MANUAL · ERIS SERVER

UT-ERS-MAN-0001

Version 1.0 · 2026-11-18 · Public

ERIS Server: Installation and Setup

How your IT administrator installs the ERIS server, sets it up with the setup file from Upward Technologies and keeps its licence and updates current.

DOCUMENT	PREPARED FOR	PREPARED BY	STATUS
UT-ERS-MAN-0001 Version 1.0 2026-11-18 Classification Public	ERIS clients IT administrator	Upward Technologies B.V. R. M. Zabel ron@upwardtech.nl	Final

> Why this document exists
>
> ERIS runs on a server inside your own organisation. This manual takes your IT administrator from an empty Ubuntu server to a licensed ERIS server that your staff can connect to. It covers the online route, where the server fetches its licence by itself, and the offline route for a server that never reaches the internet.

VERSION CONTROL

VERSION	DATE	AUTHOR	CHANGE
0.1	2026-11-18	R. M. Zabel	First draft
0.2	2026-11-18	R. M. Zabel	Ports for calls, staff access through the ERIS VPN, approval under Admin › People, downloads page; menu paths written as Admin › Licence.
1.0	2026-11-18	R. M. Zabel	Released for the ERIS website: number UT-ERS-MAN-0001 from Assure, classification Public.

01

Summary

Setting up ERIS takes three steps. Install the ERIS server on a computer with Ubuntu 24.04, install the ERIS app on your own computer, and set the server up from the app with the setup file that Upward Technologies sends you. A server that can reach the internet then fetches its licence by itself within seconds. A server without internet exchanges one file each way with Upward

Technologies.

After that, your staff install ERIS on their own computers, switch on the ERIS VPN and sign in. You approve each new person under Admin › People and give them their apps. The ERIS app manuals for Mac and Windows take your staff through their part.

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Before you start

WHAT YOU NEED

- **eris-server.tar.gz**: the ERIS server package from Upward Technologies, installed in chapter 03.
- **The ERIS app**: ERIS for Windows (ERIS-Setup.exe) or ERIS for Mac (a .dmg file), from the ERIS downloads page, upwardtech.nl/en/products/eris/downloads. ERIS for Mac runs only on a Mac with Apple silicon (M1 or later).
- **Setup file**: sets up one server and can be used for 30 days. It arrives by email from Upward Technologies.

WHAT THE SERVER NEEDS

REQUIREMENT	DETAIL
Operating system	Ubuntu 24.04, 64-bit.
Graphics card	About 12 GB of video memory runs the recommended AI models. Without a graphics card the models run on the processor and memory, which works but answers more slowly.
Network	The computers that use ERIS must reach the server on port 5080. Calls also use TCP ports 7880 and 7881 and UDP port 7882.
Internet	Online servers only: outgoing https on port 443. An offline server does not need the internet for its licence.
Access	A user account on the server that can run commands with sudo.

03

Install the ERIS server

Work in a terminal on the server.

1. Copy eris-server.tar.gz to the server, for example into your home folder.
2. Unpack it: **mkdir -p /tmp/eris-srv && tar xzf eris-server.tar.gz -C /tmp/eris-srv**
3. Run the installer: **sudo bash /tmp/eris-srv/install.sh**
4. Wait until the installer reports "ERIS server is running on port 5080". Downloading the AI models can take a while.
5. If the server's firewall is on, open the ports for ERIS and for calls: **sudo ufw allow 5080/tcp**, then **sudo ufw allow 7880:7881/tcp**, then **sudo ufw allow 7882/udp**
6. Write down the server address: the server's IP address followed by :5080, for example 192.168.1.20:5080. You need it in chapter 05, and your staff need it to connect.

The installer installs PostgreSQL when it is missing, creates the ERIS service and the database login that ERIS uses, and detects a graphics card if there is one.

INSTALLER OPTIONS

Add an option to the install command, for example **sudo bash /tmp/eris-srv/install.sh**

--skip-models

- **--skip-models**: installs ERIS without downloading the AI models, so they can be downloaded later.
- **--no-ai**: installs ERIS without AI models on the server, for when each computer runs its own models.

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Install the ERIS app

Install the ERIS app on the computer from which you will set up the server. Download ERIS for Windows or ERIS for Mac from the ERIS downloads page, upwardtech.nl/en/products/eris/downloads. The page asks for your email address and emails you a sign-in link. Then run ERIS-Setup.exe on Windows, or open the .dmg file on a Mac. The ERIS app manuals for Mac and Windows describe the installation step by step.

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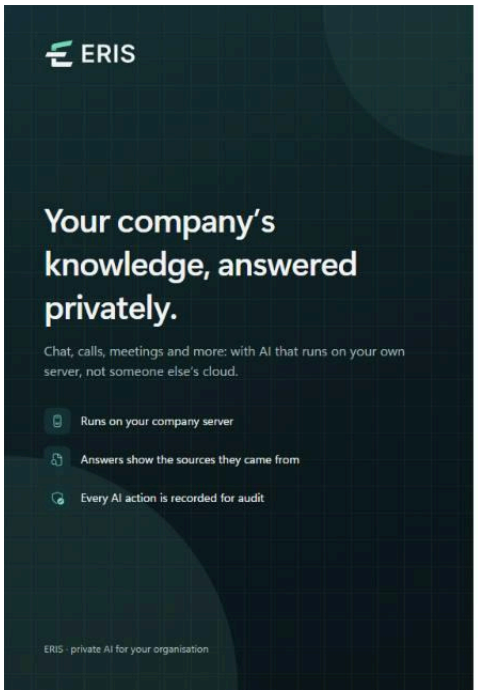
Set up the server from the ERIS app

The ERIS app sets up the server in five screens. Keep the setup file from Upward Technologies at hand.

STEP 1 · CONNECT TO YOUR ORGANISATION

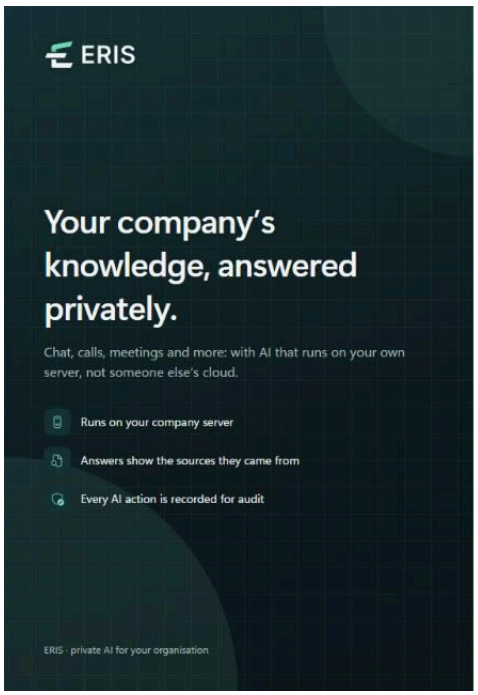
Open the ERIS app, type the server address, for example 192.168.1.20:5080, and press Connect.





STEP 2 · SET UP THIS SERVER

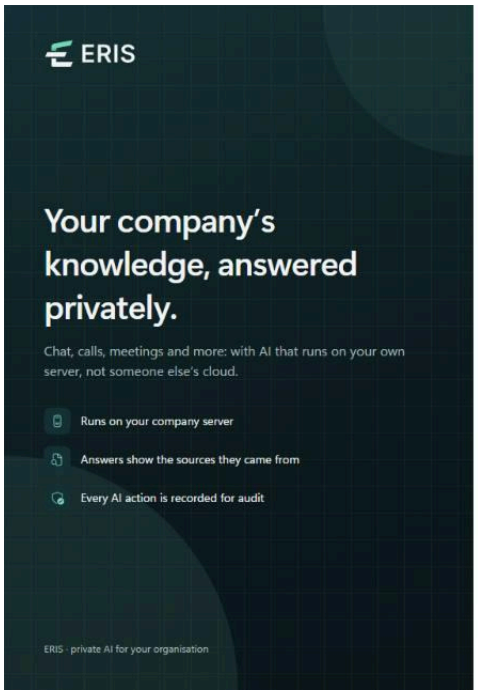
ERIS sees that the server is new and asks for the setup file. Drop in the setup file from the email from Upward Technologies.

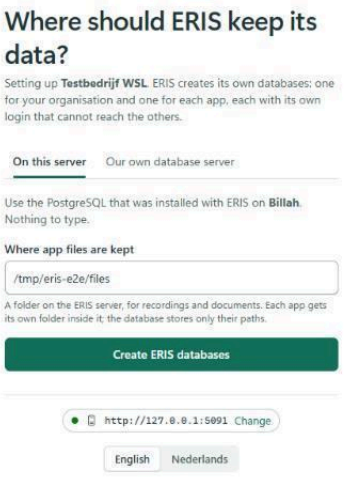




STEP 3 · WHERE SHOULD ERIS KEEP ITS DATA?

Choose On this server. ERIS then uses the database that the installer put on the server, so there is nothing to type. Press Create ERIS databases.

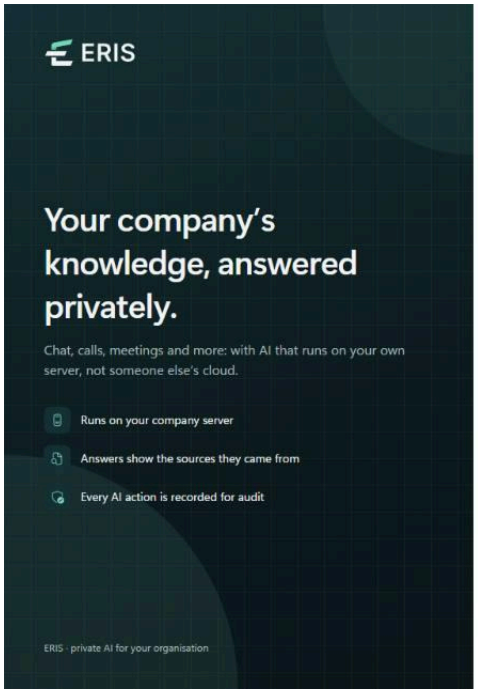


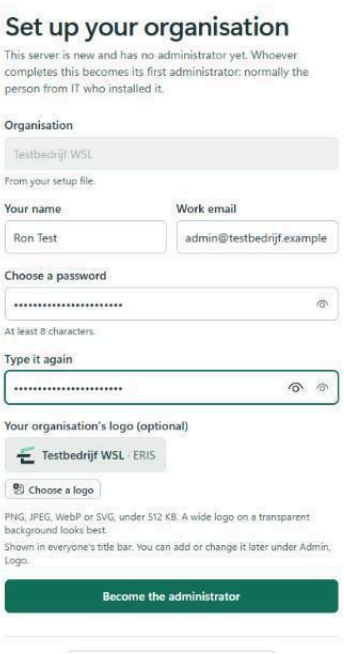


STEP 4 · SET UP YOUR ORGANISATION

The organisation name comes from the setup file. Fill in your name, your work email and a password, type the password again and press Become the administrator. Adding the logo of your

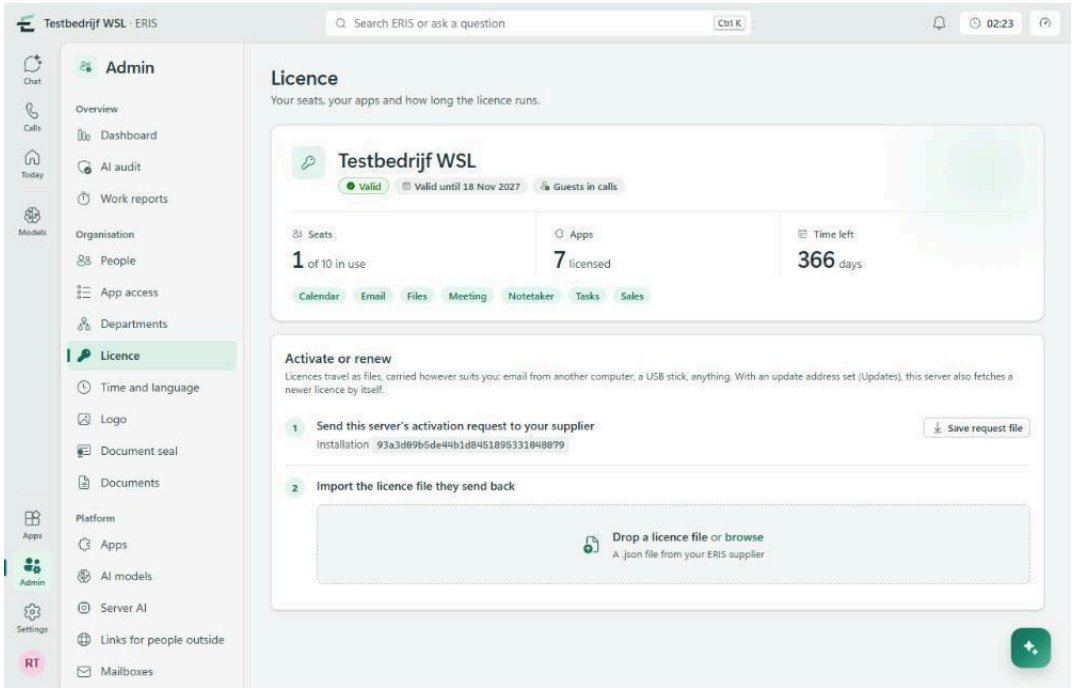
organisation is optional. You are now your organisation's ERIS administrator.





STEP 5 · DONE

An online server fetches its licence by itself straight after the previous step. While it does, the app shows Getting your licence. Under Admin › Licence you then see the licence: valid, with your seats and apps.



For an offline server, continue with chapter 06.

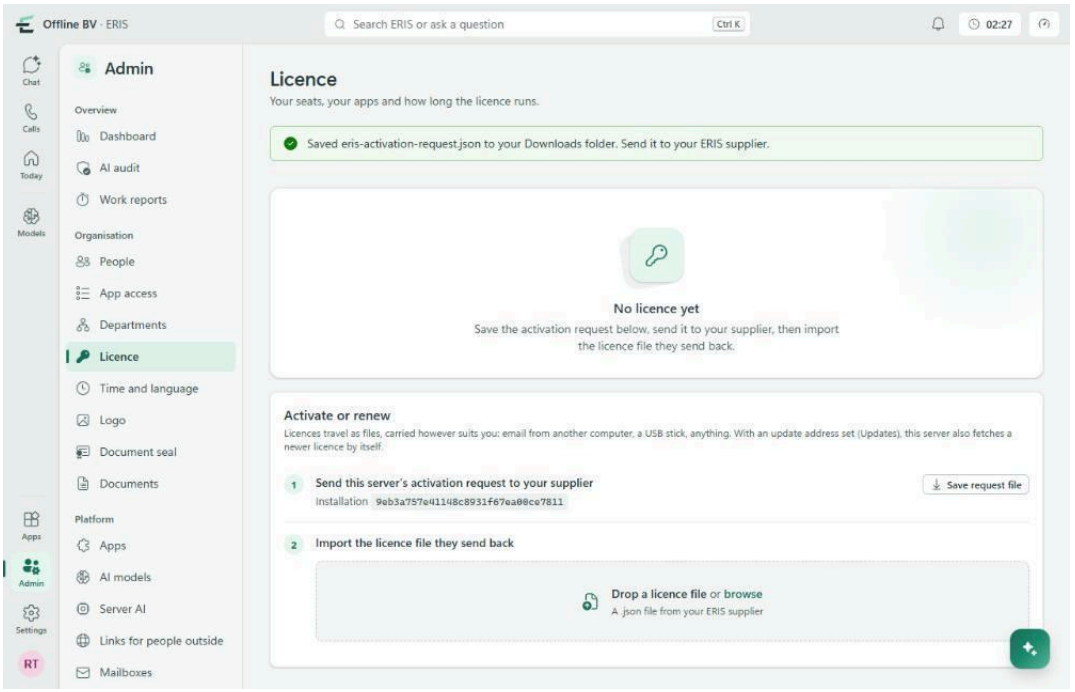
06

Offline server: one file each way

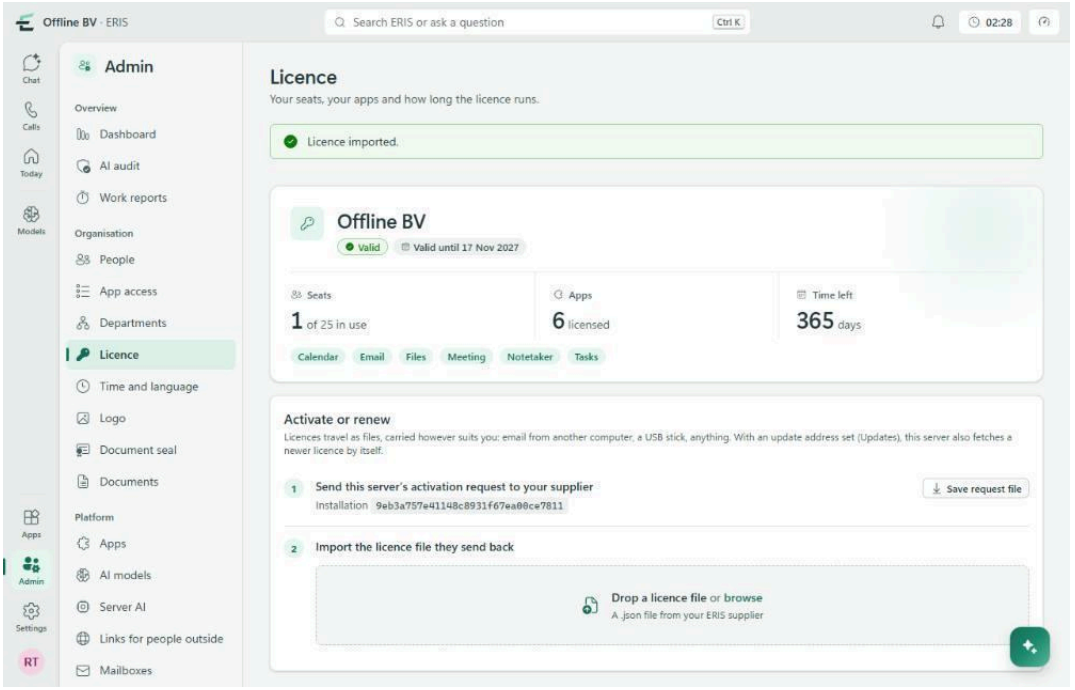
A server that never reaches the internet receives its licence as a file. For such a server Upward Technologies sends a setup file without an internet address.

1. Set the server up with the screens in chapter 05.
2. Under Admin › Licence, press Save request file.
3. Email the request file to Upward Technologies.
4. Upward Technologies emails a licence file back to you.
5. Drop the licence file on Admin › Licence. The licence is then valid.

SAVE THE REQUEST FILE



DROP THE LICENCE FILE



A server that runs a release older than ERIS Server 0.1.9-beta also activates with a request file, even when it can reach the internet.

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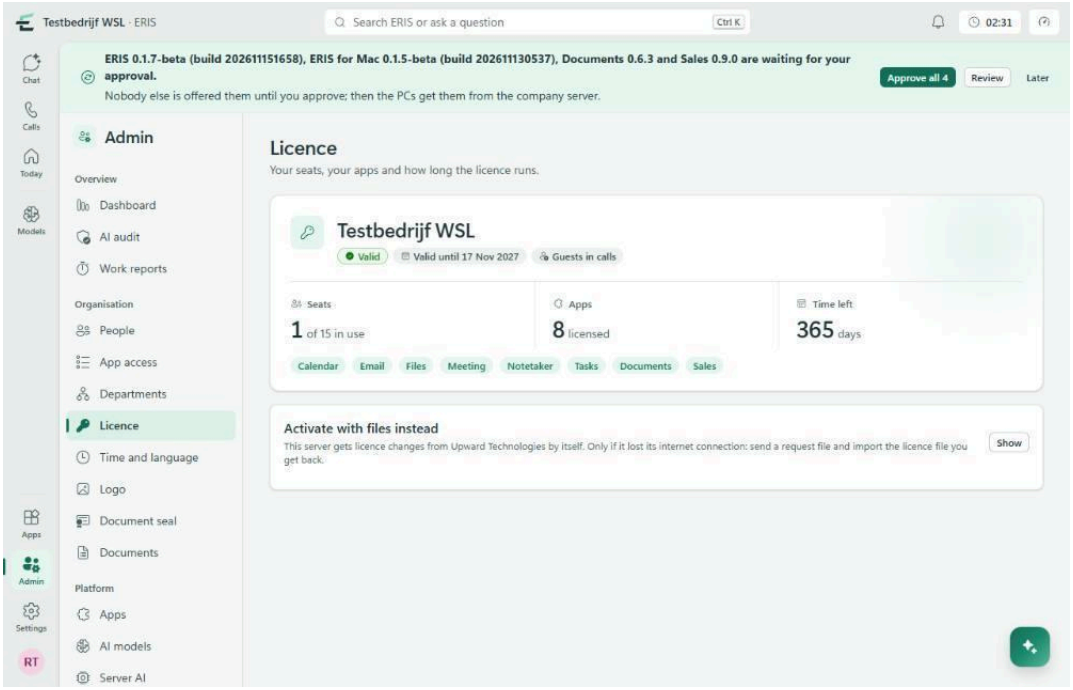
Licence changes and updates

LICENCE CHANGES

Extra apps, more seats or a new end date are arranged with Upward Technologies, who change the licence.

An online server takes the new licence by itself at its next check, within 6 hours. To take it at once, press Check now under Admin › Updates. Admin › Licence then shows the new seats and apps.



An offline server receives a new licence file by email. Drop it on Admin › Licence.

ERIS SERVER UPDATES

The server offers new ERIS server releases to the administrator under Admin › Updates. While releases wait for approval, a banner at the top of the ERIS app asks you to approve them. Nobody else is offered them until you approve; the computers then get them from your server.

REPLACING THE SERVER

A licence belongs to one server. Contact Upward Technologies before you replace the server: they can move the licence to the replacement server.

08

Giving staff access

Your staff reach the ERIS server through the ERIS VPN, which is built into ERIS. Give Upward Technologies the work email address of each person who needs ERIS. Then, for each person:

1. Upward Technologies sends them ERIS VPN for your organisation. They run it once on their own computer and send back the one line it shows.
2. Upward Technologies registers that line and replies that they are registered.
3. They install ERIS, switch on the ERIS VPN, type the server address and sign in, as the ERIS app manual for Mac or Windows describes.
4. You approve them under Admin › People and give them their apps.

THE ERIS VPN

Each person makes their own VPN key on their own computer. The private half never leaves that computer; Upward Technologies receives only the public half. The ERIS VPN only carries traffic to your organisation's ERIS server, not the rest of their internet traffic.

A LOST OR REPLACED COMPUTER

Tell Upward Technologies. They remove that person's VPN access, and the person runs ERIS VPN for your organisation again on the new computer.

09

Troubleshooting

Most problems have a short cause. If the steps below do not solve it, contact Upward Technologies at info@upwardtech.nl.

PROBLEM	WHAT TO DO
The ERIS app cannot reach the server	Check that the installer ended with "ERIS server is running on port 5080", that port 5080 is open in the firewall on the server, and that the address ends with :5080.
Calls do not connect	Check that TCP ports 7880 and 7881 and UDP port 7882 are open in the firewall on the server.
The setup file is refused	A setup file sets up one server and can be used for 30 days. Ask Upward Technologies for a new setup file.
The licence does not arrive on an online server	Check that the server reaches the internet over https on port 443, then press Check now under Admin › Updates. If the server cannot reach the internet, follow chapter 06.
AI answers are slow	Without a graphics card the AI models run on the processor and memory. A graphics card with about 12 GB of video memory runs the recommended models.
A member of staff cannot reach the server	Check with Upward Technologies that their ERIS VPN line is registered, and that they switched on the ERIS VPN and use the server address.
A member of staff cannot use any apps	Approve them under Admin › People and give them their apps.
A member of staff sees Set up this server	That screen appears only for a server that has not been set up. Check that they use the address of your ERIS server.

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Terms

The terms used in this manual.

TERM	EXPLANATION
Server address	The IP address of the ERIS server followed by :5080, for example 192.168.1.20:5080.
Setup file	The signed file from Upward Technologies that sets up one ERIS server. It can be used for 30 days.
Request file	The file an offline server saves under Admin › Licence, so that Upward Technologies can issue its licence.

Licence file	The file Upward Technologies sends back to an offline server.
Online and offline	An online server reaches the internet and fetches its licence by itself. An offline server never reaches the internet and exchanges files instead.
ERIS VPN	The VPN built into ERIS. It connects one person's computer to your organisation's ERIS server and nothing else.

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