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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 Prerequisites

The following prerequisites must be adhered to before attempting to install or upgrade FTK.

1.1 Fresh Installations

- Windows updates have been installed.
- Disable any antivirus/malware scanning software.
- Login credentials for an account that is a member of the local administrators group. A local system account should only be used if all components as well as case and evidence storage will be on a single machine.

1.2 Upgrades

- The current installed version of FTK must be 7.6 or a 7.6 service pack (SP1, SP2, SP3 or SP4).
  - Attempts to upgrade from FTK 7.5.2 or earlier are not supported.
- Windows updates have been installed.
- Disable any antivirus/malware scanning software.
- Login credentials for an account that is a member of the local administrators group. A local system account should only be used if all components as well as case and evidence storage will be on a single machine.

⚠️ Warning: If User Account Control (UAC) is enabled, all prompts must be agreed to by clicking on Yes.
2 Exterro FTK Standalone 8.0 Installer

2.1 Installing FTK Standalone 8.0

Steps:

1. Navigate to autorun.exe.
2. Right click on the file and select Run as Administrator.
   - The initial installer dialog will be displayed.
3. Click on **Install Forensic Tools 64 Bit**.
   - The installer will begin unpacking the necessary dependencies.

   ![Unpacking, this may take few min](image)

   - The Welcome Page of the Exterro Forensic Tools Suite 8.0 Installer will be displayed as below:

   ![Welcome Page](image)

4. Click **Next**.
5. At the ‘License Agreement’ dialog, accept the License Agreement and click **Next**.
   - The ‘System Requirements’ page will be displayed.
6. Upon clicking Next, the following ‘System Requirements’ dialog will be displayed.
   - This dialog will indicate if the system being used meets minimum hardware requirements. While Exterro provides minimum requirements, users can proceed to deploy the application with lesser hardware at their own risk.
7. Click Next.
   - The ‘Exterro Forensic Tools Configuration’ dialog will be displayed.
8. By default, ‘Install PostgreSQL (Will be skipped if already installed)’ will be selected by default.
   - Deselect this option if upgrading from FTK 7.6 or any 7.6 service pack.
   - Select a port to use for the PostgreSQL instance. By default, port 5432 will be used. If a PostgreSQL instance exists on this host, another port will be required.

   Note: When a port is already in use, the following message will be displayed when attempting to proceed with the installation. Click Yes to automatically use port 50000, else select a custom port of your choice:

   ![Image of the message dialog](image)

9. Select ‘Use a Custom Postgres Password’ and enter a custom Postgres password if required.

10. Click Next.
    - The ‘Customize Installation Options’ dialog will be displayed.
11. If required, select ‘Customize Installation Options’ to customize application installation locations.
12. Click Next.
The ‘User Credentials’ dialog will be displayed.

13. Provide Administrator credentials and click **Next**.

**Warning:** Ensure the login credentials used are for an account that is a member of the local administrators group. A local system account should only be used if all components as well as case and evidence storage will be on a single machine.
• The ‘Ready to Install the Program’ dialog will be displayed.

• The selected product type and associated components will be listed.

14. Review the installation selection, and click **Install**.

  • CodeMeter and Python will be updated if upgrading an existing FTK instance.
  
  • Python 3.10.11 installation will be initiated:

  ![CodeMeter Install installation will be initiated.](image)

  • CodeMeter Install installation will be initiated.
- PostgreSQL installation will be initiated.

- Evidence Processing Engine along with the BlackIce installation will be initiated.
- Process exclusions will be added to Microsoft Defender for any FTK installation files.

- Exterro Collab installation will be initiated.

- The Collab service will start.
Installation of FTK will be initiated.

If an old release of VLC is installed, VLC will be upgraded to 3.0.17.4 (This is not applicable if the latest version is installed).

Upon successful completion of the installation, the following dialog will be displayed.

15. Click **Finish**.
A prompt will be displayed to restart the system.

16. Click **Yes**.
17. Navigate to the [Database: Fresh Installations and Upgrades](#) section.
2.2 Database: Fresh Installations and Upgrades

For all installations and upgrades, a database must be created or updated for FTK.

- If this is a fresh installation of FTK without any database present, please follow the Fresh Installations section.
- If this is an upgrade for an existing installation of FTK, please follow the Existing Installations (Upgrades) section.

2.2.1 Fresh Installations

*Method 1 – Using FTK to add a new database*

**Steps:**

1. Navigate to the Windows Desktop.
2. Open FTK.exe.
Once FTK has loaded, an ‘Add Database’ dialog will be displayed.

3. Enter the following details:
   - **RDBMS**: MSSQL or Postgres (This should be set as Postgres if you did a Default installation.)
   - **Host (IP or DNS name)**: Database location, this should be localhost if a Default installation was completed.
   - **Display Name**: This is an optional field and simply names an instance within FTK database connection configuration files.
   - **Postgres/MSSQL dbname**: If a default installation was completed, this should be set as ‘ADG’.
   - **Port Number**: If a default installation was completed, this should be set as 'Use Default Port’. If a custom port was selected, this must be entered now.

4. Click **OK**.
The ‘Please Authenticate’ dialog will be displayed.

5. Enter the database administrator credentials and click **OK**.
   - If a default installation was completed, the credentials would be:
     - **Username**: postgres
     - **Password**: AD@Password

The ‘Add New User’ dialog will be displayed.
6. Enter the following details:
   - User Name
   - Full Name
   - Password
   - Verify Password
   - Email Address (Optional)

7. Click OK.

Method 2 – Using DBConfig to add a new database

Note: Before attempting any database setups, it is important to ensure the Exterro Self-host Service
has been stopped. This can be done using Windows Services. Once complete, users can start the
service again.

Steps:
1. Navigate to the Forensic Tools “bin” folder.

   <Drive:\Program Files\AccessData\Forensic Tools\8.0\bin>

2. Open DBConfig.exe as an Administrator.
3. Click Add Configuration.
4. Enter the following details:
   - Database Type: MSSQL or Postgres (This should be Postgres if you did a Default installation.)
   - Server Name: Port: Database location in the format host:port (Port is only needed when using a non-default
     port. This should be localhost if a Default installation was completed.)
   - Create Database: True
   - Authentication Mode: Mode to authenticate to your database (This should be Database Authentication if
     a Default installation was completed.)
   - System User: When using Database Authentication, this is the database user to use when authenticating
     (This should be postgres if a Default installation was completed.)
   - System Password: When using Database Authentication, this is the database password to use when
     authenticating (This should be AD@Password if a Default installation was completed.)
- **Application Admin**: The desired username for your first FTK administrator.
- **Admin Password**: The desired password for your first FTK administrator.

5. Click **Create**.
   - Database creation will begin.

6. Once the database is created, confirm the **Default** box is checked against the newly created database.
2.2.2 Existing Installations (Upgrades)

Users upgrading from an existing installation of FTK have two methods when upgrading their database. Both methods are documented below and users can opt to choose any method they feel comfortable executing.

*Method 1 – Using FTK to upgrade an existing database*

**Steps:**

1. Navigate to the **Windows Desktop**.
2. Open **FTK.exe**.
3. Enter the Application Administrator credentials when prompted.
   - Successful logins will be prompt with a ‘Please Confirm’ database upgrade dialog.
4. Click **Yes**.
5. Enter the Database Administrator credentials when prompted and click **OK**.
   - If a default installation was completed in the past, the credentials would be:
     - **Username**: postgres
     - **Password**: AD@Password

6. Click **OK**.
   - The database upgrade process will begin. Once completed, the case list will be refreshed and the application toolbar will display the name of the connected database instance.
Method 2 – Using DBConfig to upgrade an existing database

**Note:** Before attempting any database setups, it is important to ensure the Exterro Self-host Service has been stopped. This can be done using Windows Services. Once complete, users can start the service again.

**Steps:**

1. Navigate to the Forensic Tools “bin” folder.

   `<Drive:\Program Files\AccessData\Forensic Tools\8.0\bin`

2. Open `DBConfig.exe` as an Administrator.
3. Select the existing database and click **Validate**.
4. Select an **Authentication Mode**.
5. Click **Check Common Options**.
6. Click **Validate**.

   **Warning:** 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.
7. Click **OK** once successfully validated.
8. Highlight the desired database and click **Update Database**.
9. Select a **Backup Path**.
10. Select an **Authentication Mode**.

11. Click **Update**.

12. Once the database is created, confirm the **Default** box is checked against the newly created database.
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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