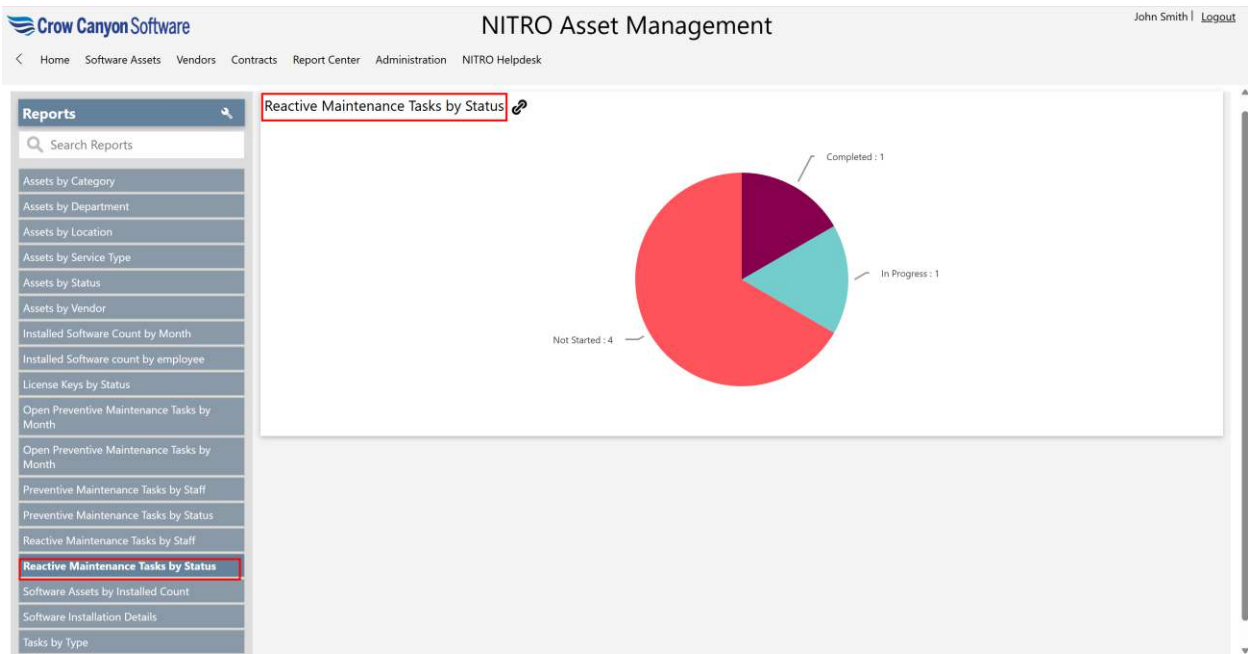
## Configuration:

- **X-Axis (Horizontal):** This axis represents the staff members assigned to the reactive maintenance tasks, displayed under the column header "Assigned Staff," which is hidden.
- **Y-Axis (Vertical):** This axis shows the count of reactive maintenance tasks, with the column header "Number of Tasks."
- **Value Column:** The ID column is used to count the number of reactive maintenance tasks assigned to each staff member.
- **Calculation:** The report uses a Count calculation to tally the number of tasks assigned to each staff member.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of reactive maintenance tasks for each staff member, allowing for easy comparison of workloads.

## Summary

This setup helps you visualize how reactive maintenance tasks are distributed among staff members, facilitating better management of resources and ensuring effective handling of maintenance requests.

## Reactive Maintenance Tasks by Status



**Purpose:**

This report shows the distribution of reactive maintenance tasks based on their current status, providing insights into the management and resolution of these tasks.

**Configuration:**

- **X-Axis (Horizontal):** This axis represents the status of the reactive maintenance tasks, displayed under the column header "Task Status," which is hidden.
- **Value Column:** The ID column is used to count the number of reactive maintenance tasks in each status category.
- **Calculation:** The report uses a Count calculation to tally the number of tasks associated with each status.
- **Chart Type:** The report is displayed as a Pie chart, which visually represents the proportion of each status category relative to the total number of reactive maintenance tasks.

**Summary**

This setup helps you understand how reactive maintenance tasks are distributed across different statuses, facilitating effective task management and highlighting areas that may require immediate attention or resources for resolution.

**Software Assets by Installed Count**



### Purpose:

This report shows the distribution of software assets based on the number of times they are installed, helping to understand software utilization within the organization.

### Configuration:

- **X-Axis (Horizontal):** This axis represents the software assets, displayed under the column header "Software Asset," which is hidden.
- **Y-Axis (Vertical):** This axis shows the count of installed software assets, with the column header "Number of Installed Software Assets."
- **Value Column:** The ID column is used to count the number of installations for each software asset.
- **Calculation:** The report uses a Count calculation to tally the number of installed instances for each software asset.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of installations for each software asset, allowing for easy comparison.

### Summary

This setup helps you visualize how many times each software asset is installed, facilitating better management of software licenses and insights into software usage trends across the organization.

## Software Installation Details

### Purpose:

This report provides a detailed view of software installations assigned to employees, helping to track software usage and assignments within the organization.

### Configuration:



The screenshot shows the 'NITRO Asset Management' interface. The top navigation bar includes 'Home', 'Software Assets', 'Vendors', 'Contracts', 'Report Center', 'Administration', and 'NITRO Helpdesk'. The user 'John Smith' is logged in. The left sidebar contains a 'Reports' section with a search bar and a list of report categories. The 'Software Installation Details' report is selected and highlighted. The main content area displays a table with the following data:

Software Asset	(None)	CCSales Demo	Total
Windows	1	1	2
Utilities	0	2	2
NITRO Studio	1	1	2

**X-Axis (Horizontal):** This axis represents the employees to whom the software is assigned, displayed under the column header "Employee," which is hidden.

- **Y-Axis (Vertical):** This axis shows the software assets assigned to each employee, with the column header "Software Asset."
- **Value Column:** The ID column is used to count the number of software installations for each employee.
- **Calculation:** The report uses a Count calculation to tally the number of installations for each software asset assigned to employees.

- **Display Format:** The report is represented as a table, which organizes the data in rows and columns, allowing for easy viewing of software installations per employee.

## Summary

This setup helps you gain insights into which software assets are assigned to each employee, facilitating better management of software licenses and ensuring that employees have access to the necessary tools for their work.

## Tasks by Type



### Purpose:

This report shows the distribution of maintenance tasks categorized by their type, providing insights into the balance between preventive and reactive maintenance efforts.

### Configuration:

- **X-Axis (Horizontal):** This axis represents the type of tasks, displayed under the column header "Task Type," which is hidden.
- **Y-Axis (Vertical):** This axis shows the count of tasks, with the column header "Number of Tasks."
- **Value Column:** The Task Name column is used to count the number of maintenance tasks of each type.

- **Calculation:** The report uses a Count calculation to tally the number of tasks associated with each type.
- **Chart Type:** The report is displayed as a Column chart, which visually represents the number of tasks for each task type, allowing for easy comparison.

### Summary

This setup helps you understand the distribution of maintenance tasks between different types, facilitating better resource allocation and planning for maintenance activities.