

INSTALL GUIDE · START HERE

Install the Uplivra server

Put Uplivra on an Ubuntu computer or virtual machine, sign in, and start monitoring. For most businesses this is the only install you need: the server has its own collector built in.

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<https://uplivra.com/guides/server.html>

What you'll end up with

One computer running the **Uplivra server**: the web interface you sign in to, the database that keeps your history, the alerting, and a **collector** that checks the devices on this network. Plan on about **30 minutes**, most of it waiting for downloads.

Tip: Never used Linux? That's fine. Every command in this guide is something you copy and paste. Where a step says "type", you can copy the grey box and paste it. In most terminal windows, paste is **right-click** or **Ctrl+Shift+V** (not Ctrl+V).

Before you start

You need:

- **A computer or virtual machine** that stays switched on. For up to 250 devices: **4 CPU cores, 8 GB memory and a 100 GB disk** (minimum 2 cores, 4 GB and 50 GB). See [What computer do I need?](#) for larger networks.
- **Ubuntu Server 24.04 LTS** installed on it (22.04 and 26.04 also work). Intel/AMD or ARM, including a Raspberry Pi 5 with an NVMe drive for very small sites.
- **A fixed IP address** for it on your network, for example 192.168.1.20. Ask whoever manages your router which address to use, or pick one outside your router's DHCP range.
- **Your Uplivra account** on the customer portal. The free plan covers 15 devices; you don't need a license key yet.
- **About 10 minutes of internet access** for the install. Monitoring itself doesn't need the internet.

Tip: Rather not install Ubuntu yourself? Use the [virtual appliance](#) instead: import it into VMware, Hyper-V or Proxmox and it asks the same questions on first boot.

If you need to install Ubuntu first

1. Download **Ubuntu Server 24.04 LTS** from ubuntu.com/download/server.
2. Create a virtual machine with the size above, attach the downloaded ISO file as its CD/DVD drive, and start it. (On a physical PC, write the ISO to a USB stick with a tool such as balenaEtcher or Rufus and boot from it.)
3. Accept the defaults, except: on **Network**, you can leave DHCP on; Uplivra's setup can set the fixed address later. On **Profile**, choose a username and password you'll remember. On **SSH**, tick **Install OpenSSH server** so you can copy files to it.
4. When it says **Reboot now**, remove the ISO and restart. Sign in with the username and password you chose.

Step 1: Download Uplivra

1. On your own PC, open the customer portal, sign in, and click **Downloads**.
2. Download **uplivra-linux.tar.gz**. It contains everything: the installer, the programs for Intel/AMD and ARM, and the Windows collector.

Step 2: Copy it to the server

The easiest way from Windows is **WinSCP** (free, from winscp.net):

1. Open WinSCP. In **Host name** type the server's IP address, then its **User name** and **Password** (the ones you chose when installing Ubuntu). Click **Login**, and **Yes** if it asks about the server's key.
2. Drag **uplivra-linux.tar.gz** from your Downloads folder into the right-hand panel (your home folder on the server).

From a Mac, Linux, or Windows 10/11 PowerShell, you can instead type (replace `you` and the address):

```
scp uplivra-linux.tar.gz you@192.168.1.20:
```

Step 3: Run the installer

Sign in to the server, either at its own screen or with SSH (`ssh you@192.168.1.20` from PowerShell or Terminal), and run these three commands one at a time:

```
tar xzf uplivra-linux.tar.gz
cd uplivra
sudo bash install.sh
```

`sudo` asks for your password. **Nothing appears as you type it**; that's normal. Type it and press Enter.

Step 4: Answer the setup questions

Press **Enter** to accept any suggestion shown in [brackets].

Question	What to answer
Terms of service	Read the summary, type <code>show</code> to read them in full, then type <code>I agree</code>
What should this computer be?	1 (Uplivra server with a collector)
Computer name	A short name such as <code>uplivra</code>
Set the network address now?	yes if the server doesn't have its fixed address yet
Which network interface?	The one marked connected
VLAN tag	Press Enter, unless your network team told you a VLAN number
How does it get its address?	1 (Fixed address)

Question	What to answer
IP address and prefix	Your chosen address with <code>/24</code> at the end, for example <code>192.168.1.20/24</code>
Default gateway	Your router's address, usually the same with <code>.1</code> at the end
DNS servers	Your router or domain controller, for example <code>192.168.1.1</code>
Search domain	Your Windows domain if you have one (for example <code>corp.local</code>), otherwise Enter
Jumbo frames	no , unless your network team set every switch for MTU 9000
IPv6	no , unless you use it
Web proxy	Enter, unless your network needs a proxy for the internet
Time zone	Your region, for example <code>America/Chicago</code> or <code>Europe/London</code>
Time servers	Your domain controller or firewall if it provides time, otherwise accept the suggestion
Email, name, password	Your sign-in for the Uplivra web interface. At least 12 characters; a short sentence works well
Port for the web interface	Enter (8443)
Security updates automatically	yes

Setup then shows a summary. Check it and type `yes` . It takes 2–5 minutes and shows each step as it goes:

```
==> Step 1 of 14: Record that the terms of service were accepted
==> Step 2 of 14: Set the computer name to uplivra
...
```

If you changed the network address and were connected over SSH, your connection drops at the very end. That's expected: reconnect to the new address.

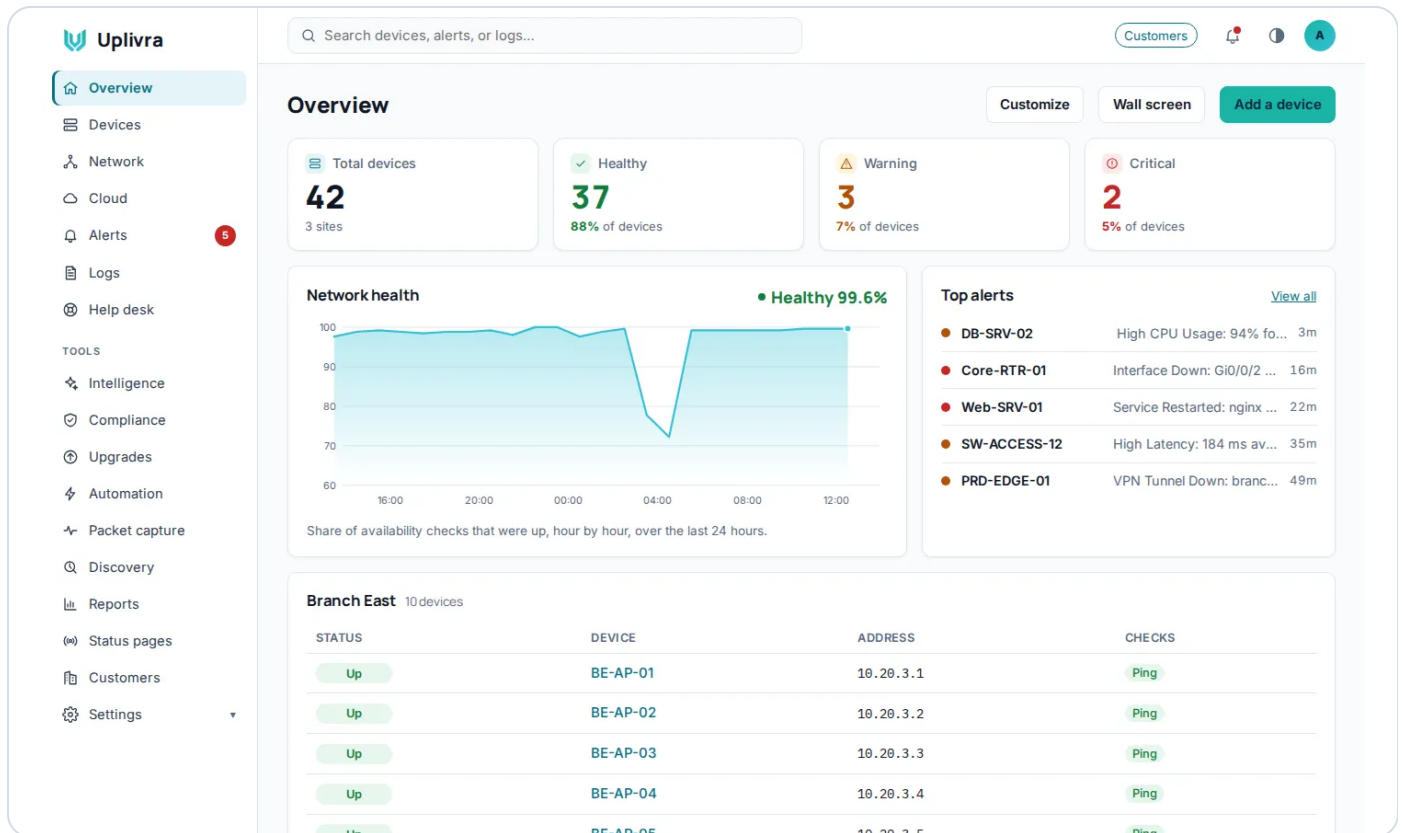
Warning: If a step fails, setup stops and says why. Fix the problem (usually internet access or a typo in an address) and run `sudo uplivra setup` again. Steps that already finished are skipped or repeated safely.

Step 5: Sign in

Setup finishes with a box like this:

```
Uplivra is ready. Open this in your web browser:  
https://192.168.1.20:8443/
```

1. Open that address in your browser.
2. The browser warns that **the connection isn't private**. That's because Uplivra made its own certificate. Click **Advanced**, then **Continue** (or **Proceed**). To get rid of the warning for good, get a free Let's Encrypt certificate later under **Settings > Certificates > Web interface certificate** (with certbot, or automatically through Cloudflare DNS), or install your company's certificate there. Collectors keep working either way.
3. Sign in with the email and password you chose in step 4.



The Overview after sign-in. [Demo data](#)

Step 6: Start monitoring

Setup already created your first site, **Main office**, and connected the server's own collector to it. Rename the site under **Settings > Sites and collectors** if you like.

- Find devices.** Open **Discovery**, add a scan for your network (for example `192.168.1.0/24`) and click **Run**. Within a few minutes it lists what answered: addresses, names and, for SNMP devices, what they are. Nothing is monitored until you add it, so tick the devices you want and add them. You can also add one at a time with **Devices > Add a device**.
- Choose where alerts go.** Open **Settings > Where alerts go**, add your email address, a Microsoft Teams or Slack channel, or a webhook, and click **Send test**.
- Add SNMP** for switches, routers, firewalls and printers so Uplivra can see ports, CPU and temperatures. On the server, save the SNMP community or SNMPv3 login once:

```
sudo uplivra vault init
sudo uplivra vault set-snmp -name office-switches
```

Then pick `office-switches` in the device's SNMP check. Passwords stay on the collector; the web interface never sees them.

Other sites

Each additional office or data closet needs a collector. See [Add a collector on Linux](#) or [on Windows](#).

More than 15 devices, or modules

Buy a plan on the customer portal, then copy the license key into **Settings > License and modules**. Nothing needs reinstalling.

Firewall ports

Port	From	For
8443/tcp	Your PCs, and collectors at other sites	Web interface and collectors
514/udp and tcp	Devices sending logs	Syslog (only if you use logs)
2055, 4739, 6343, 9995/udp	Routers and firewalls	Traffic flows (only if you use Network Pro)
Outbound 443/tcp	This server	License check once a day, updates. Optional

Setup opens these in Ubuntu's own firewall (ufw) if it's switched on.

Check it's healthy

```
systemctl status uplivra-server uplivra-collector
```

Both should say **active (running)** in green. Press `q` to get back. To see recent messages:

```
sudo journalctl -u uplivra-server -n 50
```

Troubleshooting

What you see	What to do
"Run it with sudo"	Put <code>sudo</code> in front of the command
"doesn't match SHA256SUMS"	The download was damaged. Download it again
The browser can't reach the address	Check the server's address with <code>hostname -I</code> , and that your PC is on the same network or allowed through the firewall
"This computer is below the minimum"	Give the VM more memory or disk, or continue for a small test only
Forgot your password	On the server: <code>sudo uplivra user reset-password -email you@company.com</code>

Still stuck? Email support@uplivra.com with what you see, and the output of `sudo journalctl -u uplivra-server -n 200`.

For experienced admins

- Preview the steps without changing anything: `sudo bash install.sh -dry-run`.
- Unattended installs: `sudo uplivra setup -save-answers answers.json` records your answers (without passwords); `sudo bash install.sh -answers answers.json` replays them.
- Re-run the questions later: `sudo bash install.sh -reconfigure`.
- Settings live in `/etc/uplivra/server.json`; data in PostgreSQL and `/var/lib/uplivra`. Back up both.
- Updates: see [Updating Uplivra](#).