

Vtiger CRM Server by Code Creator

Customer Launch and Setup Instructions

Ubuntu 24.04 | Vtiger Open Source 8.4.0 | Apache | MariaDB | PHP 8.3

This guide explains how to launch and complete the first time setup for Vtiger CRM Server by Code Creator on AWS Marketplace. The instance is designed for public IP based setup, so a domain name is not required for first use.

This AMI packages Vtiger Open Source CRM for self hosted customer use. Code Creator provides the provisioned AMI and deployment support. Code Creator is not affiliated with Vtiger.

1. Before You Launch

Recommended instance and storage settings:

Setting	Recommendation
Small test or evaluation	t3.medium or larger
General team use	t3.large or m6i.large
Larger production use	m6i.xlarge or larger depending on users and data
Root storage	30 GB minimum, 40 GB or more recommended

Recommended security group inbound rules:

Type	Protocol	Port	Source
SSH	TCP	22	Your IP address where possible
HTTP	TCP	80	0.0.0.0/0 or your allowed users
HTTPS optional	TCP	443	Only needed if you later configure HTTPS

For the default first launch, open port 80 so the browser based Vtiger installer can load. Port 443 is not required unless you later add HTTPS with your own domain or certificate process.

2. Connect to the Instance

After the instance launches, connect using your Amazon private key and the **ubuntu** user.

```
ssh -i your-key.pem ubuntu@YOUR_PUBLIC_IP
```

Replace your-key.pem with your actual AWS key file and replace YOUR_PUBLIC_IP with the public IPv4 address shown in the EC2 console.

3. Wait for First Boot Initialization

After launch, allow a few minutes for first boot initialization. The first boot process detects the new public IP address, creates fresh database credentials, prepares the Vtiger installer, and writes customer instructions to the ubuntu user home directory.

At login, you should see a Vtiger CRM Server by Code Creator welcome message with the application URL and database installer values.

You can display the same instructions at any time with:

```
cat /home/ubuntu/FIRST_LOGIN.txt
```

4. Open Vtiger in Your Browser

Open the Application URL shown in FIRST_LOGIN.txt. It will look similar to this:

http://YOUR_PUBLIC_IP/

The browser should redirect to the Vtiger installer. If the page does not load immediately, wait a few more minutes and refresh the page. Also confirm that the EC2 security group allows inbound TCP port 80.

5. Complete the Vtiger Web Installer

Use the values shown in /home/ubuntu/FIRST_LOGIN.txt. The most important installer fields are listed below.

Installer Field	Value to Use
Database Host Name	localhost
Database Name	vtigercrm
Database User Name	vtigeruser
Database Password	Use the generated password shown in FIRST_LOGIN.txt
Site URL	Use the Application URL shown in FIRST_LOGIN.txt
Currency	Choose your preferred currency, such as US Dollar
Timezone	Choose your preferred timezone

During the installer, create your own Vtiger admin username, password, and admin email address. The AMI does not ship with a default Vtiger admin password.

After the installer completes, log in with the admin account you created.

6. Useful Server Commands

The AMI includes helper commands for common checks.

Command	Purpose
codecreator-vtiger-url	Shows the current Vtiger URL based on the instance public IP
codecreator-vtiger-status	Shows Apache, MariaDB, cron, local web status, and Vtiger table count
codecreator-vtiger-cron-log	Shows recent Vtiger scheduled job log output

Run commands from the SSH session as the ubuntu user:

codecreator-vtiger-url

codecreator-vtiger-status

codecreator-vtiger-cron-log

7. Vtiger Scheduled Jobs

Vtiger scheduled jobs are configured to run every 15 minutes through the system cron service. Before Vtiger is installed, the cron wrapper skips safely. After the web installer is completed, the scheduled jobs run normally.

To confirm cron is active:

systemctl is-active cron

To view recent Vtiger cron output:

codecreator-vtiger-cron-log

A message such as No mailbox configured for scanning is normal until you configure mailbox scanning inside Vtiger.

8. Service Checks and Restart Commands

Use these commands if you need to check or restart services.

sudo systemctl status apache2 --no-pager -l

sudo systemctl status mariadb --no-pager -l

sudo systemctl status cron --no-pager -l

sudo systemctl restart apache2

sudo systemctl restart mariadb

sudo systemctl restart cron

The main Vtiger application files are located at:

/var/www/vtigercrm

9. Optional HTTPS and Domain Notes

The default AMI setup uses HTTP over the instance public IP address so customers can launch and test quickly without owning a domain. For production use, you may later configure a domain name, HTTPS certificate, and Apache virtual host updates according to your organization requirements.

If you configure a domain later, update the Vtiger site URL inside Vtiger settings and the web server configuration as needed.

10. Basic Troubleshooting

Issue	Recommended Check
Browser does not load	Confirm security group inbound TCP 80 is open and Apache is active
Installer does not show	Run <code>codecreator-vtiger-status</code> and check for HTTP 302 to Install view
Database connection fails in installer	Use Database Host Name localhost and copy the generated password exactly from FIRST_LOGIN.txt
MariaDB not active	Run <code>sudo systemctl restart mariadb</code> and then <code>codecreator-vtiger-status</code>
Cron warning about mailbox scanning	Normal until you configure mail scanning inside Vtiger

To display the first login instructions again:

```
cat /home/ubuntu/FIRST_LOGIN.txt
```

To check the Vtiger URL again:

```
codecreator-vtiger-url
```

11. Ubuntu Security Update Note

Ubuntu may display a message about ESM Apps or Ubuntu Pro. This is a normal Ubuntu notice and is not a Vtiger error. Customers may choose whether to enable Ubuntu Pro or ESM according to their own organization policy.

Use standard Ubuntu package update commands when maintaining the server:

```
sudo apt update
```

```
sudo apt upgrade -y
```

12. Support Information

For AMI deployment and instance setup support, contact Code Creator using the support information provided on the AWS Marketplace listing. For Vtiger application usage, workflows, modules, and CRM administration, refer to Vtiger open source documentation and community resources.

Keep your AWS private key secure. Code Creator will not need your private key for normal product use.