MANUAL · ERIS FOR MAC

UT-ERS-MAN-0002

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ERIS for Mac: Installation and VPN

How to install ERIS on a Mac, switch on the ERIS VPN that is built into ERIS and sign in to your organisation's ERIS server.

DOCUMENT	PREPARED FOR	PREPARED BY	STATUS
UT-ERS-MAN-0002 Version 1.0 2026-11-18 Classification Public	ERIS clients Staff who use a Mac	Upward Technologies B.V. R. M. Zabel ron@upwardtech.nl	Final

> Why this document exists
>
> ERIS runs on your organisation's own ERIS server. The ERIS app on your Mac reaches that server through the ERIS VPN, which is built into ERIS. This manual takes you from the download to a working ERIS app.

VERSION CONTROL

VERSION	DATE	AUTHOR	CHANGE
0.1	2026-11-18	R. M. Zabel	First draft
0.2	2026-11-18	R. M. Zabel	Universal for every client: ERIS VPN built into ERIS instead of a company VPN, VPN script, approval under Admin › People, Apple silicon only, downloads page, same steps and screenshots as the Windows manual.
1.0	2026-11-18	R. M. Zabel	Released for the ERIS website: number UT-ERS-MAN-0002 from Assure, classification Public.

01

Summary

ERIS runs on your organisation's own ERIS server. Your Mac reaches that server through the ERIS VPN, which is built into ERIS: you do not need the WireGuard app. You set it up once: install ERIS, make your VPN file and send one line to Upward Technologies, switch on the ERIS VPN in ERIS, and

sign in. Your ERIS administrator then approves you and gives you your apps. After that, ERIS connects by itself every time you open it.

02

Before you start

You need:

- **A Mac with Apple silicon** (M1 or later). ERIS for Mac does not run on a Mac with an Intel processor. To check, choose Apple menu › About This Mac: next to Chip it shows Apple M1 or later.
- **ERIS for Mac**: the ERIS .dmg file. Download it from the ERIS downloads page, upwardtech.nl/en/products/eris/downloads, or use the download link from Upward Technologies. The downloads page asks for your email address and emails you a sign-in link.
- **The ERIS VPN script**: ERIS VPN for *organisation*.zip. Upward Technologies sends it to you. Save it in your Downloads folder.
- **Your server address**: it ends with :5080 and is in the email from Upward Technologies.
- **Your work email address and password**: your work email is your ERIS username.

In this manual, *organisation* stands for your organisation's short name, as it appears in the file names from Upward Technologies.

03

Install ERIS

Step 1. Double-click the ERIS .dmg file in your Downloads folder.

Step 2. In the window that opens, drag ERIS into the Applications folder.

Step 3. Open ERIS from the Applications folder or from Launchpad.

Step 4. If macOS asks whether you are sure you want to open ERIS, click Open.

If macOS says it cannot open ERIS, check that your Mac has Apple silicon (chapter 02).

04

Make your VPN file

You do this once on this Mac. It makes your own VPN key: the private half stays on your Mac, and you send only the public half to Upward Technologies.

Step 1. Double-click ERIS VPN for *organisation*.zip in your Downloads folder. The file ERIS VPN for *organisation*.command appears next to it.

Step 2. Double-click ERIS VPN for *organisation*.command. A Terminal window opens.

Step 3. If your Mac says it cannot open the file: choose System Settings › Privacy & Security, scroll down, click Open Anyway, and double-click the file again.

Step 4. Type your username (your work email) and press Return.

Step 5. Email the line that starts with ERIS-VPN to info@upwardtech.nl. It is already copied: just paste it into the email.

Step 6. Close the Terminal window.

Step 7. Wait for the reply that it is registered. Until then the ERIS VPN cannot connect.

KEEP YOUR VPN FILE TO YOURSELF

The script saves eris-*organisation*.conf in your Downloads folder. It is your own key to your organisation's ERIS server. Never email it or share it. Each person makes their own, on their own

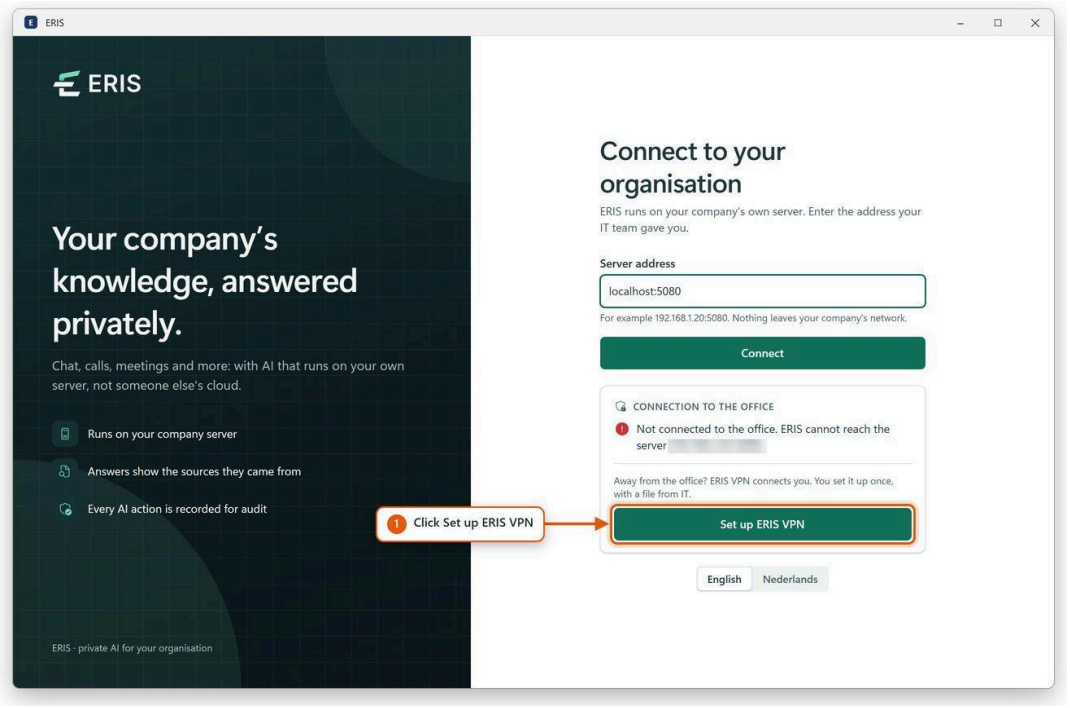
Mac.

05

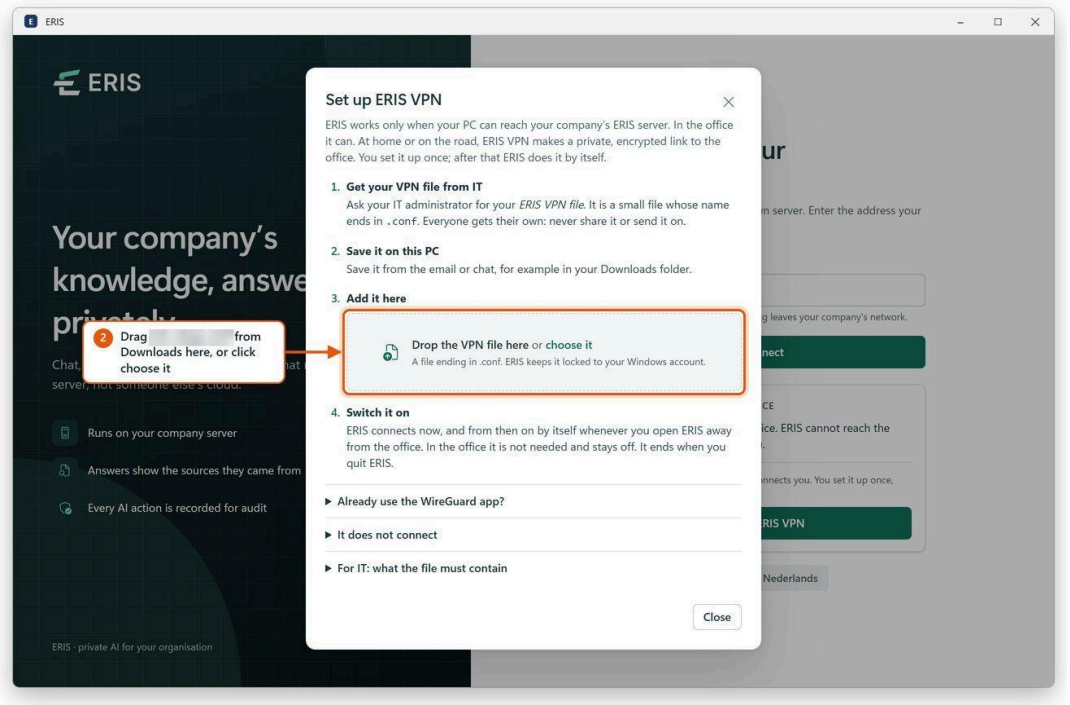
Switch on the ERIS VPN

Do this once Upward Technologies has replied that you are registered.

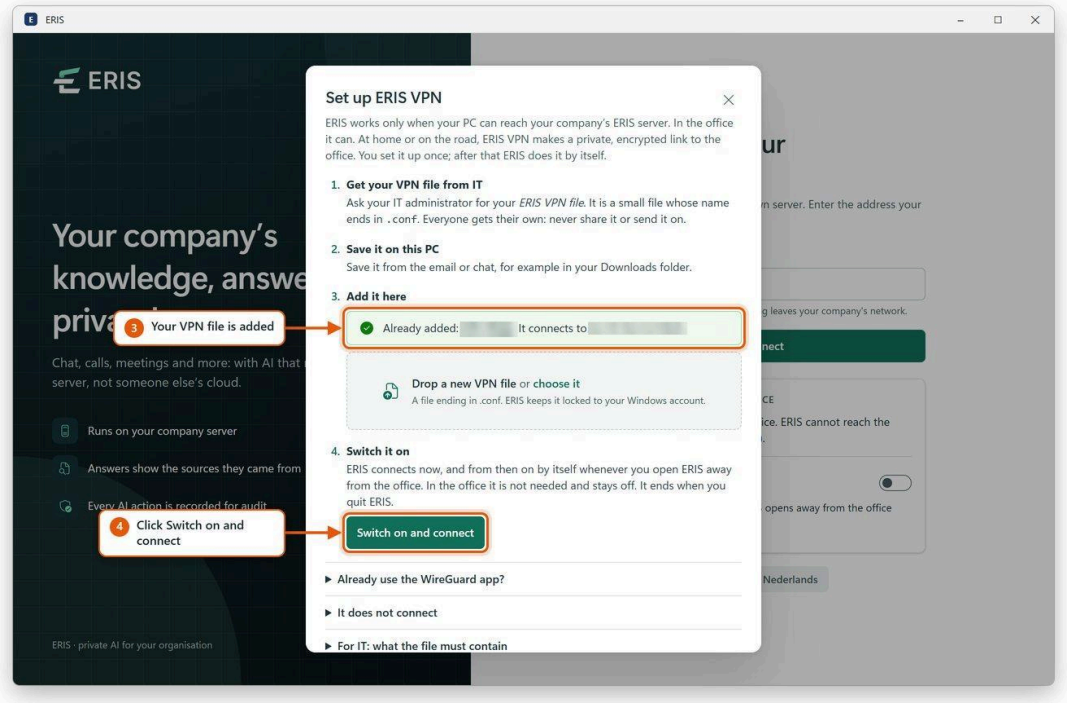
Step 1. Open ERIS and click Set up ERIS VPN.



Step 2. Drag eris-*organisation*.conf from your Downloads folder onto the box.



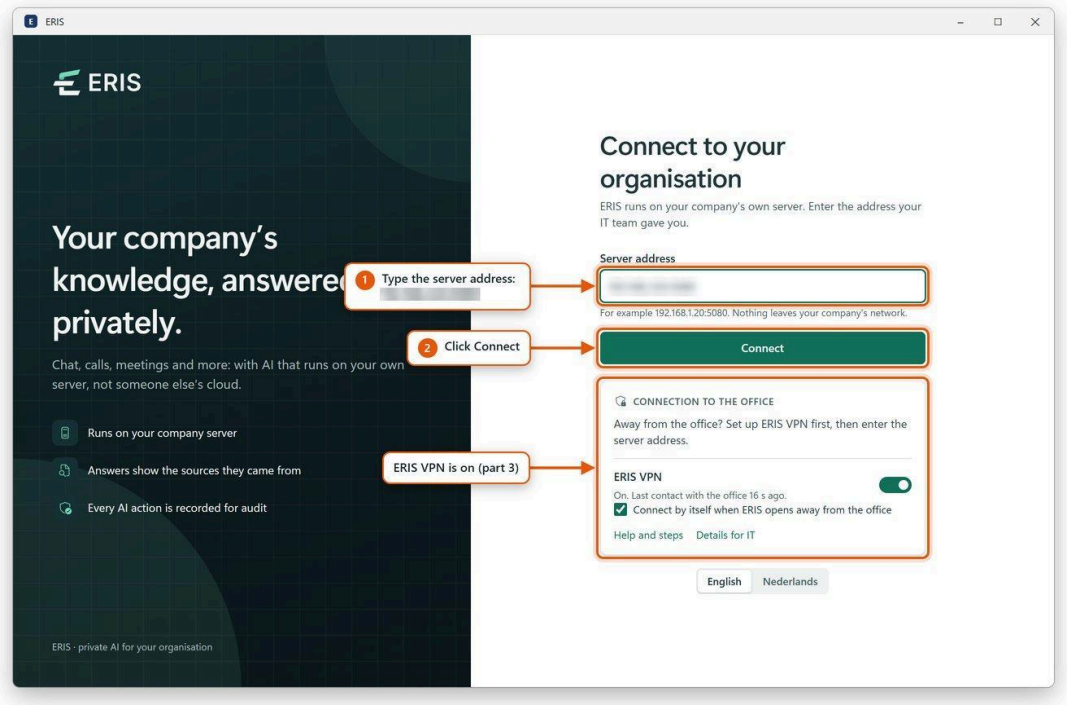
Step 3. Click Switch on and connect.



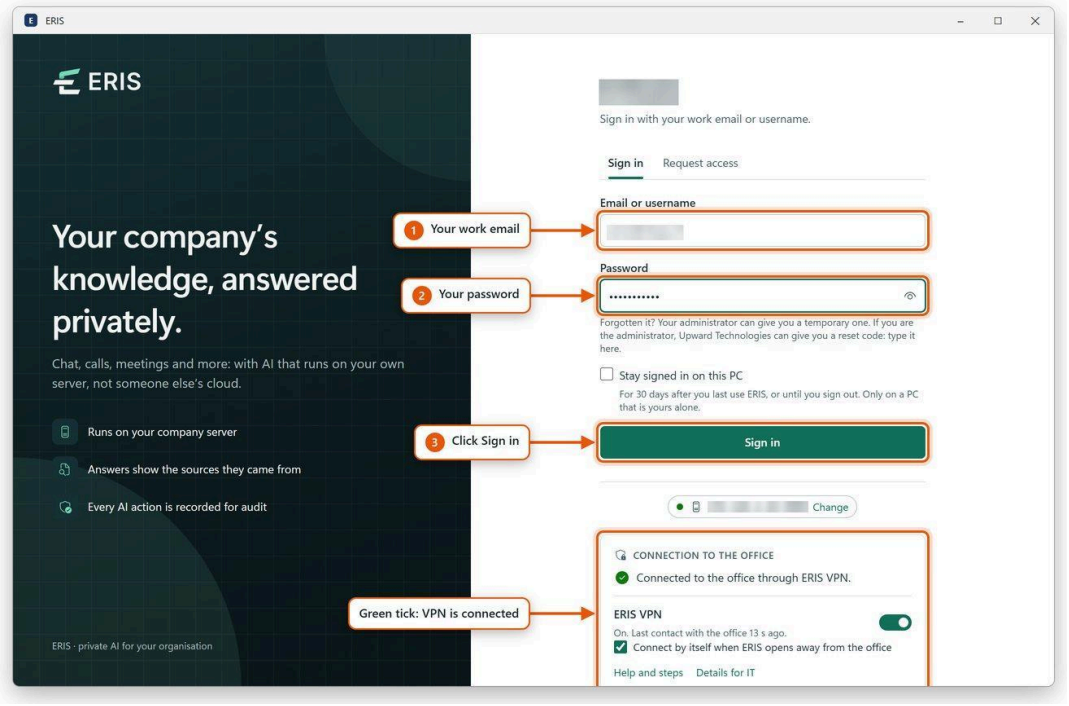
From now on ERIS connects by itself when you open it away from the office.

Connect and sign in

Step 1. Type your server address and click Connect.



Step 2. Type your work email and password, and click Sign in. The green tick shows that the ERIS VPN is connected.



The first time, your ERIS administrator approves you under Admin › People and gives you your apps. You can work in ERIS once that is done.

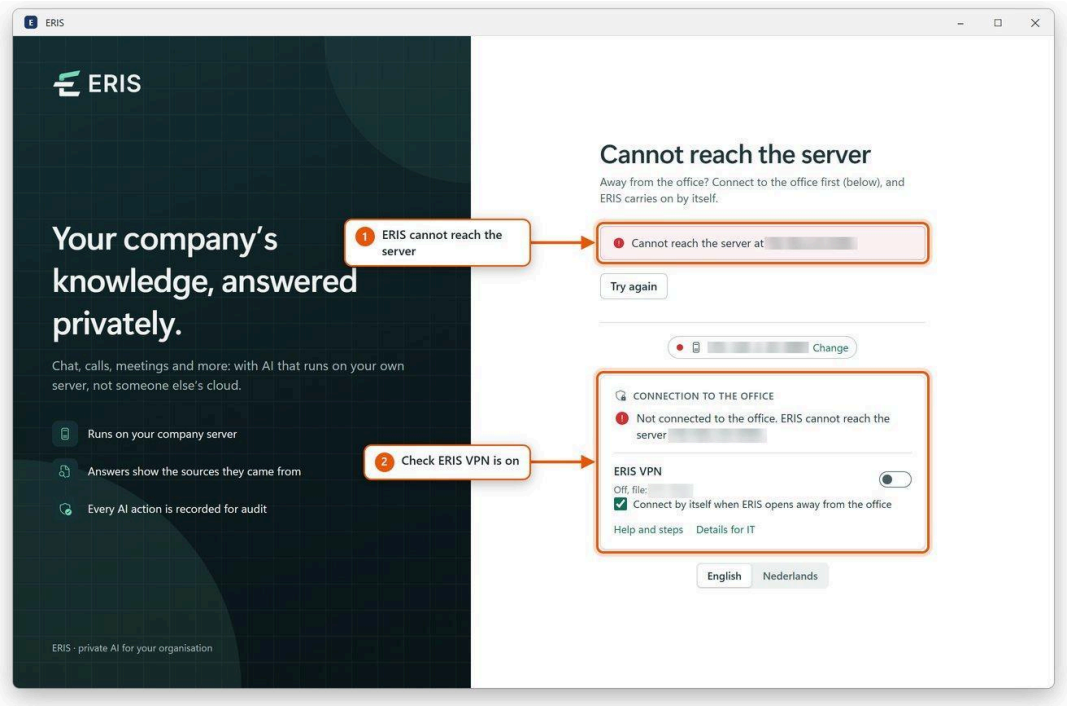
07

Good to know

- The ERIS VPN only carries traffic to your organisation's ERIS server. Your normal internet does not go through it.
- On a new or replaced Mac, install ERIS, run ERIS VPN for *organisation*.command again and send the new line. Your old VPN file stops working once the new line is registered. If a Mac is lost, tell Upward Technologies.
- If you run ERIS VPN for *organisation*.command again on the same Mac, it asks whether to make a new VPN file. Answer no to keep the one you have.

08

If it does not connect



- Check that the internet works on this Mac: open any website.
- Check that you got the reply that your line is registered (chapter 04).
- Check that the ERIS VPN is switched on under Connection to the office.
- Using the WireGuard app with the same file? Switch it off there. The same file in two places at once keeps dropping.
- Made a new VPN file? Send the new line again. The old file stops working once the new one is registered.
- Your Mac will not open the script? Choose System Settings › Privacy & Security, click Open Anyway and double-click the file again.
- ERIS will not open? ERIS for Mac runs only on a Mac with Apple silicon (M1 or later).
- The window says There is a space in it, or That is not an email address? Type your work email without spaces, like name@company.com.
- The window says Could not make the key? Send a screenshot of the window to info@upwardtech.nl.
- Signed in but you cannot use any apps? Your ERIS administrator still has to approve you

under Admin › People and give you your apps.
- ERIS shows Set up this server? Check the server address. That screen is only for setting up a new server.
- Still stuck: email info@upwardtech.nl.

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