exterro®
Data Risk Management

FTK SUITE 8.1 SP4 – INSTALLATION GUIDE

NOVEMBER 2025

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About Exterro

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 Data Risk Management 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

This document provides step-by-step instructions for successfully upgrading the Exterro FTK application from version **8.1 or 8.1 SP1/SP2/SP3** to version **8.1 SP4**.

Prerequisites

The following are the prerequisites for the FTK 8.1 SP4 version:

Before upgrading to FTK 8.1 SP4, ensure the following applications are updated to the specified versions or later. Compatibility is essential for seamless integration and optimal performance. You can check the current versions by navigating to:

Start > Control Panel > Programs > Programs and Features

Note: If the user is already on version 8.1 SP2, Site Server patch does not need to be applied. The Site Server version remains the same for both 8.1 SP2 and 8.1 SP3.

Application	Required Version
Exterro Desktop Viewer	8.1.0.305 / 8.1.0.328 SP1 / 8.1.0.1097 SP2 / 8.1.0.1101 SP3
Exterro Evidence Processing Engine 10.28	10.28.0.245 / 10.28.0.268 SP1 / 10.28.0.1512 SP2 / 10.28.0.1537 SP3
Exterro Distributed Processing Manager 10.28	10.28.0.245 / 10.28.0.268 SP1 / 10.28.0.1512 SP2 / 10.28.0.1537 SP3
Exterro Forensics Tools 8.1	8.1.0.330 / 8.1.0.385 SP1 / 8.1.0.1550 SP2 / 8.1.0.2375 SP3
Exterro Forensics Tools Suite 8.1	8.1.0.330 / 8.1.0.385 SP1 / 8.1.0.1550 SP2 / 8.1.0.2375 SP3
Exterro FTK Plus	8.1.0.305 / 8.1.0.328 SP1 / 8.1.0.1097 SP2 / 8.1.0.1101 SP3
Exterro Site Server	8.1.1.1057 / 8.1.2.8 / 8.1.3.4

Note: PostgreSQL is no longer part of the Site Server installation package, however it is still a requirement for all Site Server deployments. Users can install PostgreSQL (as packaged with FTK) before initiating the Site Server installation; if not, the Site Server will not start.

a) **For RDS PostgreSQL Database Users:** If your database is an SSL-enabled RDS PostgreSQL instance, configure the following environment variables before installing FTK 8.1 SP3 on the hosts where FTK, DPM and DPEs are installed:

- ispostgresrdsconnection=true
- postgresdbtimeout=120
- usesecurepostgres=true

Where to Set the Environment Variables:

These environment variables need to be set on **all machines** where FTK components (FTK, DPM, and DPE) are installed. Specifically:

i. **On each machine** where FTK, DPM, and DPE components are being installed, access the system's environment variable settings.

ii. **Windows:**

1) Open the **Control Panel**.
2) Navigate to **System and Security** > **System** > **Advanced system settings**.
3) Click on **Environment Variables**.
4) Add the variables under **System variables** or **User variables**, depending on your preference.

Note: Skip this step if you are not using an RDS PostgreSQL instance.

b) Additionally, ensure there are no active or running jobs associated with the **WeblabSelfhost** service. Restart the system/instance/environment before applying the FTK 8.1 SP4 patch to prevent files (DLLs, EXEs, or configuration files) from being in use during the patch application.

Important: This process must be performed on every machine running any of the following services within a distributed environment:

- Exterro Desktop Viewer
- Exterro Distributed Processing Manager
- Exterro Evidence Processing Engine
- Exterro Forensic Tools
- Exterro FTK Plus
- Exterro Site Server

c) The ADG schema of FTK Suite should be manually updated for all versions below the 7.1.163.0 schema version while installing the FTK 8.1 SP4 package.

Note: The auto upgrade process is applicable only for the database set as default.

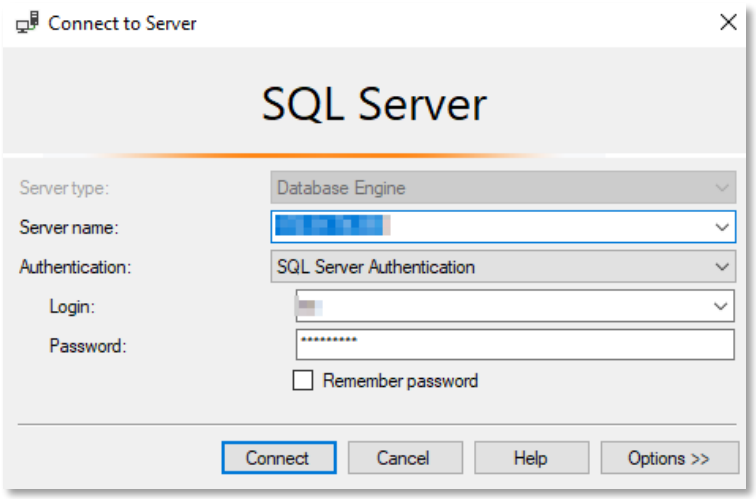
ADG Database Backup

Note: Exterro strongly advises backing up your application database before applying the FTK 8.1 SP4 Patch while upgrading from FTK 8.1 or FTK 8.1 SP1 version. Consult with a database administrator before proceeding, as these steps could affect existing maintenance plans.

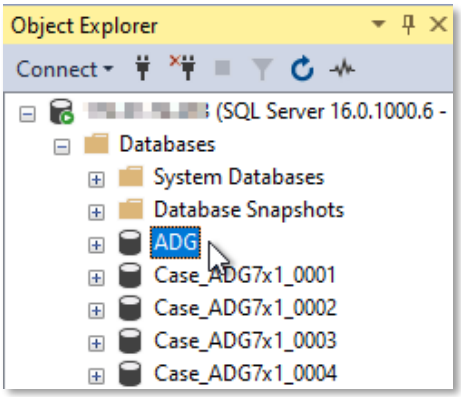
MSSQL Server ADG Database Backup

Steps:

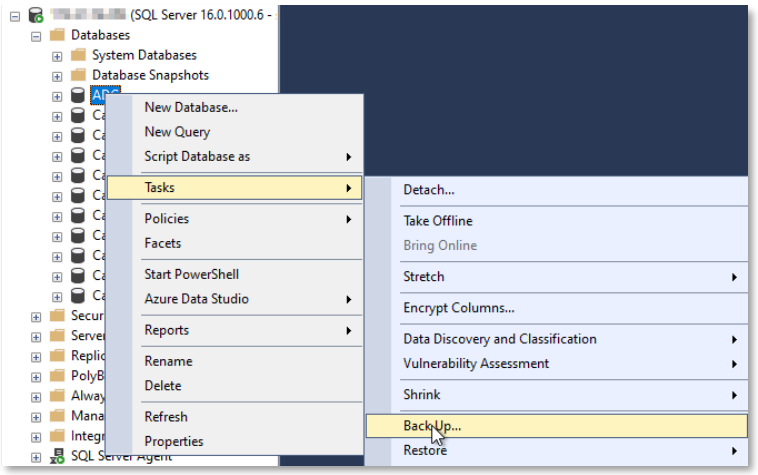
1. Install and open **MSSQL Server Management Studio** (SSMS).
2. Connect to the desired MSSQL database server.



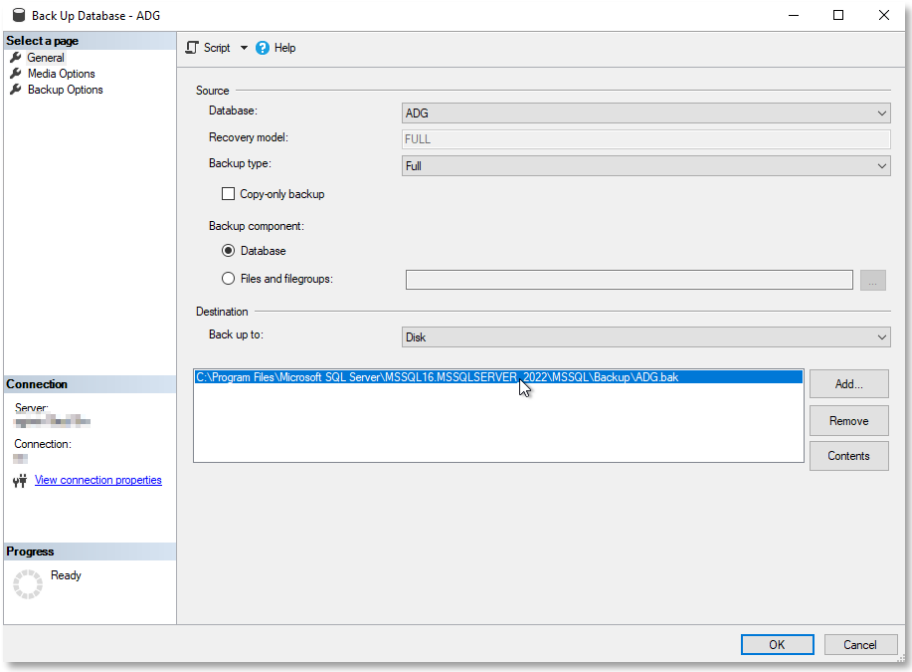
3. In the **Object Explorer**, expand the **Databases** node and select the **ADG** database.



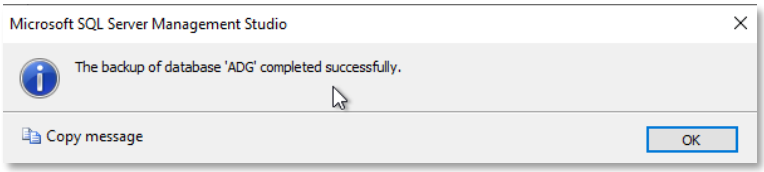
4. Right-click on the **ADG** database, select **Tasks** and choose **Back Up**.



5. In the **Back Up Database - ADG** dialog box, verify the backup file path and name.



6. Click **OK** to start the backup.
7. Wait for the success message indicating the backup is complete and click **OK**.



PostgreSQL Server - ADG Database Backup

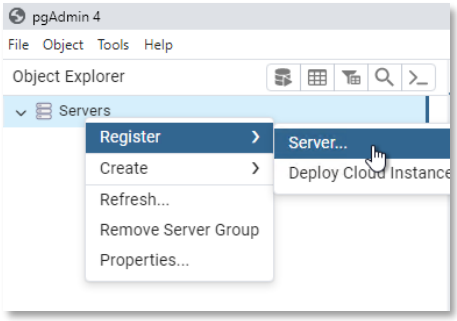
Steps:

1. Open pgAdmin4.exe from the PostgreSQL installation directory:

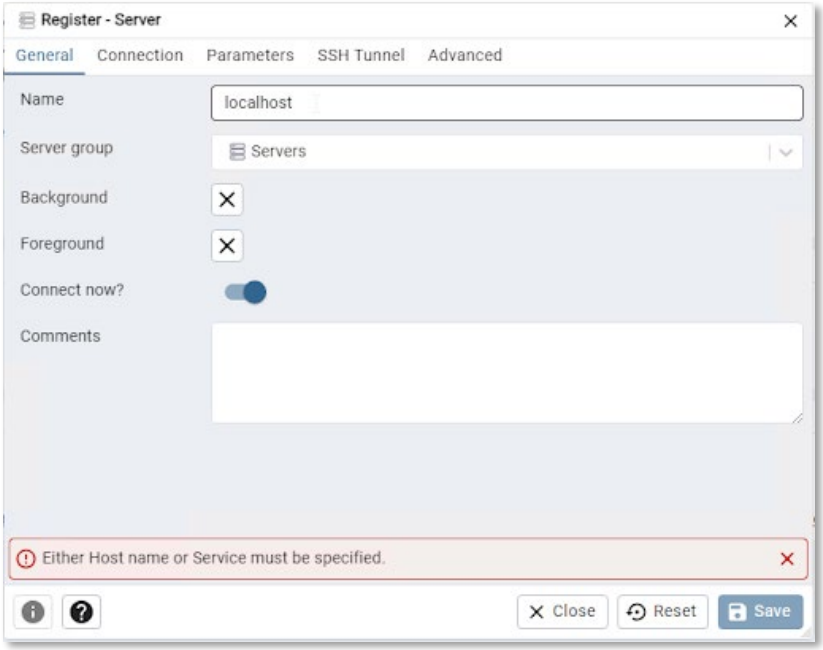
   C:\Program Files\AccessData\PostgreSQL\14.0\pgAdmin 4\runtime

   Note: If the PostgreSQL server is hosted on an RDS Cloud system, download and install the pgAdmin4 utility to connect to the PostgreSQL server.

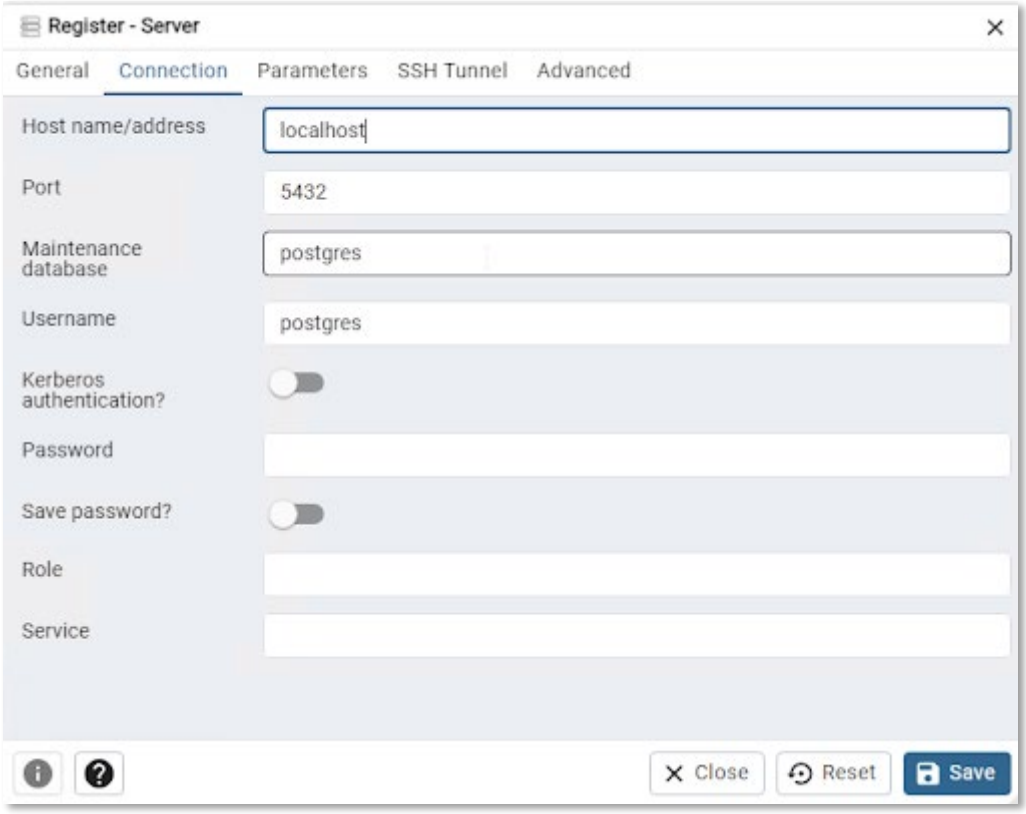
2. In **pgAdmin**, right-click on **Servers** and select **Register > Server**.



3. In the **Register - Server** window, enter a name for the server in the **General** tab.

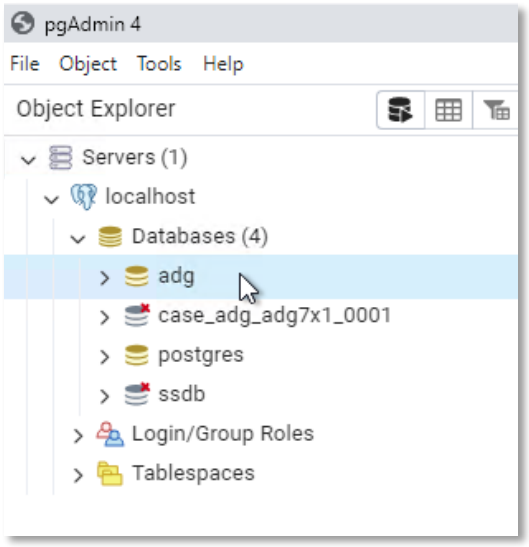


4. Navigate to the **Connection** tab and enter the following details:
    - **Hostname/Address**
    - **Port** (default: 5432)
    - **Username** (default: postgres)
    - **Password**

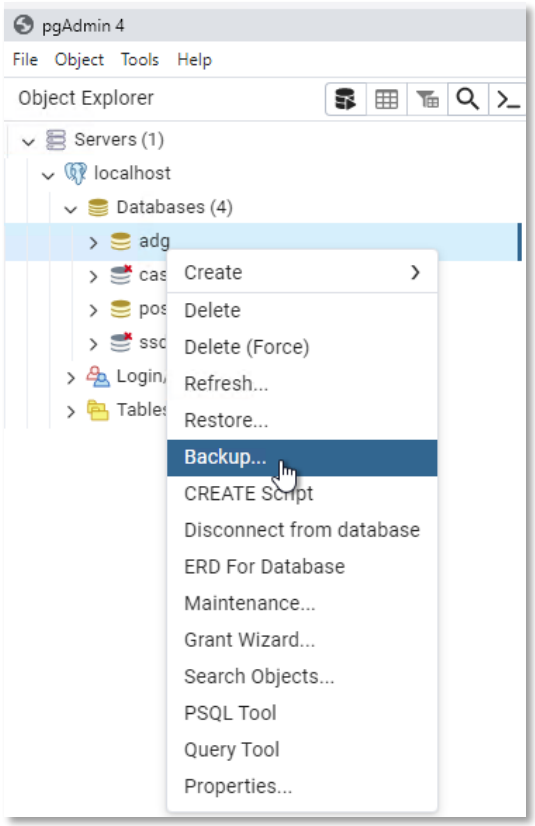


5. Click **Save** to register the server.

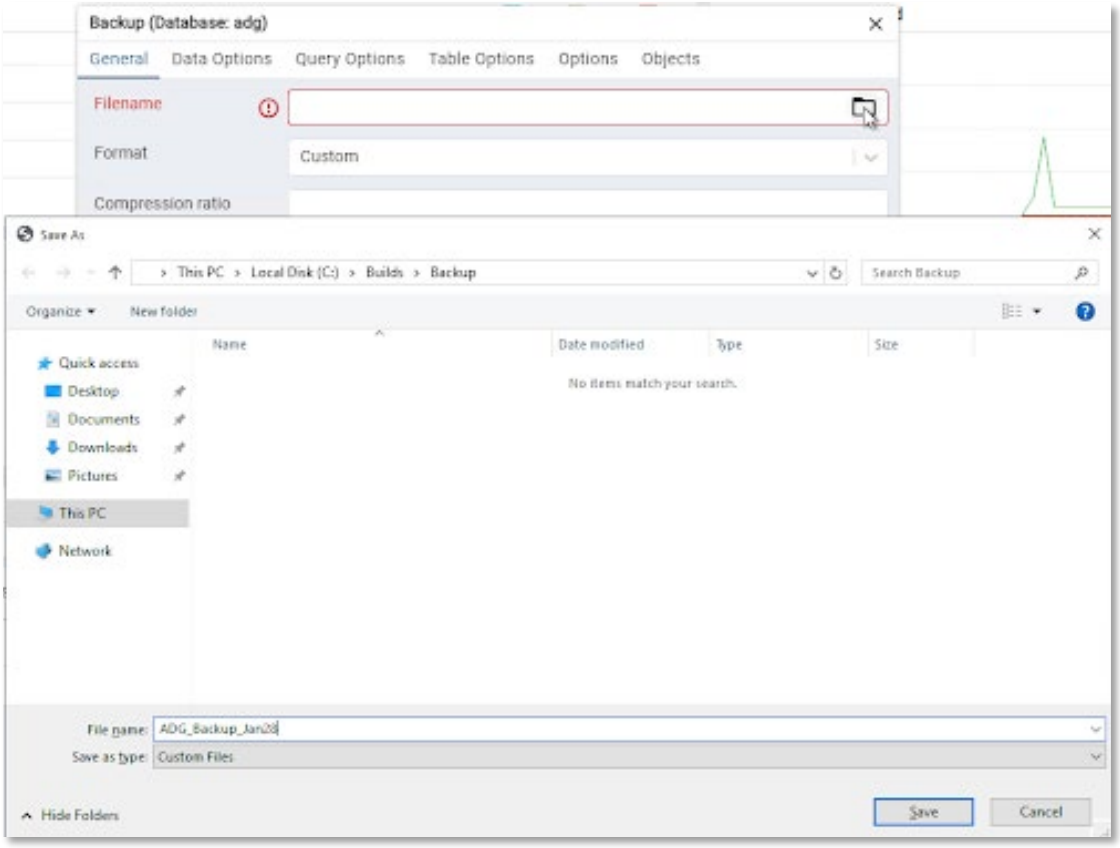
6. Expand the newly added server's **Databases** list and select the **ADG** database.



7. Right-click on the **adg** database and select **Backup**.

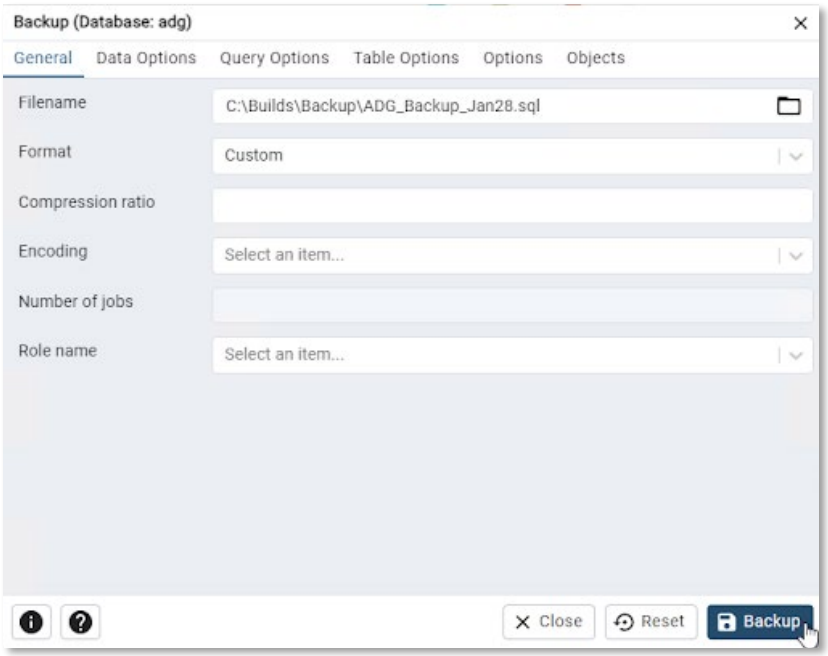


8. In the **Backup** dialog, click the **Files** icon next to the **Filename** field, choose the backup directory and specify the filename.

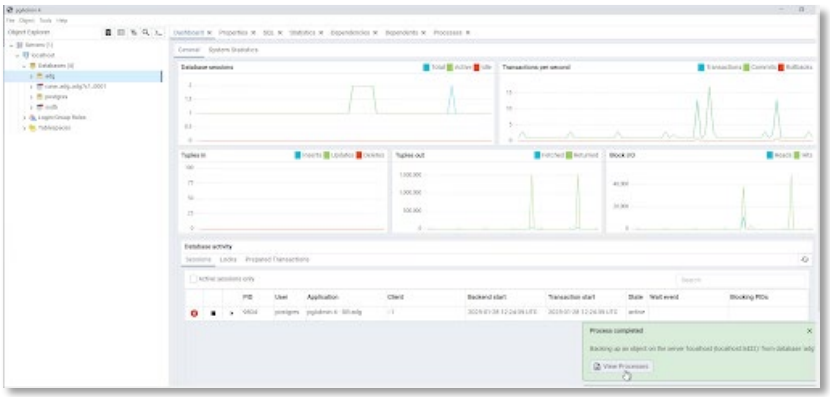


9. In the Windows Explorer dialog box, click **Save**.

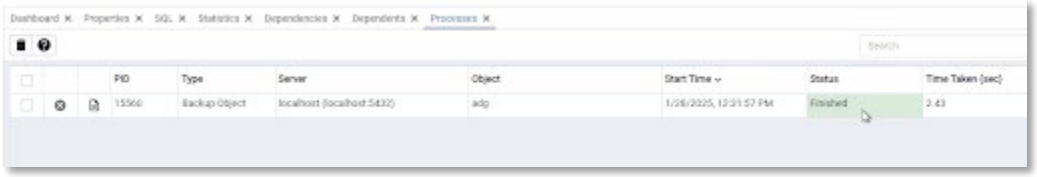
10. Click the **Backup** button to begin the backup process.



11. Click **View Processes** at the bottom of the pgAdmin4 window to monitor the backup process.



12. Wait for the backup to complete.

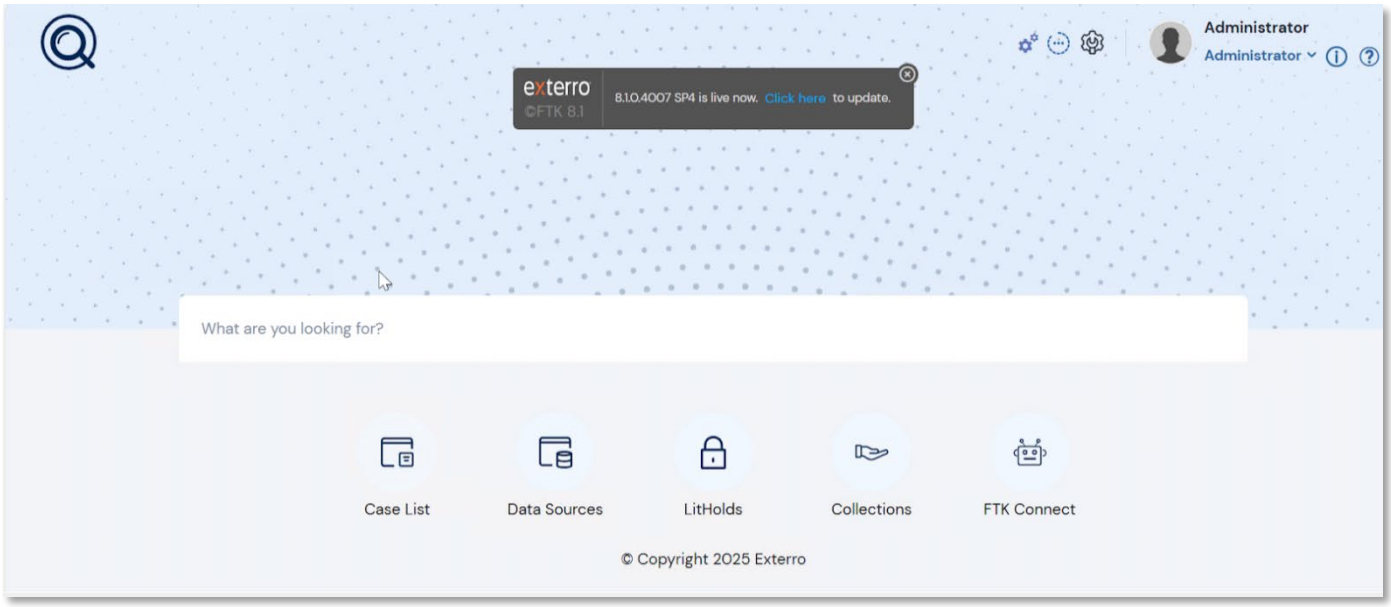


Upgrade Steps

Note: After the patch installation is completed, the shared ADG database will automatically be updated to the latest schema version and validated once the FTK Web Service restarts during the patch installation.

For FTK Standalone Users

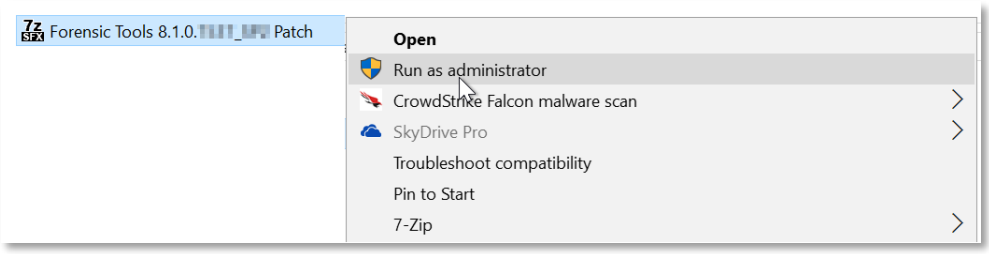
The FTK 8.1 SP4 update can be automatically applied via **FTK Central/Smart View**. Click on the **Click here** option from the webpage to initiate the update.



For FTK Enterprise/Lab/Central Users

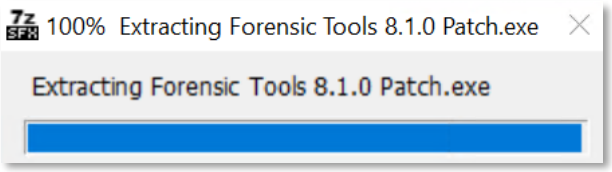
Steps:

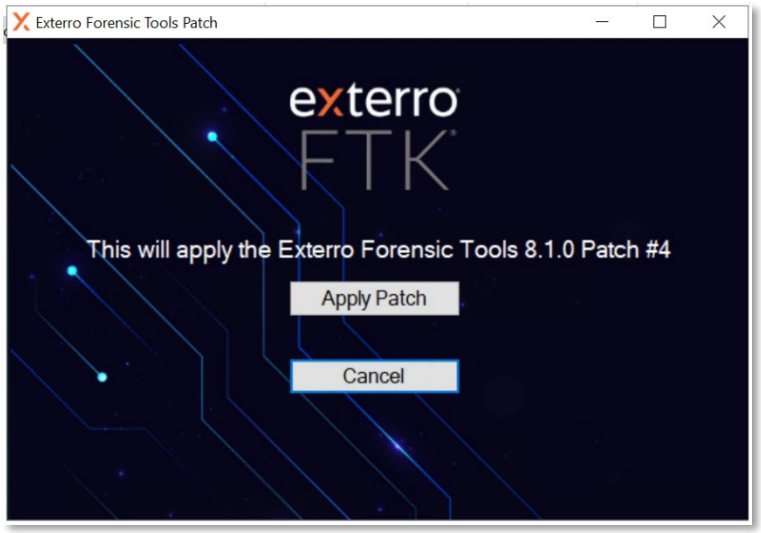
1. Download the Latest patch installer (FTK 8.1 SP4) from the *Exterro Product Downloads page*.
2. Right-click on the downloaded file, **Forensic Tools 8.1.0 Patch.exe** and select **Run as administrator**.



Note: If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

3. The extraction process will begin, and it may take 2 to 3 minutes. Once completed, click **Apply Patch**.

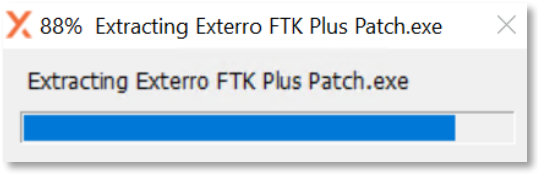


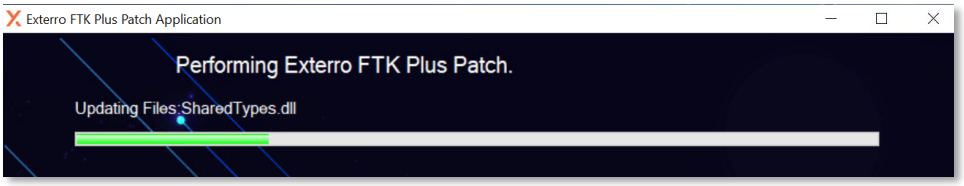


4. Read and accept the terms and conditions of the License Agreement and click **Continue**.

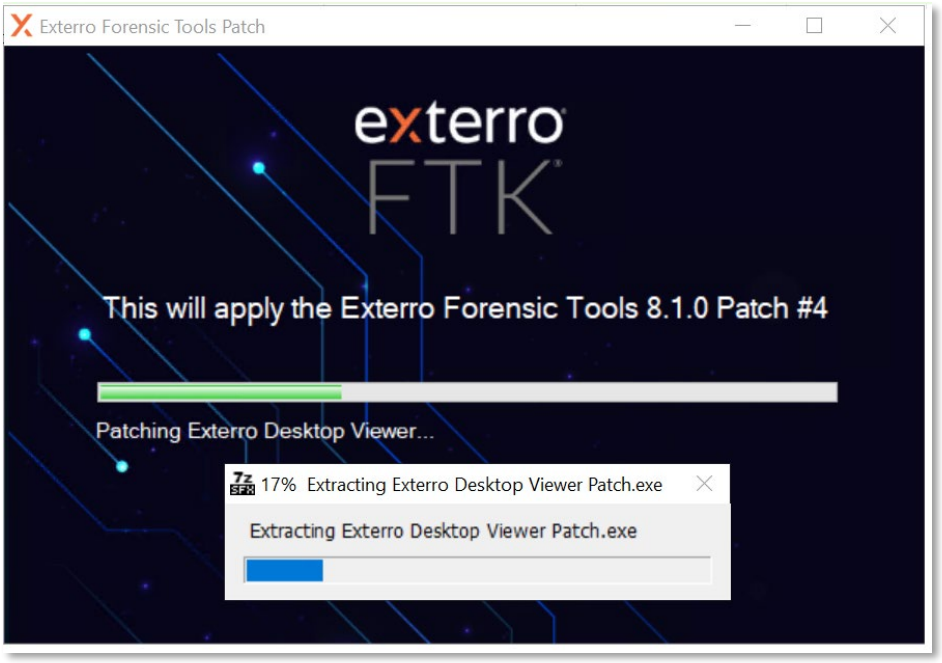
5. The upgrade will proceed with the following components, applied sequentially:

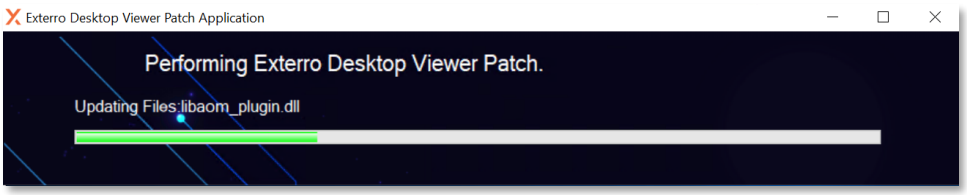
   i. **FTK Plus Patch**



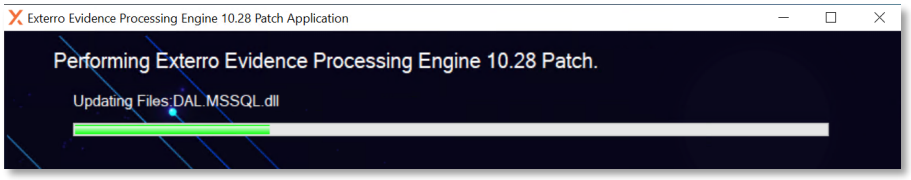


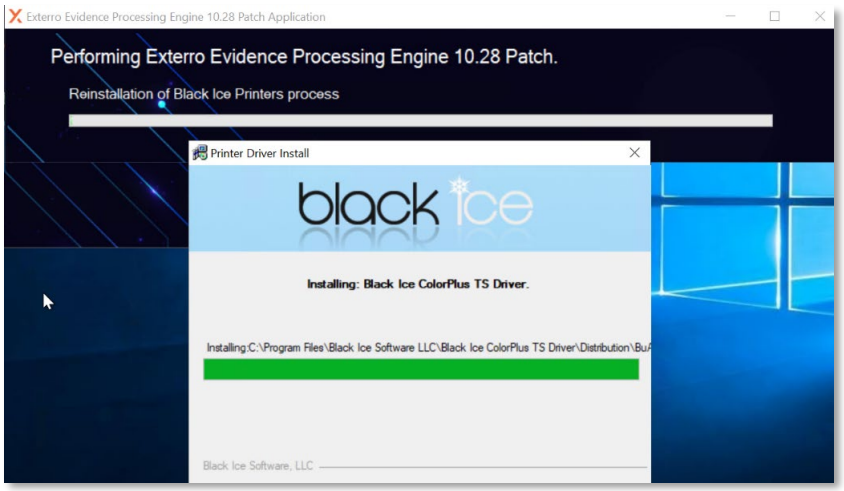
ii. **Desktop Viewer Patch**



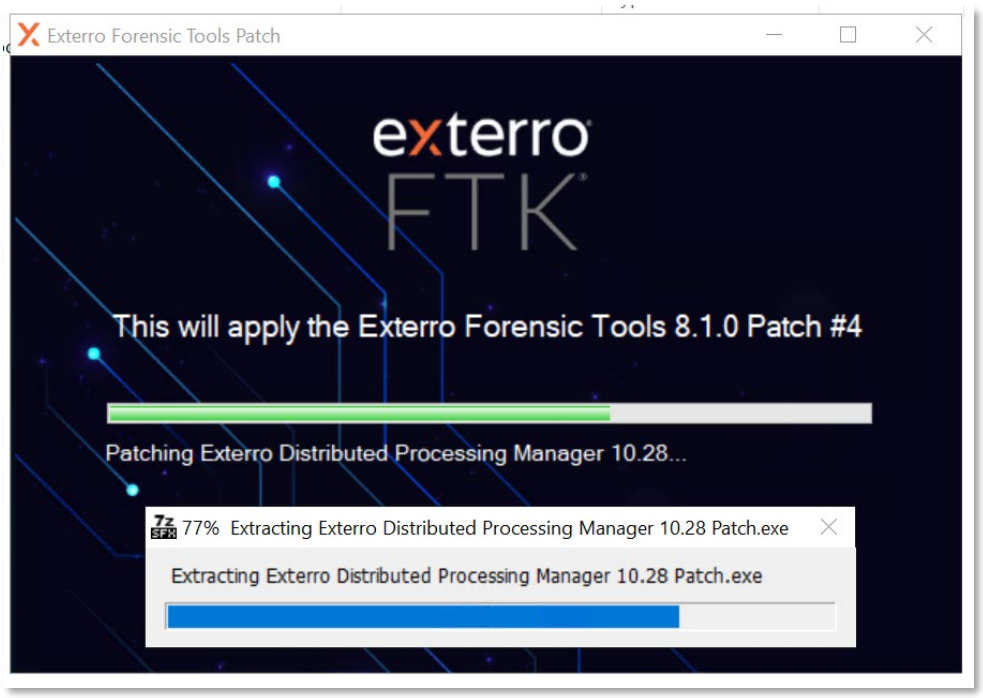


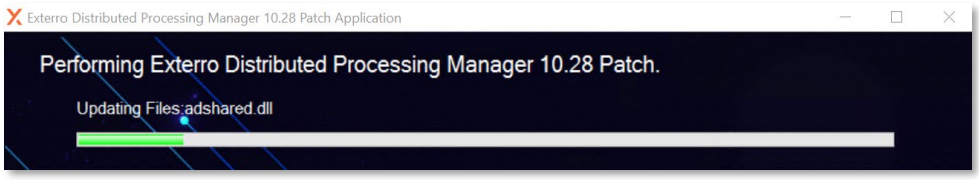
iii. **EP/DPE Patch Application with Black Ice Printer Driver**



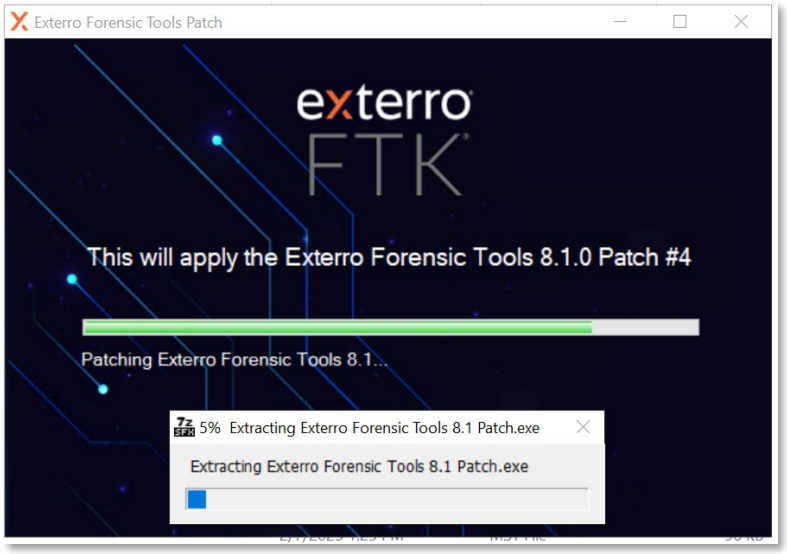


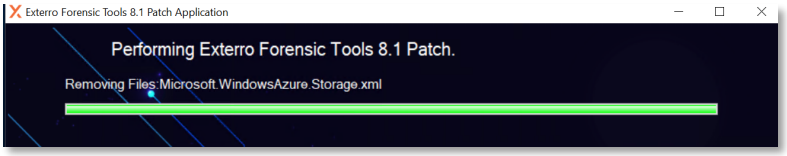
iv. **DPM Patch Application**

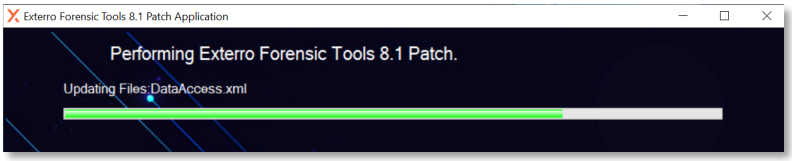




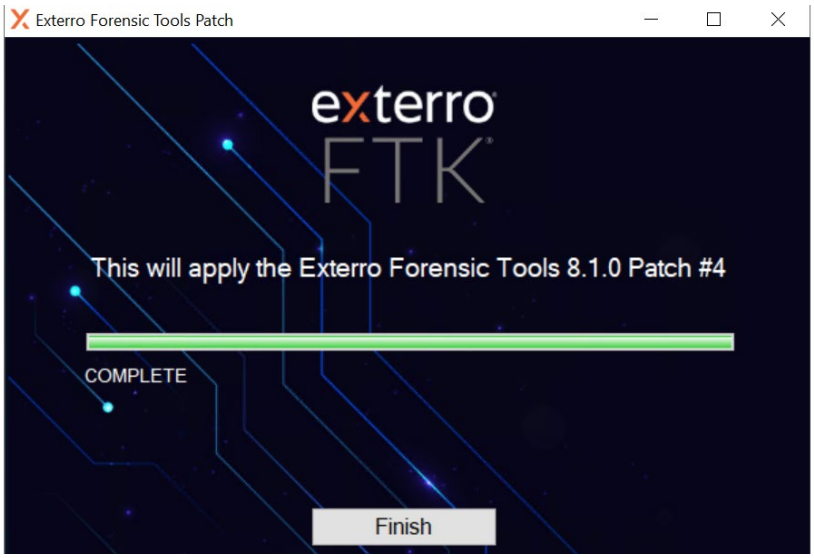
v. **FTK Patch**







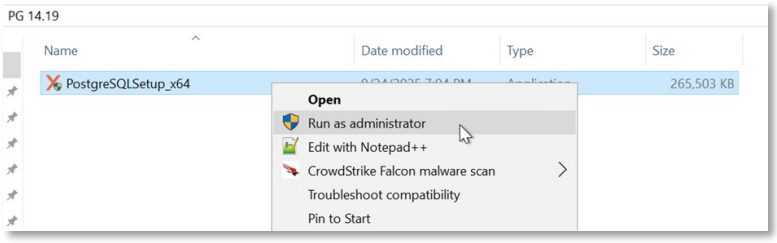
6. The following patch completion page will be displayed, click **Finish**.



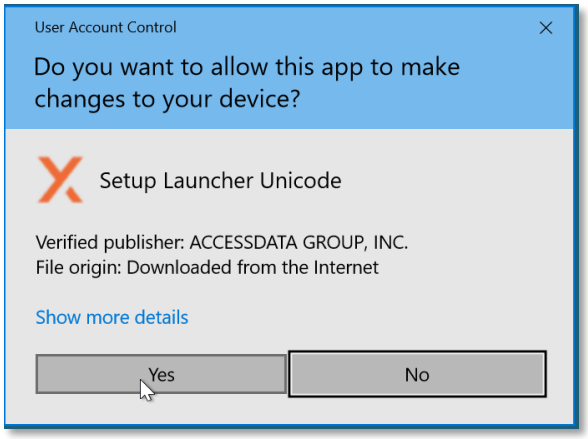
PostgreSQL 14.19 Upgrade (Optional)

To upgrade to PostgreSQL version 14.19, follow the steps below:

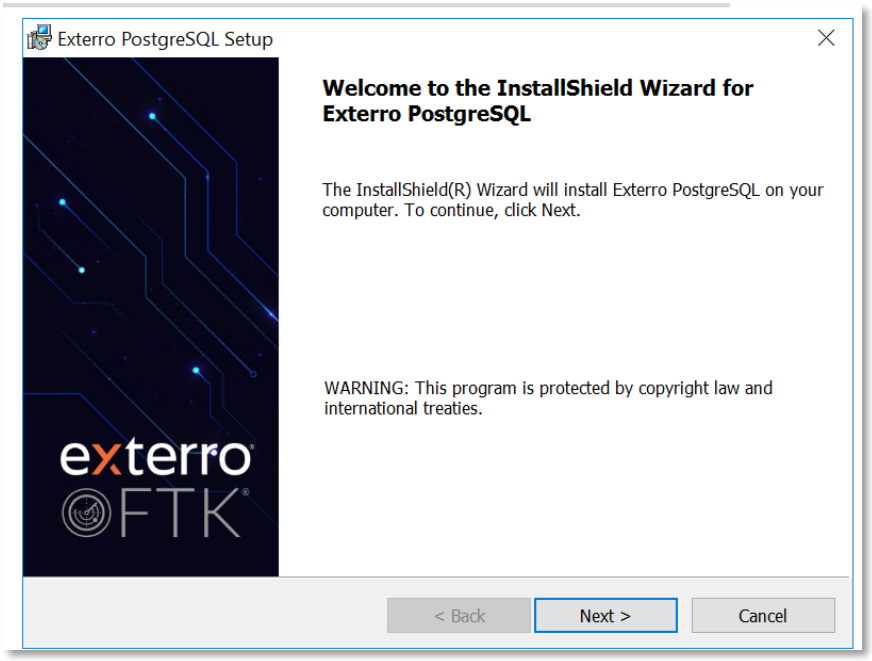
1. Download the latest **PostgreSQL 14.19 installer** from the Exterro Product Downloads page.
2. Extract the folder and right-click on the **.exe file,** then select **Run as Administrator**.



3. When prompted by User Account Control, click **Yes**.

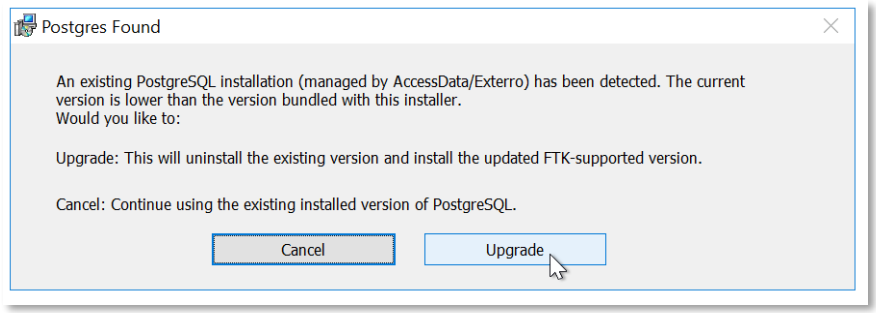


- The following page will be displayed.



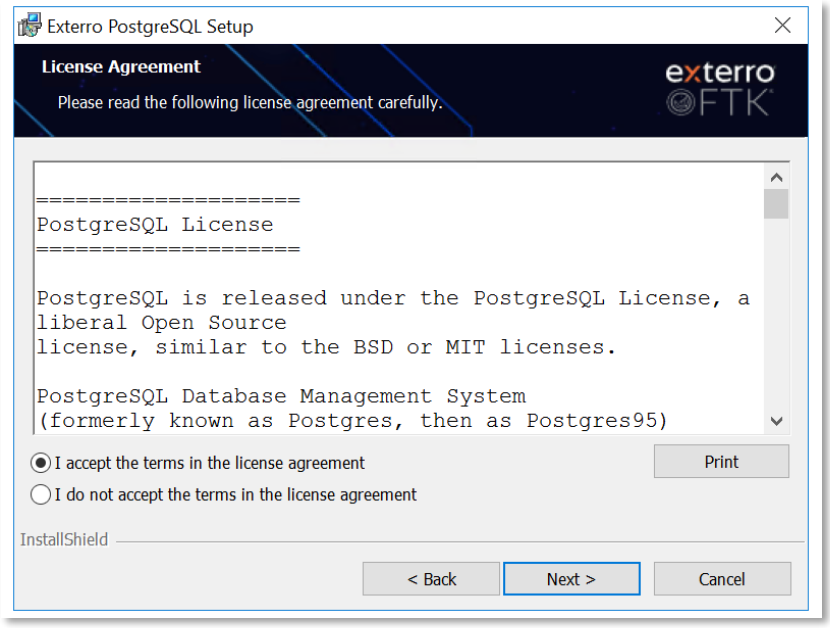
4. Click **Next**.

- The following pop-up will be displayed.



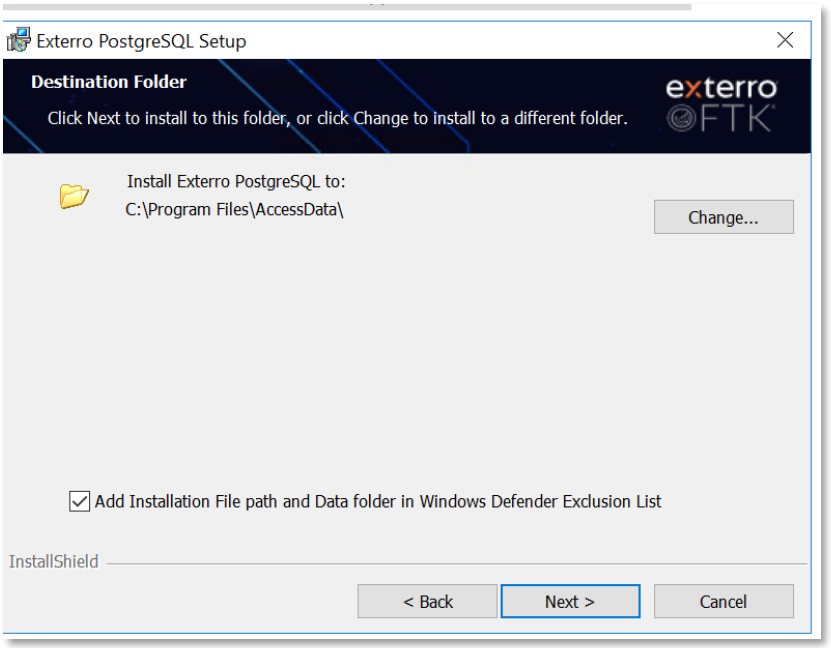
5. Click **Upgrade**.

- The **License Agreement** page will be displayed.



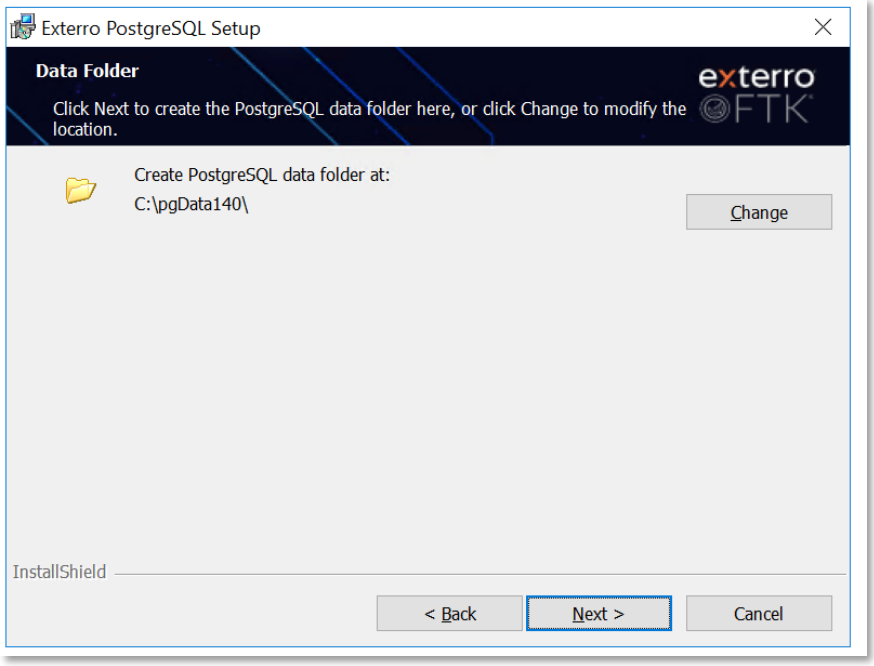
6. Accept the license agreement by selecting **I accept the terms in the License Agreement**, then click **Next**.

- The following page will be displayed.

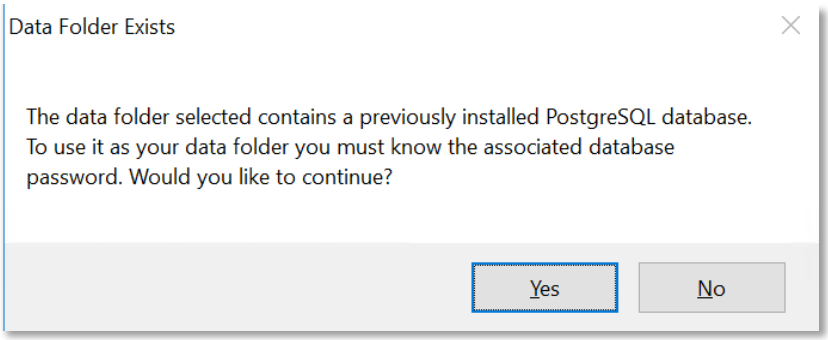


7. Modify the installation directory if needed.
8. Enable the checkbox **Add installation file path to Windows Defender exclusion list** to allow Windows Security to exclude PostgreSQL files from scans.

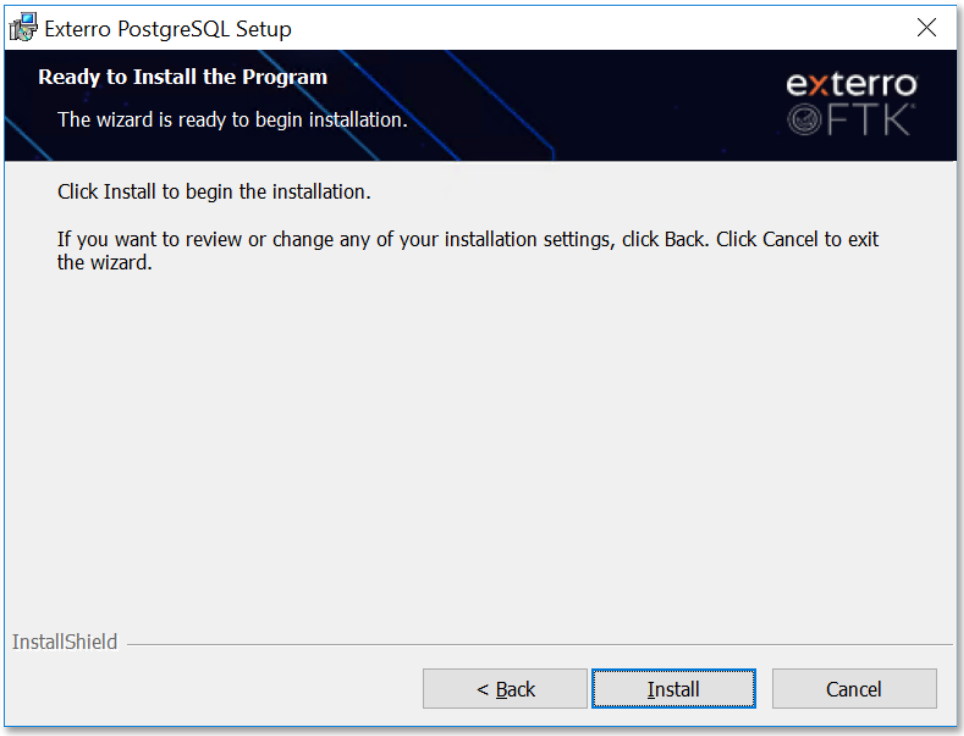
9. Click **Next**.
    - The following page is displayed.



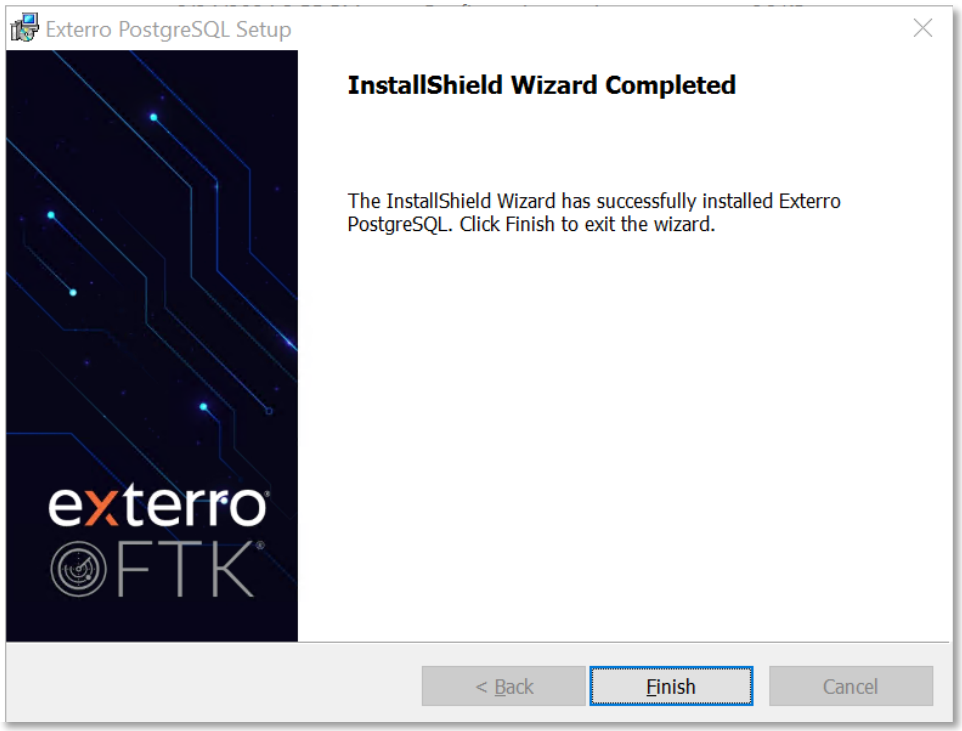
10. Data Directory Selection:
    a) For a fresh install, choose a new data directory.
    b) For an upgrade, select the existing PostgreSQL data directory to retain the database.
11. Click **Next**.
12. If prompted with a confirmation dialog during the upgrade, click **Yes**.



13. Click **Install** to begin the upgrade process.



14. Once the installation completes, click **Finish**.

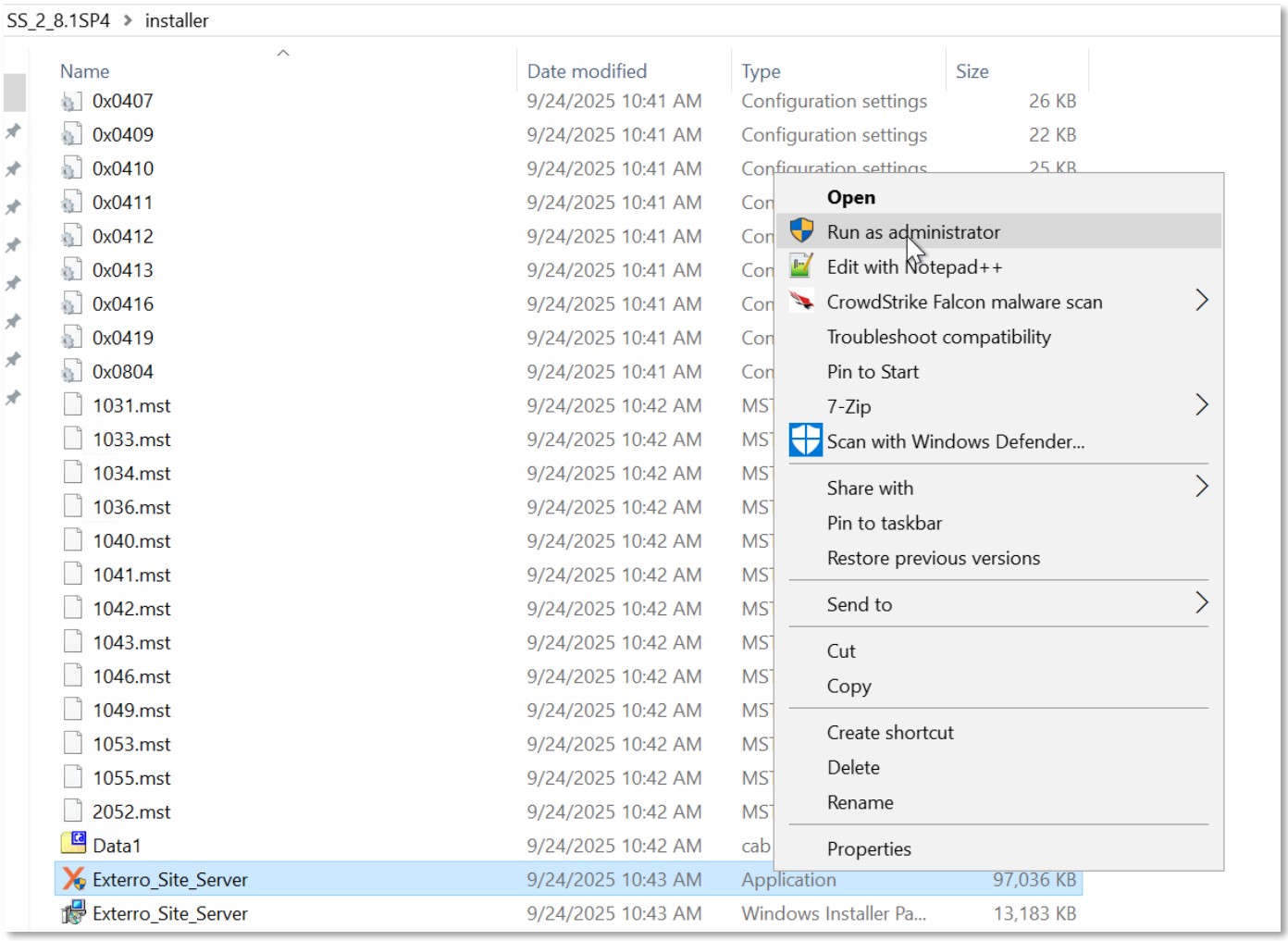


SiteServer Upgrade / Fresh Installation

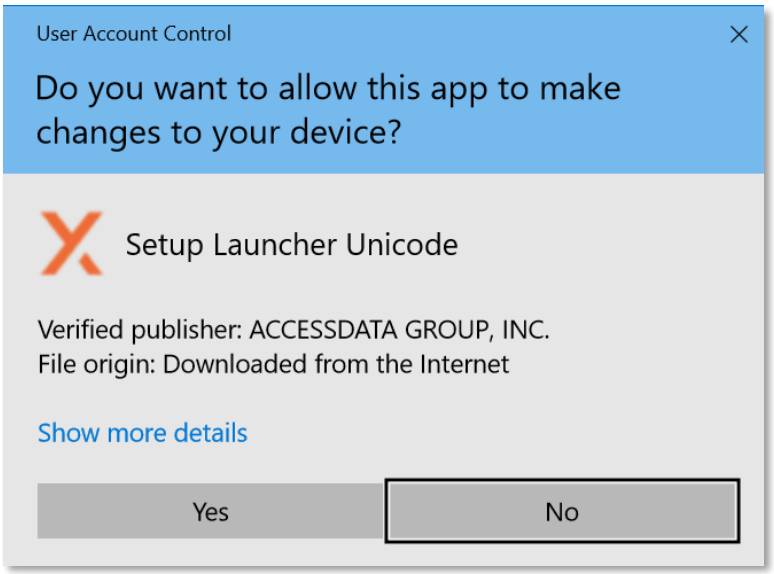
To install or upgrade SiteServer, follow these steps:

Note: *SiteServer can be upgraded from versions 8.1, 8.1 SP1, SP2, or SP3. Ensure that a local instance of AccessData/Exterro managed PostgreSQL is installed and running. After installation or upgrade, perform a clean start or restart the instance to apply changes.*

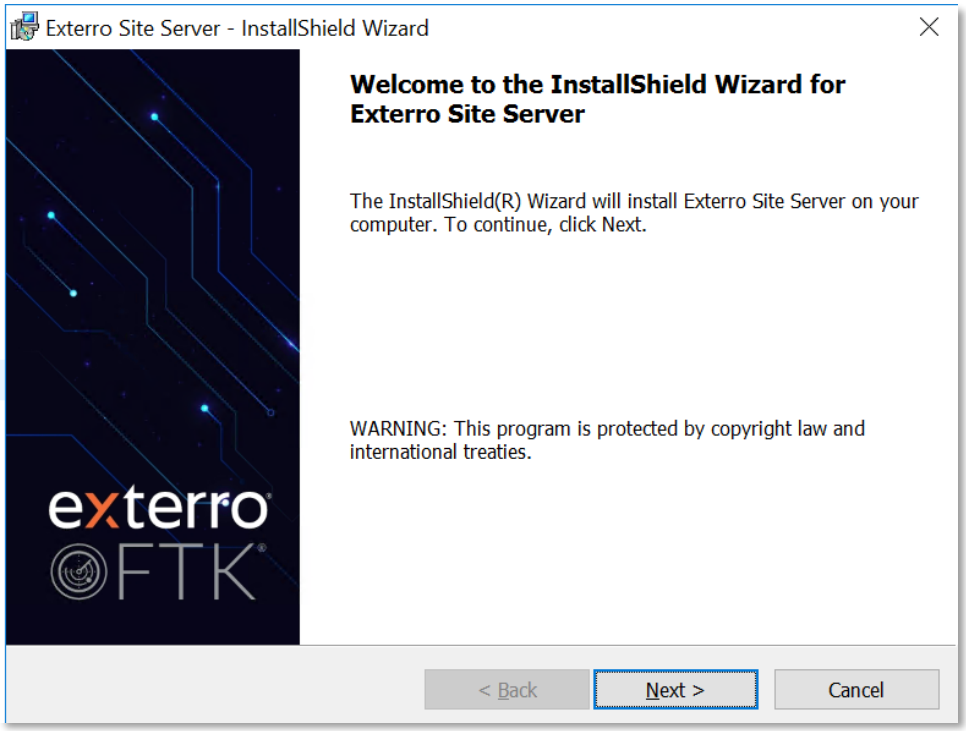
1. Download the latest SiteServer installer from the Exterro Product Downloads page.
2. Extract the folder, and right-click on the **SiteServer.exe** file and select **Run as Administrator**.



3. When prompted by **User Account Control**, click **Yes**.

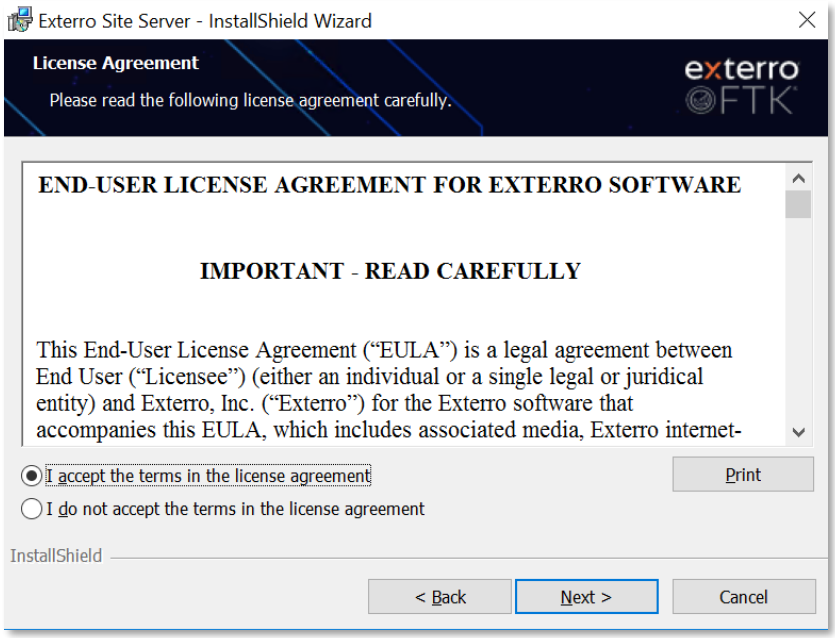


- The following page will be displayed.



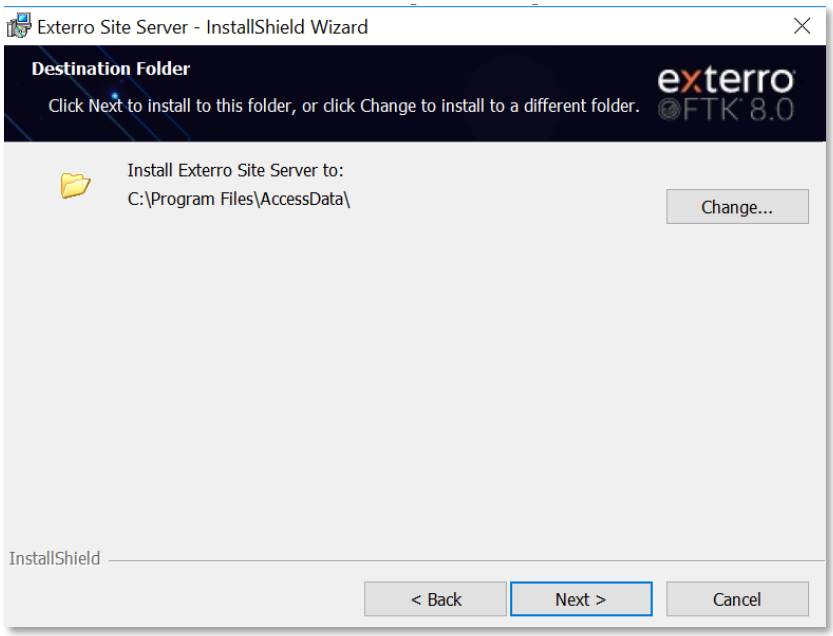
4. Click **Next**.

- The **License Agreement** page is displayed.



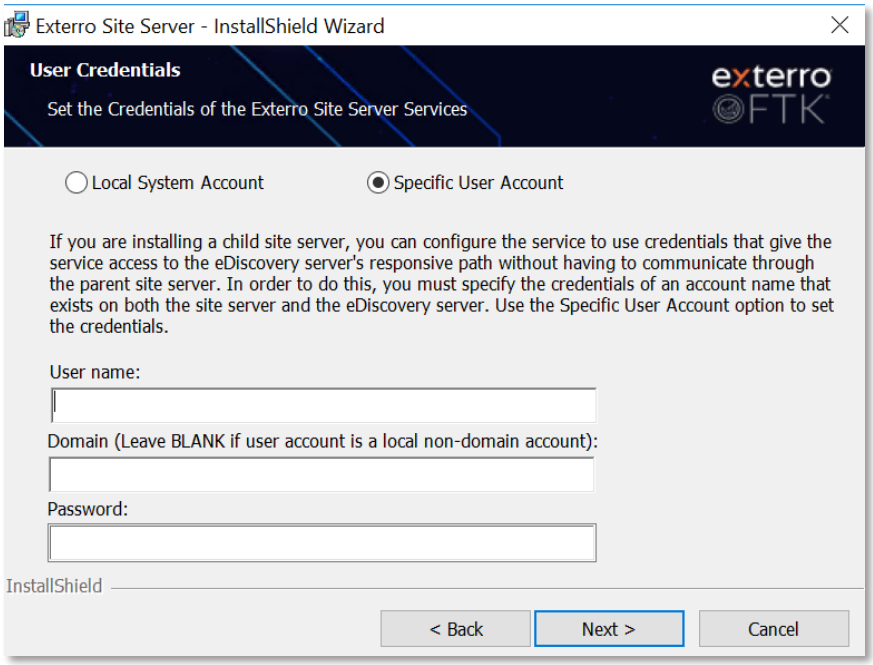
5. Accept the license agreement by selecting **I accept the terms in the License Agreement**, then click **Next**.

- The following page will be displayed.



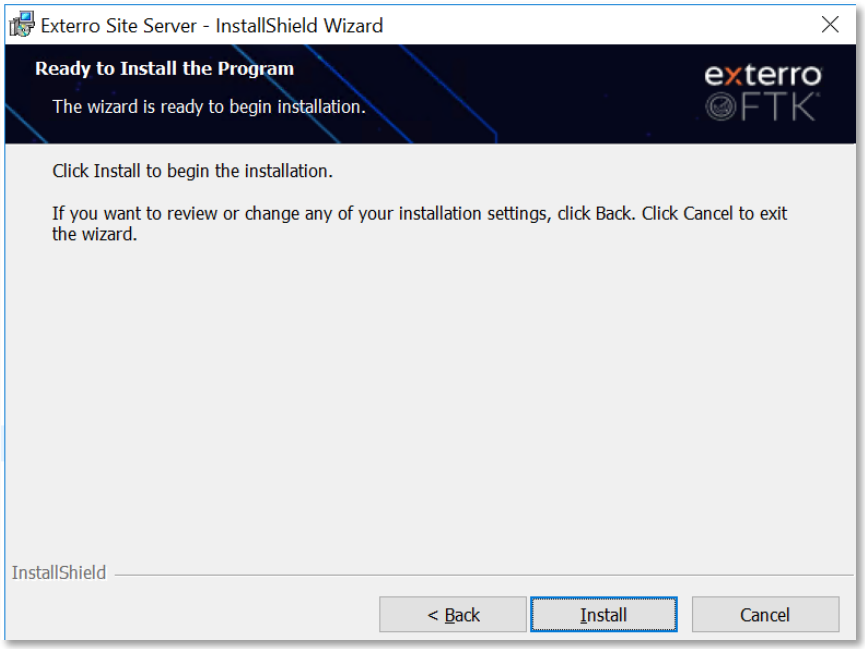
6. Modify the installation directory if needed and click **Next**.

- The **User Credentials** page will be displayed.



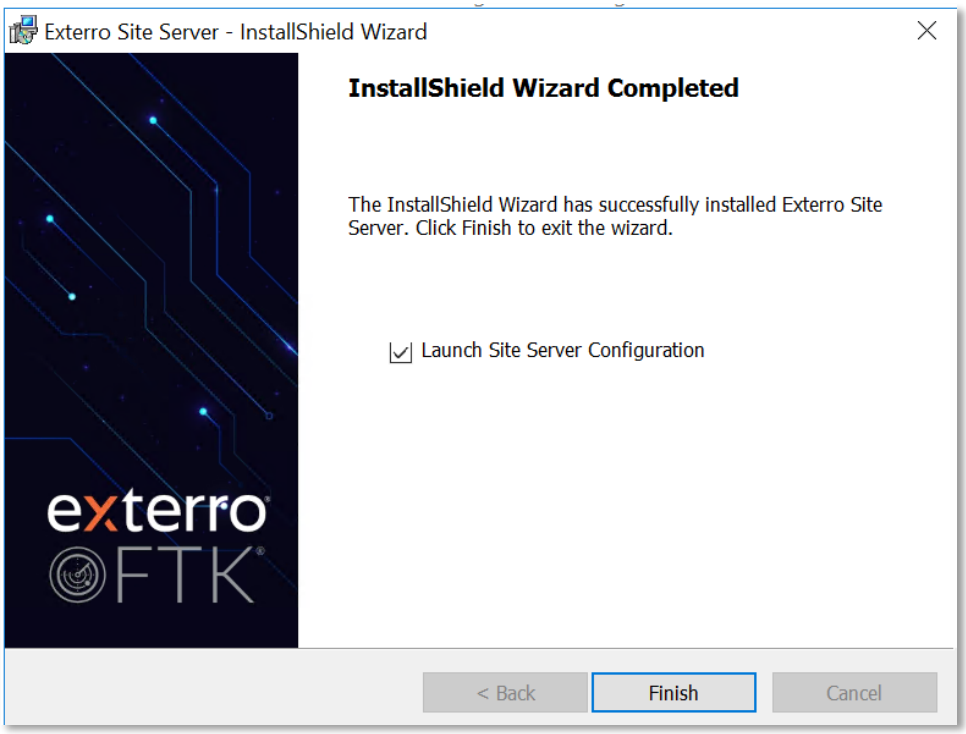
7. Select Local System or specify a user account, then click **Next**.

   The following page will be displayed.



8. Click **Install** to begin installation.

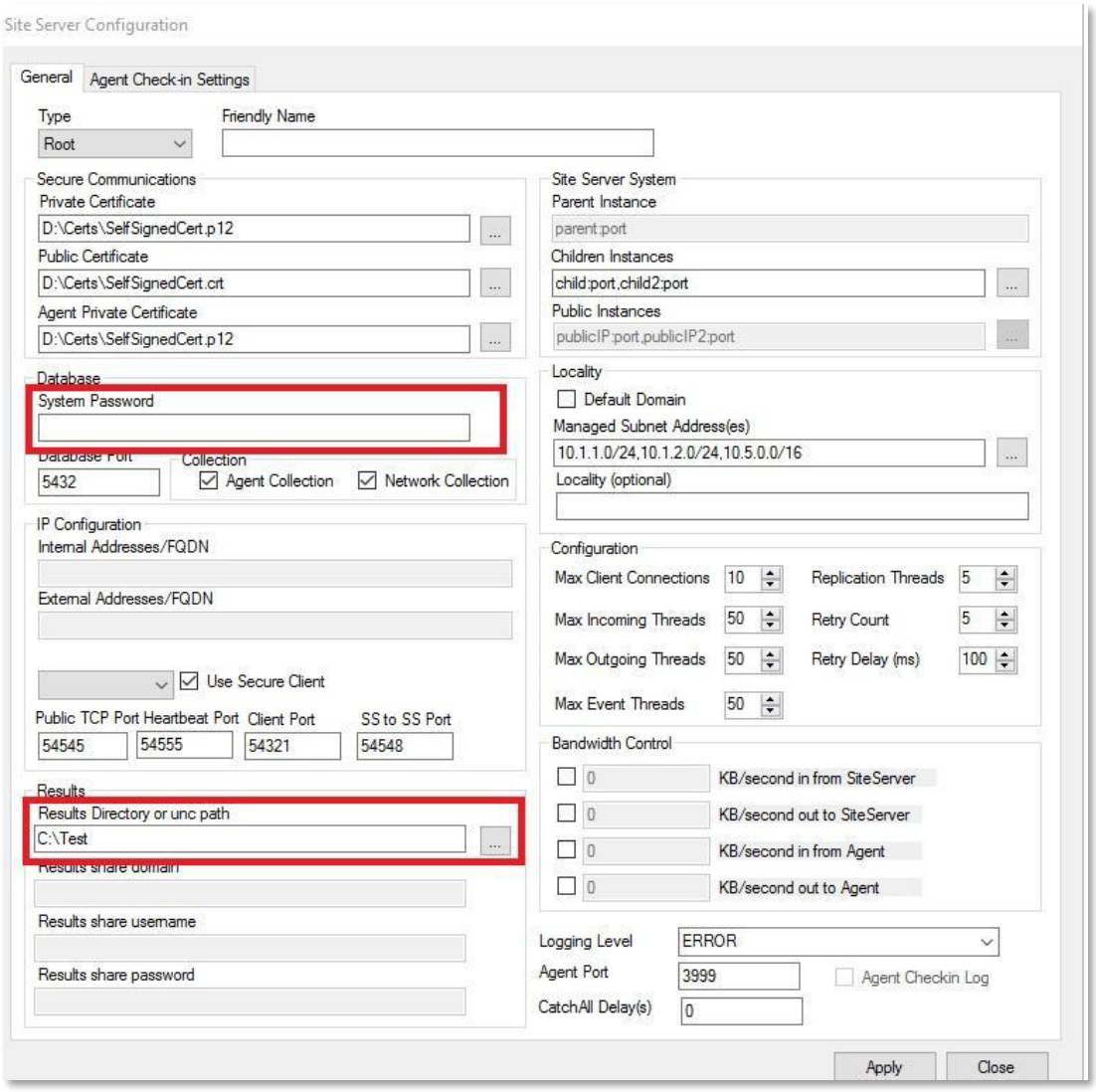
- The following page will be displayed.



9. When installation completes, enable the **Launch SiteServer Configuration** checkbox (to open **SSConfig.exe**).
10. Click **Finish**.

- The **Site server Configuration** page will be displayed.

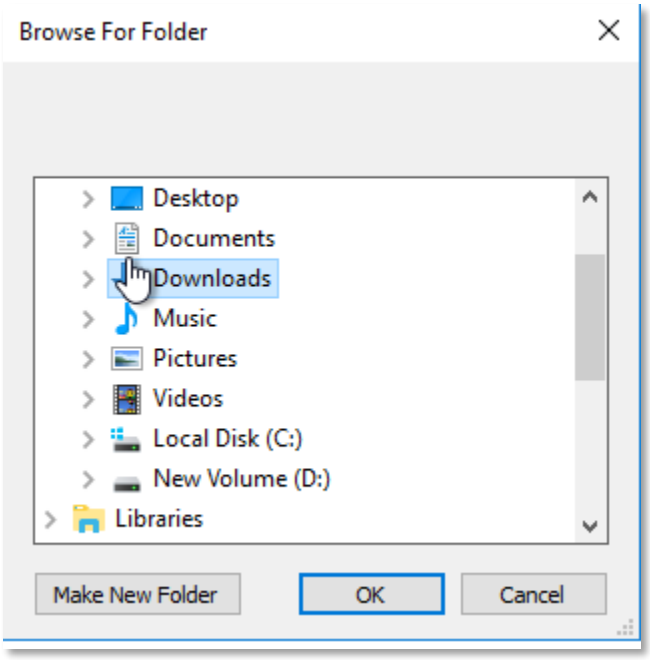
Site Server Configuration - General Settings:



Note: Only the 'System Password' and 'Results Directory' needs to be configured for the **Root** site server.

11. Enter the **PostgreSQL System Password** in the 'System Password' field.

12. You can click on the **Browse** (…) option to select an existing folder or click **Make New Folder** to create and choose a new folder.



Note: If this path was previously selected, ensure that a trailing backslash is included, or remove it to rebuild the results folder with the latest agent modules and installers.

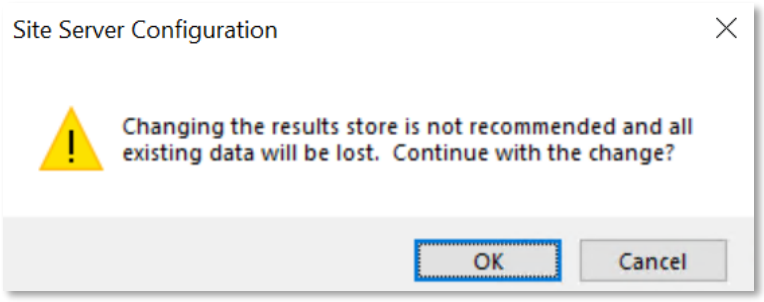
For example:

- With a backslash: **C:\Program Files\AgentModules**
- Without a backslash: **C:\Program Files\AgentModules**

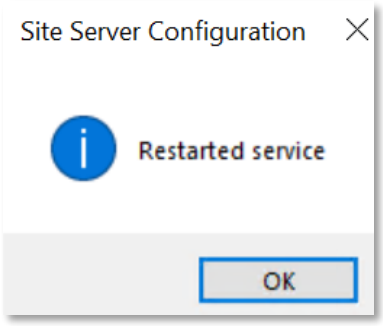
13. Click on **Apply** to save the configurations made in the **General Settings** section.

Note: For more configuration details, refer to the Configuring Site Server (KB article).

- A (Warning) **Site Server Configuration** pop-up is displayed.



14. Click **OK**.
    - A pop-up will appear prompting you to restart the service. The service must be restarted, and any ongoing jobs may need to be restarted.



15. Click **OK**.

Site Server Configuration - Agent Check-in Settings

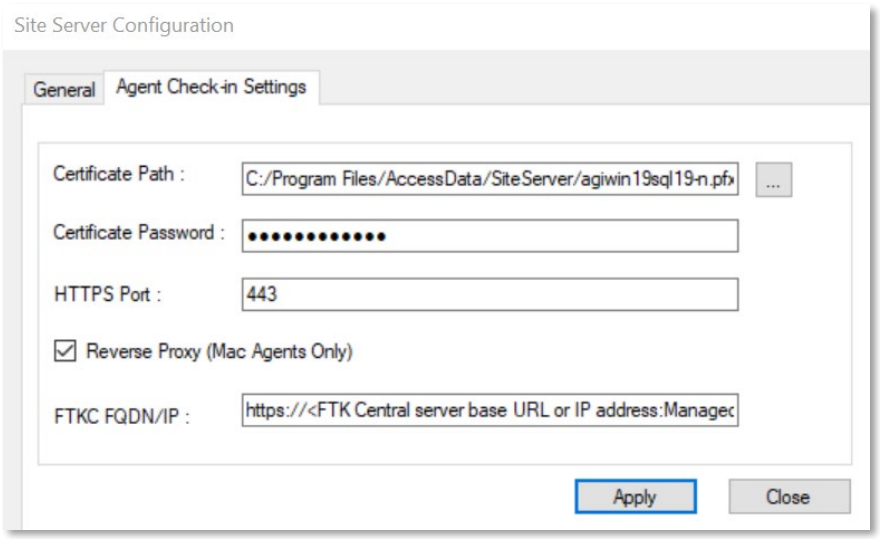
The **Agent Check-in Settings** section applies only to public site servers and is not applicable for users trying to configure it for root.

Important: The following fields should be configured for the corresponding Agents:

Agent Type	Fields to be configured
Off-Network Windows Agent	• Certificate Path • Certificate Password • HTTPS Port
Off-Network Mac Agent	• Certificate Path • Certificate Password • HTTPS Port • Reverse Proxy (Mac Agents Only) • FTKC FQDN/IP
Both Off-Network Windows and Off-Network Mac Agents	• Certificate Path • Certificate Password • HTTPS Port • Reverse Proxy (Mac Agents Only) • FTKC FQDN/IP

Steps:

1. From the **Site Server Configuration** pop-up, select the **Agent Check-In Settings** section.



2. Browse and select the required PFX certificate from the **Certificate Path** field.
3. Provide the **Certificate Password.**

Note: Passwords must be provided in plain text and will be encrypted automatically when the Site Server service is restarted.

4. The value for **HTTPS Port** is updated as **443** by default. However, you can change it based on your preference.

Note: The value in **HTTPS Port** determines the managed site server service's running port.

5. Check the **Reverse Proxy (Mac Agents Only)** option for reverse proxy mac agents.
6. Provide the value in below syntax for the **FTKC FQDN/IP** field:

<FTK Central application URL>:<managed API Port>

Note: The FTKC FQDN/IP field will be enabled only upon checking the **Reverse Proxy (Mac Agents Only)** field.

7. Click on **Apply** to save the configurations made in the **Agent Check-in Settings** section.

Note: Upon clicking on **Apply**, the Exterro Site Server Managed API will be restarted.

Note: After the installation is completed, verify that all applications have been upgraded to their corresponding version by navigating to **Start > Control Panel > Programs > Programs and Features.**

Applications	Version
Exterro Desktop Viewer	8.1.0.1312 SP4
Exterro Distributed Processing Manager 10.28	10.28.0.1689 SP4
Exterro Evidence Processing Engine 10.28	10.28.0.1689 SP4
Exterro Forensic Tools 8.1	8.1.0.4519 SP4
Exterro Forensics Tools Suite 8.1	8.1.0.4519 SP4
Exterro FTK Plus	8.1.0.1312 SP4
Exterro Site Server	8.1.4.7

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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