alcatraz ai

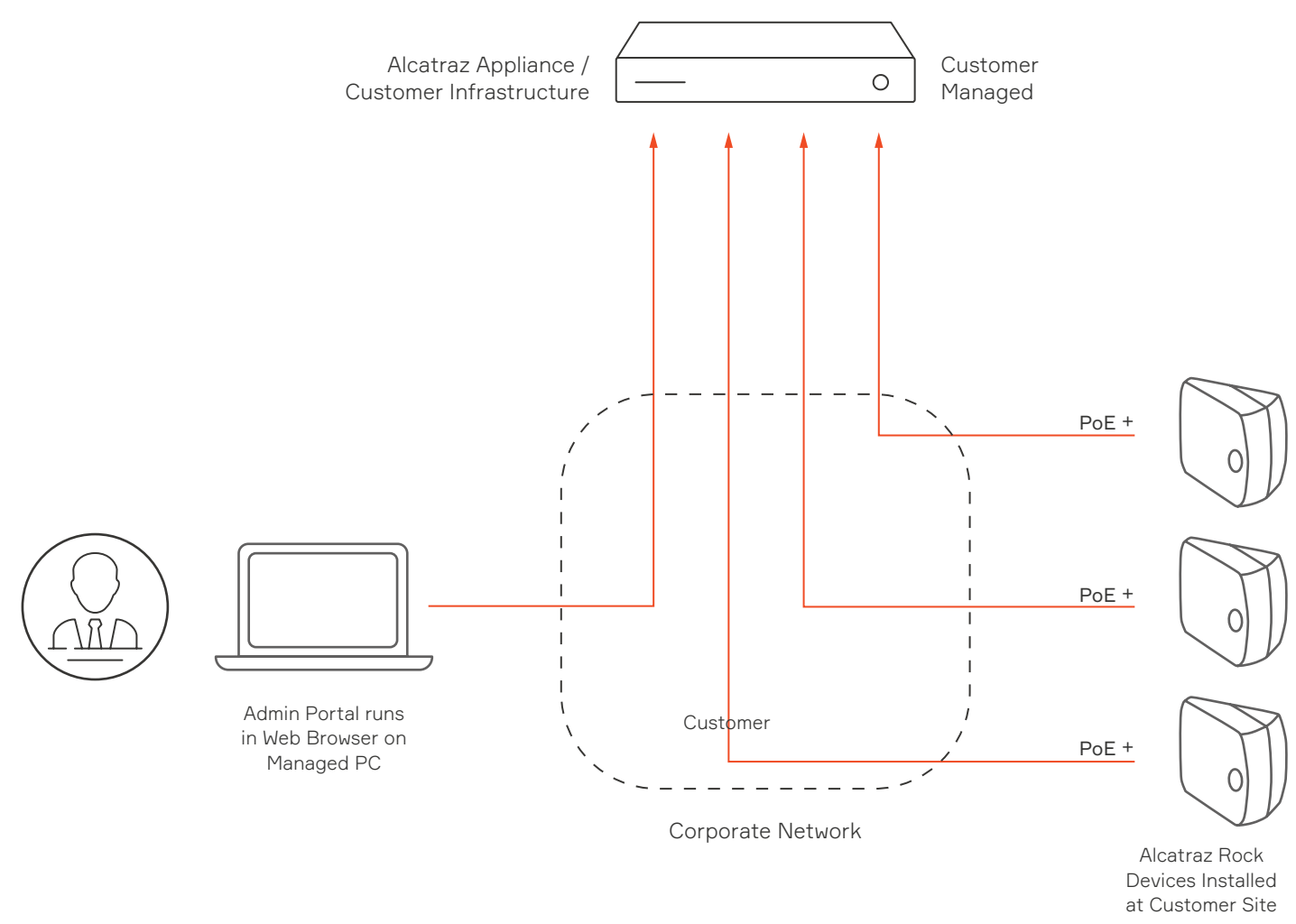# Alcatraz AI Platform Installation

Contents

Overview

The Alcatraz AI Admin Portal provides Windows and Linux install solutions.
Airgapped (Offline) installation is also available with the Linux install package

1—On-Prem Options

The on-prem system includes either the Alcatraz AI appliance or a customer provided server installed with the Alcatraz AI software package, one or more Rocks, and a customer provided computer for accessing the Alcatraz AI Admin Portal.

1.1—On-Prem System / Customer Provided Infrastructure

Alcatraz Appliance /
Customer Infrastructure

Customer
Managed

PoE +

PoE +

Admin Portal runs
in Web Browser on
Managed PC

Customer

PoE +

Corporate Network

Alcatraz Rock
Devices Installed
at Customer Site
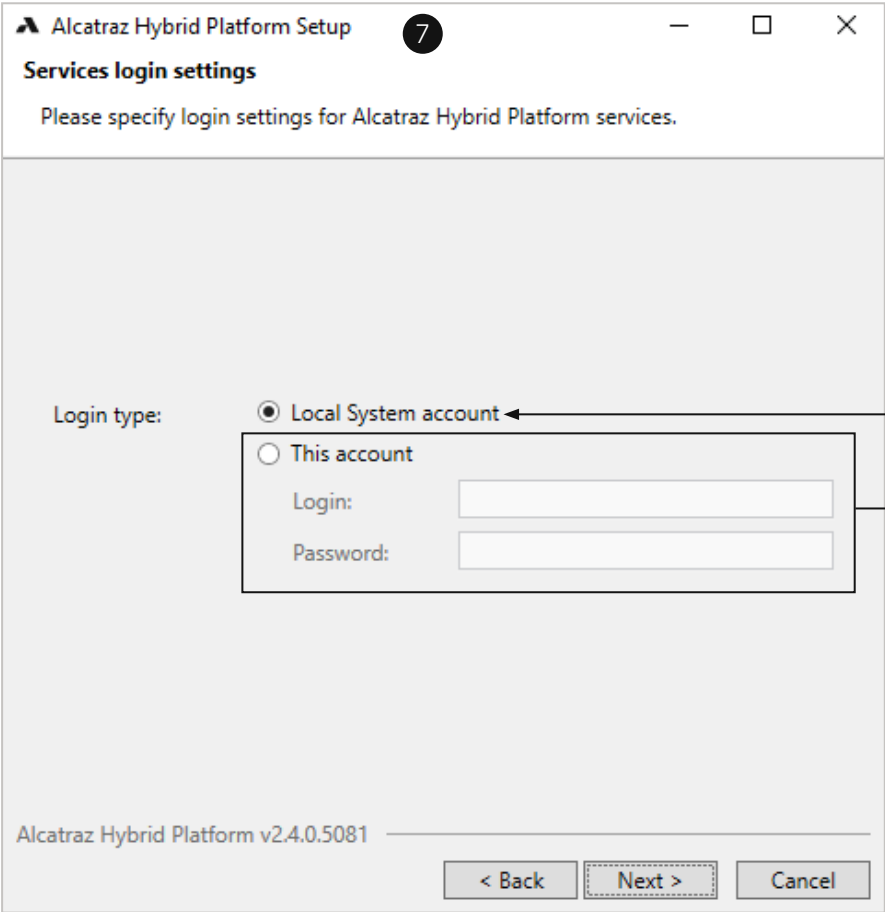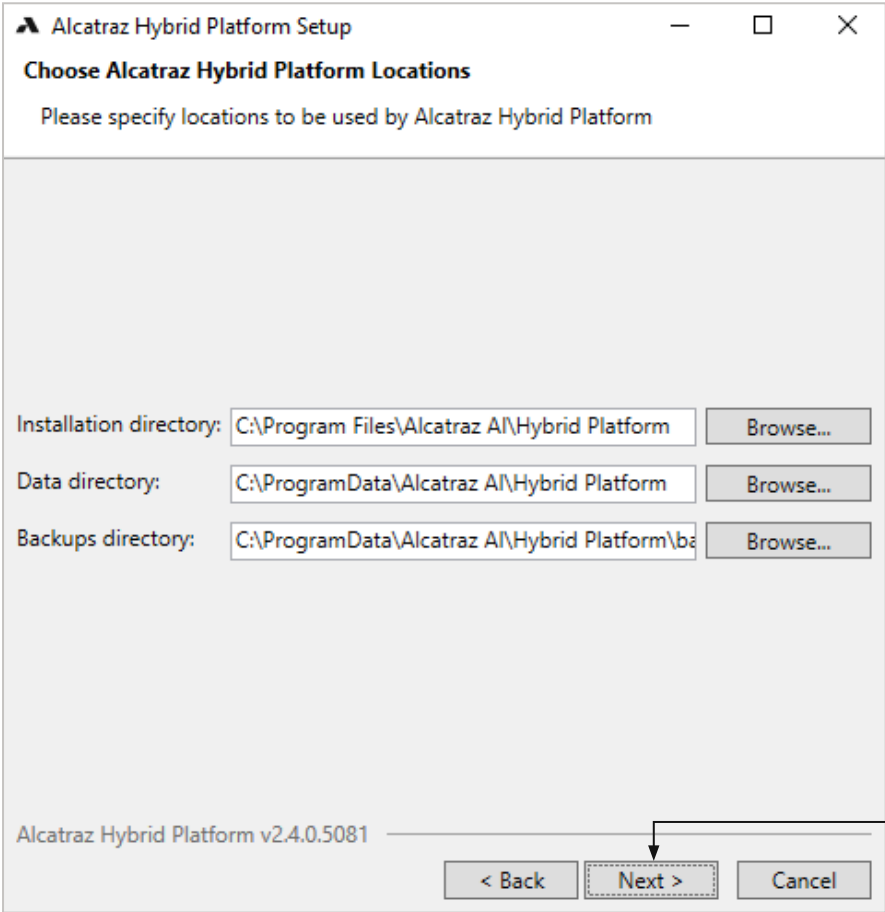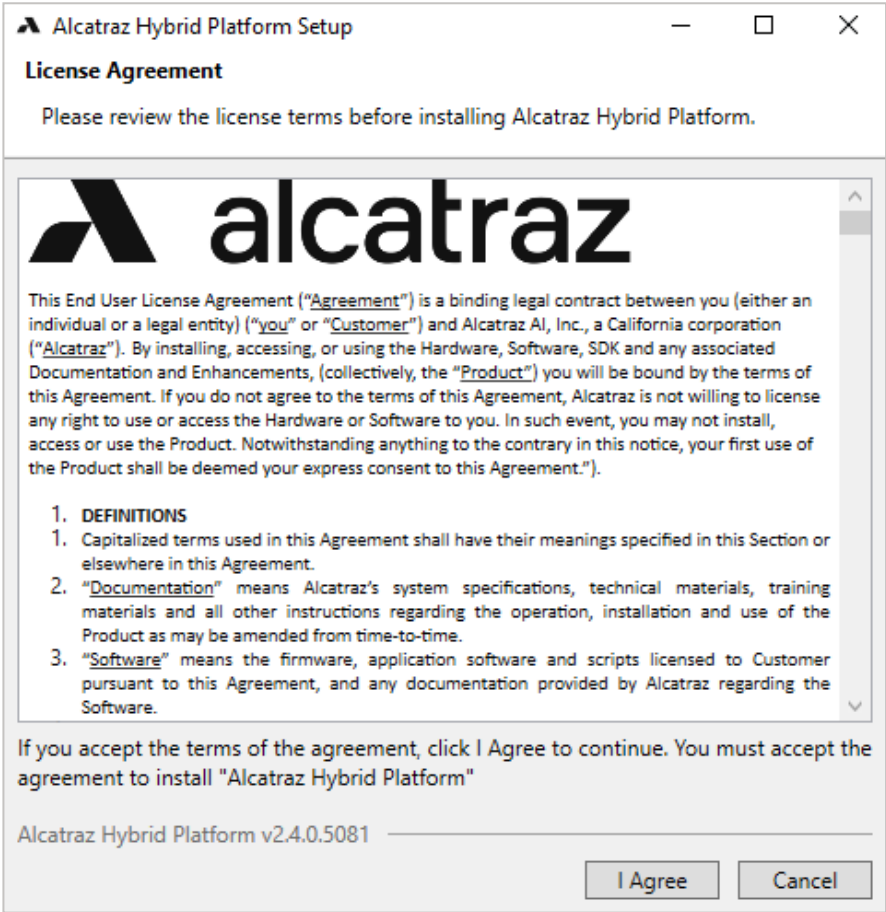
1.2—System, Network Requirements and Configuration

For all various requirements system, capacity, network and also custom configuration details please refer to the **Information Security Guide** document.

2—Windows Installation

2.1—Installation process

Ensure the Windows Account used for the installation has local Administrative privileges on the machine where Alcatraz AI Platform will be installed.

1. Locate the Installer File – **alcatraz-admin-portal-2.4.0-5081.exe**.
2. Double click on the **alcatraz-admin-portal-2.4.0-5081.exe** file to run installation.
3. License Terms screen will open.
   - Read the **License Agreement**.
4. Click **I Agree** button to continue Alcatraz Hybrid Platform Setup. (Click **Cancel** to stop Setup Installation if needed.)
5. Select install locations for the Alcatraz AI Platform
   - Click on **Browse** for each of the 3 fields (**Installation directory**, **Data directory**, **Backup directory**) and select the respective locations where the AHP Platform components should be installed. (Default directory paths will appear in each of the fields.)
6. Click **Next** to continue (click Back to return to previous setup screen or **Cancel** to stop setup if needed).
7. Services Login Settings – select **Login type** from one of the following, suitable for your organization policy
   a. **Local System account** – integrated with Windows. Services will run under the **Local System account** on the server.

b.**This account** – provide **Username** and **Password** for a custom account you want to use.
8. Click **Next** to continue.
9. **PostgreSQL Settings** Database
   ■ Click on **Browse** fields to select the installation and the data directories. (Default directory paths will appears in each of the fields.)
   ■ **Port** for connecting to PostgreSQL database, (Default ports will be suggested.)
   ■ **Superuser password** is prepopulated
      Note: if you change it, make a note of it and save it.
      Re-enter Superuser Password, only if you changed it.
10. Click **Next** to continue.
11. Certificate Settings – configure certificate to be used for the Alcatraz Admin Portal Web Application. Recommended section options are selected by default.
    a.**Generate certificates** option – selected by default.
       ■ **Platform hostname/IP address** is prepopulated.
       ■ **IP addresses to include** (in the certificate) – also selected by default.
    b.Select **Use Existing Certificate**, if one was previously generated
       ■ Select **Use Custom Certificates for Web Application**, if you want to use your own certificate which has been imported in the Windows Certificate Store.
       ■ Select certificate from the drop-down list below.
12. Click **Next** to continue.
13. NTP Service Settings – select **Setup NTP server**, if you want to setup a Network Time Protocol Server to ensure time synchronization between devices connected to the Alcatraz Hybrid Platform.
14. Click **Next** to continue.

Alcatraz Hybrid Platform Setup ⑨	Alcatraz Hybrid Platform Setup ⑩	Alcatraz Hybrid Platform Setup
PostgreSQL settings	**Certificate settings**	**NTP service settings**
Please specify PostgreSQL settings	Please specify certificate properties	Please specify NTP service settings
Installation directory: `C:\Program Files\PostgreSQL\13` Browse...	⦿ Generate certificates	☑ Setup NTP server ◄ ⑬
Data directory: `C:\Program Files\PostgreSQL\13\data` Browse...	Platform hostname/IP address: `WIN-984ICD8DA1U`	
Port: `5432`	IP Addresses to include: ☑192.168.113.212 ☑fe80::6c:98e5:15be:c50d%6	
Superuser password: ●●●●●●●●	○ Use existing certificates ☐ Use custom certificate for Web application	
Retype superuser password: ●●●●●●●●		
Alcatraz Hybrid Platform v2.4.0.5081	Alcatraz Hybrid Platform v2.4.0.5081	Alcatraz Hybrid Platform v2.4.0.5081
< Back Next > Cancel	< Back Next > Cancel	< Back Next > Cancel

15. Services Endpoints Settings
    a. For **Devices service** enter **IP address** and **Listen port**: default 8443 (recommended).
       This address will be used to connect devices to the Alcatraz AI Platform.
    b. For **Public service** enter **Listen port**: default 443 (recommended).
    CAUTION: changing the 'Devices Service' 'Listen Port' after Rocks have been onboarded to the system will cause them to lose communications unless they are deleted and then re-onboarded to the Alcatraz Platform.
       ▪ Select **Create Firewall rules** to ensure that Firewall rules that allow the required connections are automatically generated.
       ▪ Click **Check Port availability** to verify that selected ports are available.
    Note: when re-installing, or upgrading this software, pressing 'Check ports availability', may indicate that named Ports are in use by the current installation of this software. It is safe to leave that Ports as they are in this case.
16. Click **Next** to continue.
17. Enabling the **Remote Assistance Settings** is **optional.** If there is no need configuring the section just click **Next** and continue to <u>step 18</u> (page 9).
    If selecting to enable the remote assistance please follow the steps from <u>17.1 to 17.4</u> (page 8).
    17.1 After enabling the remote assistance, select **Import OpenVPN profile**.
       ▪ Enter **OpenVPN remote assistance Profile location**, or click on **Browse** to locate the directory where the profile is stored.
       ▪ Select **Enable OpenSSH Server** if you want to enable remote support sessions via the SSH Protocol.
          Enter **SSH login account**.
    17.2 Click **Next** to continue.

17.3 Enabling Windows Features

Note: this screen will appear only if additional Windows features are needed.

a. Please wait for the Installer to enumerate Windows Features on the server where the installation is taking place.
   (**Back** and **Next** buttons are disabled. Click **Cancel** to stop installation if needed).

b. Select listed Windows Features once they become active and click the **Enable** button.

c. Please wait while selected Windows Features are being applied. (Click **Cancel** to stop installation if needed).

d. Selected Windows Features are applied – the green checkmark indicates the successful enabling of the selected feature.

17.4 Click **Next** to continue.

18. Installation Progress
    Note: Installation is in progress – log messages from each installation step will appear.
    Close button is disabled while installation is in progress
19. Press **Close** when the installation completes.

2.2—Further Configuration or Uninstall

For further configuration or uninstall use the installation file.

1. Double click on the **alcatraz-admin-portal-2.4.0-5081.exe** file.
2. Once the platform is installed the loaded screen will display three options – **Configure**, **Change** and **Uninstall**.
   a. To configure web certificates click **Configure**.
      - Select a Web application certificate from the drop-down list.
      - Click Install to install web application certificate.
   b. Press **Modify** to make changes to the installation configuration.
   c. Press **Uninstall** to remove a previous installation.

3—Linux Installation

Alcatraz AI Admin Portal is built into RPM package which is distributed through several yum repositories. All repositories require username and password authentication.
One time setup is required to configure Alcatraz AI repos. It can be done either manually or through a small rpm which only purpose is to configure system's repository list and authentication.
Airgapped (Offline) installation is also possible. A zip archive containing our RPM plus all dependencies have to be prepared in advance and uploaded to the system.

3.1—Install Solutions

During the initial installation certificates are generated automatically for the hostname and primary IP address of the system.
After certificates are generated they should be moved into the matching directories inside **/opt/Alcatraz/certs**.

3.1.1—Online Install

1. Contact Alcatraz AI support in order to receive the **alcatraz-redhat-repo RPM package**.
2. Install the **alcatraz-redhat-repo** RPM package.
   [test@localhost ~]$ sudo dnf install alcatraz-redhat-repo.rpm

```
[test@devops-appliance ~]$ sudo dnf install alcatraz-redhat-repo.rpm
[sudo] password for test:
Last metadata expiration check: 3:59:56 ago on Thu 20 Jan 2022 05:39:39 AM EST.
Dependencies resolved.
================================================================================
 Package                  Architecture      Version           Repository      Size
================================================================================
Installing:
 alcatraz-redhat-repo     noarch            2.0.0-19          @commandline     9.0 k

Transaction Summary
================================================================================
Install  1 Package

Total size: 9.0 k
Installed size: 2.1 k
Is this ok [y/N]: y
Downloading Packages:
Running transaction check
Transaction check succeeded.
Running transaction test
Transaction test succeeded.
Running transaction
  Preparing        :                                                         1/1
  Running scriptlet: alcatraz-redhat-repo-2.0.0-19.noarch                    1/1
  Installing       : alcatraz-redhat-repo-2.0.0-19.noarch                    1/1
  Verifying        : alcatraz-redhat-repo-2.0.0-19.noarch                    1/1

Installed:
  alcatraz-redhat-repo-2.0.0-19.noarch

Complete!
[test@devops-appliance ~]$ _
```

3. Install alcatraz-admin-portal from the yum repo.
  [test@localhost ~]$ dnf install alcatraz-admin-portal

```
[test@devops-appliance ~]$ sudo dnf install alcatraz-admin-portal
Alcatraz AI RPM Repo for CentOS Linux 8 - BaseOS                                    168 kB/s
Dependencies resolved.
================================================================================================
 Package                    Architecture        Version                Repository          Size
================================================================================================
Installing:
 alcatraz-admin-portal      x86_64              2.2.1-3477             alcatraz-dev         62 M
Installing dependencies:
 libicu                     x86_64              60.3-2.el8_1           baseos              8.8 M
 postgresql13               x86_64              13.3-2PGDG.rhel8       alcatraz-dev        1.5 M
 postgresql13-libs          x86_64              13.3-2PGDG.rhel8       alcatraz-dev        413 k
 postgresql13-server        x86_64              13.3-2PGDG.rhel8       alcatraz-dev        5.5 M

Transaction Summary
================================================================================================
Install  5 Packages

Total download size: 78 M
Installed size: 286 M
Is this ok [y/N]: y
Downloading Packages:
(1/5): postgresql13-server-13.3-2PGDG.rhel8.x86_64.rpm                   36 MB/s | 5.5 MB    00:00
(2/5): postgresql13-13.3-2PGDG.rhel8.x86_64.rpm                          41 MB/s | 1.5 MB    00:00
(3/5): postgresql13-libs-13.3-2PGDG.rhel8.x86_64.rpm                     23 MB/s | 413 kB    00:00
(4/5): libicu-60.3-2.el8_1.x86_64.rpm                                    10 MB/s | 8.8 MB    00:00
(5/5): alcatraz-admin-portal-2.2.1-3477.x86_64.rpm                       49 MB/s |  62 MB    00:01
------------------------------------------------------------------------------------------------
Total                                                                    54 MB/s |  78 MB    00:01
Alcatraz AI RPM Repo for CentOS Linux 8 - BaseOS                         1.7 MB/s | 1.8 kB    00:00
Importing GPG key 0x03E9F5AB:
 Userid     : "Alcatraz AI (Alcatraz Yum repo key) <devops@alcatraz.ai>"
 Fingerprint: 44F8 65D8 32CD A17C 5A5F AF61 53F6 F20B 03E9 F5AB
 From       : /etc/pki/rpm-gpg/RPM-GPG-KEY-alcatraz
Is this ok [y/N]: y
Key imported successfully
Running transaction check
Transaction check succeeded.
Running transaction test
Transaction test succeeded.
Running transaction
  Preparing        :                                                                        1/1
  Installing       : postgresql13-libs-13.3-2PGDG.rhel8.x86_64                              1/5
  Running scriptlet: postgresql13-libs-13.3-2PGDG.rhel8.x86_64                              1/5
  Installing       : libicu-60.3-2.el8_1.x86_64                                             2/5
  Running scriptlet: libicu-60.3-2.el8_1.x86_64                                             2/5
  Installing       : postgresql13-13.3-2PGDG.rhel8.x86_64                                   3/5
  Running scriptlet: postgresql13-13.3-2PGDG.rhel8.x86_64                                   3/5
  Running scriptlet: postgresql13-server-13.3-2PGDG.rhel8.x86_64                            4/5
  Installing       : postgresql13-server-13.3-2PGDG.rhel8.x86_64                            4/5
  Running scriptlet: postgresql13-server-13.3-2PGDG.rhel8.x86_64                            4/5
  Running scriptlet: alcatraz-admin-portal-2.2.1-3477.x86_64                                5/5
  Installing       : alcatraz-admin-portal-2.2.1-3477.x86_64                                5/5
  Running scriptlet: alcatraz-admin-portal-2.2.1-3477.x86_64                                5/5
#-------------------------------Welcome to-------------------------------#
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   ///////  //  ////////  ////////  //////  ///    //////// /////////
#-------------------------------------------------------------------------#


  Verifying        : libicu-60.3-2.el8_1.x86_64                                             1/5
  Verifying        : alcatraz-admin-portal-2.2.1-3477.x86_64                                2/5
  Verifying        : postgresql13-server-13.3-2PGDG.rhel8.x86_64                            3/5
  Verifying        : postgresql13-13.3-2PGDG.rhel8.x86_64                                   4/5
  Verifying        : postgresql13-libs-13.3-2PGDG.rhel8.x86_64                              5/5

Installed:
  alcatraz-admin-portal-2.2.1-3477.x86_64        libicu-60.3-2.el8_1.x86_64   postgresql13-13.3-2PGDG.rhel8.x86_64   postgresql13-libs-13.3-2PGDG.rhel8.x86_64
  postgresql13-server-13.3-2PGDG.rhel8.x86_64

Complete!
[test@devops-appliance ~]$ _
```

4. Start all Alcatraz Admin Portal (Platform V2) services.
   [test@localhost ~]$ bash /opt/Alcatraz/scripts/start-all.sh

```
[test@devops-appliance ~]$ bash /opt/Alcatraz/scripts/start-all.sh
● alcatraz-access-control.service - Alcatraz AI Admin Portal - Access Control Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-access-control.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-accounts.service - Alcatraz AI Admin Portal - Accounts Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-accounts.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-acs-integration.service - Alcatraz AI Admin Portal - ACS Integration Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-acs-integration.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-alerts.service - Alcatraz AI Admin Portal - Alerts Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-alerts.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-devices.service - Alcatraz AI Admin Portal - Devices Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-devices.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-files.service - Alcatraz AI Admin Portal - Files Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-files.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-nats.service - Alcatraz AI Admin Portal - NATS Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-nats.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-profiles.service - Alcatraz AI Admin Portal - Profiles Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-profiles.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-public-api.service - Alcatraz AI Admin Portal - Public API Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-public-api.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-sync.service - Alcatraz AI Admin Portal - Sync Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-sync.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
● alcatraz-system-manager.service - Alcatraz AI Admin Portal - System Manager Service
   Loaded: loaded (/usr/lib/systemd/system/alcatraz-system-manager.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2022-01-20 09:41:32 EST; 6s ago
[test@devops-appliance ~]$
```

3.1.2—Airgapped Install

The Airgapped (Offline) installation follows seamles sequense of steps as the Online installation. (Follow the steps bellow and also refer the screens of the previous section.)

1. Contact Alcatraz AI support in order to receive the **alcatraz-redhat-repo RPM package**.
2. Extract the contents of the archive.
   [test@localhost ~]$ tar zxfv alcatraz-admin-portal-2.3.0-3000.zip
3. Install rpms extracted from the archive.
   [test@localhost ~]$ sudo dnf install alcatraz-admin-portal/*.rpm
4. Start all Alcatraz Admin Portal (Platform V2) services.
   [test@localhost ~]$ bash /opt/Alcatraz/scripts/start-all.sh

3.2—Upgrade Alcatraz AI Portal to latest version

3.2.1—Online Upgrade

To upgrade the latest version of Alcatraz AI Admin Portal simply execute the following command:
[test@localhost ~]$ dnf upgrade alcatraz-admin-portal

```
[test@devops-appliance ~]$ sudo dnf upgrade alcatraz-admin-portal
Last metadata expiration check: 0:05:06 ago on Wed 13 Apr 2022 11:48:48 AM EDT.
Dependencies resolved.
================================================================================
 Package                Architecture      Version            Repository     Size
================================================================================
Upgrading:
 alcatraz-admin-portal   x86_64           2.3.1-4262          alcatraz-rpm   126 M

Transaction Summary
================================================================================
Upgrade  1 Package

Total download size: 126 M
Is this ok [y/N]: y
Downloading Packages:
alcatraz-admin-portal-2.3.1-4262.x86_64.rpm            48 MB/s | 126 MB   00:02
--------------------------------------------------------------------------------
Total                                                 48 MB/s | 126 MB   00:02
Running transaction check
Transaction check succeeded.
Running transaction test
Transaction test succeeded.
Running transaction
  Preparing        :
  Running scriptlet: alcatraz-admin-portal-2.3.1-4262.x86_64
  Running scriptlet: alcatraz-admin-portal-2.3.1-4262.x86_64
  Upgrading        : alcatraz-admin-portal-2.3.1-4262.x86_64
  Running scriptlet: alcatraz-admin-portal-2.3.1-4262.x86_64

#------------------------------Welcome to------------------------------#

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#------------------------------------------------------------------#

  Running scriptlet: alcatraz-admin-portal-2.3.0-4205.x86_64                 2/2
  Cleanup          : alcatraz-admin-portal-2.3.0-4205.x86_64                 2/2
  Running scriptlet: alcatraz-admin-portal-2.3.0-4205.x86_64                 2/2
  Verifying        : alcatraz-admin-portal-2.3.1-4262.x86_64                 1/2
  Verifying        : alcatraz-admin-portal-2.3.0-4205.x86_64                 2/2

Upgraded:
  alcatraz-admin-portal-2.3.1-4262.x86_64

Complete!
```

3.2.2—Airgapped Upgrade

1. Contact Alcatraz AI support in order to receive the latest version of the **alcatraz-redhat-repo RPM package**.
2. Upgrade Alcatraz AI Admin Portal.
   [test@localhost ~]$ dnf upgrade alcatraz-admin-portal

3.3—Uninstall

To uninstall Alcaraz AI Portal simply execute following command:
[test@localhost ~]$ dnf remove alcatraz-admin-portal

4—Accessing the Alcatraz Admin Portal

Access the Admin Portal with a modern browser such as Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Edge using the login credentials below.
NOTE: Internet Explorer is NOT supported.

1. URL: **https://localhost** (on the AHP server) OR **https://<<insert AHP server ip address>>**
2. Login Credentials
   - Username: **admin@alcatraz.ai**
   - **Alcatraz4dm!n**

   For additional details regarding onboarding Rocks and configuring the Alcatraz System, please consult the <u>AlcatrazAI-Admin-Portal-Guide</u>.