

INSTALL GUIDE · VMWARE, HYPER-V, PROXMOX

Deploy the virtual appliance

Import Uplivra as a ready-made, hardened Ubuntu virtual machine, in the standalone or MSP edition, and answer the setup questions on first boot. No Linux knowledge needed.

Uplivra Technologies LLC · Guide for Uplivra 26.10 · Updated 25 September 2026 · Latest version:
<https://uplivra.com/guides/appliance.html>

Which edition and format

Edition	Choose it if
Standalone	You're a business monitoring your own network. It can be a server, collector, log collector or both
MSP	You're a managed service provider. Adds the router software for MSP master collectors and router mode

Your platform	Download
VMware vSphere, ESXi, Workstation, Fusion	<code>.ova</code>
Microsoft Hyper-V	<code>.vhdx</code> (Generation 2 VM)
Proxmox, KVM, Nutanix	<code>.qcow2</code>
Physical server or anything else	<code>.iso</code> installer

Download from the customer portal's **Downloads** page.

Virtual hardware

Role	vCPU	Memory	Disk
Server with collector (up to 250 devices)	4	8 GB	100 GB
Collector (up to 500 devices)	2–4	4–8 GB	64 GB
Log collector	4	8–16 GB	64 GB system disk plus a separate log disk (see the log collector guide)
MSP master collector	8–16	16–32 GB	250–500 GB
MSP router	8 (with AES-NI)	16 GB	64–128 GB, 2–4 network adapters

Import it

VMware vSphere or ESXi

1. In the vSphere Client, right-click your host or cluster > **Deploy OVF Template**.
2. Choose **Local file** and select the `.ova`. Click **Next** through the name, location and resource pages.
3. Accept the license (it's the Uplivra terms of service; you accept them again during setup).
4. Pick a datastore and **Thin provision**, and the network the appliance should use.
5. Before powering on, **Edit settings** to set CPU, memory and disk size from the table above. For a log collector, add a second hard disk.

Microsoft Hyper-V

1. Copy the `.vhd` to where you keep VM disks.
2. In Hyper-V Manager: **New > Virtual Machine, Generation 2**, memory from the table, your virtual switch, and **Use an existing virtual hard disk** pointing at the `.vhd`.

3. In the VM's **Settings > Security**, set the Secure Boot template to **Microsoft UEFI Certificate Authority**.
4. Set the processor count, and expand the disk if needed (**Edit Disk**).

Proxmox

1. Create a VM with no disk (OS: *Do not use any media*), CPU type **host**, network model **VirtIO**.
2. Copy the `.qcow2` to the Proxmox host and import it:

```
qm importdisk 120 uplivra-standalone-26.10.1.qcow2 local-lvm
```

(Replace `120` with your VM's ID.) In the VM's **Hardware**, attach the unused disk, and under **Options > Boot order** put it first.

First boot

Start the VM and open its console. Uplivra's setup starts by itself and asks the same questions as the [server guide](#), plus a few for the appliance:

Question	Answer
Terms of service	Type <code>I agree</code>
What should this computer be?	Server, collector, log collector, both, or (MSP edition) MSP master collector or router
Network	The appliance asks for its address, gateway and DNS. A fixed address is recommended
Appliance administrator password	For the <code>uplivra-admin</code> account on the console. At least 12 characters. Keep it safe
Allow SSH?	no unless you need remote command-line access
Networks allowed to manage this appliance	Your admin network, for example <code>10.0.0.0/24</code> . Enter for any. Also limits the collector's status page

Question	Answer
Port for the collector's status page	Collector roles: Enter for 8444, or <code>0</code> for off; then its password
Ubuntu Pro token	Optional: extended security maintenance from Canonical. Enter to skip
Security updates automatically	yes

When it finishes, a server appliance shows the address to open in your browser; a collector appliance confirms it has connected.

What's already secured

- Ubuntu LTS hardened to **CIS Level 1**: root can't sign in, strong passwords with lockout, AppArmor enforcing, audit logging, no unused services.
- **SSH is off** unless you turn it on; the host firewall is closed except the ports the chosen role needs.
- A legal warning banner at sign-in.
- **Operating system updates are managed by Uplivra**: the appliance installs Ubuntu updates only up to the version Uplivra has tested with this release, every night. Ubuntu's own security updates keep running as a safety net.

Important: Encrypt the VM with your hypervisor (vSphere VM Encryption, Hyper-V shielded VMs, or encrypted Proxmox storage) if the host could be lost or stolen. Log archives are always encrypted by Uplivra itself.

Changing settings later

Sign in on the console as `uplivra-admin` and run:

```
sudo uplivra setup
```

Troubleshooting

What you see	What to do
Setup stopped or didn't finish	Restart the VM: setup runs again on every boot until it completes
No network adapters found	Add a network adapter to the VM (VMXNET3 or VirtIO) and reboot
Hyper-V says "No operating system was loaded"	Set Secure Boot to <i>Microsoft UEFI Certificate Authority</i> , or turn Secure Boot off