

INSTALL GUIDE · EVERY INSTALLATION

Updating Uplivra

How new versions reach you, how to test them first, automatic updates, collectors, and offline updates for servers without internet access.

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

How updates reach you

Your Uplivra server asks the Uplivra portal for new versions every 6 hours. When there's one, **Settings > Updates** shows it with its release notes, and a banner tells administrators. Nothing installs until you, or an automatic-update setting you chose, says so.

Every release is **signed** by Uplivra. Your server checks the signature and every file before installing, and refuses anything that doesn't match.

Important: Test first. Install every update on a **lab or development installation**, check your important pages, collectors and alerts, and only then upgrade production. Uplivra keeps the previous version and goes back to it automatically if the new one doesn't start.

A simple test setup

A lab installation can be small: a virtual machine with 2 cores and 4 GB running the server, watching a handful of devices, on the **Beta** channel with automatic updates on. Production stays on **Stable**. New versions then reach the lab first, and you upgrade production when you're happy.

Upgrade the server

1. **Settings > Updates.**
2. Tick **I've tested this version in a lab or development environment.**
3. Click **Upgrade this server.** The web interface restarts within a minute or two; refresh the page.

Upgrade collectors

On the same page, tick the test box and click **Upgrade collectors**. Each collector downloads the new version **from your own server** (not the internet), checks it, swaps it in and restarts. The collectors table shows each one's progress. Windows collectors update themselves the same way.

Automatic updates

Under **Automatic updates**:

- **Channel:** Stable for production, Beta for your lab.
- **Install new versions on this server automatically** and **Upgrade collectors automatically**.
- **Starting at:** a quiet hour, in the server's time.

You must tick "**I understand automatic updates install without testing on my systems first**" to turn them on.

Offline updates (no internet access)

1. On a computer with internet access, sign in to the customer portal, open **Downloads**, and download the **offline update package** (a file ending in `-update.tar.gz`).
2. Copy it to a computer that can reach your Uplivra server.
3. In Uplivra, **Settings > Updates > Offline update**, choose the file and click **Upload and check**. Its signature and every file are checked, then the server and collectors can be upgraded as above.

Or copy it to the server and run:

```
sudo uplivra upgrade -package uplivra-26.10.1-update.tar.gz
```

Appliances: operating system updates

The virtual appliance also updates Ubuntu, but only up to the snapshot of Ubuntu that Uplivra tested with your current release, every night. Ubuntu's own security updates run too. You don't need to run `apt` yourself.

Manual install of a new version

You can always upgrade by running the new installer: download `uplivra-linux.tar.gz`, extract it and run `sudo bash install.sh`. It notices the existing installation, upgrades the program and keeps all your settings.

If something goes wrong

- If the new version doesn't start, Uplivra goes back to the previous one by itself and **Settings > Updates** says what happened.
- Back up before big upgrades: `sudo uplivra backup` writes the database and keys to `/var/backups/uplivra`.
- **"This copy of Uplivra doesn't match Uplivra's signed release"** means the program file was changed. Reinstall it from the portal. Modifying Uplivra is against the terms of service.