Table of Contents

Overview......................................................................................................................................................................... 3
1 Resolved Issues........................................................................................................................................................ 3
  1.1 CAID (Child Abuse Image Database) ............................................................................................................... 3
  1.2 User Creation & Authentication ..................................................................................................................... 3
  1.3 Agents & Remote Collections ......................................................................................................................... 4
  1.4 Application Security Fixes ............................................................................................................................... 5
  1.5 Upgrades......................................................................................................................................................... 5
  1.6 Other............................................................................................................................................................... 5
2 Known Issues........................................................................................................................................................... 7
Contact Exterro ............................................................................................................................................................... 8
Overview

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world’s largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

1 Resolved Issues

1.1 CAID (Child Abuse Image Database)

1. Resolved a sporadic issue where CAID (Child Abuse Image Database) categorization coloring was not displayed in the Thumbnail viewer. (FTKC-15945)
2. Resolved an issue where the bookmarks were not applied via shortcuts for the CAID (Child Abuse Image Database) objects that were checked (without selecting) in the ‘Thumbnail View’. (FTKC-15944)
3. Resolved an issue where users were not able to apply bookmarks to multiple files using keyboard shortcuts in the Grid and Thumbnail viewers. (FTKC-7153)
4. Resolved an issue where selecting multiple thumbnails during categorization would not uncheck them after a bulk operation had been completed. (FTKC-17227)

1.2 User Creation & Authentication

1. Resolved an issue where the first user created after installing the FTK application (or created after cleaning up the database) is not displayed on the 'Users' tab of FTK Central 'Administration' page. (FTKC-15716)
2. Resolved an issue where the users imported into the FTK Central application via Active Directory were not able to log into the FTK application. (FCR-10404)
3. Resolved an issue where the SAML Login page of FTK Central was loading indefinitely upon upgrading to the latest 7.6 FTK Central version. (FTKC-15454)

4. Resolved an issue where any user with the “User Management” permission could add users to the “Application Administrators” user group. (FTKC-12616)

5. Resolved an issue where FTK would not allow logins from user accounts imported from Active Directory, and a case assigned to the account. (FTKC-16219)

6. Resolved an issue where only the first page of listed user groups within the ‘User Management’ would be displayed. (FTKC-16792)

7. Resolved an issue where FTK Central would not list user/group IDs larger than 32767. (FTKC-17173)

1.3 Agents & Remote Collections

1. Resolved an issue where the upgraded FTK Enterprise (7.6 version) was not able to connect with the 7.6.0.49 or older versions of the FTK Enterprise Agents. (FCR-10447)

2. Resolved an issue where reports and details of the collections migrated from FTK 7.1.1 or its earlier versions could not be viewed or downloaded from FTK Central 7.6. (ER-7892 & ER-8052)

3. Resolved the following issue:
   - Upon performing the ‘Add Off-Network/Cloud Data’ operation from the ‘Evidence’ menu in FTK Enterprise, an invalid page was displayed for the users with LDAP authentication. (FCR-10403)

4. Resolved an issue where the Live preview was not working for an agent in Physical Machine where the computer drive was included with several disks in RAID 5. (ER-8848)

5. Resolved an issue where the Collection failed and also the users/Documents folder was not accessible in macOS Monterey and macOS Big Sur versions. This issue occurred only when the temp folder was deleted. (FCR-2948)

6. Resolved an issue where the UI would show completed collections, however the Results Report shows failures. (ER-9002)

7. Resolved an issue where collections would fail to complete a validation on the matched.xml file. The details being stored abruptly stop during collection. (ER-9002)
1.4 Application Security Fixes

1. A fix has been made to ensure successful data migration of rarely used database tables from AccessData, Summation, and eDiscovery. **(FCR-11561)**

2. Application security enhancements have been made to ensure end-to-end encrypted communication between the SQL database server and FTK Suite clients. **(FTKC-15988) (FCR-11127)**

1.5 Upgrades

1. Resolved an issue where migration of FTK Central from 7.5.2 to 7.6.0 failed upon modifying the structure of ‘eDiscovery.dbo’ database table. **(FTKC-16122)**

2. Resolved an issue where a success pop-up was displayed even when the FTK Central data migration (from 7.5.2 to 7.6.0) failed. **(FTKC-16123)**

3. Resolved an issue where DB validation failed upon migrating FTK Central from 7.5.2.173 to the 7.6.0.618 version. **(FTKC-16254)**

1.6 Other

1. Resolved an issue where FTK crashed when Physical Drive was selected as evidence. **(FCR-10884)**

2. Resolved an issue where the cases created in the FTK were not synchronized in FTK Central. **(FCR-10551)**

3. Resolved an issue where the ‘Manage Evidence’ pop-up was unresponsive upon adding AFF4 Encryption data set evidence in the FTK Enterprise application. **(FCR-10770)**

4. Resolved an issue where the ‘Desktop Viewer’ pop-up was empty when the local machine did not have VLC media player and Microsoft Visual C++ installed. **(FTKC-16236)**

5. Resolved an issue where the log files of the ‘Search Term Report’ contained unknown errors. This issue occurred only when the same ‘Label’ was provided for multiple search terms while generating the ‘Search Term Report’. **(FTKC-14986)**

6. Resolved an issue where a new search query request was initiated every time a user navigated between the pages of search results in FTK Central Review. **(FTKC-16847)**
7. Resolved a sporadic issue where a few users experienced slower document-to-document navigation within FTK Central. (*FTKC-16930*)

8. Resolved an issue where large multipage images imported from a load file were not displayed in the viewer. (*FTK-15041*)

9. Resolved an issue where the application became unresponsive after filtering on a search term label when the search term report contained hundreds of search terms. (*FTKC-16816*)

10. Resolved an issue within search reports; using the same label more than once would cause violation of unique key constraints. (*FTKC-17081*) (*FTKC-14986*)

11. Resolved an issue where the external viewer would not default to the video player for .MKV formats. (*FTKC-17133*)

12. Resolved an issue where the Filter panel would minimize any child filters once a user has unselected it. (*FTKC-14700*)

13. Resolved an issue where ‘Bulk Coding’ operations would create permission error messages sporadically. (*FTKC-13051*)

14. Resolved an issue where exporting a large amount of objects as a load file would create errors. (*FTKC-16659*)

15. Resolved an issue where new search queries would be executed when navigating between item list pages. (*FTKC-16847*)

16. Added the ability for search term reports to allow creation of simplified search term reports. (*FTKC-16848*)

17. Resolved an issue where bulk labeling would apply to all items within a case despite having an active filter/search applied. (*FTKC-16856*)

18. Resolved an issue where report names provided for a simple search term report would be treated as a label name and added to a case. (*FTKC-16949*)

19. Resolved an issue where specific text fields such as the quick/advanced search fields would have noticeable lag when typing. (*FTKC-16872*)
2 Known Issues

1. Active Directory synchronization ignores configured mappings. *(CRI-1731)*

2. Active Directory Group imports are causing the Web UI to throw errors. *(FTKC-16665)*

3. Active Directory synchronization does not allow updates/generation of new data sources unless done so manually. *(FTKC-12799)*

4. The 7.6 SP1 patch does not copy new modules to the site server results folder automatically, resulting in collection issues with agents from 7.6.0.49. *(FCR-10447)*

   **Note:** To solve this issue, please refer to this KB article or the FTK 7.6 SP1 installation guide.
Contact Exterro

If you have any questions, please refer to this document, or any other related materials provided to you by Exterro. For usage questions, please check with your organization’s internal application administrator. Alternatively, you may contact your Exterro Training Manager or other Exterro account contact directly.

For technical difficulties, support is available through support@exterro.com.

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