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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.
1. **New Features and Enhancements**

1.1 **User Management – Administration**

1. Exterro FTK Central is enhanced to assign roles for a User or a User Group while creating or editing it. *(FTKC-15345)*

![Create User](image1.png)

![Update Group](image2.png)
1.2 Time Zone

1. You can now configure the required time zone within FTK Central. This time zone will be reflected throughout the application. To configure it, you can navigate to the following location: (FTKC-15176)

Settings > System Management > Case Defaults > General > System Time Zone.

2. The following date formats are additionally introduced to the ‘Default date format’ field displayed while configuring the ‘Case Defaults’: (FTKC-16534)

- DD/MM/YYYY
- MM/DD/YYYY
- YYYY/MM/DD
- DD/MMM/YYYY
1.3 Review

1. Exterro FTK Central is enhanced with the new ‘Assign Labels to Family’ option in the ‘Search Reports’ pop-up. Enabling this option allows you to apply labels to the associated family files as well. *(FTKC-15221)*

*Note: By default, the ‘Assign Labels to Family’ option is disabled and will be available only upon enabling the ‘Assign Labels’ option.*

2. You can now filter columns consisting of no values in the Review page by selecting the newly introduced ‘Blanks’ option from the ‘Filter by values’ column filter. *(FTKC-14659)*
1.4 LitHolds

1. You can now add multiple email addresses using (,) as a separator in the ‘Add CC’ field of LitHold email notifications. (ER-912)

2. The ‘Created By’ column is newly introduced in the Manage pages of LitHolds and Collections to display the name of the user who created it. (ER-8802)

Note: As a part of this enhancement the ‘Created By’ column is added to the ‘Hold Summary Report’ as well.
1.5 Agents

1. Exterro FTK Central is now enhanced to support a single agent to establish connections with multiple Public Site Servers. To do so, provide the public instances (separated with commas) in the newly introduced ‘Public Instances’ field in the ‘Site Server Configuration’ application. *(FTKC-13221)*

**Notes:**
- *Public Agent connects to the Public Site Server based on the nearest availability of the Site Server.*
- *You are recommended to provide all the Public Site Servers in the appropriate prompt upon configuring the Site Server.*

1.6 Connectors

1. Exterro FTK Central is enhanced to collect data from Exchange 2019 as well. *(ER-8800)*

2. As a part of security enhancement, the authentication mechanism of Exchange 2019 - Exchange Admin Center is updated to Kerberos authentication. *(ER-11183) (ER-11511)*

   **Note:** *You are recommended to update the existing Exchange 2019 Exchange Admin Center data source’s configurations before initiating the Collection.*

3. Exterro FTK Central is now enhanced to collect data from the specific folders of Exchange Online data source. To do so, specify the required folder name in the newly introduced ‘Mailbox Folder Path(s)’ field upon selecting the data sources for Collection. *(ER-10357).*

   **Note:** *You can provide multiple folders for Collection using comma(,) as a separator.*

4. Exterro FTK Central is now enhanced to collect information from the Exchange Online, SharePoint Online, OneDrive, and Microsoft Teams data sources via the Security and Compliance Export API. *(ER-6111) (ER-7801) (ER-7802) (ER-7803) (ER-10174) (ER-10173) (ER-10172) (ER-10171)*

   **Note:** *This enhancement is also supported in Microsoft GCC High environment.*
1.7 Collections

1. You can now delete the previously created Collection templates and Filter templates from Exterro FTK Central. *(FTKC-14286)*
2. You are now provisioned with an option to select the required Processing Profiles while configuring a Collection. *(ER-7955)*

   **Note:** The Processing Profiles saved on the Case Summary page will also be displayed while configuring the Collection.

3. The site server is upgraded from 7.7.0.241 to the 7.7.0.262 version.

4. The Windows agent is upgraded from 7.7.0.36 to the 7.7.0.44 version.

1.8 Miscellaneous

1. You are now provisioned with the option to edit the ‘Case Path’ of a Case. *(FTKC-14205)*

2. Upon deleting the Users, Network Share, and Computer from Active Directory, the corresponding Data Source configuration page in Exterro FTK Central will indicate the status of the deleted item as ‘Inactive’ under the newly introduced ‘Active Directory Status’ column. *(ER-8863)*

   **Notes:**
   - You can perform the required FTK Central operations for the ‘Inactive’ data sources which will not impact the existing operations.
   - The disabled ‘Users’ and ‘Computers’ will also be displayed as ‘Inactive’ on the Data Source configuration page.
3. As part of FTK Central’s security enhancement, users will be restricted from logging into the application for a certain period of time when failed to login after multiple attempts. The restriction time and the login attempt limit can be customized as required. (FTKC-21797)

4. Exterro FTK Central is enhanced to support Chinese (Simplified) translation on the following pages: (FTKC-13683)

- Login Page
  - ‘Sign In’ tab

- Home Page
  - What are you looking for?
  - Case List
  - Data Sources
  - LitHolds
  - Collections

- Case List
  - Cases
  - Total Cases
  - Export
  - Batch Administration
  - Batch Review
  - Create New Case
  - Home
  - Cases

- Data Sources
  - Data Sources
  - Home
  - Manage Custodian
  - Groups
  - Network Share
  - Computer
  - Custodian List
  - Import from CSV
  - Import from AD
  - Add Custodian

- LitHolds
  - LitHolds
  - Home
  - Custodian Responses
  - Generate Reports
  - LitHold Configuration
  - Create New Hold
  - Total Holds
1. Resolved an issue where the ‘Bulk Coding’ operation was performed for all the files in a Case instead of performing it only for the selected files. This issue occurred only when the user selected all the files in a Batch using ‘Select All’ and performed the operation. *(FTKC-21067)*

2. Resolved an issue where incorrect results were obtained upon performing Advanced Search configured with the following ‘Metadata’ filters: *(FTKC-14785)*
   - Field - Labels
   - Conditions - Not Contains

3. Resolved an issue where the details of the ‘Appointment’ type files were not displayed in the ‘MetaData’ Viewer. *(FTKC-17776)*

4. Resolved an issue where the time taken to import data via load files into the Exterro FTK Central was longer than expected. *(FTKC-14449)*

5. Resolved an issue where the ‘MD5Hash’ and ‘SHA1Hash’ values were not displayed for the PDF files in the item grid of the Review. *(FTKC-20728)*

6. Resolved an issue where all the files in a case were processed instead of only processing file types configured in the ‘Evidence Refinement’. *(FTKC-14345)*

7. Resolved an issue where the process of bulk applying bookmarks for the selected files using hotkeys failed. This issue occurred only when the user selected the files, opened the ‘Coding pane’, ‘Tags’, and then performed the bookmarking operation via hotkeys. *(FTKC-21093)*

8. Resolved an issue where the ‘Filtered’ count was not updated based on the filter options selected for the ‘From’ and ‘To’ columns in the Review page. *(FTKC-14777)*

9. Resolved an issue where the ‘Process Collection’ option in ‘Actions’ menu was enabled before the status of all the Collections in the Manage Collection page was changed to ‘Completed’. *(FTKC-21005)*

10. Resolved an issue where the Header of the document was not displayed in the printout while the user printed the document from FTK Plus Viewer with the ‘Print header’ option enabled. *(FTKC-21865)*

11. Resolved an issue where the users were not able to select the Network Share specific Collection templates upon creating an Automation via Exterro FTK Connect. *(FTKC-17765)*
12. Resolved an issue where incorrect values were displayed for the ‘EndAttach’ column while exporting it as a load file. *(FTKC-14333)*

*Note: The incorrect values were displayed for 'BegAttach' and 'EndAttach' columns only when they did not possess any family or child objects.*

13. Resolved an issue where the exclude jobs executed via ‘Export LoadFile’ option did not exclude the files that were supposed to be. *(FTKC-16201)*

14. Resolved an issue where the ‘Doc With Hits’ count was also displayed in the ‘Unique Docs With Hits’ column of the ‘Search Term Report’. *(FTKC-17771)*

15. Resolved an issue where the users were not able to create ‘Custom Case Properties’ consisting of spaces or special characters in the ‘Case Default’. *(FTKC-20735)*

16. Resolved an issue where the ‘MetaData’ Viewer was not updated upon navigating to another file. *(FTKC-20775)*

17. Resolved an issue where only the objects on the first page of Groups data source were collected irrespective of their count. *(FTKC-20830)*

18. Resolved an issue where the User Name was not suffixed to the folder name in the Responsive file path. *(FTKC-20830)*

19. Resolved an issue where the status of existing Custodians were incorrectly displayed in the LitHold Summary page upon adding new custodians to the same Hold. *(FTKC-16026)*

20. Resolved an issue where the case name was truncated in the tooltip displayed upon hovering over the case list during case selection in the Review page. *(FTKC-18430)*

21. Resolved an issue where the ‘Bulk Labelling’ operation was also performed for unselected files in the Review when a user performed ‘Select all items’ and deselected some of the files before performing the labeling operation. *(FTKC-20946)*

22. Resolved an issue where the hotkey actions were not performed on the first attempt. This issue occurred only for the files highlighted during Review. *(FTKC-8611)*

23. Resolved an issue where incorrect filter types were displayed for some metadata fields during field search. *(FTKC-2631)*

24. Resolved an issue where the ‘/tmp’ location was used to push the modules for the Linux agents. *(FTKC-20904)*

25. Resolved an issue where the users were not able to push the agents using a customized ‘Agent Port’ configured within the agent credentials page. *(FTKC-16343)*
26. Resolved an issue where the users were not able to create a Case with an apostrophe (‘) character in its name.  
   (FTKC-20739)
27. Resolved an issue where ‘Search Term Report’ generation failed when a user tried to generate the report using incorrect syntax. (FTKC-15333)
28. Resolved an issue where the ‘IPAddressLastContacted’ field displayed irrelevant text instead of the IP address in the SQL database of Exterro FTK Central. (FTKC-17275)
29. Resolved a UI issue where status of a Collection completed for Mac agents was incorrectly updated in the Job Monitors. (FTKC-15346)
30. Resolved an issue where the warning message was not displayed upon users trying to click ‘Save and Next’ without providing any value for a mandatory field in the ‘Custom Case Properties’ section during Case creation. (FTKC-20736)
31. Resolved an issue where the termination email notifications were sent to the Custodians who were removed from an active hold. (FTKC-16250)
32. Resolved an issue where the empty folders were not displayed in the tree view of ‘Live Preview’ in FTK Central. (ER-7092)
33. Resolved an issue where the users were not able to add the subsites as a top-level site while configuring the Microsoft SharePoint data sources. (ER-7870)
34. Resolved an issue where additional processing jobs were initiated for the Collection of data from SharePoint Online data source consisting of multiple subsites. (ER-10347)
35. Resolved an issue where the changes made to the email address of a user was not reflected in the ‘Event Notifications List’ section of ‘Create Notifications’ configuration. (ER-7896)
36. Resolved an issue where the previewed files were not deleted in the temporary path of FTK Central’s Site Server. (ER-8956)
37. Resolved an issue where the users were not able to create custom columns with names consisting of Chinese (Simplified) characters. (FTKC-17266)
38. Resolved an issue where the users were not able to search for the Spanish and Chinese terms present in the files of a case. (FTKC-15298)
39. Resolved an issue where the users were not able to create a case using Chinese characters in its name. (FTKC-17264)
40. The ‘Save as Template’ option in the ‘Export’ panel of Review is renamed as ‘Save as Template for FTK Connect’. 

(FTKC-20832)

Note: From the 7.6 SP3 version, this option will be made available only for the users with FTK Connect licenses.

41. Resolved an issue where no records were displayed in the ‘Import User Groups From Active Directory’ pop-up when the user disabled the ‘Use Global Catalog’ option upon configuring the Active Directory in the ‘System Management’ page. (FTKC-16665)

42. Resolved an issue where the Computer collection files were downloaded in AD1 format instead of E01 format. This issue occurred when either of the ‘Create AD1 Files on Agent’ or ‘Create AD1 Files on Network Location’ Agent Collection option was selected. (FTKC-21965)

43. Resolved an issue where the ‘Site Server’ drop-down displayed only the ‘Root’ in the ‘Site Server Console’ section of ‘Administration’ causing confusion. As a part of this fix, the ‘Site Server’ drop-down is now removed from the page. (FTKC-14940)

44. Exterro FTK Central is now modified to not validate the ‘Path’ upon adding a Network Share. (ER-8947)

45. Resolved the UI issue where the highlighted group’s name was not clearly visible in the ‘Groups’ section of ‘Data Sources’. (ER-8011)

46. The Linux scripts used to manage the Agent services is now modified to use the ‘systemd’ software suite. (ER-9468)

47. Resolved an issue where there was a noticeable delay while typing inputs into the text box fields listed below: (FTKC-18398)

- Quick Search
- ‘Viewer’ Panel
- Export UI Wizard
- ‘Select Columns’ pop-up (Custom Grouping)
- Advanced Search
- ‘Coding’ Panel
- Column Filters > Filter by condition and Filter By Values
- Search field in ‘Jobs Queue’
- Administration > Configuration > Case Defaults > File Columns (not as noticeable as review)
3 Open Issue

1. The ‘Onedrive URL’ field will be empty when importing the new Custodians with the ‘Onedrive URL’ in the CSV file. However, when at least one Custodian with the ‘Onedrive URL’ is manually created using the ‘Add Custodian’ option, the following integration will work expected. (ER-10674)

   **Note:** You are recommended to enable the ‘Import custom columns’ option upon importing the Custodians.

2. Agents disregard any custom check-in time and will instead use the default.

   **Workaround:** To update and apply the custom check-in time, ensure an agent job has been initiated against the agent for the new check-in value to be applied. (ER-10451)

3. Upon performing ‘Bulk Imaging’ for some files with the ‘Image Format’ set as PDF, special characters or symbols in a paragraph are replaced with random strings while viewing the ‘Image’ viewer of the files. (FTKC-22704)

4. When using Keyword filters for Computer/Network Share collections, the AND operator returns no files, irrespective of the condition.

   **Workaround:** Use a comma (,) instead of AND operator between the keyword. For instance, defining "Apple, Orange" as a keyword filter will return the files containing both "Apple" and "Orange". (ER-11110)

5. Incorrect ‘Grid’ count is displayed upon sorting the ‘Labels’ column in descending order in the Review page. (FTKC-22996)

6. The configurations that manage CaseStats syncing and Serial/Parallel Evidence processing are not added by default to the ADG.WebLab.SelfHost.Exe.config file. (FTKC-22989)
4 Limitations

1. While collecting the data from Microsoft Teams via Export API, the reactions made to the messages are not collected. (ER-10793)

2. Exterro FTK Central displays only the first 255 characters for any Microsoft O365 data source path. However, there will be no impact on any of the behavior of Exterro FTK Central. (ER-10985)

3. Exterro FTK Central does not support the collection of data from Shared Channels of Microsoft Teams. (ER-10791)

4. The ‘Results Report’ for the collections created for O365 data sources via Export API are not downloadable at the moment. (ER-12165)
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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