

FTK 8.2 SP2 - SITE SERVER GUIDE

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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.

1 Site Server Changes

The 8.2 SP2 version of Exterro FTK Site Servers allows an agent to configure and establish connections to multiple regions of Public Site Servers simultaneously without having to uninstall and reconfigure the same agent for each region's Public Site Servers. Moreover, you can trigger jobs from different instances for a single agent.

From 8.2 SP2 version, the **Site Server instance** field will be enabled in for the **Root** type Site Server and the value provided in this field will be reflected for all the corresponding child site servers. You can view that information in the child site server UI but it cannot be edited.

2 Impacts for 8.2 SP2

1.1 Site Server Configuration Impacts

- The updates made to the **SSLIST** argument will be reflected in the Site Server and Agent logs.

Location:

- **Site Server** - `C:\Users\Public\Documents\AccessData\AccessDataLogs\SiteServerManagedHostLog`
- **Agent** - `C:\Program Files\AccessData\Agent\Agent.log`
- The 'Site Server Instance' field requires any one of the following:
 - Fully Qualified Domain Name (FQDN)
 - Internet Protocol (IP)
 - Domain Name System (DNS)
 - Network Load Balancer (NLB)

Note: *This is applicable only for the Public and Private Site Servers.*

2.1 Existing Agent Deployed Impacts

The 8.2 agents will be auto updated to the latest agent versions using Agent Out Of Band options. However, no changes will be made for the agents deployed earlier than 8.2.

Note: *No prerequisites or certificate changes are required for existing agents.*

3 Parameters

Parameters	Description	Default Values	Values
SSLIST	Consists of the entire list of Private or Public Site Servers (DNS or Network Load Balancers or IP) without any port numbers	-	"PUB1SS,PUB2SS,DNS1,DNS2,NLB1,NLB2"
HTTPSPORT	The HTTPS Check-in port number. <i>Note: Only a single value can be provided for this parameter. For the users with multiple regions, the same check-in port number should be used across all available regions of the Site Server.</i>	443	Any valid port number
TCPPOINT	The Public TCP Port number. <i>Note: Only a single value can be provided for this parameter. For the users with multiple regions, the same Public TCP Port number should be used across all available regions of the Site Server.</i>	54545	Any valid port number
CHECKIN	<ul style="list-style-type: none"> 0 - The check-in will stop upon successful check-in to one of the Site Server in SSLIST 1 - The check-in will not stop successful check-in and will continue to check in for all available Site Servers in SSLIST 	1	0 1
CER=	Full path to the public certificate. Path must be enclosed in quotes if it contains spaces. Acceptable certificate formats are P7B, P7C, DER, CER, and CRT.	N/A	Public certificate path

Parameters	Description	Default Values	Values
INSTALLDIR=	Specifies a desired path to install the agent. Path must be enclosed in quotes if it contains spaces. If not specified, the default value is assumed.	C:\Program Files\AccessData\Agent	The path where the installation should be performed
PORT=	The port that the agent will be listening on. If not specified, the default value is assumed.	3999	A valid port number
STORESIZE=	Specifies the agent temporary data storage size. If not specified, the default value is assumed.	268435456	The value larger than or equal to the default value should be provided
SYSTEMSIZE=	Specifies the agent configuration files storage size. If not specified, the default value is assumed.	16777216	The value larger than or equal to the default value should be provided
TRANSIENT=	Installs an Agent that will expire and uninstall itself after the next reboot or restart of the service	0	0 1
LIFETIME=	Specifies the amount of time that an agent will exist before self-destructing. A negative value is used to denote minutes (eg: -30 denotes 30 minutes), and a positive value is used to denote days (eg: 30 denotes 30 days).	0	Positive (days) or negative (minutes) value should be provided.
SERVICELESS =	Installs as a one-shot, ephemeral Agent that runs only as a process, and uninstalls itself on the next reboot. A 1 enables this feature. If not specified, the default value is assumed.	0	0 1
FIREWALL_RULE=	The name of the firewall rule is created when an agent has been installed	FTK Enterprise Agent	The rule's name based on your preference.
NOT_CREATE_FIREWALLRULE	A 1 indicates that the agent, when installed will not create a firewall rule at all. A 0 indicates it will install the agent with a firewall rule.	0	0 1

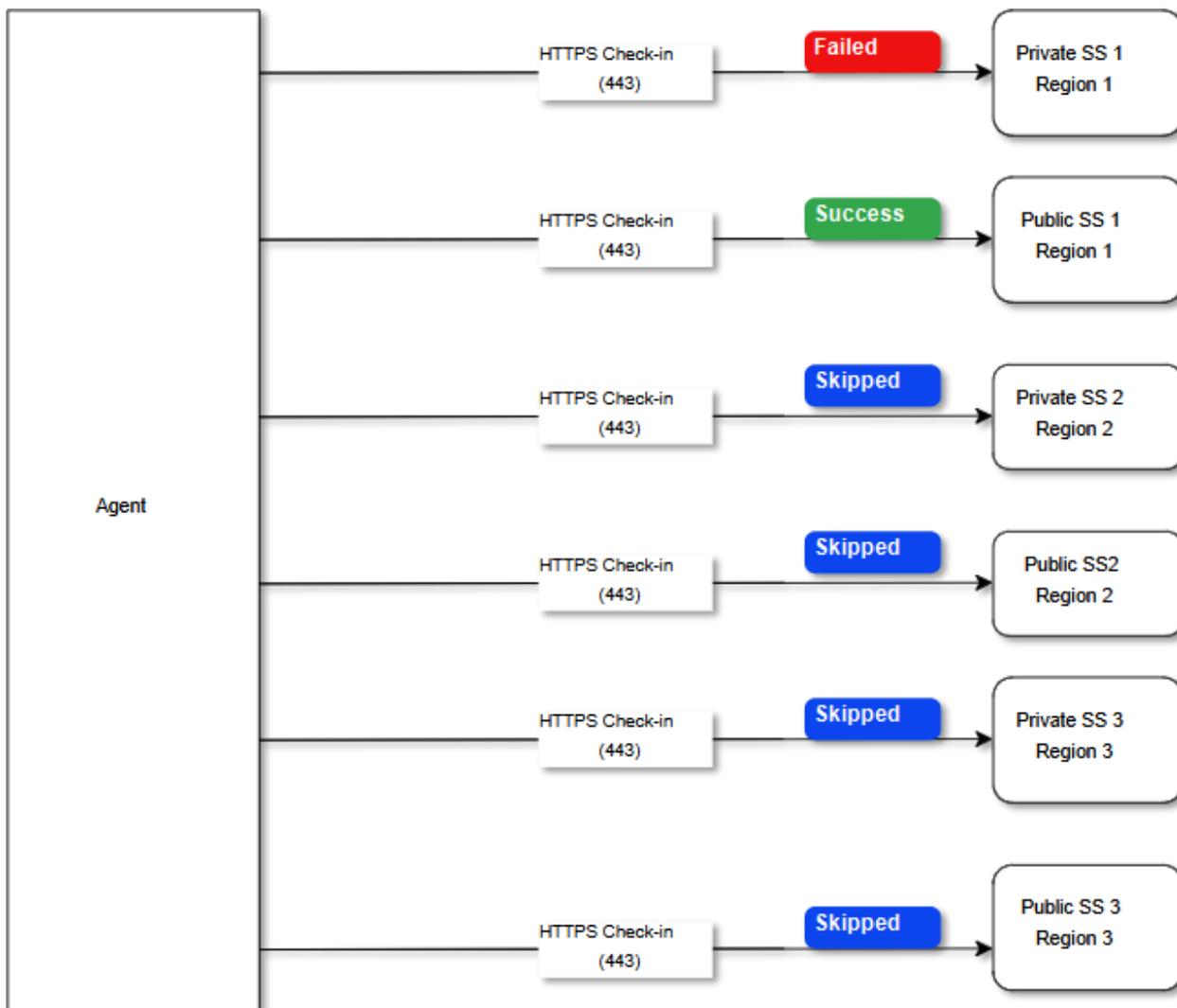
Parameters	Description	Default Values	Values
retry_failed_attempt	If a Public Site Server is not passed as a parameter, then the value will always remain at 0 - this means the agent will behave as it does as standard. If a Public Site Server and retry_failed_attempt parameter is passed, an agent will restart automatically once it fails to connect to a Public Site Server after the passed value.	5	The required number of attempts
HTTPS_CER_ENABLE	1 - indicates to check the certificate is domain registered or CA Certificate if not the connection will be established in TCP and 0 does not check the certificate is registered or CA certificate and establish the HTTPS connection with PFX Certificate	1	0 1
PING_SIZE	The Ping Size represents the number of bytes of data transferred for checking Latency.	5242880	The required Ping size
ENABLE_LOGGING	<ul style="list-style-type: none"> 1 indicates that the agent log is enabled. 0 Indicates agent log is disabled. The agent log can be found within: C:\Program Files\AccessData\Agent\Agent.log	1	0 1
INSTALL_REMOTE	<ul style="list-style-type: none"> 0 indicates that the agent will not install the necessary dependencies for remote mobile collections 1 indicates that the agent will install the necessary dependencies for remote mobile collections 	1	0 1

Parameters	Description	Default Values	Values
	Additionally agent will report back within the data sources tab (FTK Central) as a RMD agent.		
RMD_PATH	Where mobile collection jobs will create and store collected data before transferring to the site server.	C:\Program Files\AccessData\Agent\config\netfs.exe	Any folder Path of the computer (Example: D:\AD1_Path - D:\ Drive Name AD1_Path -- Folder Path)
DO_LATENCY	<ul style="list-style-type: none"> 1 represents before the job start ping will be sent to all the available Site Server instances and job run on the Site Server with lower latency 0 represent the ping call will not be sent and the job will run on the same Site server instance where the HTTPS Check-in happened 	1	0 1
EXECNAME	The agentcore executable file will be renamed to the provided name	agentcore	<name>.exe
SERVICENAME	The name of the service will be changed to the provided value	AgentService- <version_number>	<Name_of_Service>

Workflow when CHECKIN value is set to 0:

The Site Servers mentioned on the IPLIST parameter will be checked sequentially until one of the IP is checked in successfully. During the first check-in, the process will be made for all IPs in the list. After the first IP is checked-in, the remaining IPs in the list will not be checked-in.

This should be used for a Single Root Site Server consisting of multiple Public and Private Site Servers.



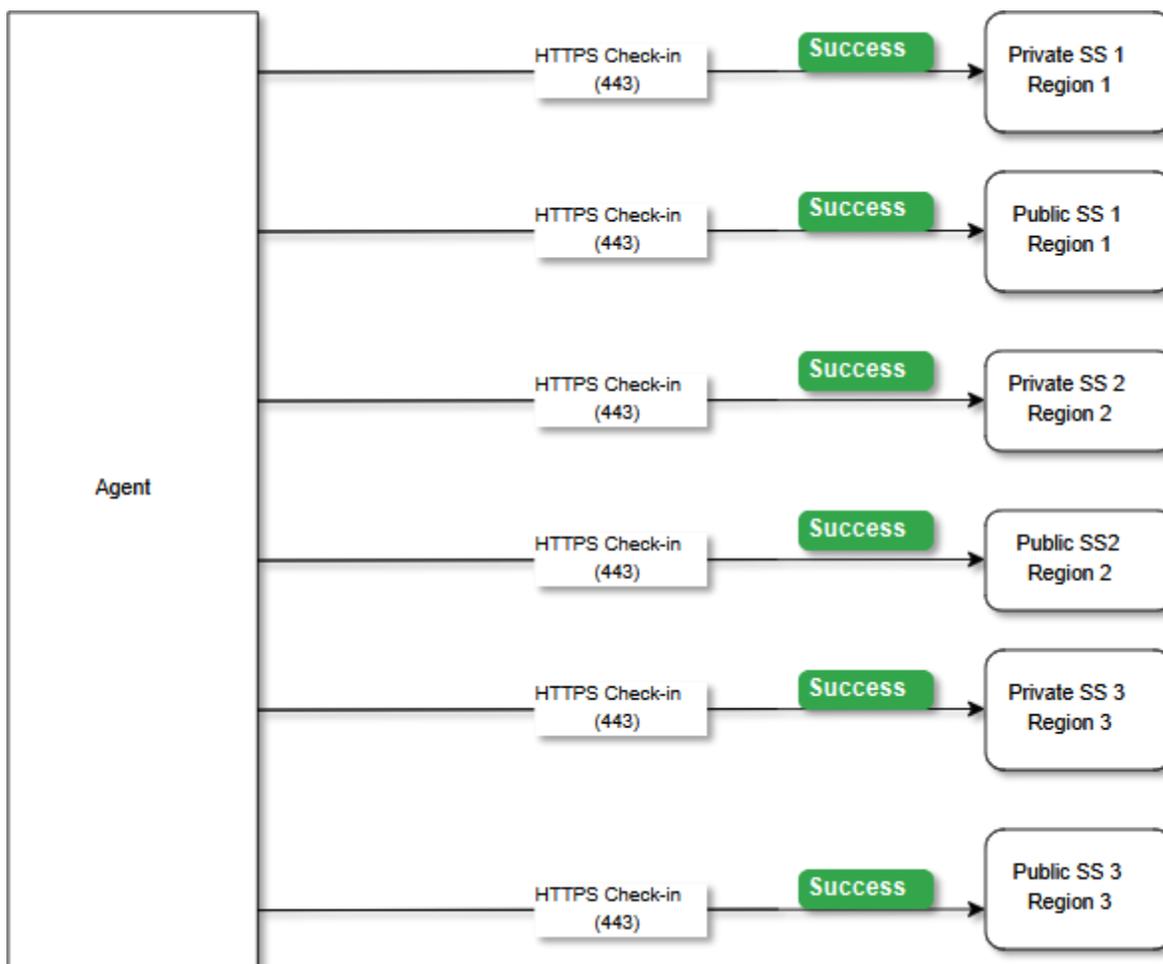
Workflow when CHECKIN value is set to 1:

All the Site Servers mentioned in the IPLIST parameter will be checked for each periodic check-in.

Once a check-in is successfully done, then the check-in will be continued through the Site Server for all the remaining Ips.

The TCP check-in will also happen on Public Site Servers once all the HTTPS check-in fails

This should be used for Multiple Root Site Servers and Multiple Public/Private Site Servers in different regions.



Parallel Check-in:

- The parallel check-in happens to the Site Server to update the agent's last contact details when the job is in progress.
- The parallel check-in starts after 2 minutes of the job start and the consecutive check-in happens based on the check-in interval set.
- The parallel check-in stops once the job gets completed and the regular check-in will start to happen.
- The parallel check-in will update only the agent's last contact details and if any job is available it will not be picked up by the agent.
- The parallel check-in will happen only via HTTPS check-in.

Note: TCP check-in will not happen even if all the HTTPS check-ins fail.

- The parallel check-in is controlled by the CHECKIN parameter and follows the same behavior as CHECKIN = 0 and 1.

Check-in behavior:

- The Site Server type will be updated on the HTTPS check-in.

Note: The check-in will not happen via TCP Check-in even if the first check-in to all the site servers fail.

- The TCP check-in will happen only to the public Site Server, and not to the private site servers.
- The consecutive check-ins from the agent to Site Server will follow a flow where the agent will try to connect to the Site Server type 0,1 and 2:
 - SS Type 0 - Unable to connect to the Site Server and unable to determine the Site Server type.
 - SS type 1 - Indicates the Site Server is private.
 - SS type 2 - Indicates the Site Server is public.

Agent out of Band:

- The 8.2 agent will be auto updated to the 8.3 agents during the check-in made using the Agent out of band.
- The parameters will be auto converted to the latest parameter in this update.
- The HTTPS_HOST_PORT values will be converted to values of the argument SSLIST.
- The port number of HTTPS_HOST_PORT will be converted to the value of the argument HTTPSPORT
- The port number of the PUBSS will be converted to the value of the argument TCPSPORT
- The 8.2 SP2 agent can be installed with the older arguments and after installation the arguments will be converted to latest arguments.

Example:**8.2:**

```
msiexec /i "<Location_of_MSI>" CER="<Location_of_CRT>" FOLDER_STORAGE=1 PUBSS="FQDN:54545"  
HTTPS_HOST_PORT="FQDN:443,FQDN:443"
```

8.2 SP2:

```
msiexec /i "<Location_of_MSI>" CER="<Location_of_CRT>" SSLIST="FQDN1,FQDN2" HTTPSPORT=443  
TCPSPORT=54545
```

Site Server Configuration Change:

- The Parent and Children instance field port numbers have been removed from all types of Site Servers.
- The 'Public instance' field has been renamed to 'Site Server Instance'.
- The 'Site Server instance' field has been enabled in Root Site Server and removed from the Public and Private Site Servers.

Removal of Argument:

- The FOLDER_STORAGE argument has been removed (except Linux) and it also has been removed from agent.ini file.
- The usage of the argument will not be considered while installation.

Agent.ini file change:

- The agent.ini file contains all the arguments and their values.
- The values can be handled from the agent.ini file (i.e. when edited and restarted, new values will be considered for the arguments).

Site Server instance value update:

- The user can install the agent by providing only one value on the SSLIST argument.
- The rest of the values will be updated on the agent if the agent check-in is successful
- The consecutive check-ins use all the updated values for check-in and jobs
- The addition of the new Site server value or removal of site server value can be done on the Site server instead of reinstalling the agent

4 Backward Compatibility

FTK Site Server is enhanced with Backward compatibility, the process of ensuring the older versions (before 8.2 SP2) of Agents (along with the latest) will work without any issues with the latest version of Site Server. The Backward Compatibility process is performed differently for each versions of Agent based on the description provided below:

Agent MSI COMMAND	Backward Compatibility	
8.1	agent.ini	Comments
<pre>msiexec /I<"AGENT MSI LOCATION"> CER=<"CERTIFICATE LOCATION"> FOLDER_STORAGE=1 PUBSS="<URL:54545"> HTTPS_HOST_PORT=<"PUBSSURL:443"></pre>	HttpsHostPort=PublicURL1:443	8.1 supports only one port with one PUBSS URL (HTTPS URL)
8.2	agent.ini	Comments
<pre>msiexec /I<"AGENT MSI LOCATION"> CER=<"CERTIFICATE LOCATION"> FOLDER_STORAGE=1 PUBSS="<URL:54545"> HTTPS_HOST_PORT=<"PUBSSURL1:443,PUBSSURL2:443,PUBSSURL3:443"></pre>	Pubss=PubliURL1:54545 Port value won't be updated on the agent.ini	Initially, for all the available PUBSS URL (HTTPS URL), the checkin will happen through the corresponding port. After that, the checkin will happen based on the value configured in the managed API.
8.2 SP2	agent.ini	Comments
<pre>msiexec /I<"AGENT MSI LOCATION"> CER=<"CERTIFICATE LOCATION"> FOLDER_STORAGE=1 SSLIST=<"PUBSSURL"> HTTPSPORT=443 TCPPORT=54545</pre>	Sslist=PublicURL1,PrivateURL1 Tcpport=54545 Httpsport Value won't be updated in agent.ini	8.2 SP2 supports only one Port With Single/Multiple PUBSS URL (HTTPS URL)

Notes:

- The check-in will happen on the HTTPS and the job will run on the 54545 port.
- Agent Backward compatibility for the private and public setups of site server will work only for the 8.1 and later versions of Windows Agent.
- If multiple ports were used in PUBSS in the previous versions of Site Server (before 8.2 SP2), it needs to be updated to use only a single port while configuring the Site Server. You should ensure it is consistent when using PUBSS/https in 8.2 SP2 otherwise, things won't work correctly.

Supported version:

Agent (8.1 | 8.1.1.125), Agent (8.1 SP1 | 8.1.2.6), Agent (8.1 SP2 | 8.1.3.4), Agent (8.2 and 8.2 SP1 | 8.2.0.174)

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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