



# CLIENT INSTALLATION GUIDE

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# INTRODUCTION



We are a team of military veterans who are passionate about protecting our country.

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ZeroEyes was founded in 2018 by a team of Navy SEALs and military veterans who have lived through countless active shooter situations. ZeroEyes was created to protect people from having to face similar circumstances.

As veterans and fathers, ZeroEyes' co-founders were compelled to develop a proactive solution to keep people safe after seeing and hearing about the mass shootings occurring in schools and other public places and the impact these have on our society.

ZeroEyes draws from decades of collective military experience to provide military-grade intelligence monitoring to facilities, including schools, commercial buildings and government defense sites.

## WE'RE PROBLEM SOLVERS

As a result, we use Artificial Intelligence to actively monitor camera feeds to detect weapons. In fact, our technology can decrease response time which could save lives.

Finally, we know it's our duty to provide whatever we can to the public to increase a general feeling of safety. It would be our honor to individually protect each and every American. Due to the widespread need our country has, we hope our technology can reach far and wide in order to do just that.

# PROJECT KICKOFF CALL

The ZeroEyes team will coordinate a **Kickoff Call**, providing an opportunity for both parties to establish a comprehensive understanding of project objectives, timelines, and deliverables. This ensures alignment and sets clear expectations right from the start.

During the call, all involved parties will be introduced and key stakeholders will be assigned to specific deliverables throughout the process. Additionally, the Kickoff Call allows ZeroEyes to gather essential information about the client's specific needs, existing infrastructure, and any unique requirements they may have.

Following the completion of the initial Kickoff Call, we will initiate the process of collecting the necessary initial IT data.

## INFORMATION WE COLLECT DURING THE KICKOFF CALL:

1. Client delivery address and main POC information
2. Names, Titles, Email, and Phone numbers for Security and IT POCs
3. Security and Internet Network Information
4. Security Camera and VMS Information
5. Networking Room Information
6. Power Availability
7. On Site Security Procedures
8. Gun Detection Testing Dates and Times

# PROJECT TIMELINE



The ZeroEyes project timeline provides an overview of major milestones for the complete implementation of the ZeroEyes system. Our primary objective is to achieve swift project completion while ensuring optimal system performance through thorough testing and functionality checks. Client cooperation is crucial at all stages of the project timeline to ensure timely and successful delivery.

## TIMELINE MILESTONES

1. Kickoff Call / IT to IT Call
2. IT Information Gathered
3. ZE Appliance Delivered / Appliance is installed
4. On-site or Virtual Install Completed
5. On-site Testing and Training Completed
6. Services Fully Activated

# INSTALLATION TIMELINES

We have put together general timelines for your convenience. To foster collaboration and ensure visibility, all installation appointments will be scheduled and made available on a shared calendar, accessible to all parties.

At the conclusion of each installation day, whether it takes place on-site or remotely, the client will receive a detailed summary outlining the tasks completed on that particular day. This method ensures open communication and transparency regarding the progress achieved during the entire process.

## ON-SITE INSTALLATION TIMELINE



### >>> DAY 1

- Introduction Meeting
- Project Review with Key Stakeholders
- Hardware Installation
- Network Configuration

### >>> DAY 2 - 5

- Load Camera Information
- Camera Configuration and Testing
- Camera Information Check and QA Test
- Gun Detection Testing

## REMOTE INSTALLATION TIMELINE



### >>> DAY 1

- Remote into ZE hardware
- Configure software
- Add camera channels
- Troubleshoot any connection issues
- Add client users
- Provide client daily updates

### >>> DAYS 2-5

- Camera Configuration and Testing

# ZE APPLIANCE SPECS



**Rack Size:** 2U

**CPU:** Intel Silver 2 x 4210R

**GPU:** 1-3 RTX A5000

*(Based on Channel Count)*

**Memory:** 64 GB

**Drives:** 2 x 960 GB SSD

**Warranty:** 5-year OEM Pro-support

**Power Supply:** 2 x 1600W

*(Recommended to be on separate 110v circuits)*

**Operating System:** Linux Ubuntu

**Ports:** 4 x 1GB Ethernet ports, 1 x iDRAC

*(Utility port for remote console access)*



The above appliance configuration is the standard. We can modify the ports to have 2 x SFP ports for fiber and power cords (C13 to C14) for 220v outlets.



# ZE APPLIANCE INSTALL (IDRAC)

iDRAC, short for Integrated **Dell Remote Access Controller**, is a management and monitoring tool developed by Dell Technologies for their appliances. It is a dedicated hardware controller embedded on Dell PowerEdge appliances that allows administrators to remotely manage and monitor appliance hardware components. With iDRAC, administrators can access the appliance's console, update firmware, perform diagnostics, power on/off or reset the appliance, and access system information, all from a remote location. This enables efficient appliance administration, troubleshooting, and maintenance, even when physical access to the appliance is not possible.

After configuring the iDRAC of the ZeroEyes appliance, it is essential for the client to provide a VPN connection or a Network Address Translation to the iDRAC port. This step is necessary to grant the ZeroEyes installation team remote access to the appliance, enabling them to initiate the remote installation process.





# IDRAC CONFIGURATION

**DISCLAIMER: ZEROEYES MAINTAINS COMPLETE OWNERSHIP OF THE APPLIANCE. PLEASE DO NOT CHANGE ANY PERMISSIONS, USERNAMES OR PASSWORDS.**

**Prerequisite:** Plug in a **keyboard**, **monitor**, and **reboot** the appliance.

**Step 1.** While appliance is powering on, press the **F2 button** repeatedly to get into the **boot options**.

**Step 1a.** Once boot options populate on screen, continue to press "**F2**"

**Step 2.** In System Setup, "**Down Arrow**" to iDRAC Settings and press "**Enter**"

**Step 3.** In iDRAC Settings, "**Down Arrow**" to Network and press "**Enter**"

**Step 4.** In the iDRAC Settings Network, ensure **Enable NIC** is enabled

**Step 5.** Tap the "**Down arrow**" to IPv4 Settings

**Step 5a. Enable IPv4**

**Step 5b. Disable DHCP**

**Step 5c.** Set the **Static IP** address for the iDRAC port

**Step 5d.** Set the **Static Gateway Address** the iDRAC port

**Step 5e.** Set the **Static Subnet Mask** the iDRAC port

**Step 6.** "**Down arrow**" to IPv6 settings and ensure it is **disabled**

**Step 7.** Press tab once, which selects "**Back**", and press "**Enter**" to **save** changes

**Step 7a.** Press tab once, which select "**Finish**", and press "**Enter**" to **save** changes

**Step 7b.** Hit "**Enter**" to confirm and select "**Yes**"

**Step 7c.** Hit "**Enter**" to continue and select "**Ok**"

**Step 7d.** Hit "**Tab**" to select "**Finish**" and press "**Enter**"

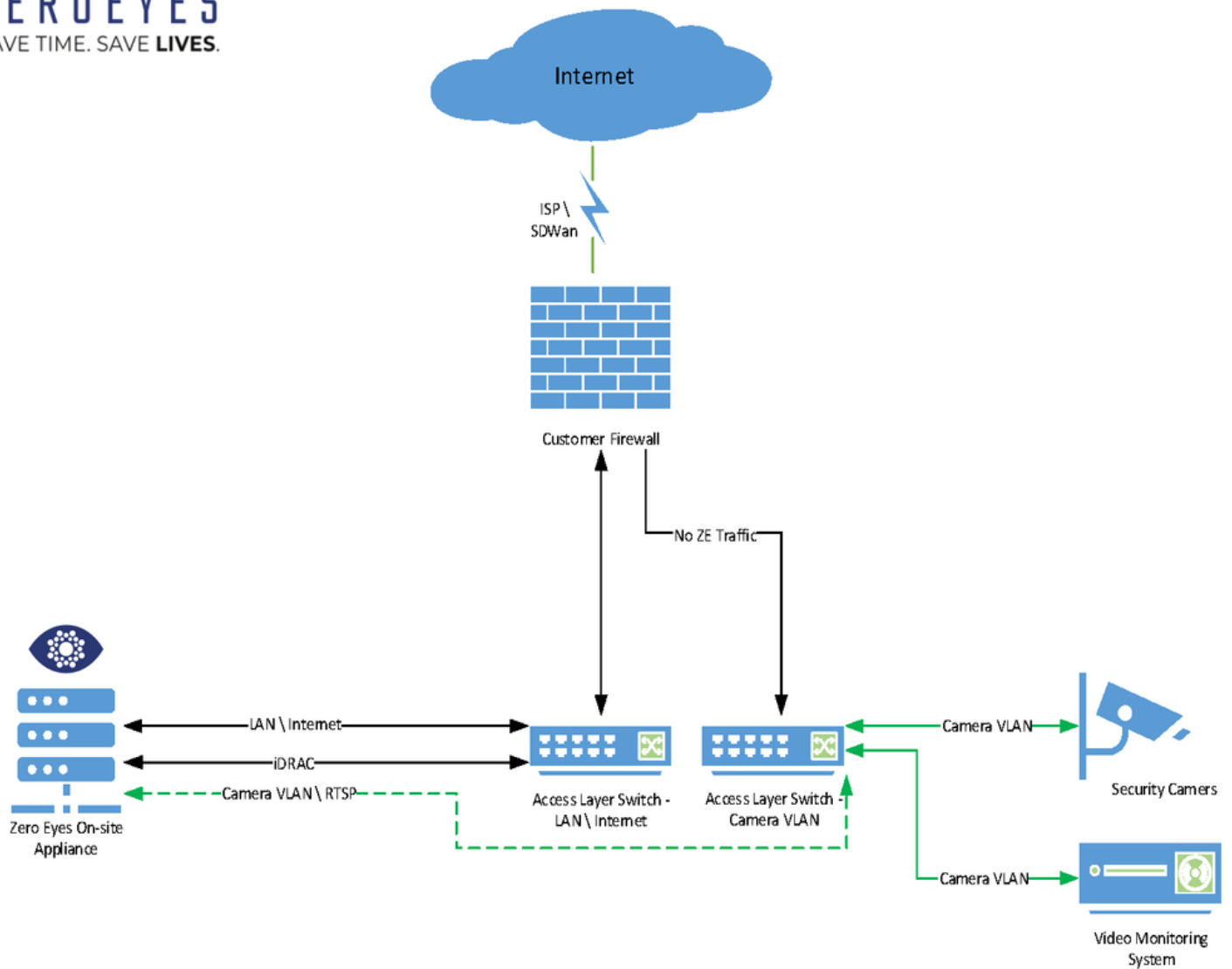
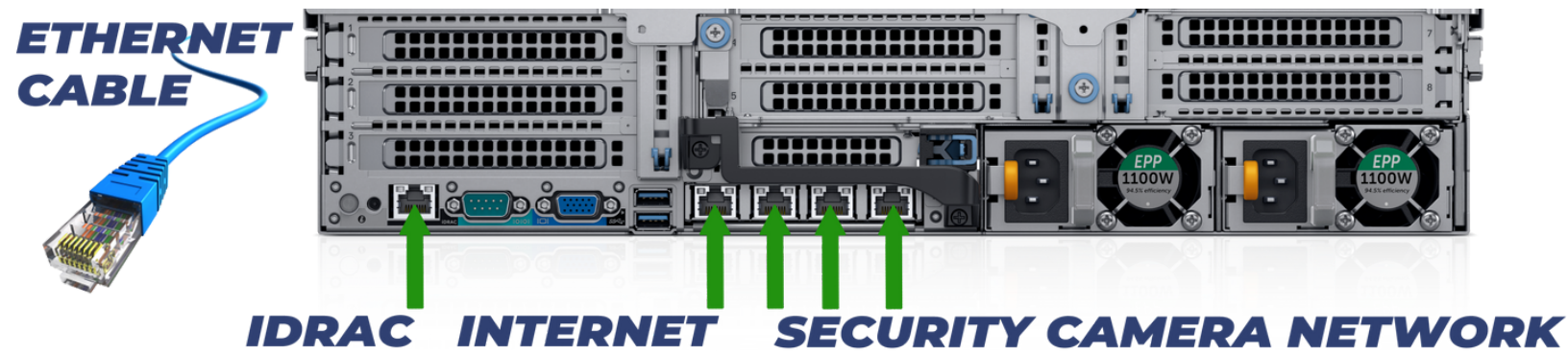
**Step 7e.** Hit "**Enter**" to exit and continue the boot process

**Step 8.** You are finished with this appliance!

**A VISUAL GUIDE IS AVAILABLE UPON REQUEST**



# NETWORK DIAGRAM



# FIREWALL REQUIREMENTS

PLEASE MAKE FIREWALL RULES ALLOWING THE FOLLOWING:

**Port 443:** HTTPS Web Traffic For **ALL SERVICES** Listed on Sheet

**Port 80:** HTTP Web Traffic for Select Services Annotated on Sheet

PLEASE ALLOW THE FOLLOWING URLS/WEBSITES AND IP ADDRESSES **EGRESS** ACCESS FROM OUR **APPLIANCE** OUT TO THE **INTERNET**.

## ZeroEyes Services:

\*.zeroeyes.com  
accounts.google.com  
storage.googleapis.com  
nvcr.io  
registry.ea-registry-production.elastic.co  
api.github.com  
ppa.launchpad.net  
us.archive.ubuntu.com (**http/80**)  
security.ubuntu.com (**http/80**)  
extras.ubuntu.com (**http/80**)

## Docker Image Repositories:

registry.docker.io  
registry-1.docker.io  
docker.elastic.co  
auth.docker.io  
git.rancher.io  
production.cloudflare.docker.com  
docker-auth.elastic.co

## Elastic Monitoring:

ze-elastic.es.us-central1.gcp.cloud.es.io  
34.74.89.38

## Ninja One:

\*.ninjarmm.com  
ninjabuilds.s3.amazonaws.com  
ninjauploads.s3.amazonaws.com

# TESTING REQUIREMENTS



**Testing** will be conducted at the end of the installation. This is required by ZeroEyes before an account can begin monitoring. A ZeroEyes employee will come on-site and test the system to ensure it is working optimally and to the client's satisfaction. Testing is conducted with replica guns to ensure safety.

**Client Responsibility:**

Arrange attendance from Security Official or local Police Officer to serve as an escort.





ZEROEYES

SAVE TIME. SAVE LIVES.

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