Request, allocate, and provision hardware

Follow the hardware lifecycle from catalog approval through custody, CMDB linkage, and return.

https://docs.qintoravacloud.com/guides/hardware/

Prepare the catalog and stock

In **Hardware asset management**, confirm that the model and catalog item are active, the stockroom and location match, and eligible assets are in the required inventory state. Choose the allocation path for stock or the procurement path for new units. Confirm tenant approval requirements.

Fulfill an approved request

1. Open **HAM asset requests** and review requested-for, item, quantity and approval history. Use the dedicated decision action at the current stage.
2. For stock, allocate the approved quantity from eligible inventory. For procurement, use the governed purchase order path, then reconcile the receipt before allocating.
3. Provision and verify the asset's assigned person, stockroom status, operational CI and transaction history. Compare the final request status with the requester portal.
4. For a return or transfer, use the corresponding lifecycle workflow. Verify the custody change and stockroom location on the saved asset and CI.

Troubleshoot

Symptom	What to inspect
Financial approval completed but stock did not move	Check whether manager approval is still required.
Allocation rejected	Check quantity, stock state, model, eligibility and current reservations.
Receipt or provision timed out	Reopen the order/request and inspect completed-action evidence before retrying.
Asset and CI disagree	Confirm that the lifecycle transaction points to the intended hardware asset and canonical CI.

See Asset request fields and Hardware asset fields.