

Apex MaintAxis — Administrator Guide

Apex MaintAxis (AMX)

Asset Reliability, Maintenance and Field Service Management Platform

Every asset. Every service. Fully controlled.

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Fictional-demonstration disclaimer: every organization, person, asset, work order, document and transaction shown in this guide is fictional demonstration data. This guide documents a demonstration environment, not a production system, and asserts no regulatory compliance of any kind.

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1. Administration overview

This guide is for Apex operators and demonstration tenant administrators. It covers tenant/user/role administration, the demo reset, queue and scheduler health, backups and the known limits of the demonstration hosting.

Demonstration accounts

All accounts are fictional and exist only in this demonstration database. The shared demonstration password for every account below is **DemoOnly12026** (rotated at each demo reset/deploy).

Role	Purpose	Sign-in email	Restrictions
Platform Administrator (restricted demo)	Cross-tenant platform view. Holds no infrastructure secrets; system-critical settings are not editable in-app.	platform.admin@amx-demo.test	Demonstration database only.
Tenant Administrator — Generic Manufacturing Demo	Full tenant administration for this fictional tenant.	admin@generic-mfg-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Generic Manufacturing Demo	Explore the Maintenance Manager permission set.	maintenance-manager@generic-mfg-demo.test	Permission-limited demo role.
Supervisor — Generic Manufacturing Demo	Explore the Supervisor permission set.	supervisor@generic-mfg-demo.test	Permission-limited demo role.
Technician — Generic Manufacturing Demo	Execute assigned work, complete checklists.	technician@generic-mfg-demo.test	Permission-limited demo role.
Auditor — Generic Manufacturing Demo	Read-only review incl. audit trail.	auditor@generic-mfg-demo.test	Permission-limited demo role.
Tenant Administrator — Pak Gusu Demo	Full tenant administration for this fictional tenant.	admin@pak-gusu-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Pak Gusu Demo	Explore the Maintenance Manager permission set.	maintenance-manager@pak-gusu-demo.test	Permission-limited demo role.
Maintenance Planner — Pak Gusu Demo	Explore the Maintenance Planner permission set.	maintenance-planner@pak-gusu-demo.test	Permission-limited demo role.
Technician — Pak Gusu Demo	Execute assigned work, complete checklists.	technician@pak-gusu-demo.test	Permission-limited demo role.
Storekeeper — Pak Gusu Demo	Explore the Storekeeper permission set.	storekeeper@pak-gusu-demo.test	Permission-limited demo role.
Read-Only Management User — Pak Gusu Demo	Explore the Read-Only Management User permission set.	readonly-management@pak-gusu-demo.test	Permission-limited demo role.
Tenant Administrator — Star Laboratories Demo	Full tenant administration for this fictional tenant.	admin@star-labs-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Star Laboratories Demo	Explore the Maintenance Manager permission set.	maintenance-manager@star-labs-demo.test	Permission-limited demo role.
Engineering Manager — Star Laboratories Demo	Explore the Engineering Manager permission set.	engineering-manager@star-labs-demo.test	Permission-limited demo role.
Maintenance Planner — Star Laboratories Demo	Explore the Maintenance Planner permission set.	maintenance-planner@star-labs-demo.test	Permission-limited demo role.
Supervisor — Star Laboratories Demo	Explore the Supervisor permission set.	supervisor@star-labs-demo.test	Permission-limited demo role.
Technician — Star Laboratories Demo	Execute assigned work, complete checklists.	technician@star-labs-demo.test	Permission-limited demo role.
Storekeeper — Star Laboratories Demo	Explore the Storekeeper permission set.	storekeeper@star-labs-demo.test	Permission-limited demo role.
Quality User — Star Laboratories Demo	Verify and close completed work.	quality-user@star-labs-demo.test	Permission-limited demo role.
Auditor — Star Laboratories Demo	Read-only review incl. audit trail.	auditor@star-labs-demo.test	Permission-limited demo role.
Requester — Star Laboratories Demo	Raise work requests.	requester@star-labs-demo.test	Permission-limited demo role.
Customer Portal User — Star Laboratories Demo	Explore the Customer Portal User permission set.	customer-portal-user@star-labs-demo.test	Permission-limited demo role.
Vendor User — Star Laboratories Demo	Explore the Vendor User permission set.	vendor-user@star-labs-demo.test	Permission-limited demo role.
Read-Only Management User — Star Laboratories Demo	Explore the Read-Only Management User permission set.	readonly-management@star-labs-demo.test	Permission-limited demo role.

[Sign in](#)

[Back to demo overview](#)

S002 — Demonstration roles and sign-in details (desktop, —, role: Guest (public))

2. Tenant administration

Tenants are provisioned by the platform (TenantProvisioner) with the thirteen-role set and default grants. Suspension exists as a status; deletion is intentionally blocked by database constraints and has no demo pathway.

3. Users and roles

Each user belongs to one tenant and holds roles; roles hold permissions; every authorization check asks about a permission. The Roles screen shows per-role permission and user counts.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
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Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Permissions — Auditor

Permission
☐ assets.create
☐ assets.delete
☐ assets.update
☒ assets.view
☒ audit-log.view
☐ checklists.complete
☐ checklists.manage
☐ departments.manage
☐ locations.manage
☐ parts.manage
☒ reports.view
☐ roles.manage
☐ schedules.create
☐ schedules.delete
☐ schedules.update
☒ schedules.view
☐ sites.create
☐ sites.delete
☐ sites.update
☒ sites.view
☐ technicians.manage
☐ users.create
☐ users.update
☐ users.view
☐ work-orders.assign
☐ work-orders.cancel
☐ work-orders.close
☐ work-orders.create
☐ work-orders.transition
☐ work-orders.update
☐ work-orders.verify
☒ work-orders.view

Save permissions

Cancel

Changes are audited (before/after permission sets, actor, timestamp).

S019 — Permission matrix editor for one role (desktop, Star Laboratories Demo, role: Tenant Administrator)

4. Permissions and the GRANTS-NOTHING warning

A role with zero permissions silently does nothing — the platform therefore flags it in red on the Roles screen and the provisioner reports unconfigured roles. Configure a role before assigning people to it. In demo mode the Tenant Administrator role's grants are locked so public visitors cannot brick the demo.

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DashboardAssetsWork Sites Checklists Reports Audit Roles Notifications

Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

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Permissions — Auditor

Permission
☐ assets.create
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☐ assets.update
☒ assets.view
☒ audit-log.view
☐ checklists.complete
☐ checklists.manage
☐ departments.manage
☐ locations.manage
☐ parts.manage
☒ reports.view
☐ roles.manage
☐ schedules.create
☐ schedules.delete
☐ schedules.update
☒ schedules.view
☐ sites.create
☐ sites.delete
☐ sites.update
☒ sites.view
☐ technicians.manage
☐ users.create
☐ users.update
☐ users.view
☐ work-orders.assign
☐ work-orders.cancel
☐ work-orders.close
☐ work-orders.create
☐ work-orders.transition
☐ work-orders.update
☐ work-orders.verify
☒ work-orders.view

Save permissions

Cancel

Changes are audited (before/after permission sets, actor, timestamp).

S019 — Permission matrix editor for one role (desktop, Star Laboratories Demo, role: Tenant Administrator)

5. Reference data

The permission catalogue and status/type registries live in versioned config and are seeded idempotently; `amx:verify` counts them on the live database after every migration or reset — a migration that "ran" proves nothing about data.

6. Demo accounts and reset

All demo accounts use non-deliverable `.test` addresses and a deployment-time password (`AMX_DEMO_PASSWORD`). The deterministic reset (`php artisan amx:demo-reset`) backs up, deletes only records of tenants flagged as demo, reseeds three tenants with full coverage, recreates accounts and verifies — refusing to run outside demo mode. Scheduled nightly 03:00 Asia/Karachi; emergency script: `reset-demo-maintaxis.sh`.

7. Queue health and scheduler

Queues run on the database driver drained by a per-minute cron wrapper that names *every* queue — a job on an unnamed queue never runs and never errors, so the wrapper's queue list changes in the same commit as any new queue name. `amx:verify` reports pending/failed depth, oldest job and orphan queues. The scheduler is a second per-minute wrapper.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

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Dashboard

Assets

Work Orders

Sites

Notifications

Demo Technician · Star Laboratories Demo [DEMO DATA]

Log out

Notifications

When	Subject	Channel	Delivery	
2026-07-21 07:50	Demo queued delivery example Awaiting the queue worker.	in_app	queued	Mark read
2026-07-21 07:50	Demo failed delivery example Illustrates a failed delivery state.	in_app	failed Demo fixture: transport unavailable (fictional)	Mark read
2026-07-21 07:50	Work order WO-00017 assigned to you HPLC detector baseline drift (showcase demo)	in_app	sent	Mark read

S023 — Per-user feed with real delivery states (sent / failed / queued) (desktop, Star Laboratories Demo, role: Technician)

8. Audit review

The audit screen filters by action and entity; platform administrators see all tenants, tenant users only their own. Entries are append-only at the model layer.

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Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Audit log append-only

Action All Entity type contains... Filter

When	Actor	Action	Entity	Before — After	Reason
2026-07-21 07:57:33	Demo Tenant Admin (Star Laboratories Demo)	auth.login	—	— — —	—
2026-07-21 07:56:22	Demo Tenant Admin (Star Laboratories Demo)	auth.login	—	— — —	—
2026-07-21 07:50:21	Demo Quality User	work_order.status_changed	WorkOrder#18	{"status":"pending_verification"} → {"status":"closed"}	verified by demo quality user
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	{"status":"technically_completed"} → {"status":"pending_verification"}	—
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	{"status":"in_progress"} → {"status":"technically_completed"}	lamp replaced, baseline verified
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	{"status":"assigned"} → {"status":"in_progress"}	—
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	{"status":"approved"} → {"status":"assigned"}	assigned to demo technician
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	{"status":"under_review"} → {"status":"approved"}	—
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	{"status":"requested"} → {"status":"under_review"}	—
2026-07-21 07:50:14	system	tenant.provisioned	Tenant#3	— → {"name":"Star Laboratories Demo","slug":"star-labs-demo","is_demo":true,"unconfigured_roles":["engineering-manager","customer-portal-user","vendor-user"]}	—

S020 — Append-only audit trail with filters (desktop, Star Laboratories Demo, role: Tenant Administrator)

9. Storage, backups and restore

Attachments live under per-tenant folders outside every web root. Nightly backups dump the database and tenant storage with 7-day retention; restores are typed-confirmation scripts that finish by re-running verification and counting restored rows — an untested backup is treated as no backup.

10. Deployment verification

Deploys pin an exact commit, back up first, migrate, seed reference data, run `amx:verify`, rebuild caches in order and write a manifest. External verification uses cache-busted curl after a CDN flush; sensitive paths must answer 403/404.

11. Safe configuration

Demo hosts run `APP_DEBUG=false` , secure cookies, log-only mail, least-privilege DB users and no production credentials of any kind. The application key is never displayed in any screen.

12. Known Hostinger limitations

Shared hosting has no persistent workers (queue latency up to ~1 minute), no Redis, per-minute cron floor, a CDN that must be flushed and verified with cache-busters, and hPanel-only subdomain/SSL/cron administration. These are demo-hosting limits, not product limits.

13. Troubleshooting

Reset failed? Read `storage/logs/demo-reset.log` — the pre-reset backup aborts the run if it fails. Queue stuck? Check the cron wrapper log and the orphan-queue check in `amx:verify`. Verification red? Every FAIL line names its check; fix data, not the messenger.