

INSTALL GUIDE · IT TEAMS, MSPS AND FIREWALL TEAMS

Site servers and collector homing

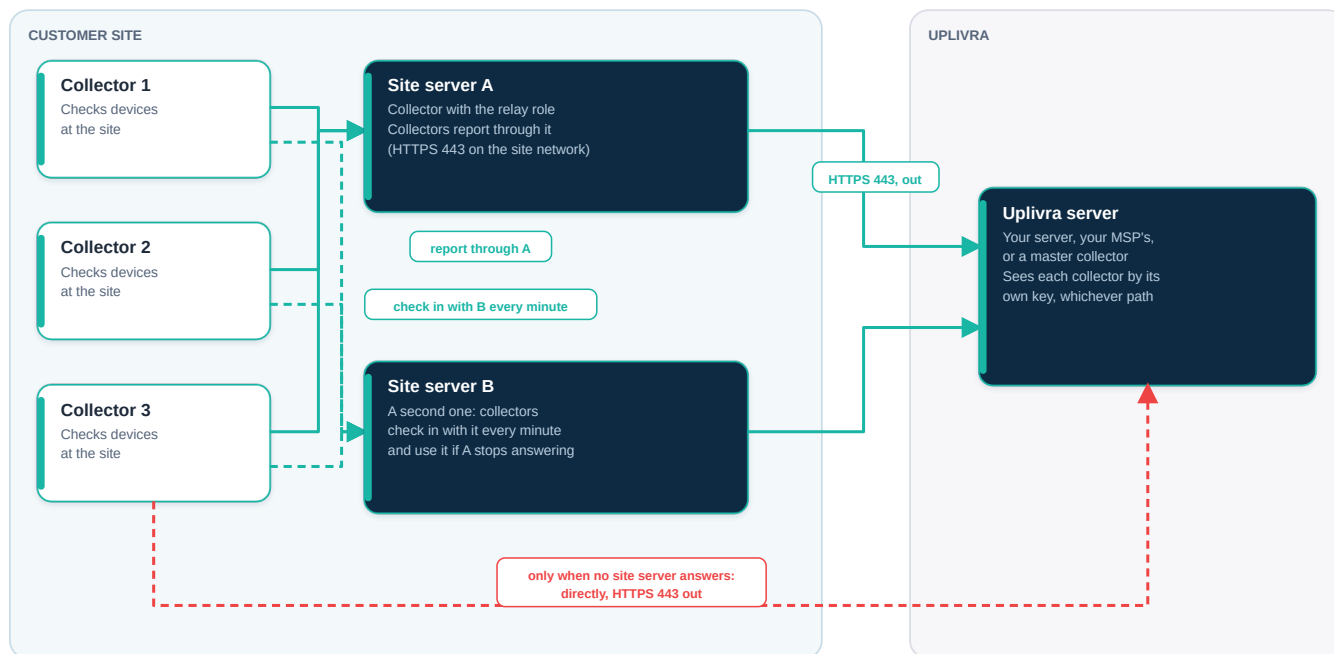
A site server is a collector the other collectors at its site report through, so it's the only computer there talking to Uplivra. Collectors check in with every site server each minute, report directly when none answers, and go back as soon as one does.

Uplivra Technologies LLC · Guide for Uplivra 26.10 · Updated 28 September 2026 · Latest version:
<https://uplivra.com/guides/site-servers.html>

What it does

Site servers: one computer per site talks to Uplivra

A site server is a collector with the relay role. The other collectors at its site report through it automatically.



How it works

Automatic: collectors at a site with a site server report through it; pick other servers or "report directly" on a collector's page. Site servers report directly. Every minute each collector checks in with every site server, signed in with its own key; the check-in goes through to Uplivra, so it proves the whole path. No site server answering (or one that can't reach Uplivra): the collector reports directly, keeps checking in, and goes back as soon as one answers.

KEY → Normal path → Fallback

- A **site server** is a collector with the relay role at a customer site. Uplivra sends the site's other collectors its address and certificate fingerprint, and they report **through it**. Only the site server connects to Uplivra.
- Every minute, each collector **checks in with every site server** it has, signed in with its own key. The check-in passes through the site server to Uplivra, so an answer proves the whole path works.
- Work goes through the **first site server that answers**. With two, a collector moves to the second when the first stops answering.
- If **no site server answers**, or one says it can't reach Uplivra itself, the collector **reports to Uplivra directly** (as it's set up to), keeps checking in every minute, and **goes back** as soon as a site server answers or you point it at a different one.
- Nothing is lost while it switches: checks keep running, results wait and are sent on the next path.

You need Uplivra 26.10.28 or later on the server and the collectors.

Step 1: Make a site server

New computer. Run the installer and choose **Site server**. Connect it to your Uplivra server (or your MSP's master collector) with a setup code for the **same site** as the collectors. The installer opens HTTPS 443 for the other collectors; the management page can share the port.

An existing collector can become one: an MSP master collector is already one for its own site. For a collector at a customer site, run the installer again and choose Site server (settings are kept), or add `"relay"` to `roles` in `collector.json` and restart it.

On its page in **Settings > Sites and collectors**, the **Home servers** card says it's a site server, how many collectors reported through it in the last 5 minutes, and the address the others use. When they reach it by another address (a DNS name, NAT, a second interface), type it under **Address other collectors use**.

Step 2: Nothing (the collectors do it themselves)

Within a minute of the site server's first status report, the site's other collectors are told about it. Their **Home servers** card shows each site server, whether it answered its last check-in, how fast, and which one they report through.

To choose differently for one collector, open its page and pick:

Choice	What it does
Automatic (default)	The site servers at the collector's own site, lowest failover priority first
These site servers	The ones you tick, from any site, in that order. Useful for a branch with no server of its own
Report to Uplivra directly	No site server

Every change is in the audit log. A home server can also be set on the collector itself in `collector.json` (`home_servers` , with `url` and `fingerprint`); that wins over the web interface.

Firewall rules

From	To	Port	Why
Each collector	Site server	TCP 443 (its relay port)	Reporting and check-ins
Site server	Uplivra server	TCP 443 , out	Everything from the site
Each collector	Uplivra server	TCP 443 , out	Only when no site server answers. Keep this rule, or collectors go quiet while the site server is down

No new ports on the Uplivra server. See [Ports and firewall rules](#).

Good to know

- Collectors pin the site server's certificate (sent by your Uplivra server over its own authenticated connection), so a look-alike can't pose as it.

- Each collector still signs in with its own key through the site server; Uplivra sees exactly who is talking.
- Site servers report directly, never through each other.
- Remote access sessions, packet capture pulls and firmware downloads go through the same path.
- The collector's management page and **Administration > Diagnostics** show its home servers and which one it uses.

Troubleshooting

What you see	What to do
"Not answering" with "connection refused" or a timeout	Is the site server running, and can the collector reach it on 443? Check VLAN firewalls
"the home server can't reach the Uplivra server"	The site server's own connection is down; the collector reports directly meanwhile. Check the site server's page
No address shown for a site server	It hasn't reported its addresses yet, or has none Uplivra can use. Type the address on its page
A collector keeps reporting directly	Its choice is Report to Uplivra directly , or <code>home_servers</code> in its collector.json points elsewhere