PC ROLLOUT

USER MANUAL

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Table of Contents

Introduction

This document will explain how to use and operate the PC Rollout Database application.

The idea came to create a database application for managing computers rollout after seeing one time too many the use of unpractical Excel spreadsheets in corporate IT services with very poor tracking features. This database application provides a much needed way to track computers status in order to be able to deliver a better service with a full set of tracking and automation features such as in process control and duplicate check to minimize human errors as much as possible.

This application can be used on a shared network drive by multiple users given that they do not modify the data at the same time.

This application has been developed by a 20+ years IT professional having spent his career in IT services at different levels from retail technical support to IT network, system and database administration to IT service delivery.

We all know that the information available is just as good as what has been recorded and no software in the world can solve the issue of no data entry. Users of this application must take steps to keep data up to date as much as possible. An internal audit trail will display last known actions and last connected user.

Features

- Application access role management: currently 2 levels of permissions:

    - User : Access limited to the day to day operation features and limited administration

    - Admin : Access to all features.

    - More permission levels would require an application update.

- Incremental search fields to help finding required information quickly, incremental search is also available in most drop down lists.

- Export to spreadsheet (MS Excel ™, Libreoffice, Openoffice) and import data via CSV files.

- QR Codes: print QRCode labels and use a barcode scanner to find the computer information without typing anything in the main search field.

- Unique identifier, each computer recorded in the database has a random unique identifier .

- All important information at a glance on main window: Stock vs Status count, Inventory, To be restaged, Awaiting maintenance, Quarantine.

- Cost Centers, Users, Rooms, Hardware, Computers management

- Computer history and activity logs, you know what happens in the application, who did what and when.

- In process control; some actions must be performed in a certain order to complete. Duplicate entries are not permitted.

- Quarantine control; mostly used in companies where IT services do not restage immediately the computer of employees who left the company in case they would need to recover corporate files according to local regulations.

Usage

Rollout.exe has been designed to get most information at once at a glance.

When the application launches, the most important information are displayed and you can use the search field to filter the results which will be returned as you type in.

The user interface is designed to group the information on the main window, subsets of information are split within the tabs or in forms called by buttons.

Different roles allow more or less actions depending on the permissions assigned to these roles within the application and the objects available vary accordingly.

Therefore, each user must identify when launching the application, after the first logon, the username is retained in cache and typing the 1 first letter will display a list of known usernames, select the username, enter the password and click the button « Login ».
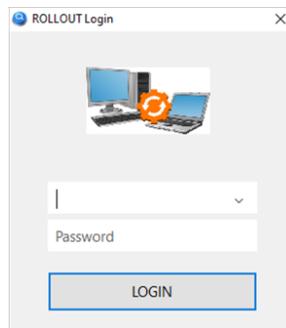
Depending on the role assigned to your username, you will see a window with minor differences.

Default Admin user information in the Operation chapter.

The Admin role has access to all the advanced features of the application:

- Manage application users

- Access to the database changes logs. Most activities are logged with the action, the user Windows session logon alongside current date and time. The Windows session logon is being used in case of application username share, even though you would share a common application logon, the user connected to the terminal will have his/her Windows session username recorded.

- Data Import

- Database content management, mainly the core information such as company's users, Cost Centers, Room names, Computer models, Restage image names.

Admin role view:

User role view:

The User role only has access to the main features of the application required for day to day operation with no access to advanced features:

- No access to database content management

- No data import and No access to logs

This application has been designed to leave most of the complexity out of the equation. It can be run entirely as an Admin user or by normal users with limitations for the latter.

 Admin users must create the main items which cannot be edited by normal users, such as company users, cost centers, computer models, company room names, company departments, computer images. Once these items created, computer management can take place by adding computers.

These tasks can be shortened by importing CSV files into the database. <u>Imports will be detailed further in this document.</u>

Normal users are able to add and manage the computers throughout the life cycle. They will have to choose in drop down lists most of the items required. If an item is missing, only an Admin account can add it.

Most of the actions in the application are performed via a search field, double click on a row in a grid or buttons and drop lists.

According to status and/or in process control, some fields and drop lists can be disabled, read-only, invisible, limited in choices or be readily available.

Alert boxes can show up depending on actions, please pay attention to the text in the message box before clicking on «Ok».

User interface description

Main Window as Admin

Main Windows as User:

Main search / PC Inventory:

The search feature works exactly the same for Admin and normal Users. Search can be made on PC name, User Logon, PC image name, QR code using a barcode scanner, PC Brand, PC Model, PC Serial Number. To use a barcode scanner, click in the search field and scan a QR code.
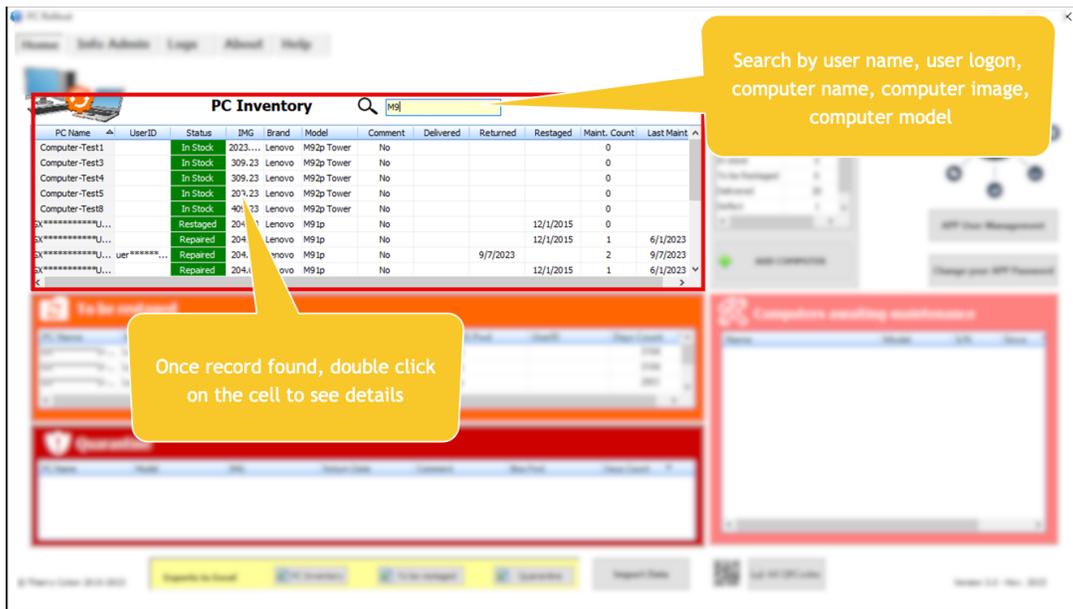
Change user Password button:

Click on the Change your APP Password if you need to. Beware, the password will be changed for the user connected to the application, if the logon is shared, share the new password, if not, keep it secret.
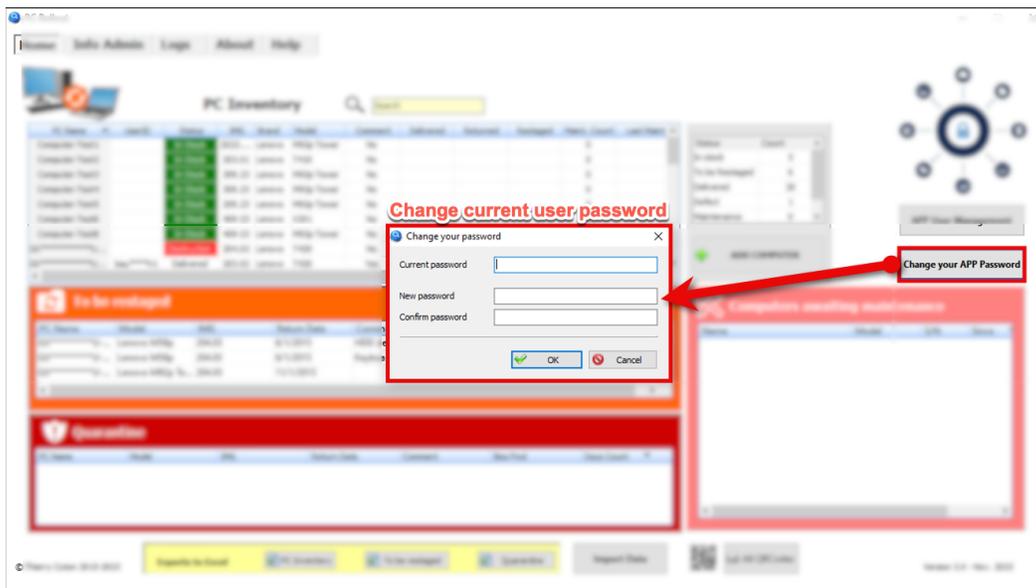
App user management:

Admin users can add or edit application users and define roles assigned to them. It is recommended to set a default password to the users and ask them to change it as first connection. Admin users can reset user passwords if need be.
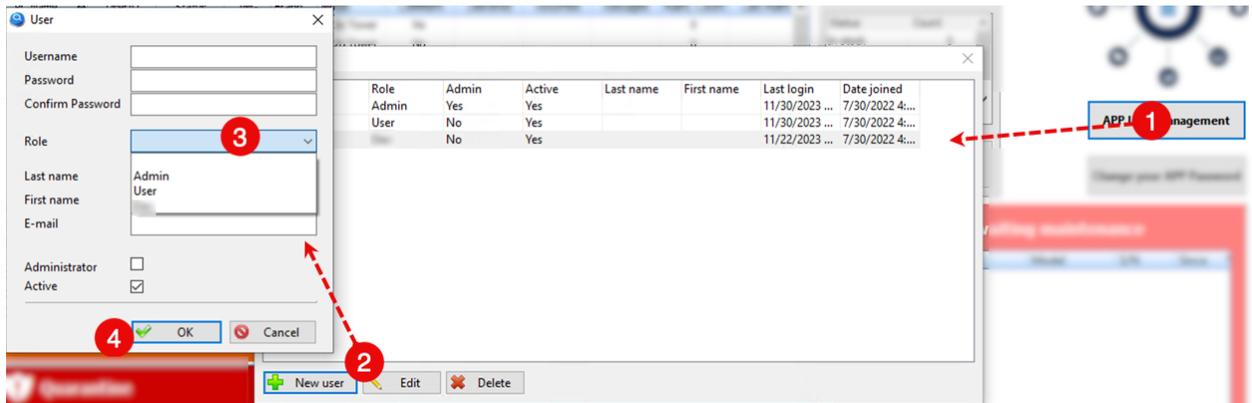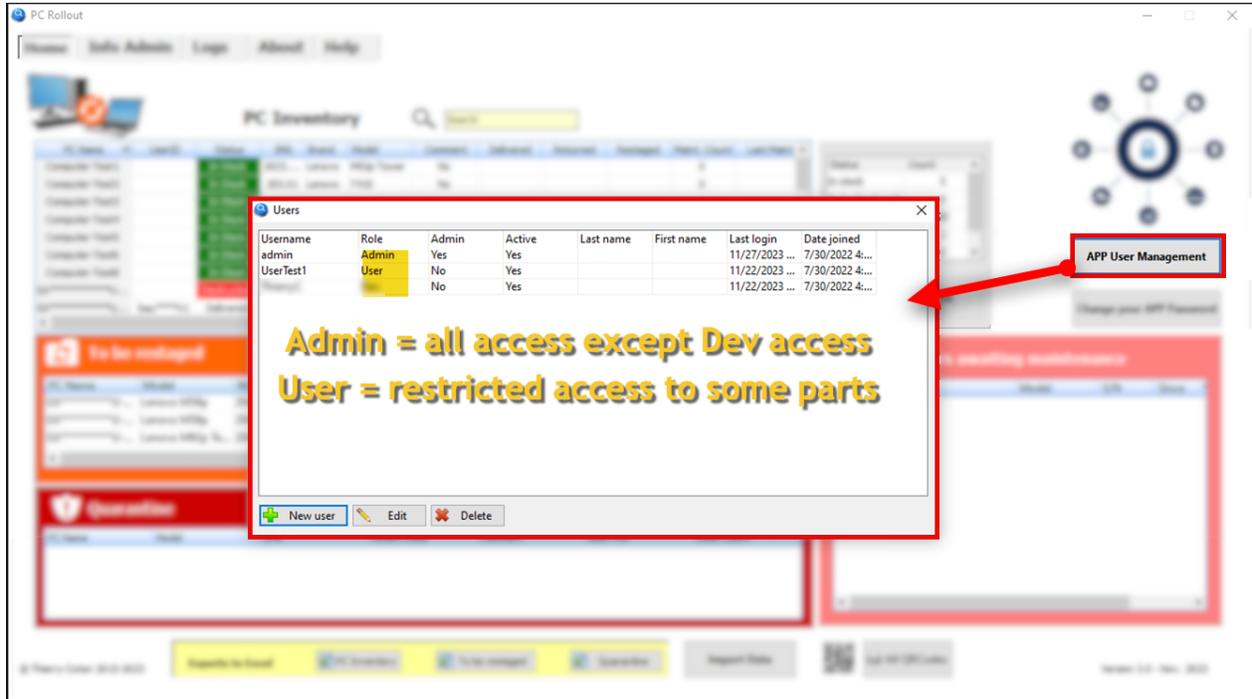
1- Click «App user Management» button

2- Add or edit user

3- Fill out details, select role, the bottom checkboxes are just information displayed on the user management window. The user will have Admin privilege if Admin role and «Administrator» is checked.

4- Save

Add Computer button:
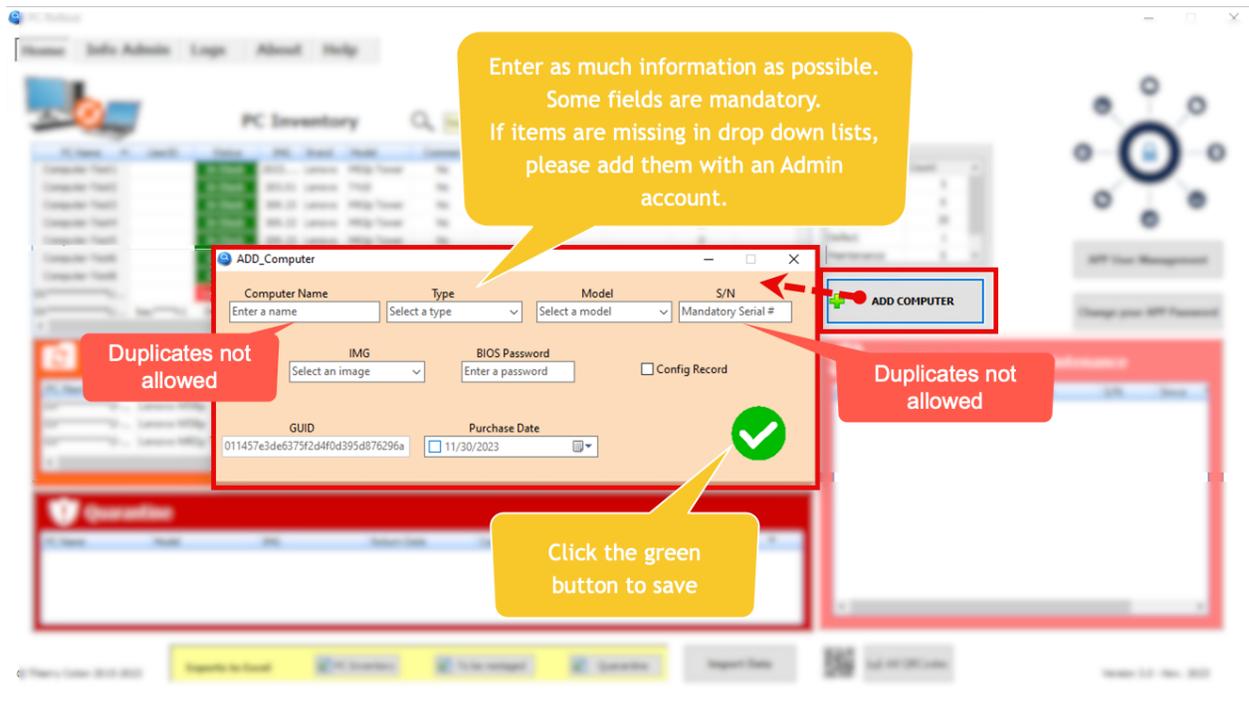
All users can add a computer, fill out as much information as possible. Missing items in drop down lists can only be added by an Admin account.

If you see a duplicate alert message, double check your entry as it cannot be saved if the same record already exists in the database.
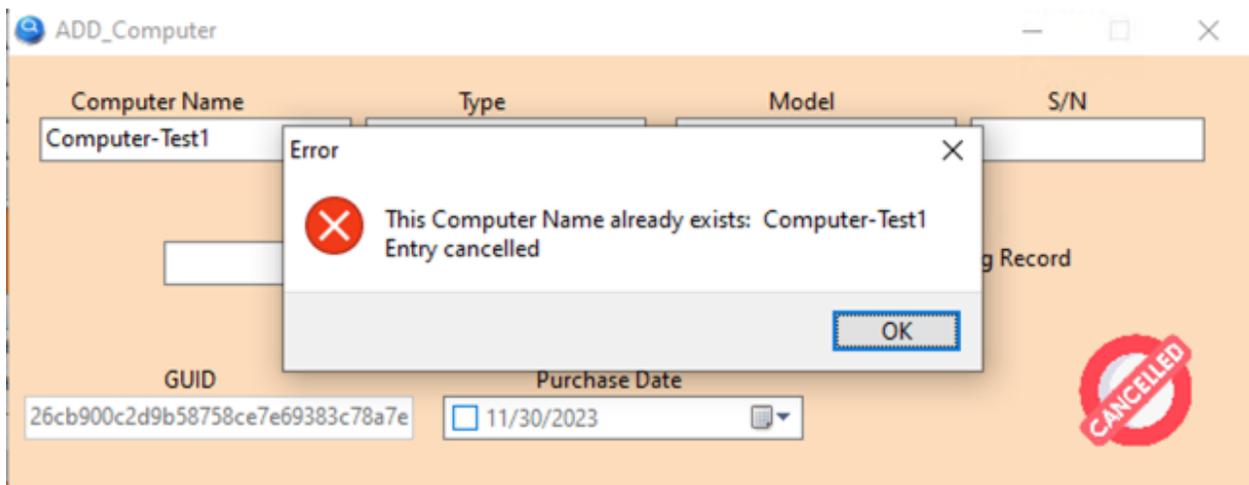
Print all QR codes button:
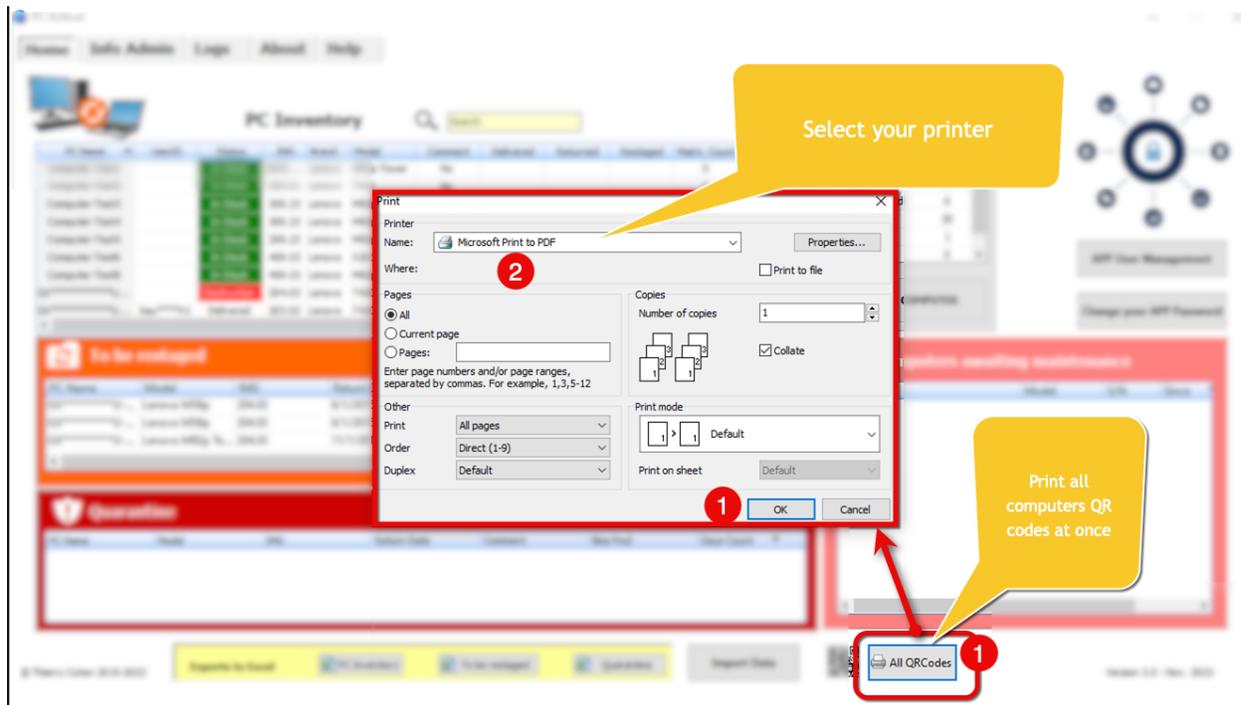
This button will print all QR codes of all computers in the database. Usually done on the first use after import or to renew the labels. There is an individual QR code print button in each computer detail form.

Extract from a pdf print, the QR code is printed along the machine name for easy identification:

Quarantine:

The quarantine mechanism is set to lock a computer for a set duration so that data can potentially be recovered from the computer before wiping and restaging.

The «Quarantine» status is triggered by the status «To be restaged».

This duration is set in the «Info Admin» tab.

Computers listed in the quarantine grid cannot be edited. Once the quarantine duration is elapsed, the computer will move automatically into the grid above: « To be Restaged » where they can be processed by a double-click.

In case of emergency, a computer in Quarantine can be freed up by an Admin account by changing the quarantine period to zero. Edit the computer you want to free up via the « To be Restaged » grid and once done, set the quarantine back to what it should be. Non processed computers that should be in quarantine should return in the Quarantine section as it relies on the return date to calculate the duration of quarantine.

Info Admin TAB

The 3 first grids are information logs only, nothing can be modified in these grids.

The yellow «Parameters» section contains the quarantine settings which can be modified by an Admin account only.

The «Computers in Stock» grid contains all computers available and ready to be assigned to a user, select one computer and follow the instructions in the popup messages.

Help TAB

The help tab contains quick visual help on how to use the application with commented screenshots.

Select a subject on the left hand side then click on the picture showing up underneath for a full view. Close the picture window once done.

This user manual is available in the Help tab.

Logs tab:

Displays all main audit trail information to track the changes in the database. Computers changes and Users changes can be filtered for troubleshooting unknown operations.

Tab About:
Displays the release notes to keep track of the application changes and a quick description of the application.

Operation

When starting the application for the first time, use the default Admin logon:

<div align="center">

Username: admin

Password: admin

</div>

It is strongly advised to change this password upon first connection and on a regular basis.

The application will be empty of any data, the user will have to either create all records or import data if available. Data import is described later in this document.

Database Items Creation

The first steps after changing the Admin password, will be to create the users who are going to use the application and set their roles accordingly as explained page 11 of this document. Click on the «App Users Management» button on the main window.

The second step would be to create the items required to run the application efficiently. As an Admin user, click on the big blue wheel with a padlock on the right hand side of the main window, it will change to a lighter blue hue when hovering with the mouse.

This will open the Database Dictionaries Administration window. Each section is independent.
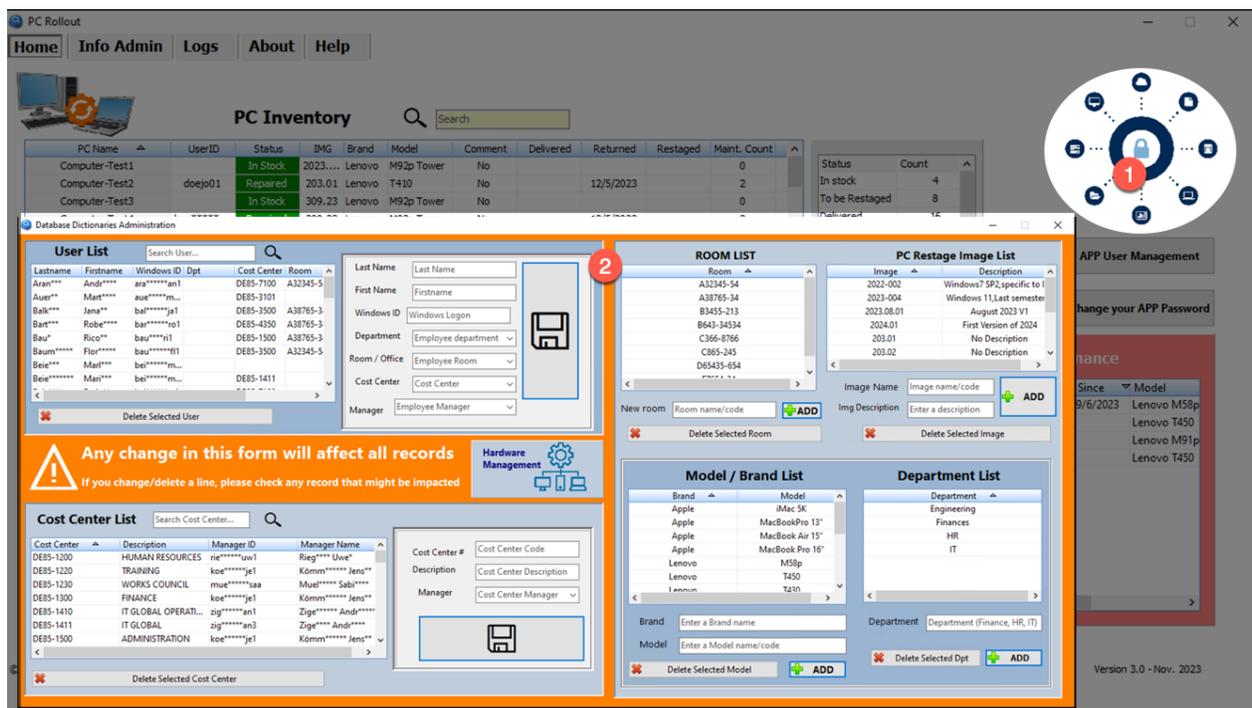
For the demonstration, the screenshots will show data already present in the database. It does not change the operation as this is the only way to add data apart from import.

It is highly recommended to fill the «User List» fields at the very last in order to use the data which will become available in the drop down menus afterwards such as the room and the cost center attached to the user.
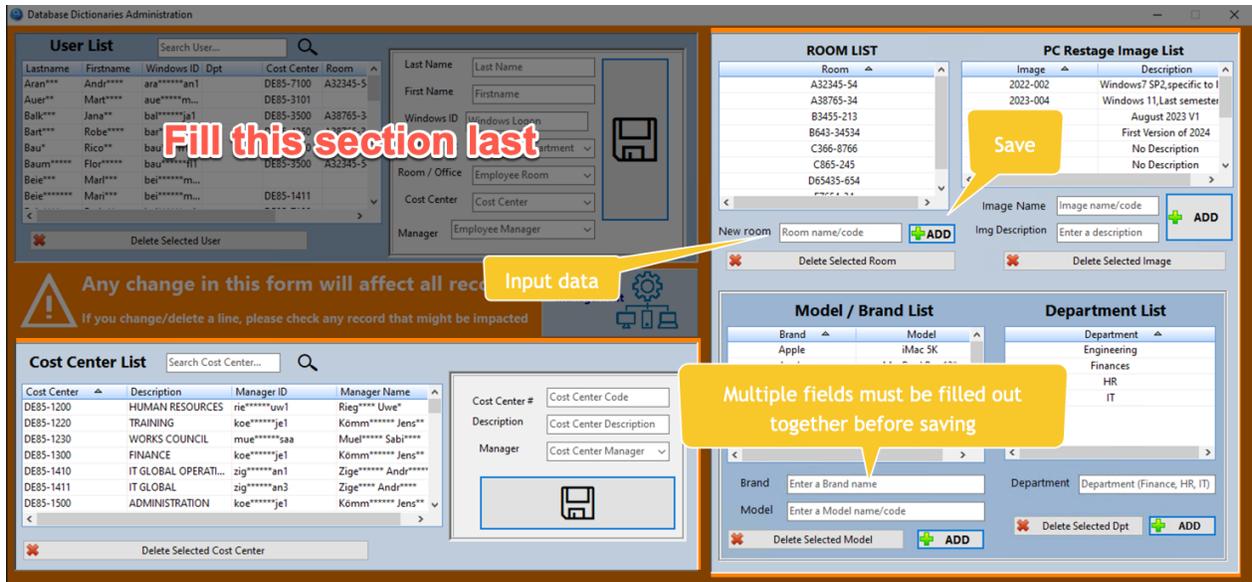
Cost Centers, Departments and rooms are not mandatory if your company does not use them, it just helps when company's account departments must bill different services.

Filling up the user is quite important to easily locate your machines and is part of the inventory process.

A user can have multiple machines assigned but each machine has only one user assigned, if not, they are considered in stock or in maintenance or out of stock entirely.
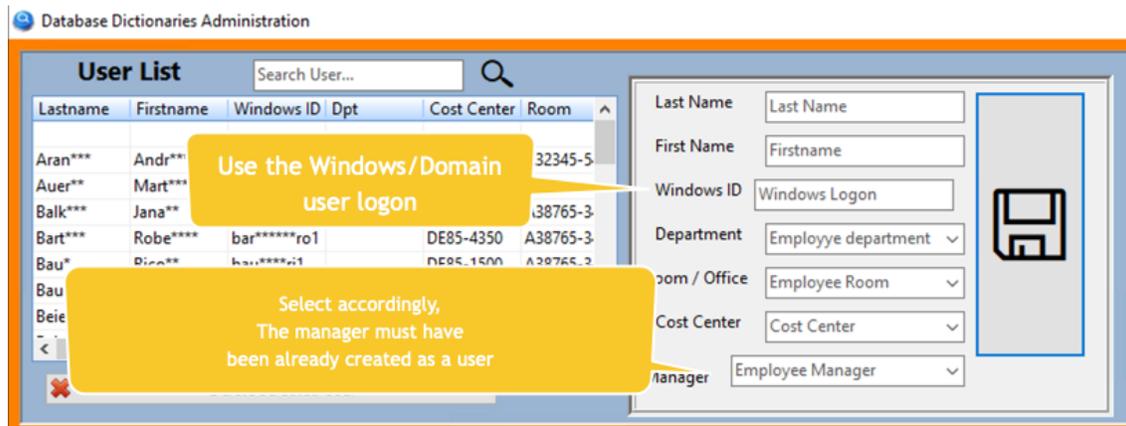
There is no LDAP / Active Directory / SSO integration feature within this application.

Add Hardware

Hardware is part of the details of a computer and can only be added by Admin users. Click on the cog in the middle of the Database Dictionaries Management window.
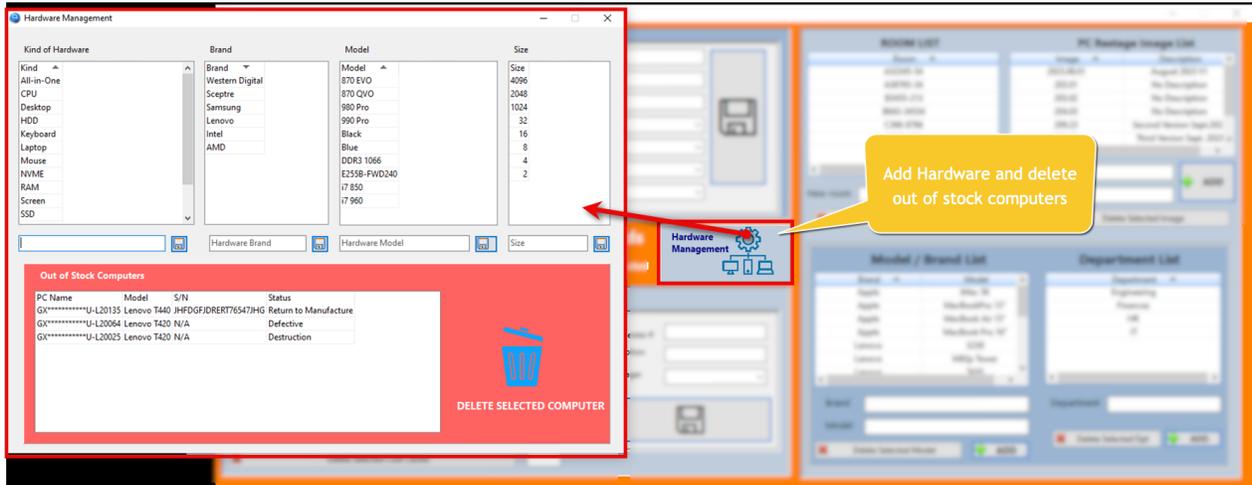
This will open the Hardware Management window where hardware details can be added.

On first opening, the brand and model data will be empty. Kind of hardware and size will contain a limited standard items/values.

Hardware details cannot be deleted or edited by design and duplicates are not allowed.

It is strongly advise to keep the descriptions as general as possible since the items can be used in multiple situations.

Out of Stock computers can be Deleted from the database, select the computer and click on the big blue trash bin.

When creating / editing the items is done, close the window to go back to the main window.

Next, you will be able to add specific details to your computers with the previously created items.

Click on the Add Computer in the main window below the computer counter grid.

Add Computers

The config record checkbox is not mandatory and is only used in some companies who are using automated deployment platforms to restage computers.

Images relates to the master image used to prepare the computer and restage it to conform with internal IT policies. Type (Tower, Laptop, Desktop) and Model must be selected to unlock the button save.

The serial number is mandatory for tracking purposes, if none is available, enter N/A.

The purchase date is also mandatory as it would be used by the accounting department to determine the end of life of the computer.

Upon creation, the new computer will appear in the Inventory list with a green status « In Stock », it can now be edited to add further details and be assigned to a user.

You can then continue to create more computers or edit the newly created one with a double-click on it in the grid.

Edit a computer

When opening a computer from the grid with the status « In Stock » or « Restaged » or « Repaired », an Information message will appear asking you to contact the user for delivery.
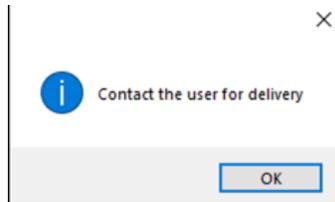
Then the Edit form will show up.

Most of the actions are just drop down lists, if you know what you are looking for, click in the white space of the drop down list and type in to filter incrementally.

In this window, you should select a user for assignment, fill in eventual missing information, change the status to « delivered », set the delivery date and then click on « save ».

Before saving your changes, you can also get and set more hardware information, read the selected user information and print the machine QR code label.

Printer setup is not part of this documentation.

When selecting the status « Delivered », you will be prompted to select a Delivery Date for the record, it can be set to a later day depending on your IT service schedule.
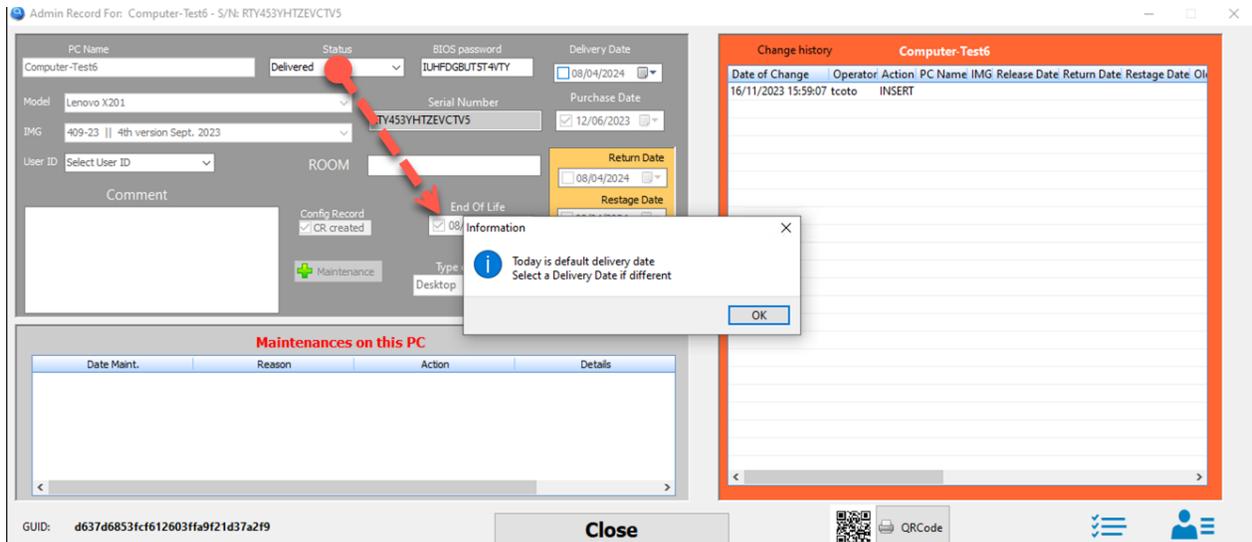
And the calendar will pop open automatically to select a delivery date.
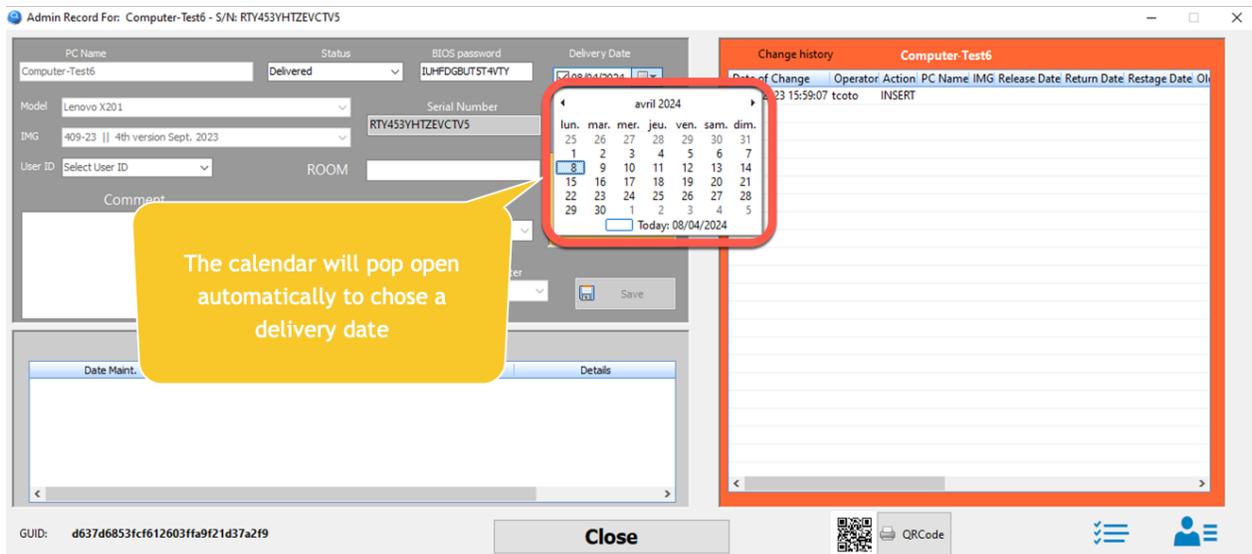
You will then be prompted to select a user in order to be able to save the record.

If your company uses Configuration records for automated image deployment, check the Config record box.

When editing a computer from grid with the status « Delivered », only its status and return date can be changed, all other fields are read only.

If a return date is selected, a message asking for a reason will be displayed and the status drop down list will pop open with a limited set of choices: Defective, Maintenance, To be restaged.

Select the status that applies.

Maintenance

The status « Maintenance » must be set on the target computer in order to record any kind of maintenance related information. This status can be set after opening a record in the Inventory grid and whether selecting « Maintenance » in the Status list or selecting a « Return Date » and then selecting « Maintenance » in the drop down list.

Once Maintenance status set, you can record an information or just close the green Maintenance windows to fill it out later on.
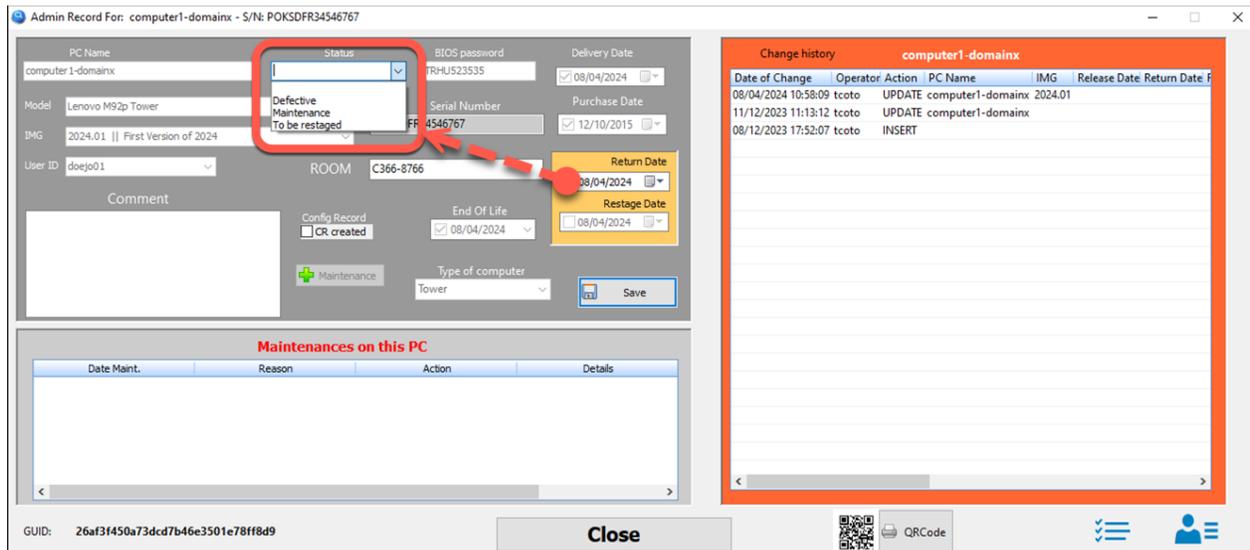
The green maintenance information window will open automatically upon selection of the maintenance status or if a computer with the « maintenance » status is open from the Inventory grid and then the « + Maintenance » button is clicked. This window has a lot of in process controls in place for the sake of record keeping.
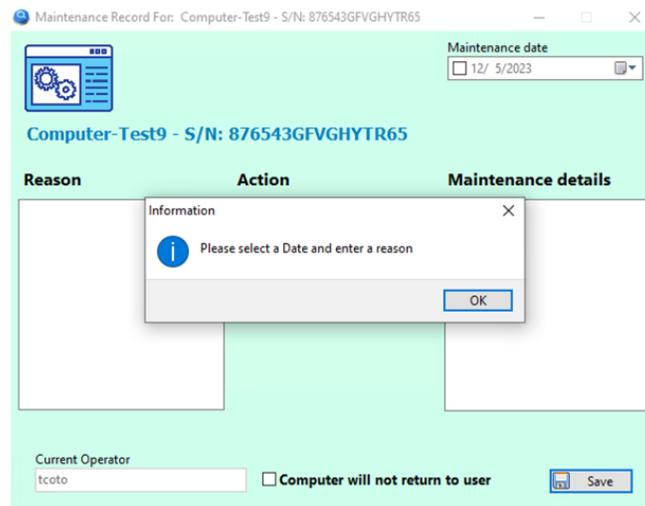
The calendar will then pop open automatically to set a maintenance date, it is advised to set the date to match the actual date of maintenance.

All maintenance fields are mandatory.

If more steps are required, simply reopen the computer form and add a maintenance until the computer is fixed or cannot be fixed by selecting appropriate status. The status « Destruction », « Beyond repair », « Return to Manufacture » and « defective » will disable most if not all actions possible once set.

Examples of in process control: Action selected= Beyond Repair.

Action selected= Destruction, this will disable almost everything within the computer form.

Fields disabled and message displayed in the computer form in « Destruction » status.
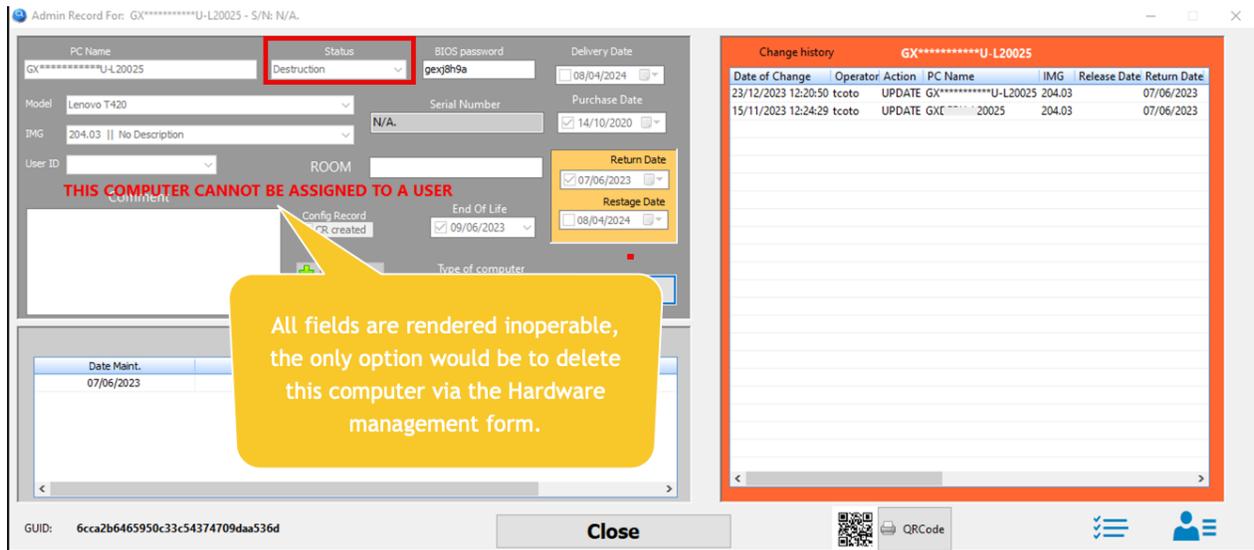
The «Destruction» status will disable most of the fields and set an «End Of Life Date» to current date.

When opening an existing maintenance record from the admin form, all fields are read only.

An information message will be displayed. To add a maintenance, click on the «Add Maintenance» button.
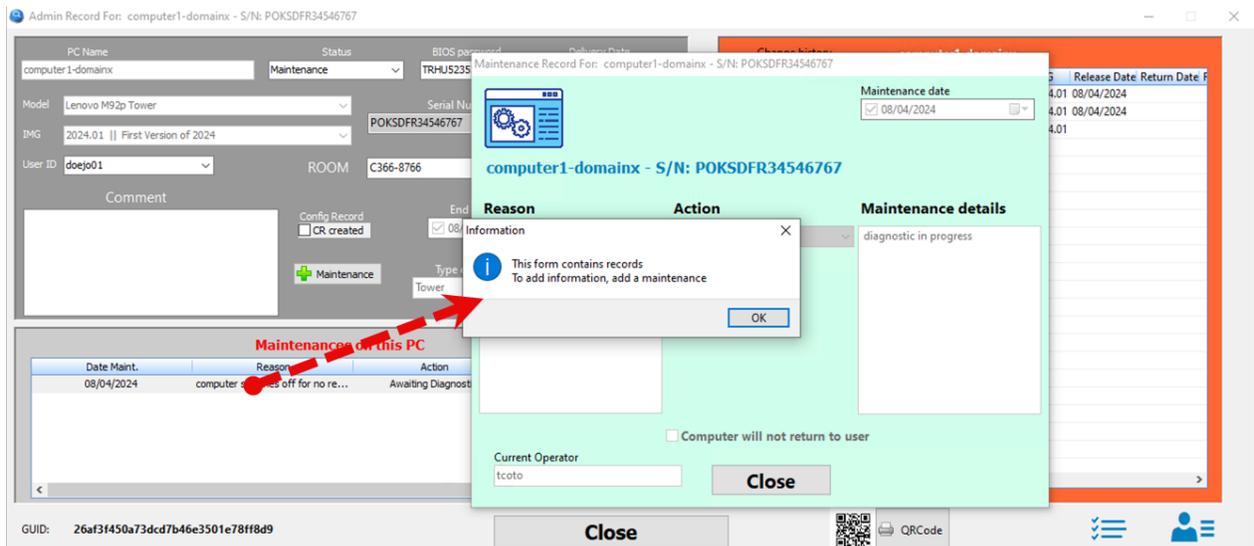
The in-process control within the application is forcing the user to follow mandatory steps in order to keep accurate records.

For instance, before returning a computer to a user when the status is « Maintenance », it must first follow all steps by adding as many maintenance records as required until the « Repaired » status can be set, then the delivery steps can be followed if no further action on the computer are required.
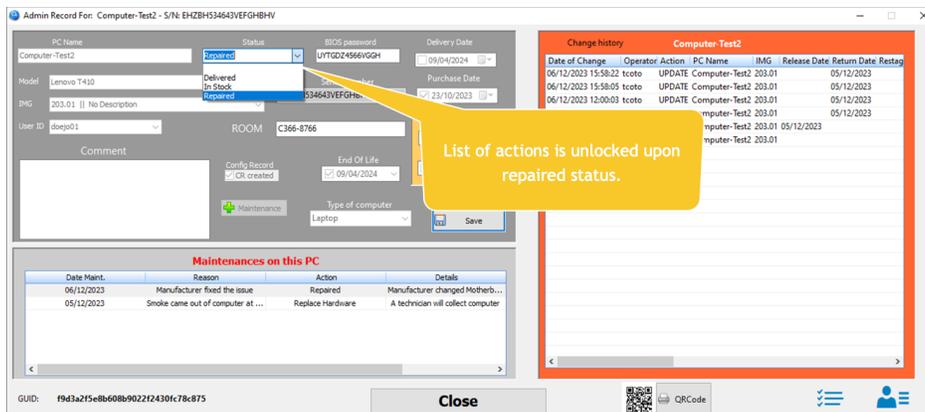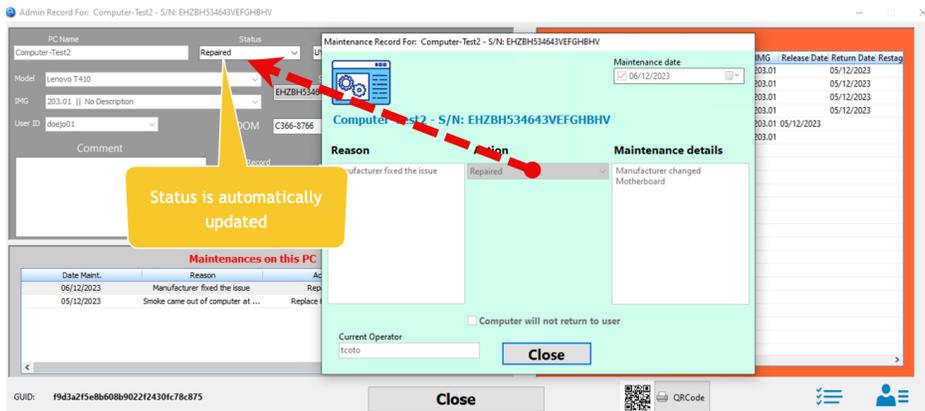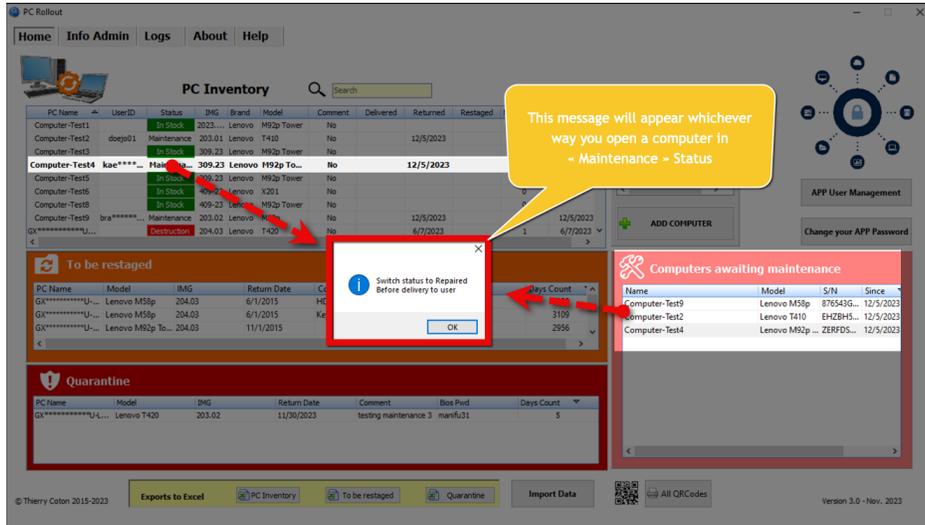
To summarize the maintenance chapter, when a computer requires a maintenance, the operator must set the status of the computer to « Maintenance » from the Inventory list grid, enter required information regarding the maintenance and record an action from the available list. Each action will be recorded separately by adding a maintenance record and will be listed in the computer form «Maintenances» grid. All actions are listed in the bottom Maintenances grid of the computer form.

Below are the actions available in the drop down list of the green maintenance window:

Restaged —> Computer has been wiped and reinstalled using a master image.

Replace Hardware —> Hardware swap

Repair Hardware —> Hardware can/must be repaired

Temp. Workaround —> for temporary solution

Software Setting

Software Update

Repaired —> End of the maintenance cycle

Beyond Repair —> computer cannot be fixed but parts can be salvaged, user unassigned

Destruction —> computer must be destroyed, user unassigned

Return to Manufacture —> computer goes back to manufacturer, could come back

Awaiting Diagnostic

Order Spare Part(s)

Recycling —> computer goes to recycling/scavenging, user unassigned

In Stock —> computer goes back to stock, user unassigned

The maintenance cycle can only be ended via the « Add Maintenance » button in Admin form by selecting the status Repaired in the green Maintenance form.

The status list of choices in the Admin form is limited by the current status.

If a computer happens to be defective and the technical team does not have time to perform any diagnosis, it is possible to set the defective computer in « Awaiting diagnosis » status to record any maintenance action until final decision. If repaired, this computer can return to service.

Hardware details

Computer hardware detail is optional and can be added to any computer in the database as long as the parts are created beforehand following the steps on page 19 as an Admin user.
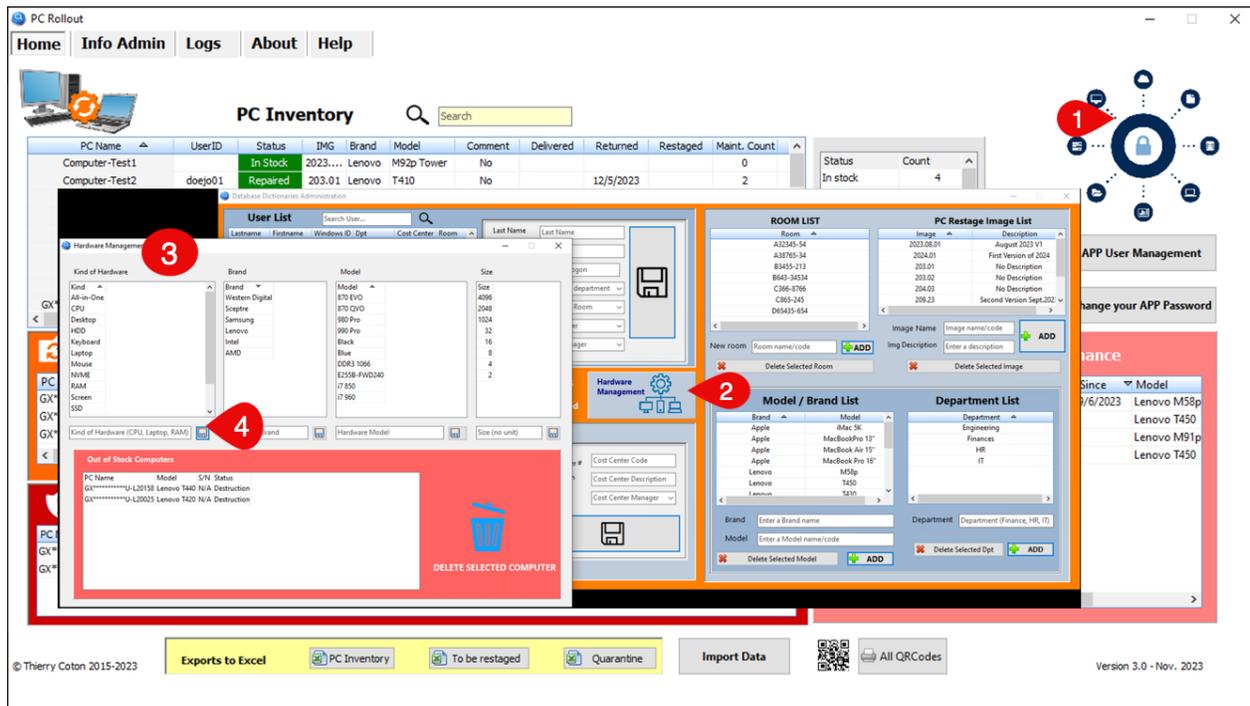
Then open a computer form and click on the «checklist» icon at the bottom right. Add hardware by clicking the « + » button and select information in the drop down lists and save.Drop down lists can be incrementally searched by clicking inside the box.

There is no limit in the list of hardware being recorded, the more the merrier for further maintenances.
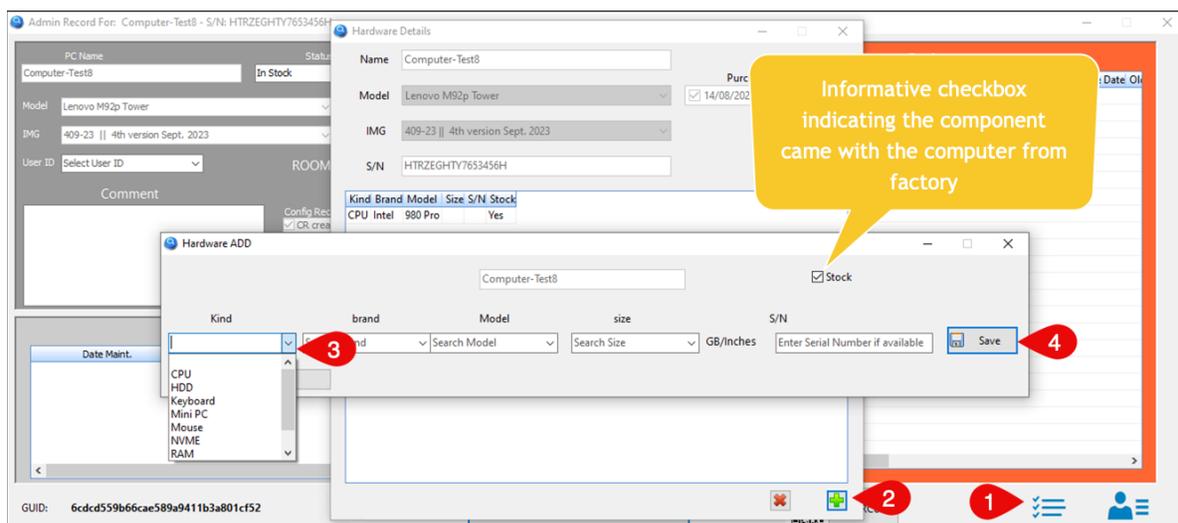
In the below example, random items have been selected, if need be, lines can be selected using the « x » button. This list will open every time the checklist icon is clicked and is unique to the selected computer.
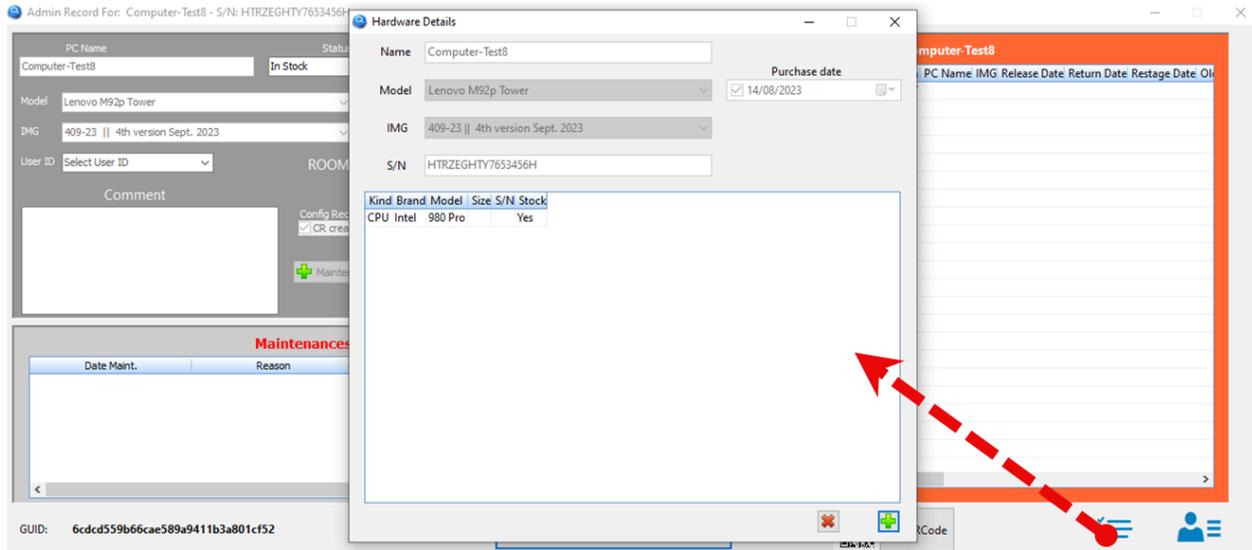
User Information

The user information in the computer form is read only, all information displayed come from the settings in the Database Dictionaries Administration form (page 19). A user must be assigned to the computer in order to display any information. Click on the person icon to see these information.
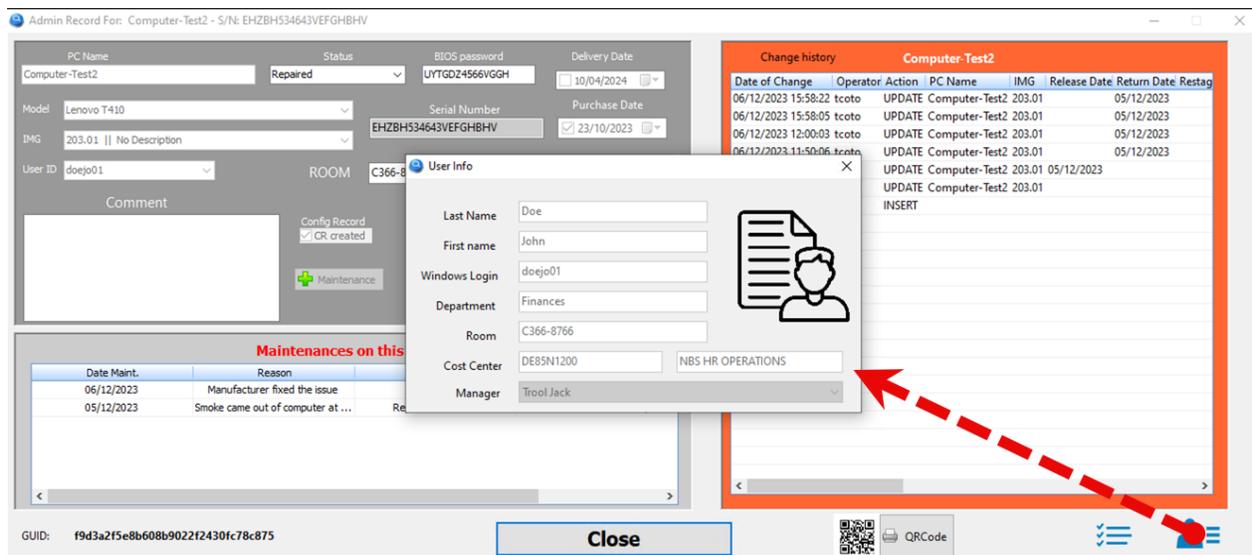
Data Export to spreadsheet

It is possible to export a complete list of data from the main window at the bottom for:

- The Inventory

- The computers requiring restaging

- The computers in quarantine

The files open with your preferred spreadsheet software. It works with Microsoft Excel ™ , OpenOffice and LibreOffice.

Microsoft is a registered trademark of the Microsoft group and is not associated in any way with the current project.

Openoffice and Libreoffice are both free, open source software available under the [Apache 2.0 License](). They are not associated in any way with the current project.

The spreadsheet files are independent of the database and can be reworked for reports or for charts purposes.

Audit Trails

To help in troubleshooting issues which may arise, each major activity is logged in a specific table and can be accessed by clicking on « Logs » or «Info Admin» tab.

The «Info Admin tab» is more general with basic information

The «Logs» tabs contains more activity logs. PC Names and Users can be filtered in their respective grids to speed up the lookup process.

Data Import

Data from CSV files can be imported by an Admin account only. To avoid duplicates, it is advised to use this feature wisely, only for a large number of entries and after double checking existing data for possible duplicates.

The import tool embedded in the application provides a column assignment/skip feature that helps matching the content of the CSV file and the database tables even if the columns of your CSV file are mixed up. Never re-assign an 'id' column as it would break the application and would lead to data loss.

Below is a list of tables where data can be imported with their column descriptions.

Please note that after any import of computers and users, you will have to edit manually almost every new entry to set the details such as type and model of computer, user department, cost center and manager assignment, etc…

The presence of double quotes in a CSV file will generate an error or crash the application. Double check your CSV file to remove the double quotes and change the separators according to the process (i.e: if a comma must be present in a field, change the separator to a semicolon or any other character). The matching separator character can be customized in the import form.

Computers :

Left is database column name, right is the definition of what goes in it.

PCName	Computer name
BIOSpwd	Bios Password
SerialNo	Serial Number (mandatory, N/A if missing)
Purchase_Date	Purchase date - Mandatory field Mandatory format = YYYY-MM-DD 00:00:00:000

If you need to import computers into the database, create a CSV file with data separated by commas (,) or semicolons (;). Dates must follow the international ISO 8601: YYYY-MM-DD 00:00:00:000. (i.e: 2023-07-30 00:00:00:000 for 30 July 2023). Date Time fields are not to be imported.

Example of a CSV file to be imported into the database which will contain the computer name, its BIOS password or lack thereof, its serial number and date of purchase. The first line in this example contains the column names and is optional, it can be removed automatically during the import process. The file would be imported as well without it but you have to know which columns matches what.

```
PCNAME,BIOSPWD,SERIAL,PURCHASE_DATE
computer1-domainx,TRHU523535,POKSDFR34546767,2015-10-12 00:00:00:000
computer2-domainx,,RTY5434567GF,2020-04-21 00:00:00:000
computer3-domainx,IUYTHGF654,35546457YHG765,2016-02-27 00:00:00:000
computer4-domainx,6543YTRFG,N/A,2012-01-31 00:00:00:000
```

Next, to import this file as an Admin user, click on the «Import Data» button at the bottom of the main window. Select the file to be imported, select appropriate separator, check the box « column name as first row » if present to remove it. Double check the Encoding, it should match the encoding of the CSV file, it is best practice to use UTF8 to keep ASCII characters such as accents or non latin alphabet characters.
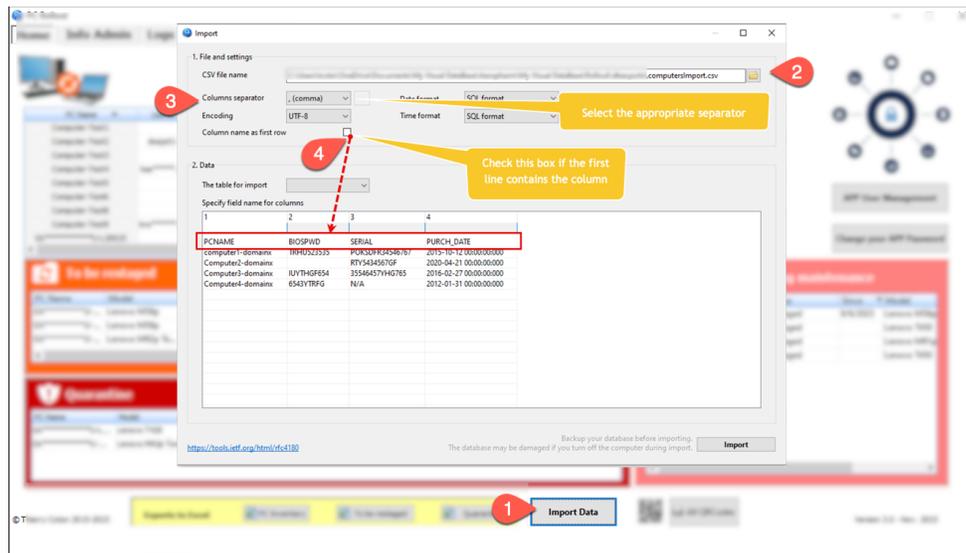
Then select the table where you want to import the data, for computers, select « Computers », a new line will appear below the column number with « skip » as default. If you leave « skip », no data will be imported.
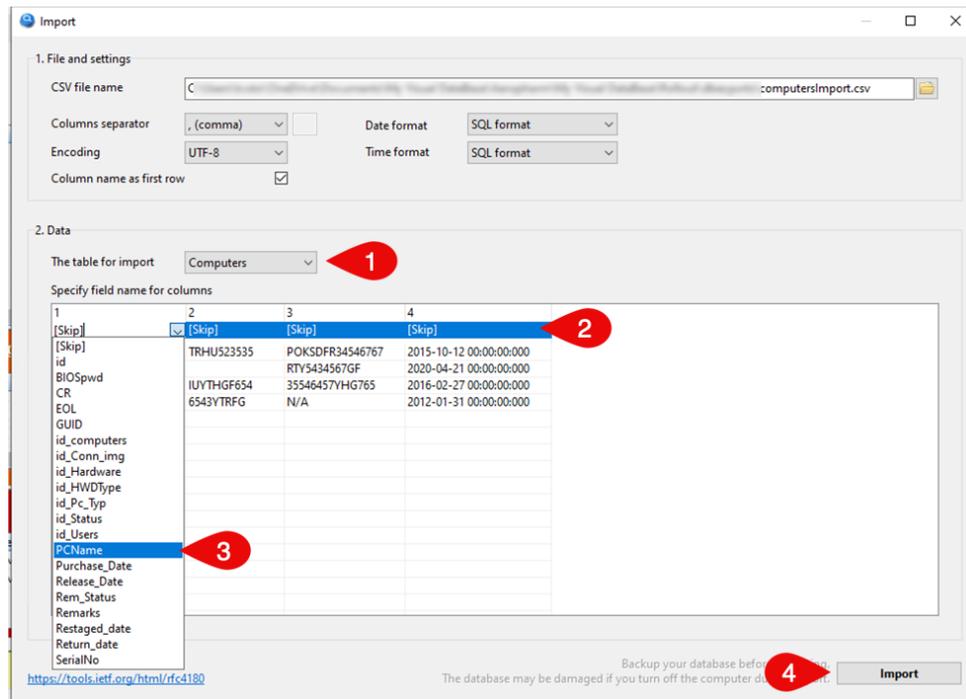
Select the matching column within the drop down lists as follow:

Database Column Name	Data to be imported
PCName	Computer name
BIOSpwd	Bios Password
SerialNo	Serial Number
Purchase_Date	Purchase Date

⚠ Beware, there is no duplicate checking during the import process, please double check your entries.

Once column name match achieved, click on the « Import » button

The duration will depend on the number of entries but is generally very fast, close all forms once import done.
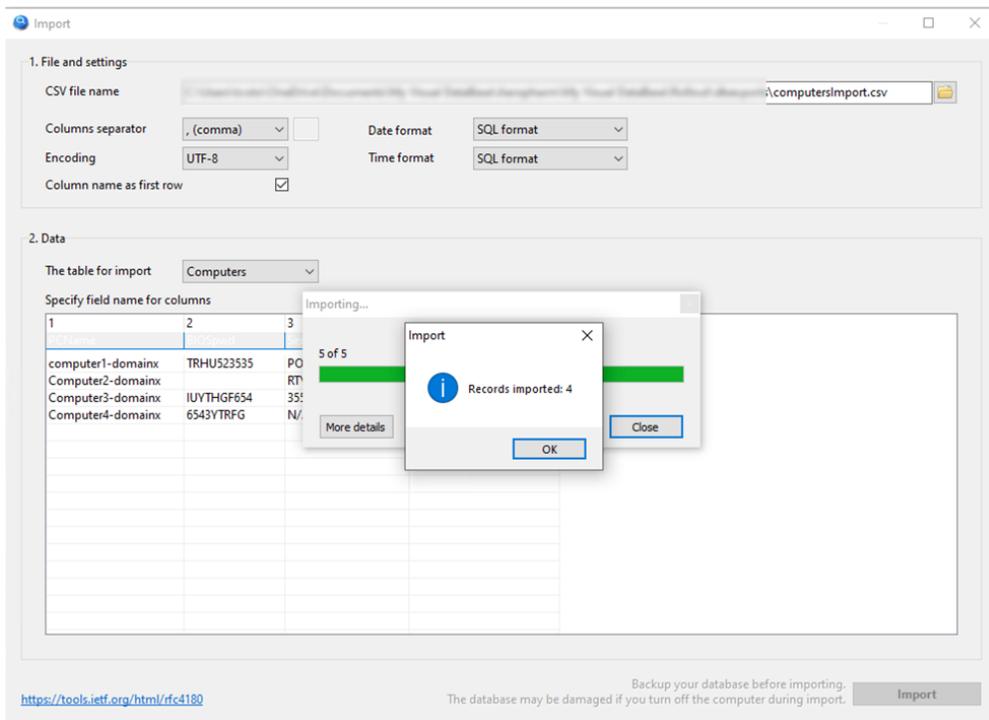
The newly imported computers will appear in the Inventory grid with no set status and details must be set manually by opening them one by one.
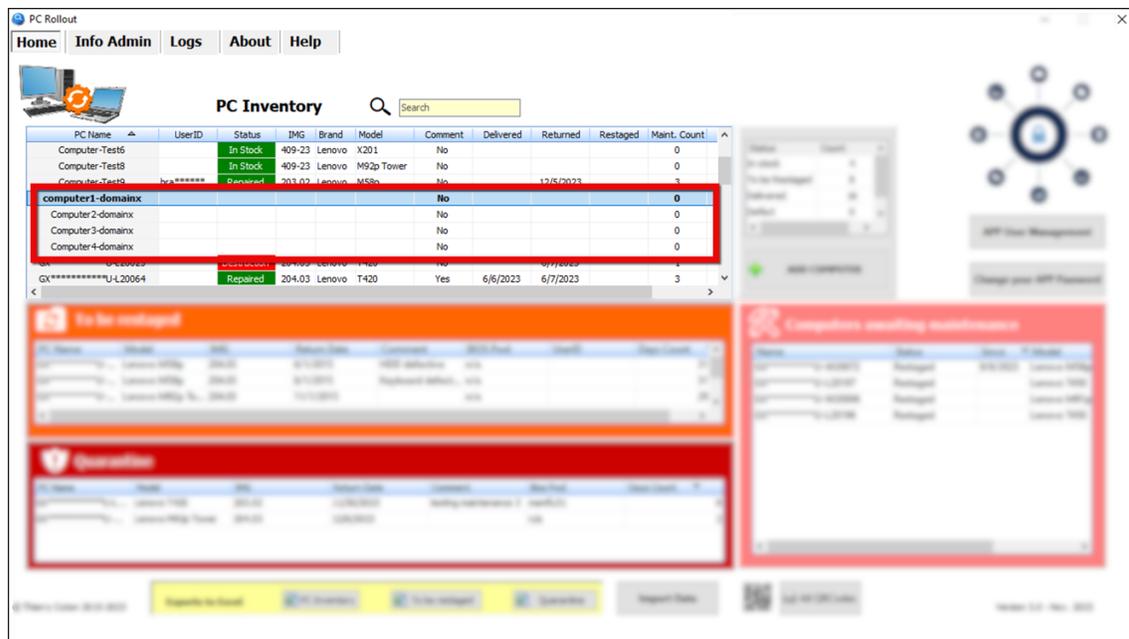
By default, upon opening a newly imported computer, its status will be set to «In stock » to follow in process controls. Set the appropriate values for the Model, the type of computer and, - *if it has been imaged to conform to the company policies* -, set the image and check the config record if needed.

The image can be set later on if required but the status of the computer cannot be changed until an image has been chosen. If your company does not use imaging, create a « no image » restaging image or an entry matching the Version of MS Windows ™ in the form as per page 17.
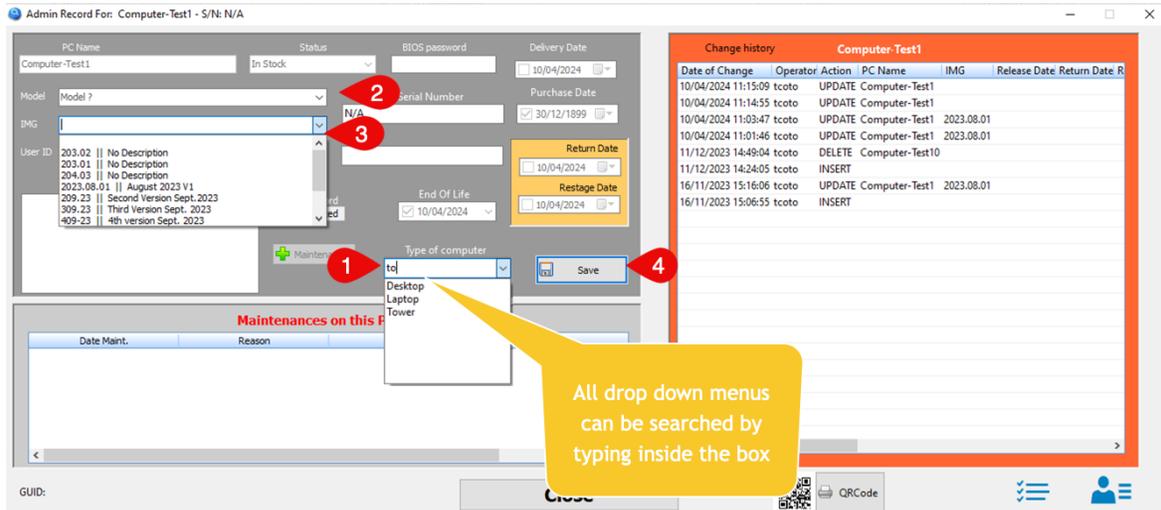
Once saved with all its details, the computer will automatically get an unique id and a QR code to be used with a handheld scanner.
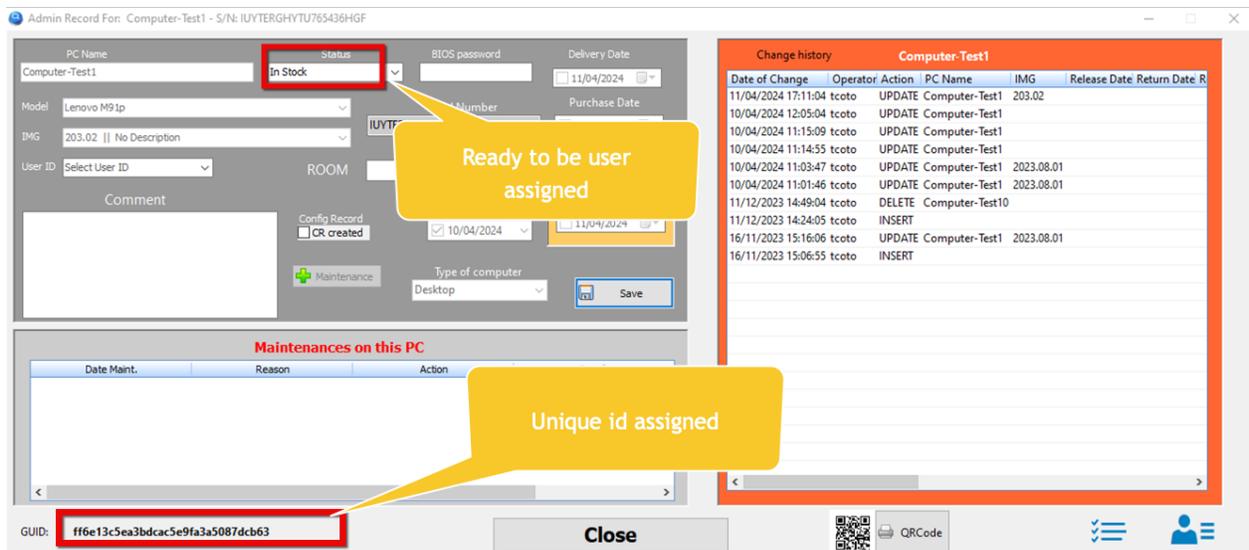
Users

Importing a list of user might save some time but each and every newly imported user will have to be edited to add further details.

Database column name on the left, what goes into it on the right.

Name	Last Name
Firstname	First Name
UserID	Windows Logon

If you need to bulk import multiple users at once, create a CSV file containing the information above separated by either a comma (,) or a semicolon (;). The file can have either a .txt or .csv extension, it does not matter, you will have to show all files to see the .txt during the import process. It should not contain double quotes ("text").

It should look as the example below:

```
NAME,FIRSTNAME,USER LOGON
Doe,John,doejo01
Doe,Jane,doeja01
Martin,Alexander,martal01
```

Proceed to the import process as described page 34 but select the table **users**

Double check the column assignment , it should look like below and match the fields on previous page.

⚠ There is no duplicate check during the import process, you must ensure that each userid (Windows Logon) is unique.

Once the update processed, close all Data Import related forms and, still as an Admin user, click on the blue lock wheel of the main window to display the Database Dictionaries Administration form.

Search for the newly imported names / UserID and edit the information accordingly once selected and double clicked.
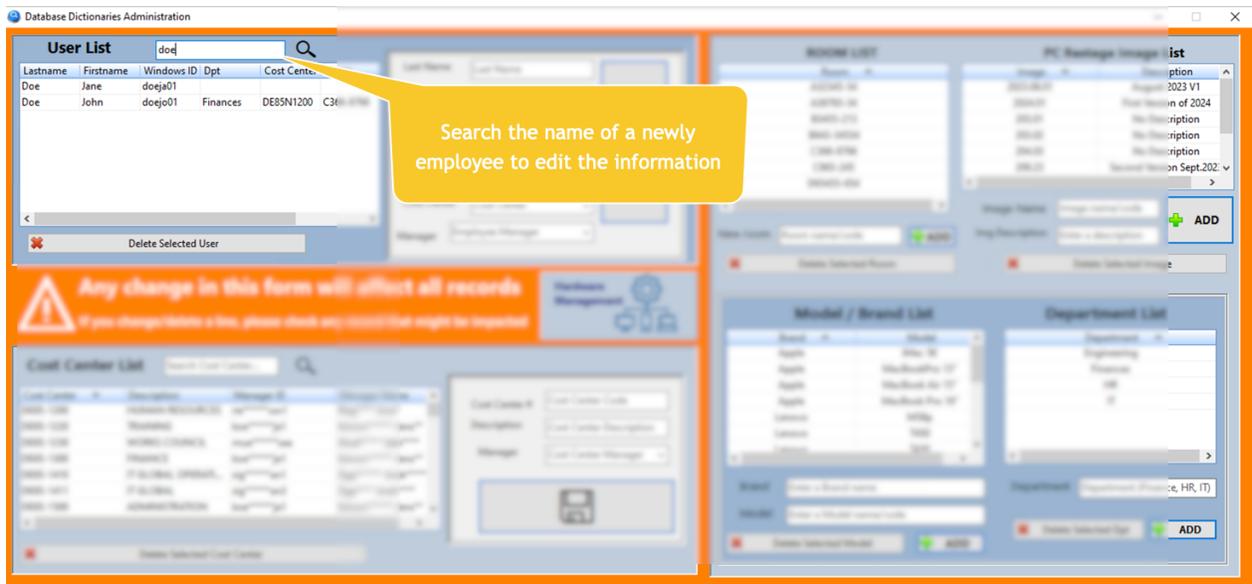
All information in the drop down lists are coming from the grids in this form. Should an entry be missing, add it and it should be available right away in the corresponding drop down list.
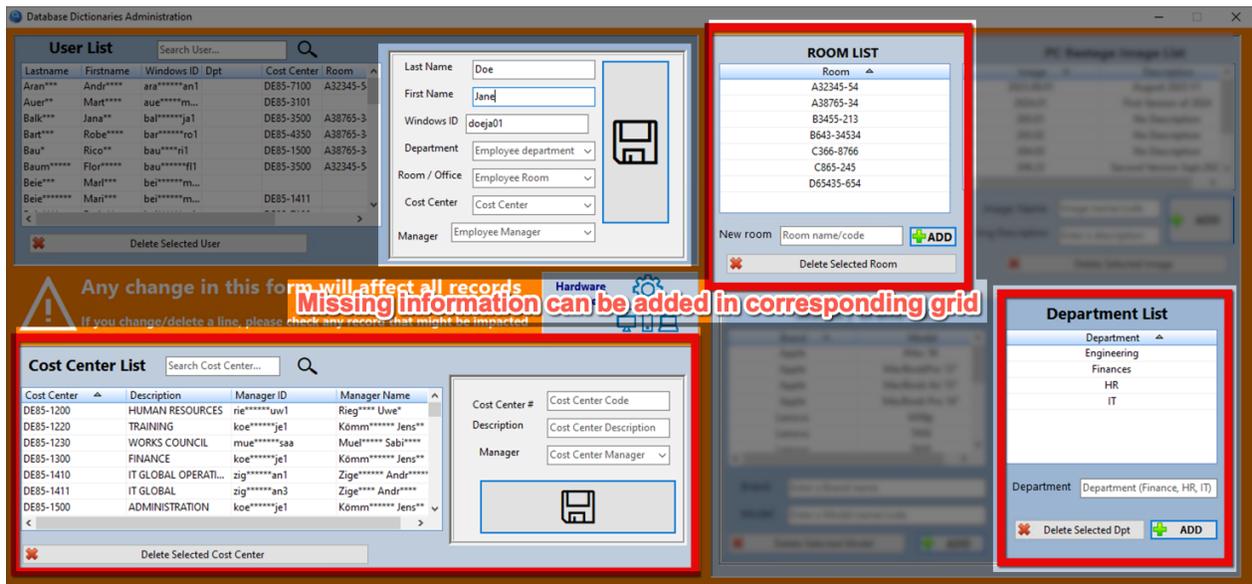
Once changes performed on the selected user, click on the big save button next to the Name information, a message will inform you about the success and all the fields will clear to perform next change. Close the window when edition is done.
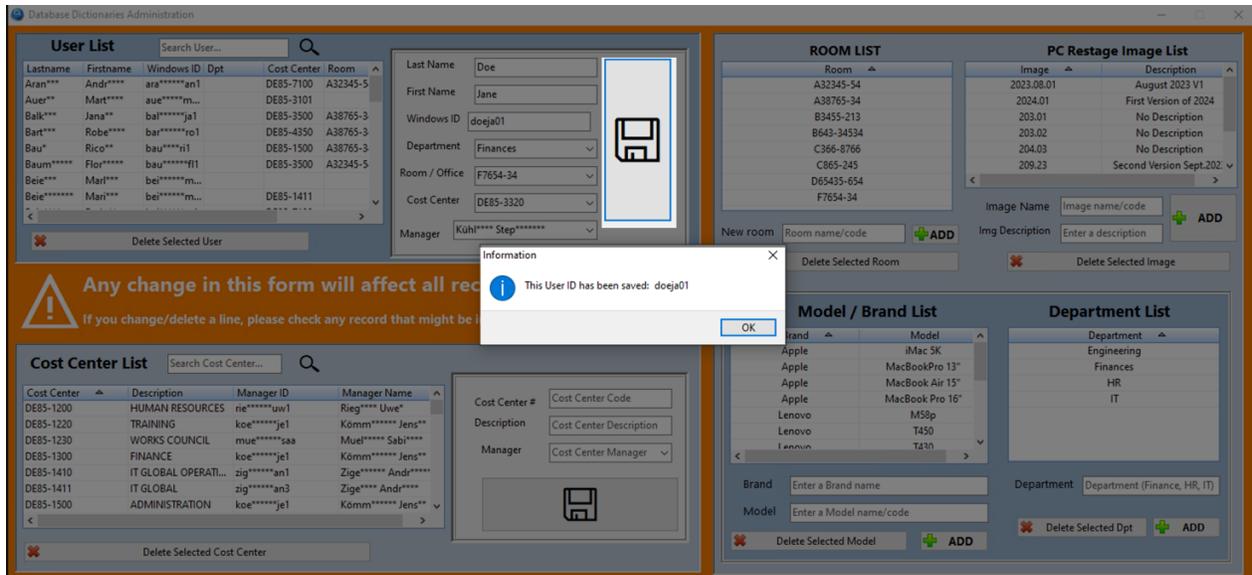
Rooms and departments

Importing rooms and departments is even easier than the above as each one only contains 1 column

The Room table contains the column « Room » which contains the room numbers/names.

A CSV file to import rooms should look like the example below:

```
ROOM
A7654-765
Janitor
Conference Room 1
B65425-345
```

When importing, follow the steps as per page 37 but select the table « **Room** » and match the column with **Room.**

A CSV file to import departments should look like for the rooms except that it will contain the departments of the company, such as IT, Accounting, HR, Engineering, etc…

When importing follow the steps as per page 37 but select the table « **Dpt** » and match the column with **Dpt**.

Cost centers

Importing cost centers makes only sense when your company is big enough to have a lot of different accounting centers internally.

The Cost Centers table contains 2 columns where data can be imported:

Cost_Center	Cost center name as per accounting standards
Description	User friendly description

A CSV file to import cost centers should look like the example below:

```
COST-CENTER,DESCRIPTION
A65566-655,Accounting
E654-645,Engineering
I6543-3234,IT Global
```

When importing, follow the steps as per page 37 but select the table « **CostCenter** » and match the columns as follow:
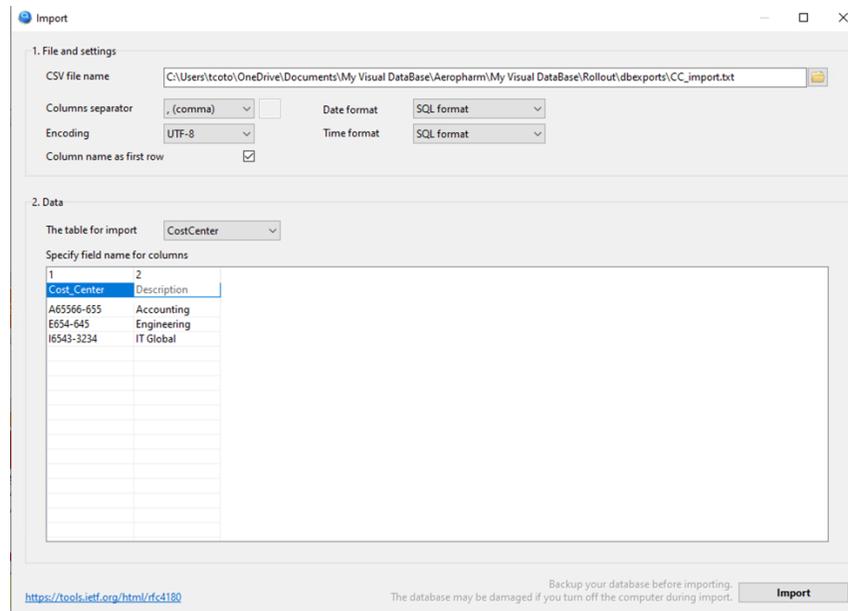
Database Column Name	Data to be imported
Cost_Center	Cost Center Name / Code
Description	User friendly name

Once imported, close all import related forms and, still as an Admin user, go edit the newly imported Cost Centers as per pages 38,39 by clicking the Blue lock wheel.
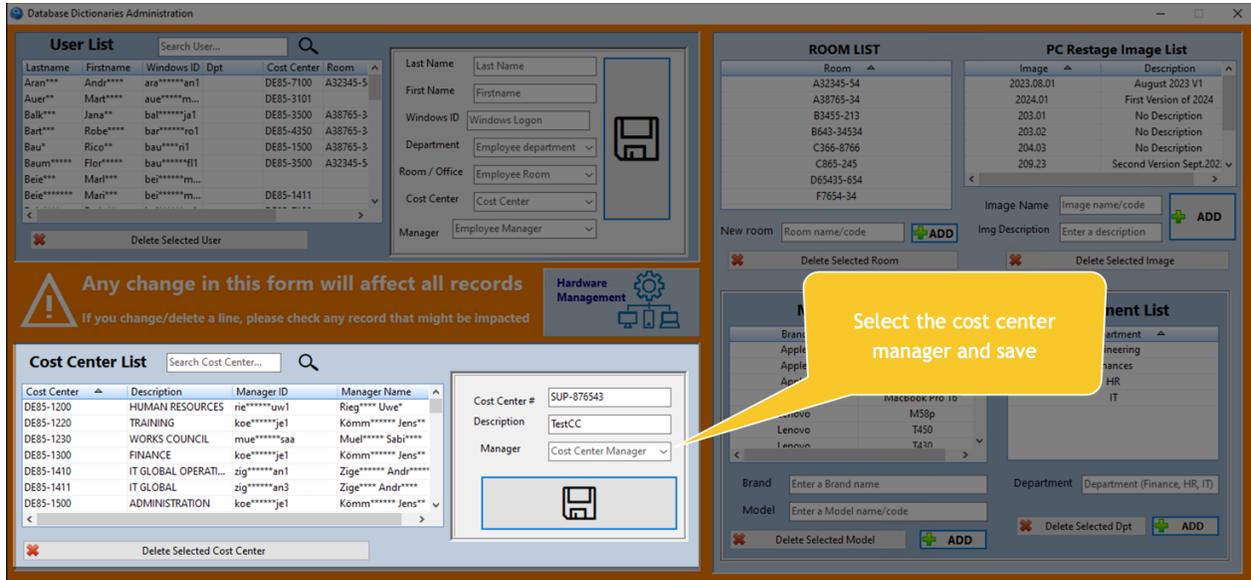
Find the newly imported cost center in the grid, double clic to edit, add the cost center manager and save with the big saving button, it will save the record and clear the fields, ready for new edit/add. Repeat for each imported cost center. Close the window when done.

Restage images

As a reminder, Restage images are records made of the disk imaging system used to prepare computers to be used in corporate environment.

Importing a large number of restate images can save a lot of time, there are only 2 columns in which data can be imported:

IMG	Image name/reference/code
Description	User friendly name/description

A CSV file to import Restage images should look like the example below:

```
Image;Description
Xyz-001;Windows 10 all updates and corporate app as of 10/15/2023
2022-002;Windows7 SP2,specific to labs release as of second semester of 2022
2023-004;Windows 11,Last semester of 2023
```

In this example, separators have been replaced by semicolons as the description field contains entries with a comma.

⚠️ As no duplicate checking can be performed during the import process, it is important to double check your entries before proceeding.

When importing, follow the steps as per page 34 but select the table « **Conn_Img**» and match the columns as in the above table. No further action is required once import is done. Close all windows related to import upon completion. Imported images will be available in the IMG drop down list.

Backups

All data are contained in the application folder in the sqlite.db file. The whole folder can be backed-up at once to a remote location or on tape and incremental backups can be set to save the sqlite.db file in the application folder which contains all the data.

Internal Data management

The application has been designed to manage all required data within its framework, if need be and if the user has the required skills, the sqlite.db can be managed with any sqlite database management tool, SqliteStudio being preferred.

Always perform data manipulation on **a copy of the database** after closing the application from all opened location (if shared).

Do not change the tables appended with an underscore, they are used internally by the application for permissions. (_user, _role)

Do not change or manipulate ids and foreign keys without knowing what you are doing or data loss may occur or could break the application.

Do not touch the tables Logs, Status, Release and Help. They are used internally by the application.

Do not touch the triggers, they are set for in-application logging.

If anything goes wrong after **you** changed anything, just replace the sqlite.db with the previous version.

To reset the database completely, delete the sqlite.db from the application folder, a blank new one will be created automatically at next application launch.

In Process Controls

To help keeping data consistency throughout the computers lifecycle, the application has internal «in process controls» triggered depending on the items selected in drop down lists or/and status set on computers. Those controls are set according to industry best practices to keep record tracks as accurate as possible.

This section of the user manual will describe the most constraining in process controls from the simplest to most complex.

Please refer to the below charts to understand which actions are available or not depending on current computer status.

After importing Computers
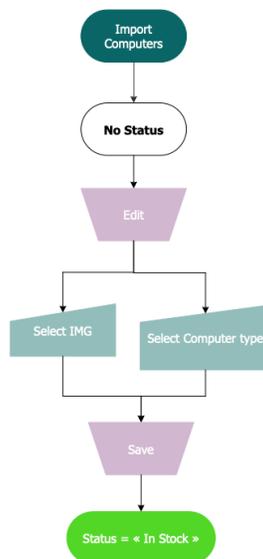
After importing computers, they do not have any status set, each and every computer must be edited to set the computer type and the recovery image in order to set the «In Stock» status.
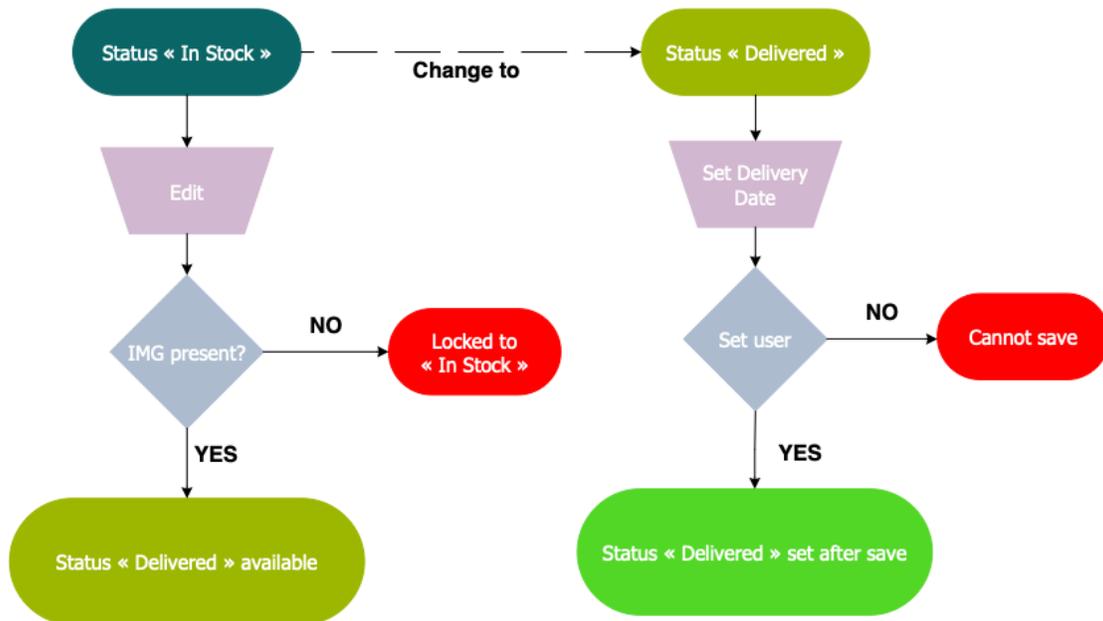
In Stock

When in Stock, the computer can be delivered to a user, if you cannot save the new status, please check where the error is, did you select a user and does the computer has a recovery image set?
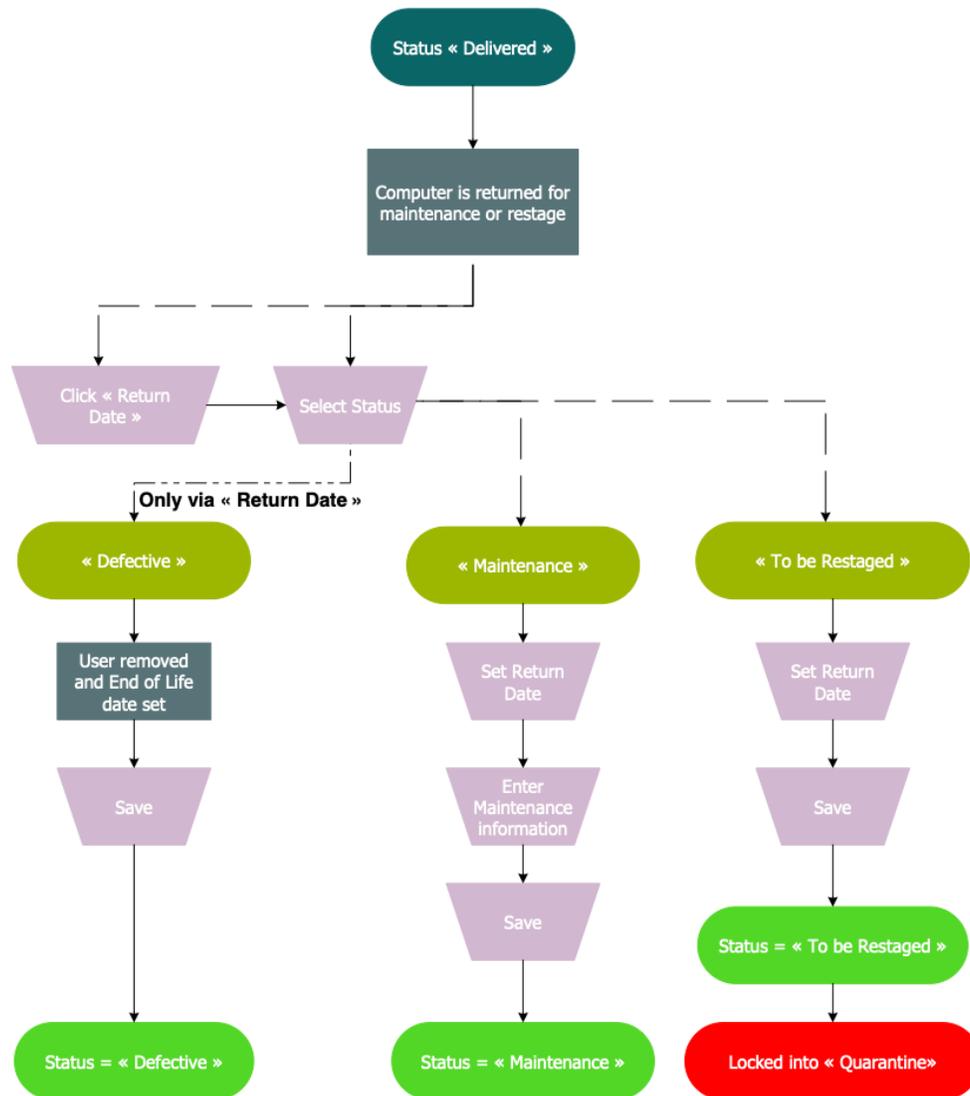
Delivered

When the computer has been delivered to a user and this computer returns to IT, 2 status are available are available directly from the status drop down list and a 3rd is available if you click on the return date check box first. Maintenance and restage being the most common reasons for returns, the defective status can only be selected by selecting a return date before any other choice. «To be restaged» status should be used only when the user is leaving the company or if another computer is going to be given to the user as it will be locked into Quarantine for the duration set in the admin tab. If the computer requires a routine restage, set its status to maintenance first. When computers are set to «Defective», they still can be diagnosed, repaired, etc… afterwards.
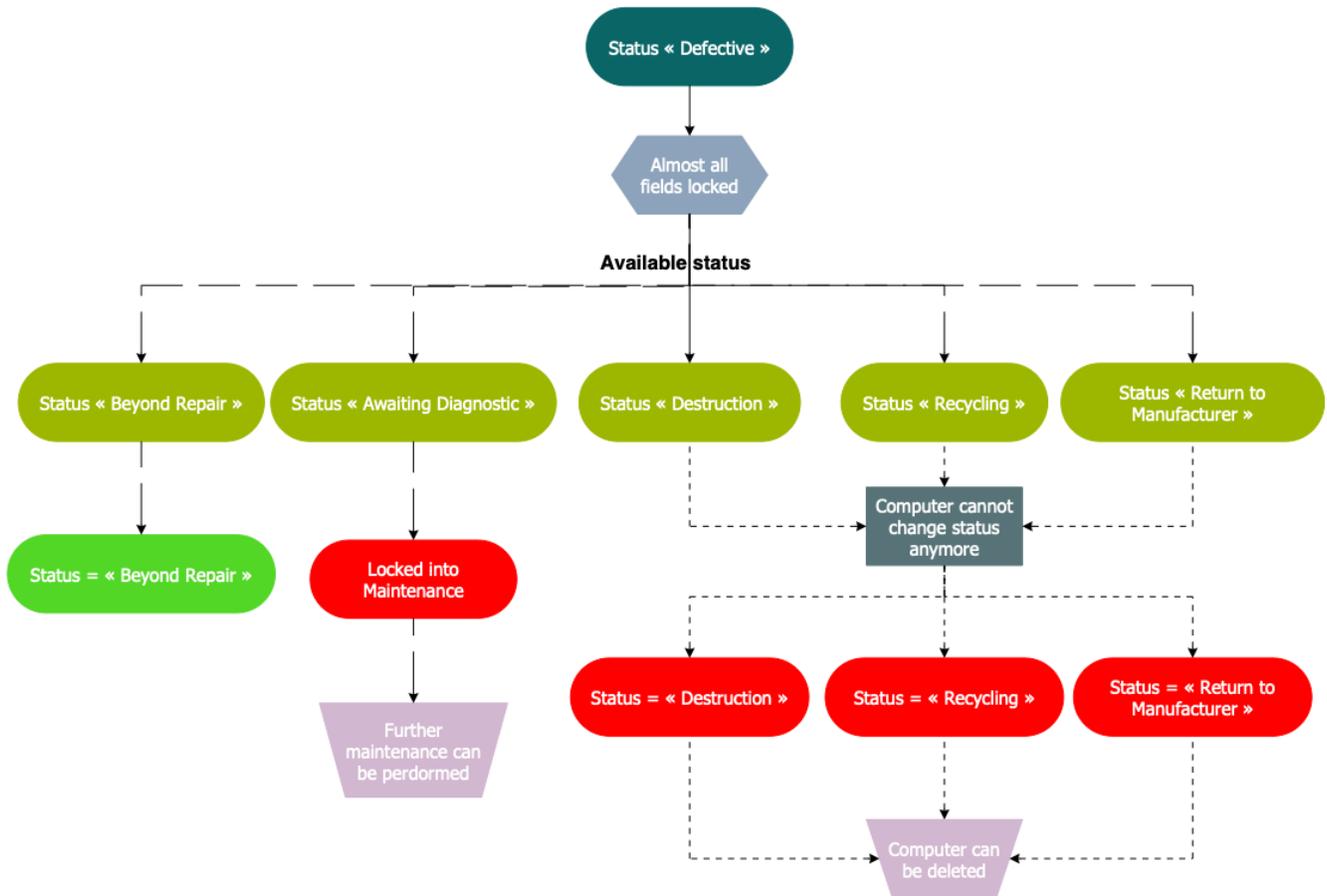
Defective

Using the status «Defective» is recommended for emergency decision when a diagnose cannot be performed on the spot or standard procedures do not work and can/must be investigated later on.

In this status, Beyond repair could lead to destruction, recycling or return to manufacturer. If returned to manufacturer, there are chances that the manufacturer could fix the computer or not, hence, this status leaves the «add maintenance» button available for future records. When status set to Destruction, Recycling or Return to manufacturer, the computer can be deleted from the database.

Beyond Repair
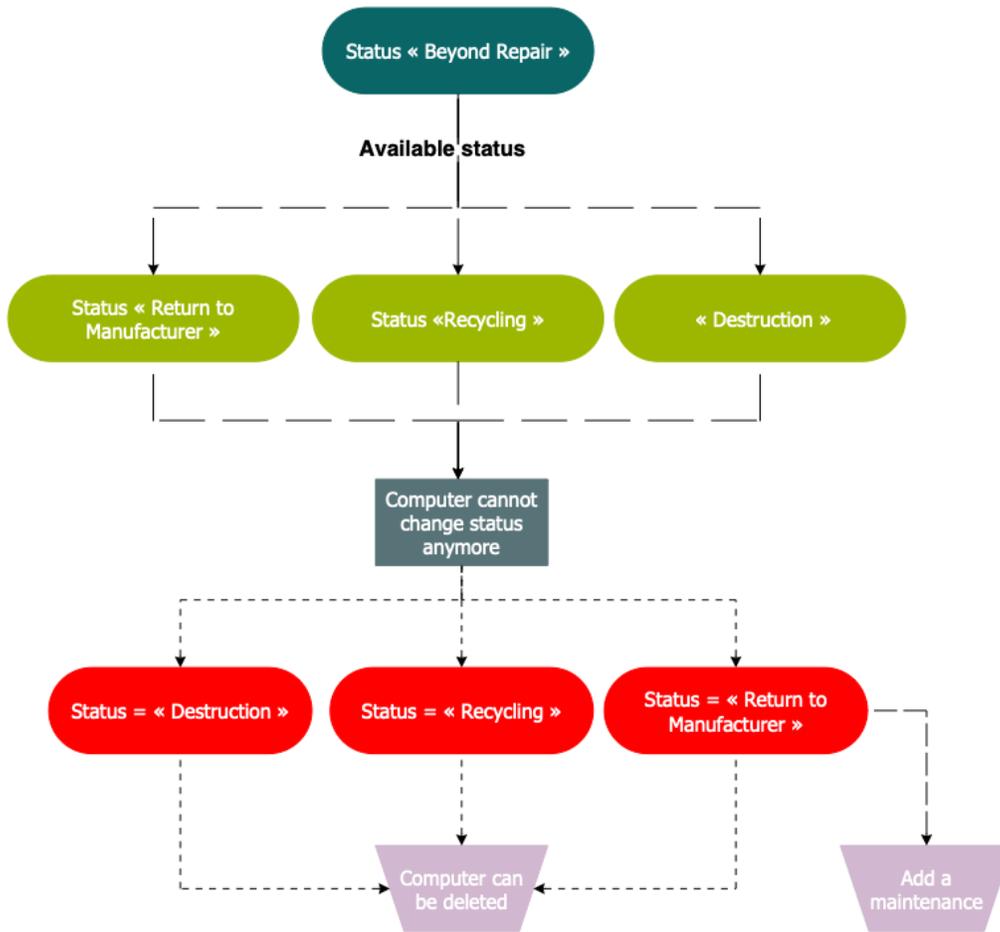
The status beyond repair should be used when a computer cannot be repaired by IT services but could possibly be repaired by manufacturer. If a computer returned to manufacturer is sent back to your IT service, you can add a maintenance to unlock this computer further. If not, the computer can be deleted after being set to actual status.
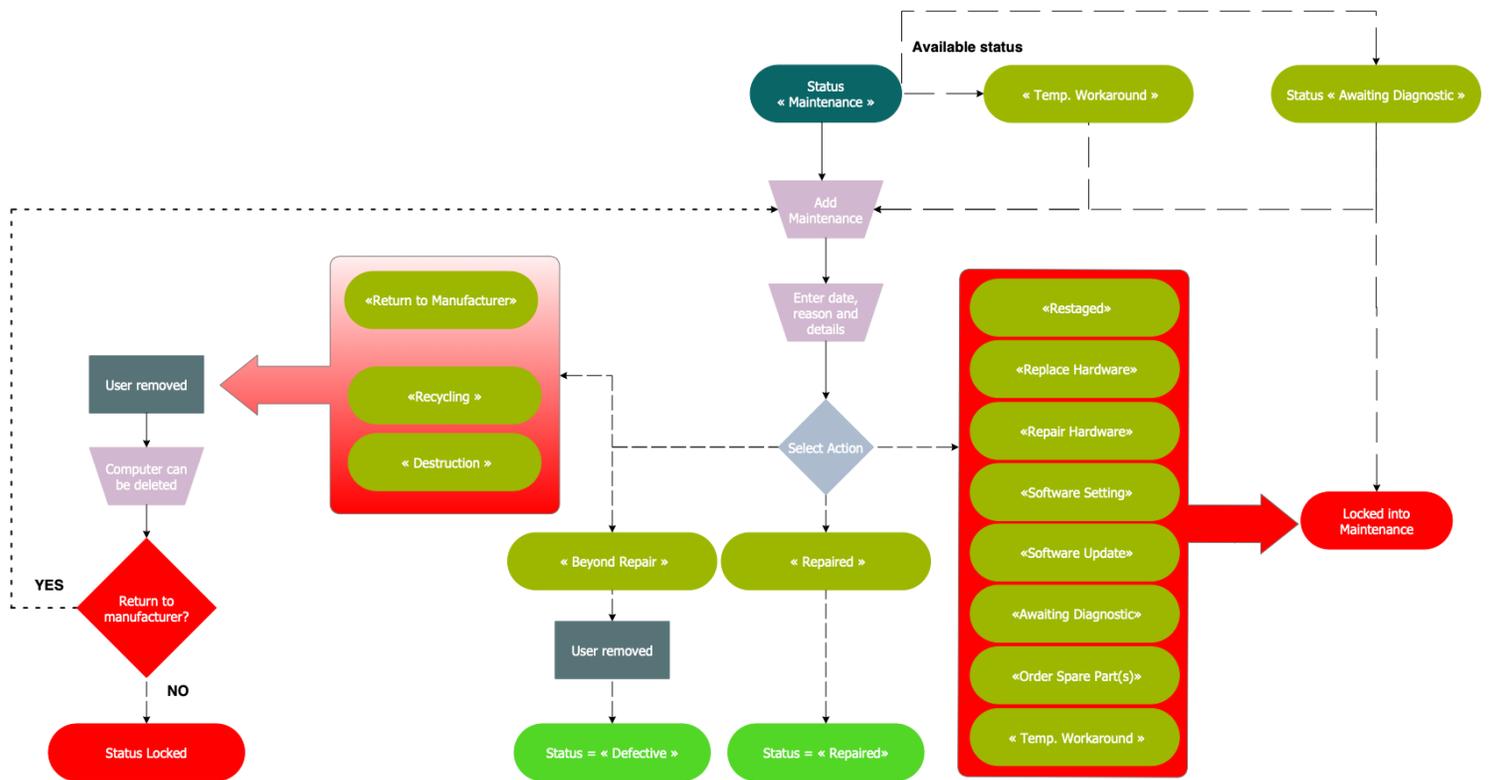
When computer set to the status maintenance, it can either optionally be set to «Temporary Workaround» or «Awaiting Diagnostic» status if in a rush. Either way, for each maintenance action as listed above in the red rectangle on the right hand side, a push on the button «Add Maintenance» in the computer form is required. It is recommended to follow best practice by filling out all fields according to current situation for best record tracking. A computer remains in «Maintenance» status as long as it has not been repaired or removed from stock. When repaired, the computer status can then be set to «Delivered» to the user or return to stock via «In Stock» status.

Legal.

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The application is provided for the sole purpose of keeping records of corporate computers.

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