

Maintmaster® CMMS Technical White Paper

Welcome to Maintmaster CMMS! Maintmaster CMMS is a leading tool for optimizing operational reliability in discrete manufacturing. This technical white paper highlights the key technical aspects of Maintmaster CMMS. For specific topics not covered here, please refer to other Maintmaster white papers or contact Maintmaster Support.

This white paper applies to Maintmaster CMMS version 8. *.

Maintmaster CMMS Lets You Take Control

At Maintmaster, we believe value is created by people. When people are inspired to make a difference and have the right tools to meet their challenges, they can achieve remarkable results. Maintmaster CMMS empowers organizations to achieve high levels of reporting efficiency, often saving 50–80% of administrative time compared to other systems. More importantly, it helps increase production capacity, reduce unplanned stops, and minimize overhead costs—allowing users to take control and deliver value.

Technically, Maintmaster CMMS is designed to be simple to configure and manage. As a SaaS solution with locally installed apps, it still raises technical questions around data security, client requirements, user management, and network utilization—topics that this paper aims to clarify.

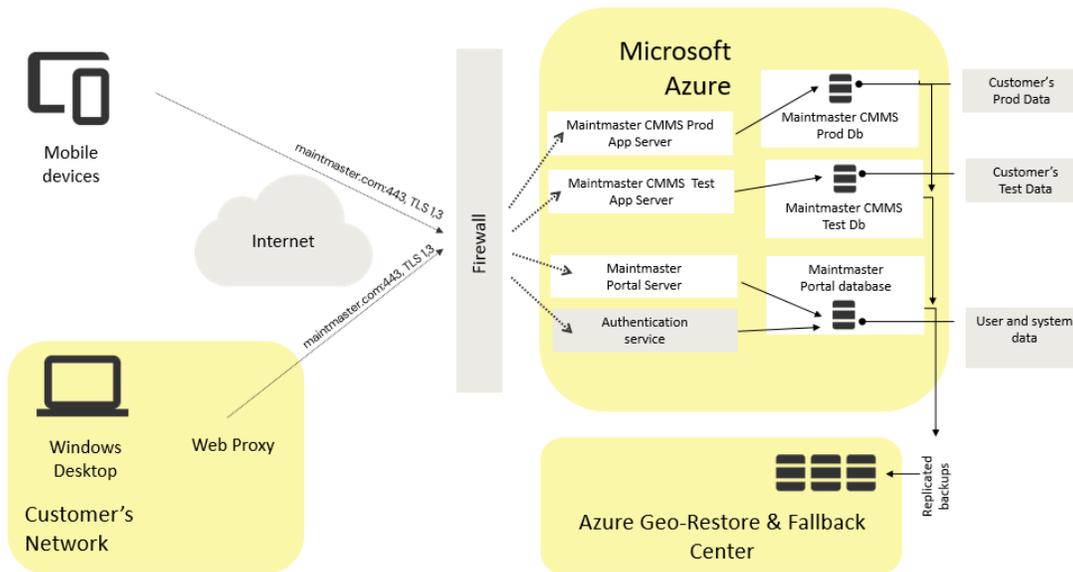


Fig 1. Maintmaster CMMS Architecture Diagram

Maintmaster CMMS is Easy and Scalable

Maintmaster CMMS is delivered as Software-as-a-Service (SaaS) in the public cloud. A lightweight client installation—similar to a typical app—is all that is required, making evaluation and adoption simple. Updates are automatic, eliminating the need for local servers or backup routines, resulting in minimal IT administration. All you need is an internet connection.

Users can be inside or outside your organization; for example, external service technicians can report their work remotely. Whether you have one user or thousands, Maintmaster CMMS scales to your needs. You can easily add or reduce users as requirements change.

Maintmaster CMMS guarantees up to 99.9% availability outside scheduled maintenance windows. Maintenance windows occur outside normal business hours, last no more than 8 hours, and occur no more than once per quarter unless an emergency security patch is required.

Hosted by Microsoft Azure

Maintmaster recognizes that trust in the cloud is crucial. Our hosting partner, Microsoft Azure, is an industry leader in security and privacy. Azure meets a broad set of international and industry-specific compliance standards, including ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. Maintmaster CMMS leverages Azure's robust features to operate, secure, and monitor our services.

By default, Maintmaster CMMS is hosted in Azure West Europe (Netherlands), with Azure North Europe (Ireland) as the fallback location. Backups are replicated to the fallback region to ensure service continuity in the event of a catastrophic failure in the primary region.

Maintmaster uses trusted hosting partners to administer our production systems in Azure under strict supervision and policies. These partners work under the same jurisdiction as the hosted systems. Customers are informed at least 30 days in advance of any significant change to our hosting arrangements.

Security of Your Data

- Microsoft Azure – Offers more certifications than any other public cloud provider.
- Network security – All data is encrypted (TLS 1.3+) before transmission.
- Encrypted at rest – All data is encrypted at rest using Azure Database encryption (AES-256).
- Privacy security – All passwords are stored in an irreversible format, inaccessible even to Maintmaster technicians or developers.
- Backup – Point-in-time restore available for at least 14 days for all production data, plus monthly distributed backups retained for at least 12 months.
- Disaster recovery – Full environment replication available off-site, including backups, without leaving the designated region.
- Data handling – Maintmaster personnel never access customer data without explicit consent, such as in response to a support request.
- Minimal access – Maintmaster limits access to only those personnel who require it for support and system maintenance.

Integrate, Extend, and Connect

Maintmaster CMMS can be integrated with other systems to provide a comprehensive operational view. Maintmaster CMMS Integration Services offers a wide range of ready-made adapters for seamless integration. Maintmaster CMMS Extensions provide a framework for add-ons and custom modifiers, supporting both standardized and enterprise-specific needs.

We Keep an Eye on Your System

Maintmaster continuously monitors system performance, availability, and user interactions. This proactive monitoring helps maintain SLA compliance, detect issues before they affect users, and continuously improve our services. Critical infrastructure is monitored 24/7/365 by experienced technicians.

Maintmaster CMMS User Account

Administrators invite new users to Maintmaster CMMS via the desktop client, assigning roles and permissions during the process. Invitations are sent by email, and new users create a Maintmaster account if they do not already have one.

Azure Entra and SSO

When a new user confirms their account, authentication can be delegated to Microsoft Entra ID (formerly Active Directory). This requires that the customer's domain be registered in Entra and authorized for Maintmaster authentication. Setup typically takes around 15 minutes with Maintmaster Support. Once configured, all users in the domain authenticate using Entra ID across all Maintmaster CMMS systems.

Installing Maintmaster CMMS

Maintmaster CMMS is available as modern apps for iOS and Android and as a full Windows client. The mobile apps, available in their respective app stores, provide subsets of core functionality. For full configuration capabilities, the Windows desktop client is required.

Windows Desktop Client Installation

To install Maintmaster CMMS on Windows:

1. Download and run the Maintmaster Windows Launcher. The installation runs in user space and does not require administrative privileges.
2. When starting Maintmaster CMMS, the launcher downloads and maintains all necessary configuration files for the current user.

The downloadable installer is small, containing nine files and two shortcuts, typically installed in C:\Users\\AppData\Local\Maintmaster CMMS\8.0. Shortcuts are created on the desktop and in the Start menu. The main installer can be downloaded from maintmaster.com or deployed using a Windows Installer-compatible tool.

For custom installation requirements, a Windows Installer Transformation file (.mst) can be used. This file is placed in the ProgramData folder, typically C:\ProgramData\Maintmaster CMMS\Version8\Launcher Transform.

To unpack the installer, for example to locate the .msi file, run: MaintmasterSetup.exe /A and specify the destination folder.

Maintmaster Launcher

In Windows environments, Maintmaster CMMS consists of two components: the launcher and the clients. The launcher handles system selection, version control, and user sign-in. It supports running multiple clients, versions, and configurations simultaneously and includes advanced options accessible via the /? switch or by holding Shift at startup.

The launcher updates itself automatically unless configured otherwise. Updates are announced at least 10 days in advance to allow alternative deployment if needed. It is always backward compatible with supported versions but must be updated within the 10-day window after release to ensure continued operation.

Client files are stored in a shared cache (typically C:\ProgramData\Maintmaster\Version8\common cache) and copied to user-specific folders as required. System updates require all active sessions to close before new files can be applied.

Reach Our Servers

Maintmaster CMMS communicates via HTTPS (TLS 1.3+) on port 443. Clients must be able to access all servers in the maintmaster.com domain. The application respects the current Windows Proxy settings, including automatic detection, scripts, and manual configurations.

Backups

Maintmaster uses Microsoft Azure SQL for database management, supporting point-in-time restore (PITR) as well as weekly and monthly backups for long-term storage. PITR allows restoring the system to any point within the configured retention period.

Downloadable backups in BACPAC format are available, which can be read using a supported version of Microsoft SQL Server. From the admin client, you can also export data selections to Excel-readable formats.

Backup retention by edition:

	Sandbox/Test	Team Edition	Standard	Enterprise
Point in time restore	7 days	14 days	14 days	35 days
Weekly backup	-	5 weeks	5 weeks	5 weeks
Monthly backup	-	12 months	12 months	12 months

Platforms

The main Maintmaster CMMS Windows client is developed using the .NET framework in C#. .NET is included with all supported versions of Microsoft Windows. All applications require an internet connection.

The Android and iOS apps are available in their respective app stores and can be updated automatically if the device is configured to do so.

Maintmaster supports Windows, Android, and iOS platforms in line with each publisher's mainstream support policy.

Virtual Environments

The Maintmaster CMMS client can run in virtualized environments such as Wine on macOS or Linux. However, official support is limited to standard Windows platforms. Windows-based virtual solutions such as Citrix, App-V, Terminal Server, and VMware are also supported with certain configuration considerations.

Maintmaster maintains a separate set of files for each user. In virtual environments that reset profiles upon startup, include all downloaded files in the profile to prevent redundant downloads. For such cases, consider using the /scf (SkipClientFilesUpdate) switch to avoid unnecessary file downloads—though this requires manual profile updates.

For multi-user environments like Terminal Server or Citrix, ensure adequate local storage for user-specific cache data, which typically amounts to about 100 MB per user.

References

Additional resources on Maintmaster CMMS and related topics:

- [Maintmaster White Papers](#)
- [Maintmaster Downloads](#)
- maintmaster.com

For more information about Microsoft Azure:

- azure.microsoft.com