



6th August 2026

***SERVICE INTERRUPTION DUE TO SCHEDULED
SYSTEM MAINTENANCE***

1 Introduction

- 1.1 This Advisory Information (AI) is issued to inform all customers, stakeholders and members of the public of a planned interruption to selected online services by the Civil Aviation Authority of Malaysia (CAAM) due to a scheduled annual system maintenance at CAAM Headquarters, Putrajaya.
- 1.2 The maintenance is necessary to ensure the continued reliability, security and performance of CAAM's information technology infrastructure. During the maintenance period, selected online services hosted on CAAM infrastructure may be temporarily unavailable or experience intermittent accessibility.
- 1.3 The AI also serves as an early notification to enable users to complete any urgent submissions, applications or online transactions before the commencement of the maintenance period.

2 Maintenance Window

- 2.1 The scheduled maintenance will commence at 12:00 AM (MYT) on Saturday, 8 August 2026 and is expected to be completed by 6:00 PM (MYT) on Sunday, 9 August 2026.
- 2.2 Users are advised to avoid accessing or performing any online transactions through the affected services during the maintenance period, as service interruptions are expected.

3 Affected Online Services

- 3.1 The following CAAM online services will be temporarily unavailable during the maintenance period:
 - a) CAAM Portal (<https://www.caam.gov.my>)
 - b) RANS Portal (<https://rans.caam.gov.my>)
 - c) MAva Portal (<https://mava.caam.gov.my>)
 - d) Safety Reporting System (<https://safetyreporting.caam.gov.my>)
- 3.2 Other CAAM services or applications that are dependent on the affected infrastructure may also experience temporary disruption during this period.



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4 User Advisory

- 4.1 Users are advised to take the following actions before and during the maintenance period:
- a) complete any urgent submissions, applications or online transactions before the maintenance period commences;
 - b) refrain from initiating new submissions or transactions during the maintenance period;
 - c) retain any relevant reference numbers, receipts or supporting documents for future reference and follow-up purposes; and
 - d) access the affected online services only after normal operations have resumed.

5 Service Restoration

- 5.1 The affected online services are expected to resume normal operation upon completion of the maintenance activities.
- 5.2 A further announcement will be issued once all affected services have been fully restored and are available for normal use.
- 5.3 The maintenance schedule is subject to change should operational or technical requirements arise. Any changes will be announced through CAAM's official communication channels.

6 Further Information

- 6.1 For further clarification or assistance regarding the affected online services, users may submit any inquiries by email to: helpdesk.ict@caam.gov.my
- 6.2 CAAM appreciates the understanding and cooperation of all users throughout the maintenance period and every reasonable effort will be made to minimise the duration of the service interruption.



DATO' CAPTAIN NORAZMAN BIN MAHMUD

Chief Executive Officer
for Civil Aviation Authority of Malaysia
6 August 2026