

FTK 7.6 SP2 – INSTALLATION GUIDE

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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.

Purpose of the document

The purpose of this document is to provide users with step-by-step instructions required to initiate the automated installation of the FTK 7.6 SP2 patch.

FTK 7.6 - Patching Process

Which Components should this Patch be applied to?

- Forensic Tools 7.6 or 7.6 with SP1 installed.
- Distributed Processing Manager
- Processing Engine



Warning: The patch must be applied to all components within an environment. Failure to adhere to these requirements may result in unexpected and critical errors.

Prerequisites

The following prerequisites should be ensured to complete the patching process in a seamless manner:

- FTK 7.6 has been installed. Patches are cumulative so users are not required to chronologically install patches and can install the latest patch available (SP2).
- The latest Windows updates must be installed prior to any patch.
- The patches must be executed as an Administrator.
- Processing jobs must not be active during patching.
- The Exterro Self Host Service must be stopped prior to patching.



Warning: If the User Account Control (UAC) is enabled, all prompts must be agreed to by clicking on **Yes**.

Patch Installation

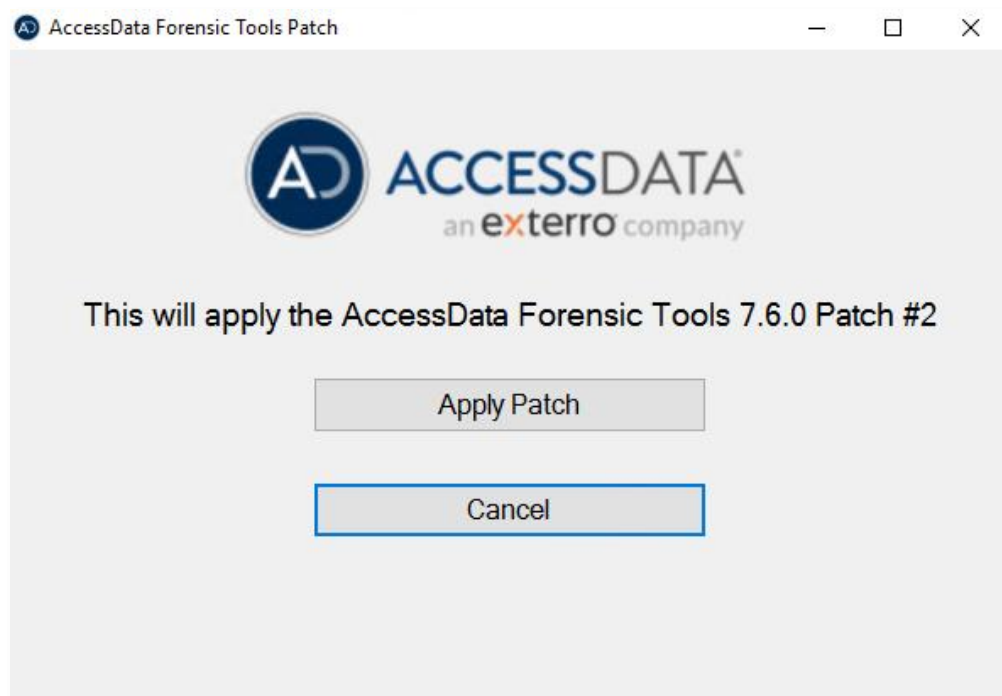
Note: Ensure this patch is applied to all machines in the environment. This includes machines with FTK, FTK Lab, FTK Enterprise, FTK Plus or FTK Central as well as any machine being used as a Distributed Processing Manager or Distributed Processing Engine.



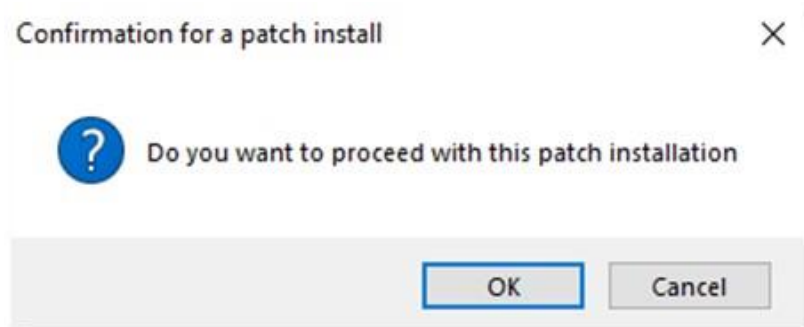
Users are advised to install the patch on all processing engines before any distributed processing managers to avoid any connection issues.

Steps:

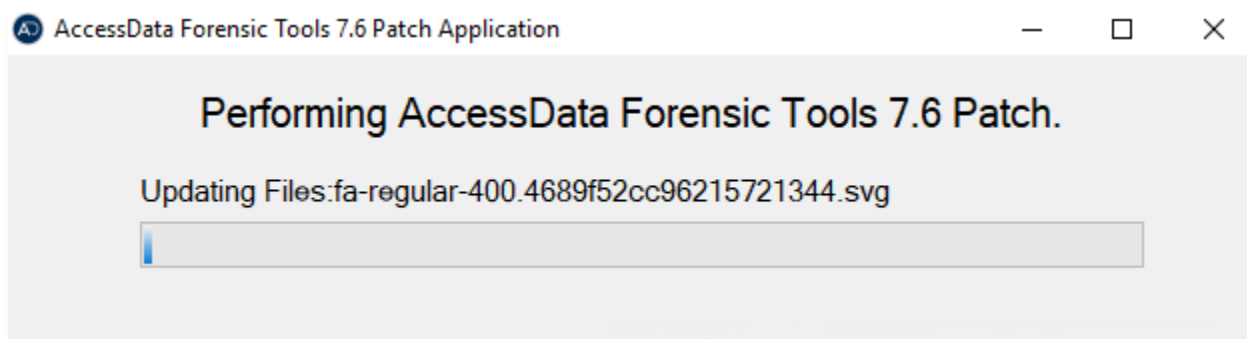
1. Navigate to **Forensic_Tools_7.6.0_SP2.exe**.
2. Right click on the file and select **Run as Administrator**.
 - The prompt below will be displayed and the executable will begin to extract its contents ready for the patching process to begin.



3. Click **Apply Patch**.
4. Review and accept the **EULA**. Click **Continue**.
 - A patch confirmation prompt is displayed.



5. Click **OK** to begin the patching process.
 - The **patching process** will begin.
 - It is imperative to observe the patch installer, as patch confirmation prompts will appear for each component it needs to patch. **E.g.** if a server has the FTK application and a evidence processor installed, a patch confirmation prompt will appear more than once requiring users to select OK or Cancel.



6. When the patching process is complete, the installer will automatically be closed.

Notes:



- During this process, the patcher will check for dependencies and other components that require patching. This validation is performed for the components such as AccessData Evidence Processing Engine, Exterro Forensic Tools, Exterro FTK Plus, etc. Users must ensure this patch installer is run on distributed machines.
- **It is recommended to restart the system once the patching process is completed.**

Database Schema Upgrade (Non-patched 7.6 Installations Only)

Once the 7.6 SP2 patch has been installed on all related components, users are required to update the schema of their existing application database. This schema upgrade is only required for users installing the SP2 patch on a non-patched version of 7.6.

Database schema upgrades will be completed automatically for users running FTK and FTK Lab once the application has been opened post patch installation.



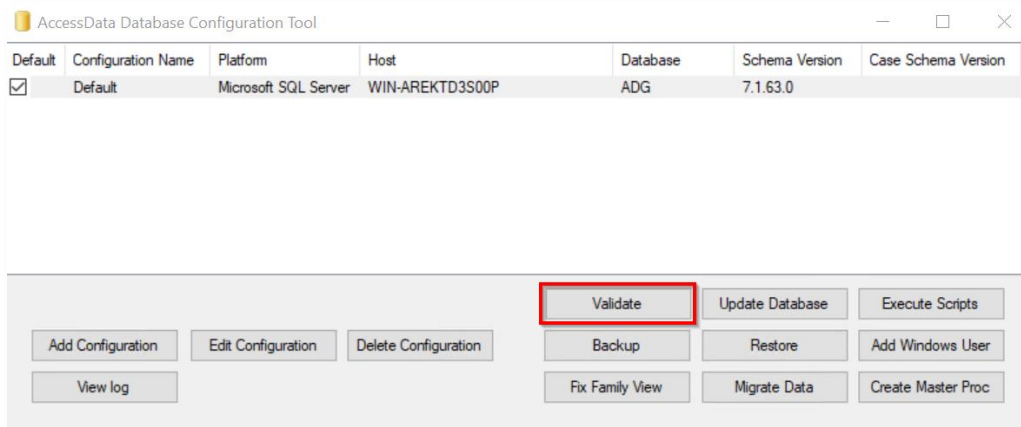
Note: Before attempting any validations and upgrades, it is important to ensure the Exterro Self Host Service has been stopped. This can be done using Windows Services. Once validations and the upgrade have completed, users can start the service again.

- Users of FTK Central or FTK Enterprise are advised to refer to the [Upgrading Database Schema Manually section \(FTK Central and FTK Enterprise\)](#).
- Users of FTK or FTK Lab are advised to refer to the [Upgrading Database Schema Automatically section \(FTK and FTK Lab\)](#).

Database Validation

Steps:

1. On the application server, navigate to the Forensic Tools "bin" folder.
 - <Drive:>\Program Files\AccessData\Forensic Tools\7.6\bin
2. Open **DBConfig.exe** as an Administrator.
3. Locate and click on the existing database that is being used.



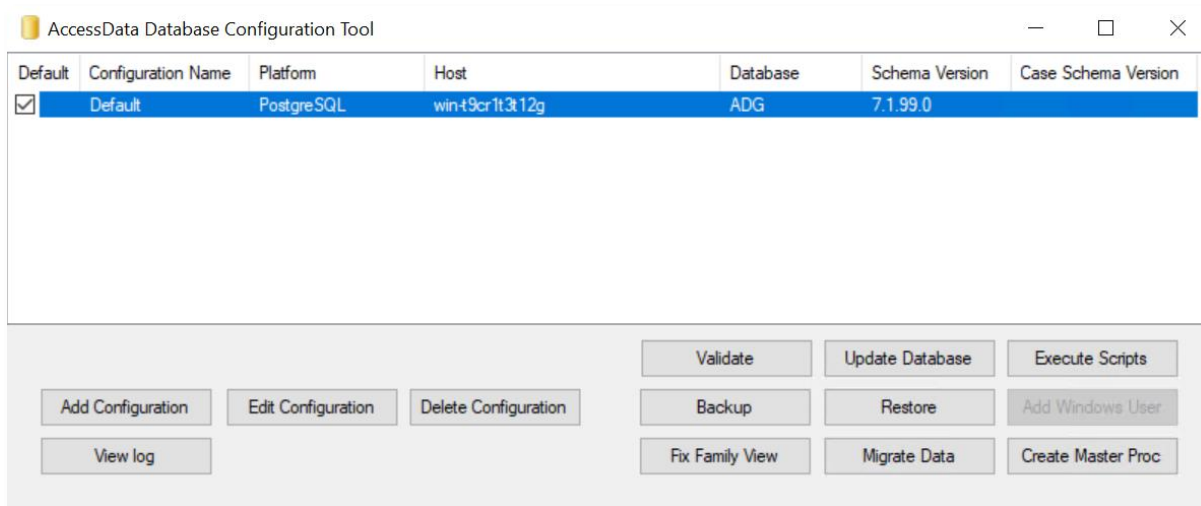
4. Click **Validate**.
5. Click **Check Common Options**.
6. Select an **Authentication Mode**.
7. Click **Validate**.
 - Database Validate Successful should appear. Do not proceed if this does not, please send any messages that accompany an unsuccessful validation to support@exterro.com.

Upgrading Database Schema Manually (FTK Central & FTK Enterprise)**Steps:**

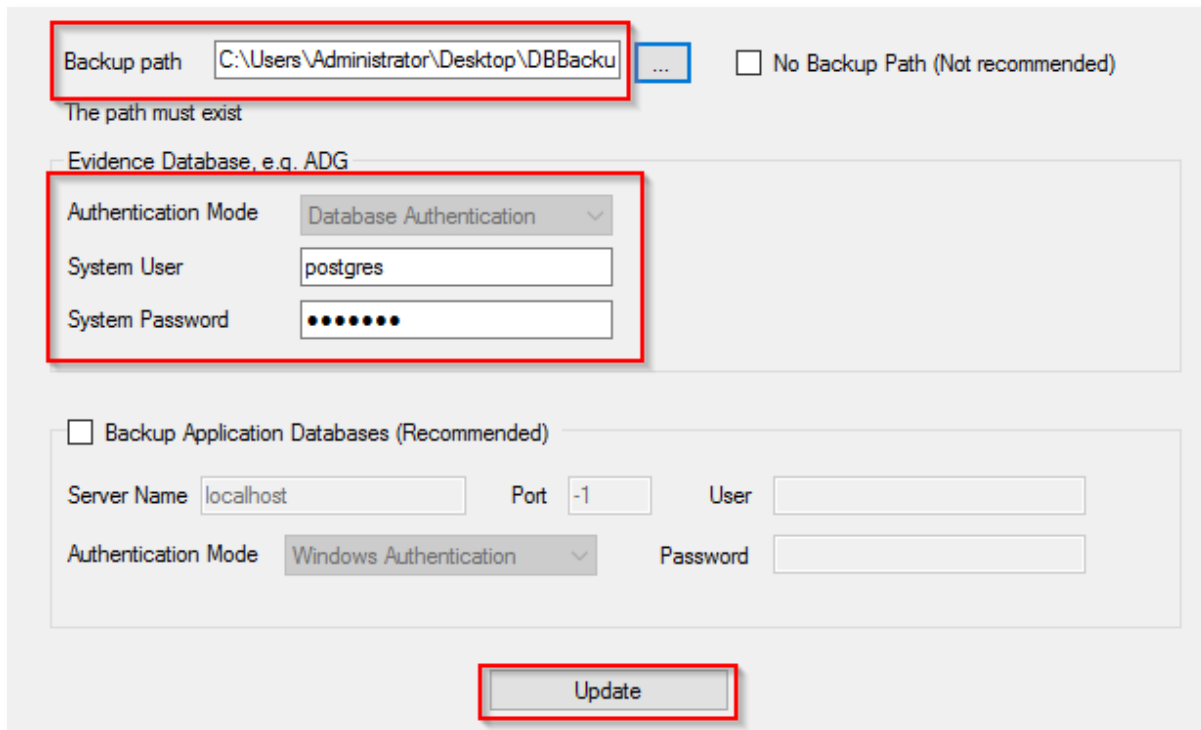
1. If the **AccessData Database Configuration Tool** window isn't already open, open **DBConfig.exe** as Administrator.
 - <Drive:>\Program Files\AccessData\Forensic Tools\7.6\bin
2. If a desired database is not already listed, click **Add Configuration**.
3. Complete the following, then click **Connect**:
 - **Database Type:** MSSQL or Postgres
 - **Server Name : Port:** Database location in the format host:port (Port is only needed when using a non-default port).

The screenshot shows the 'Database Information' dialog box. The 'Configuration Name' is 'Default'. The 'Database Type' is 'Postgres' and the 'Server Name : Port' is 'localhost', both highlighted with a red box. Below these, 'Database Name / SID' is 'ADG', 'Database Schema' is 'ADG7x1', and 'Authentication Mode' is 'AccessData Default Password'. There is a section for 'Create Database' with 'Authentication Mode' set to 'Database Authentication', 'System User' as 'postgres', and 'System Password' empty. It also has checkboxes for 'Install WordNet' (checked) and 'Cloud Install' (unchecked). Below that, 'Application Admin' is 'Administrator', and there are fields for 'Admin Password' and 'Confirm Password'. A 'Transfer From...' button is present. At the bottom, the 'Version' is 'AccessData Database 7.1'. A red box highlights the 'Connect' button at the bottom right.

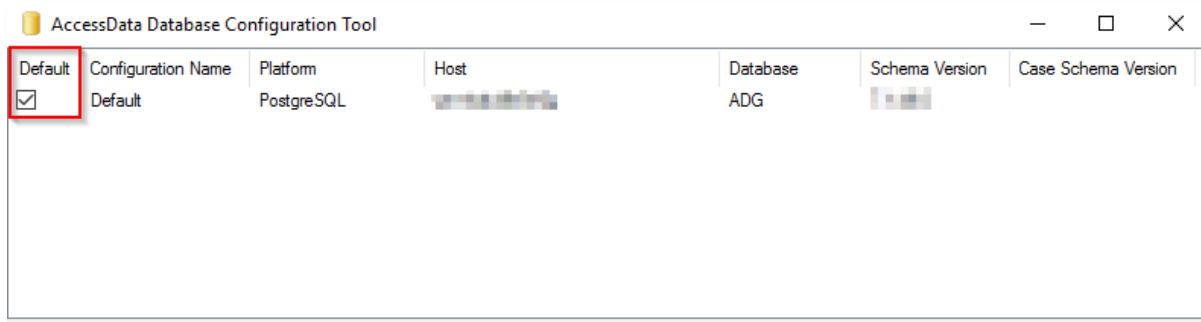
4. Highlight a desired database, and click **Update Database**.



5. Select a backup path, set an authentication mode, and click **Update**.



6. After the update completes, confirm the **Default** box is checked next to the entry for a desired database.



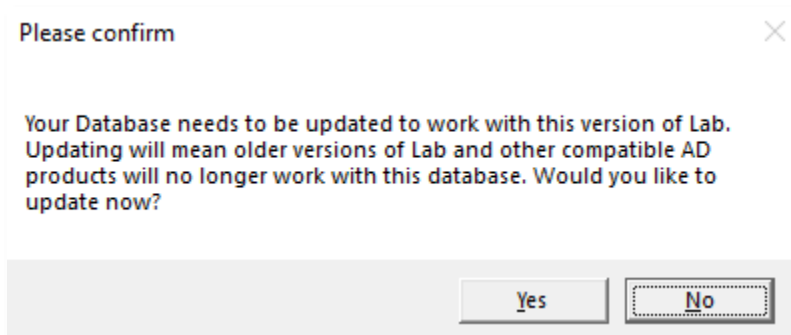
7. Close the **AccessData Database Configuration Tool** window and reboot the computer.

Upgrading Database Schema Automatically (FTK and FTK Lab)

Users that do not follow the [manual process](#) of upgrading the database schema using DBConfig can follow the steps below.

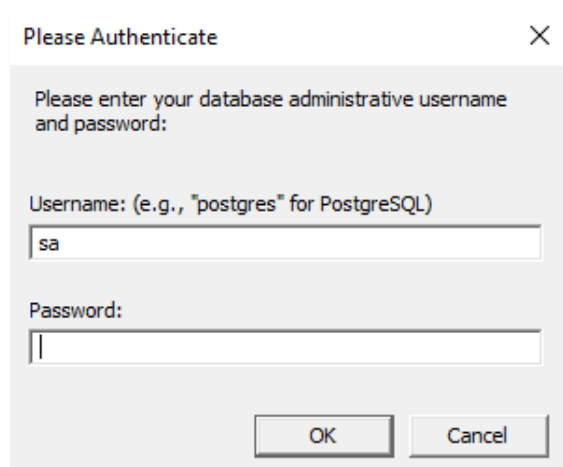
Steps:

1. Open **FTK, FTK Lab or FTK Enterprise**.
2. Enter administrator **login credentials**.
 - A database schema upgrade prompt will appear.



3. Click **Yes**.

4. Enter the **database administrator** login credentials and click **OK**.
 - The database schema upgrade will begin. The application may look like it has crashed but it is currently waiting for the database schema upgrade to complete.



5. When the database schema has been upgraded, the application will responsive and available to use.

Windows Agent Update (FTK Central & FTK Enterprise Installations)

The patching process will not update the existing agent within the Site Server installation location and as a result users may face compatibility issues with the new Site Server.

Updating Site Server Agent

The following steps must be followed on all machines running Site Server 7.7.0.241:

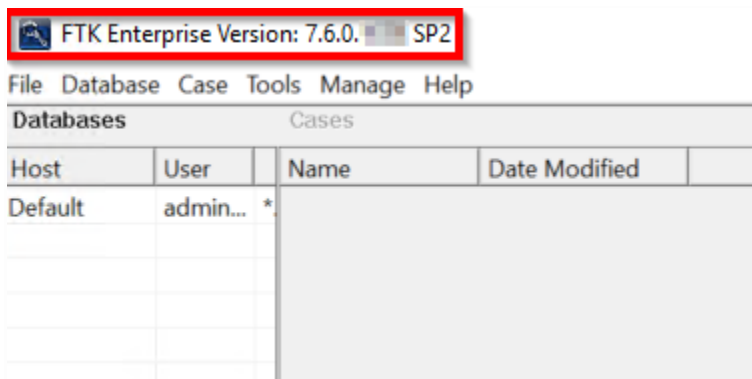
Steps:

1. On the Application server, navigate to the “**Agent**” folder.
 - <Drive:>\Program Files\AccessData\Forensic Tools\7.6\bin\Agent\

2. Copy the **Contents** of the **Agent** folder to the **Site Server Installation directory** and replace the existing version.
 - <Drive:>\Program Files\AccessData\SiteServer\Agent
3. **Delete** the existing **Site Server Results** folder.
 - This can be found within the Site Server Configuration application.
4. Open the **Site Server Configuration** application as an administrator.
5. Modify the **Site Server Results** path, either adding or removing a trailing slash.
6. Click **Apply**.
 - The Site Server Results folder will be rebuilt with the updated agent.
7. Click **Close**.

New Installation Verification

Once the installation is completed, users can confirm the new version installation by viewing the new version number on the title bar of the application window (as highlighted in the image shown below).



Additionally, please ensure the **Schema Version** has been updated to 7.1.104.0 within DBConfig.

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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