

FTK SUITE 8.2 SP2 – INSTALLATION GUIDE

AUGUST 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 **8.2/8.2 SP1** to version **8.2 SP2**.

1 Prerequisites

The following are the prerequisites for the FTK 8.2 SP2 version:

- a) Before upgrading to FTK 8.2 SP2, 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

Application	Required Version
Exterro Desktop Viewer	8.2.0.569/8.2.1.19 SP1
Exterro Evidence Processing Engine 10.29	10.29.0.569/10.29.1.17 SP1
Exterro Distributed Processing Manager 10.29	10.29.0.569/10.29.1.17 SP1
Exterro Forensics Tools 8.2	8.2.0.596/8.2.1.49 SP1
Exterro Forensics Tools Suite 8.2	8.2.0.596/8.2.1.49 SP1
Exterro FTK Plus	8.2.0.569/8.2.1.19 SP1

b) **For RDS PostgreSQL Database Users:** If your database is an SSL-enabled RDS PostgreSQL instance, configure the following environment variables before installing FTK 8.2 SP2 on the hosts where FTK, DPM, and DPEs are installed:

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



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

c) Additionally, ensure there are no active or running jobs associated with the **WeblabSelfhost** service. Restart the system/instance/environment before applying the FTK 8.2 SP2 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

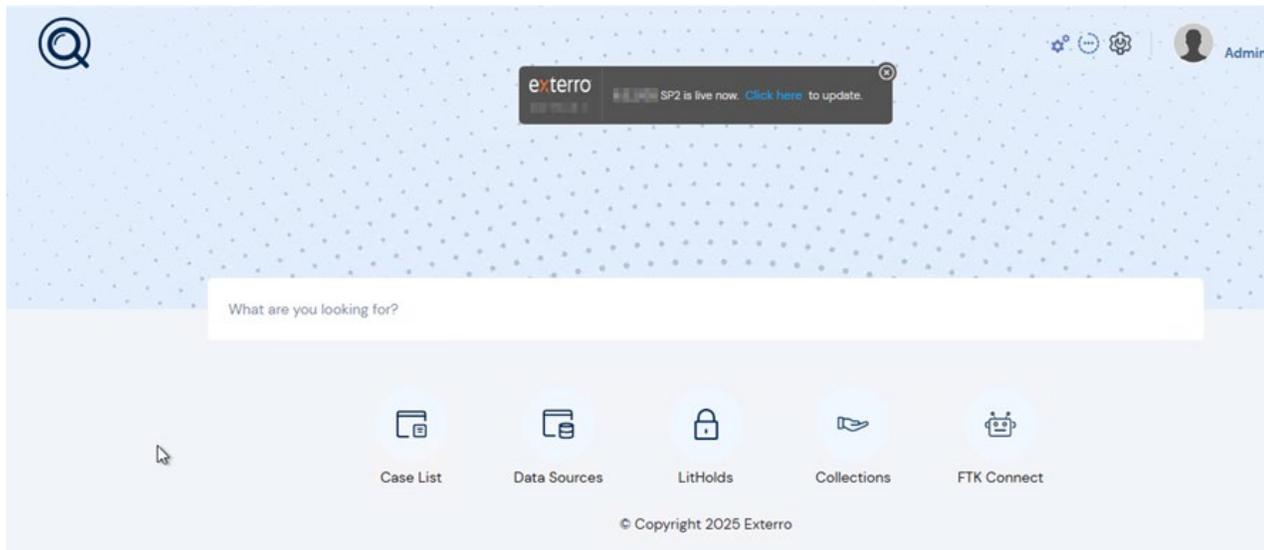
2 Upgrade Steps

2.1 For FTK



Note: FTK Standalone users on version **8.2 SP1 (8.2.1)** can now upgrade to **8.2 SP2** automatically through **FTK Central/Smart View** by clicking the **“Click here”** option on the upgrade webpage.

This option is **not available** for users upgrading from **version 8.2.0**.



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	8.2.2.83 SP2
Exterro Evidence Processing Engine 10.29	10.29.2.87 SP2
Exterro Forensic Tools 8.2	8.2.2.127 SP2
Exterro Forensics Tools Suite 8.2	8.2.2.127 SP2

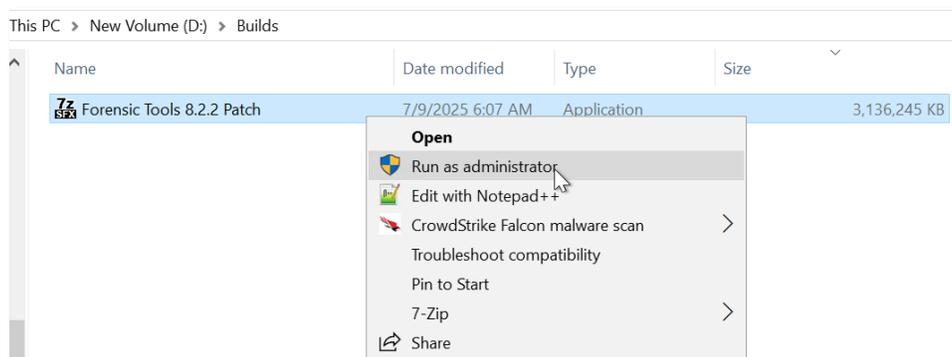


Important Note: The Desktop Viewer reserves the ports from 9000 to 9010 to support multiple concurrent sessions via HTTPS for secure communication. To ensure this, you are recommended to uninstall the older version and install the latest (8.2 SP2) version of Desktop Viewer on your machine.

2.2 FTK Enterprise/Lab/Central Users

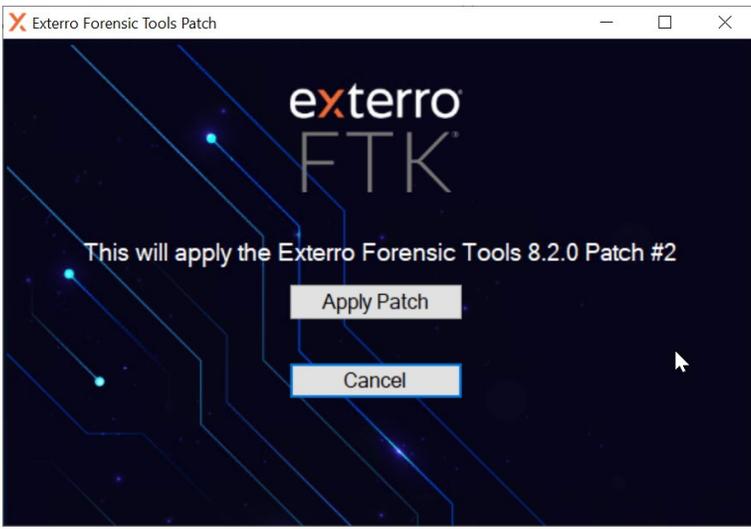
Steps:

1. Download the Latest patch installer (FTK 8.2 SP2) from the [Exterro Product Downloads page](#).
2. Right-click on the downloaded file, **Forensic Tools 8.2.2 Patch.exe** and select **Run as administrator**.

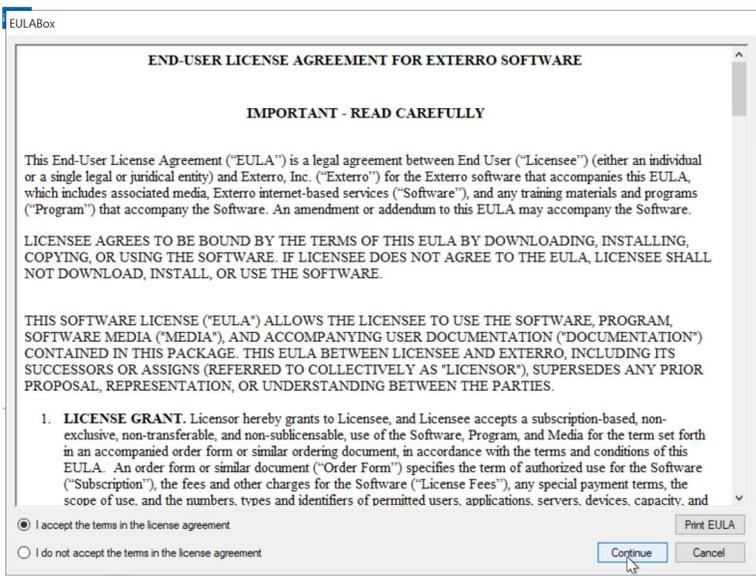


Note: If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

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

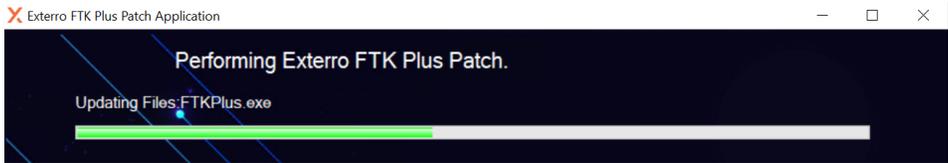
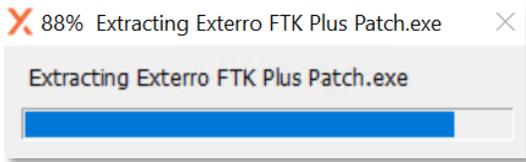


4. Read and accept the terms and conditions of the License Agreement and click **Continue**.

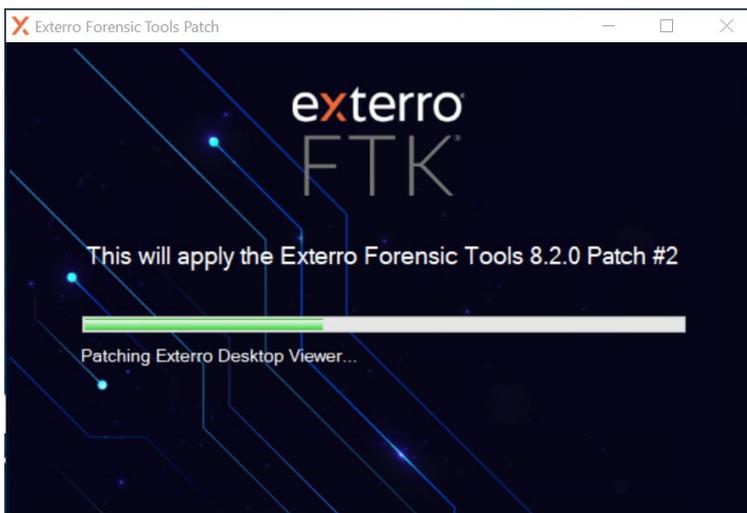
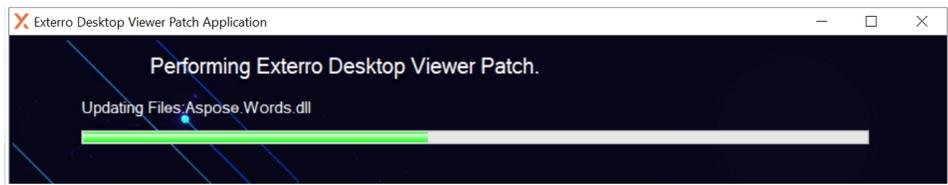
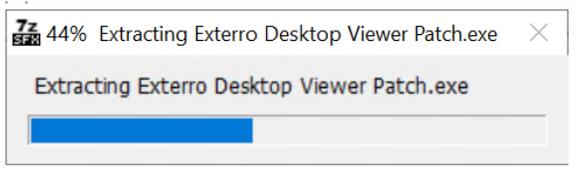


5. The upgrade will proceed with the following components applied sequentially:

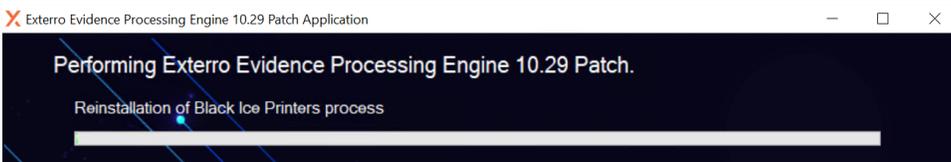
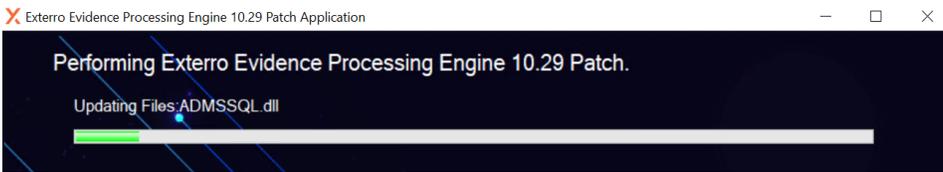
i. **FTK Plus Patch**



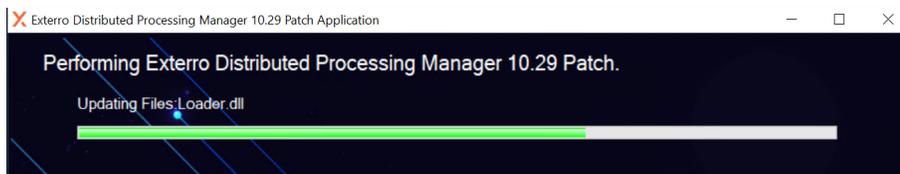
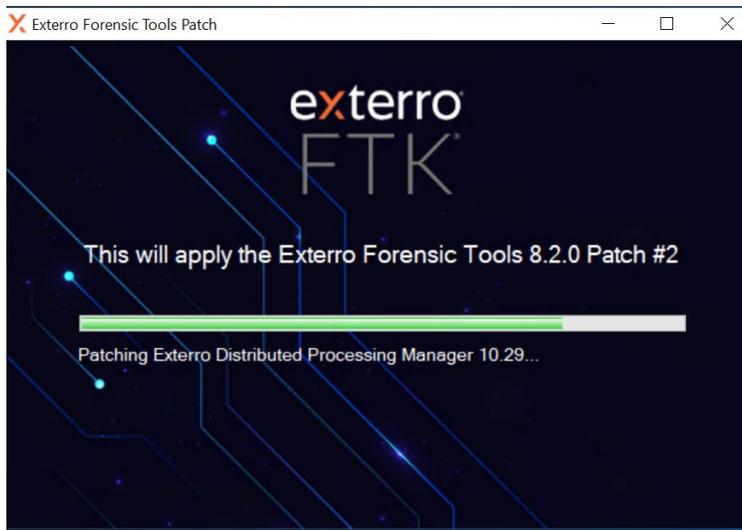
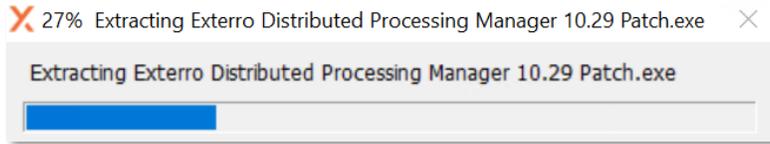
ii. **Desktop Viewer Patch**



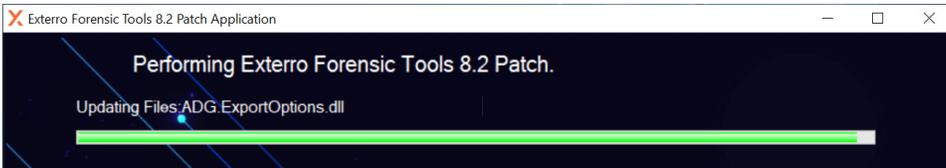
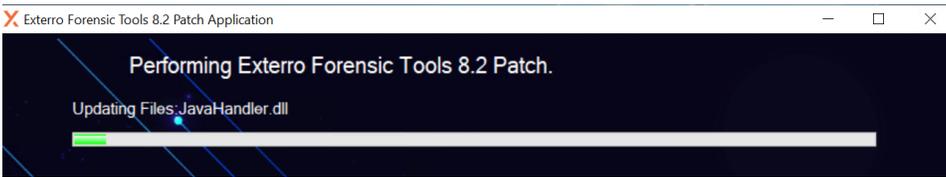
iii. EP/DPE Patch Application with Black Ice Printer Driver



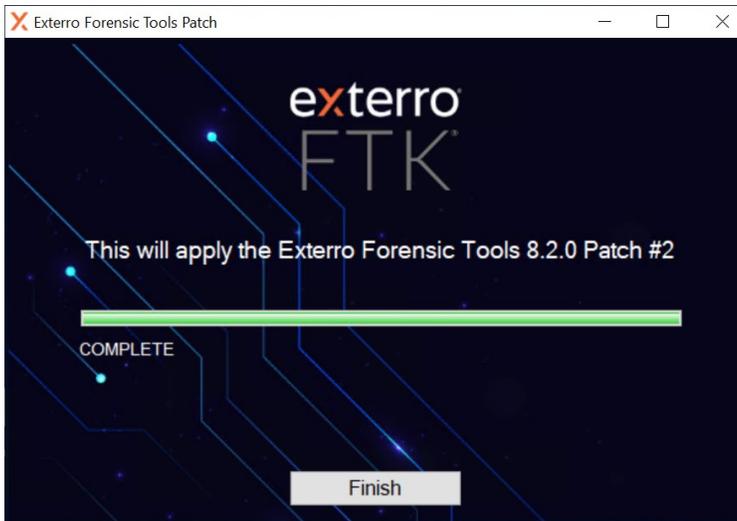
iv. DPM Patch Application



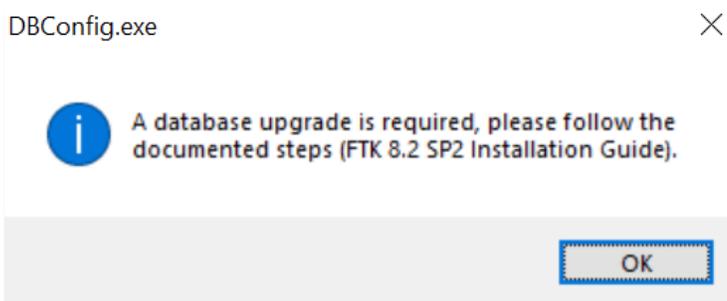
v. **FTK Patch**



6. After all the above patches have been applied, click **Finish** to start with the DB update.



- The following DB Config page is displayed:

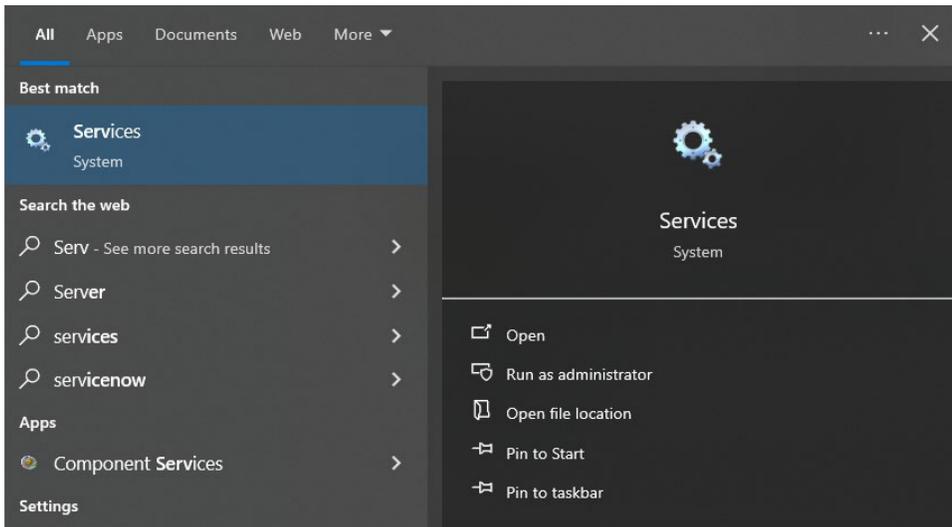


7. Click **Ok**. The DB Config tool will open.

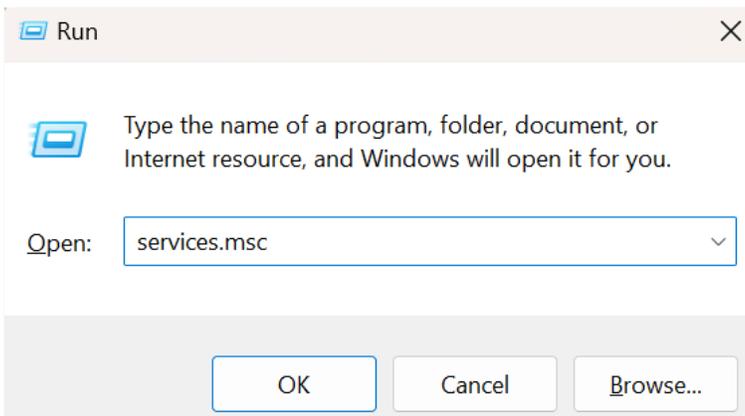


Note: Before attempting any database setups, it is important to ensure the AccessData Exterro Self-host Service has been stopped. This can be done using Windows Services. Once complete, users can start the service again.

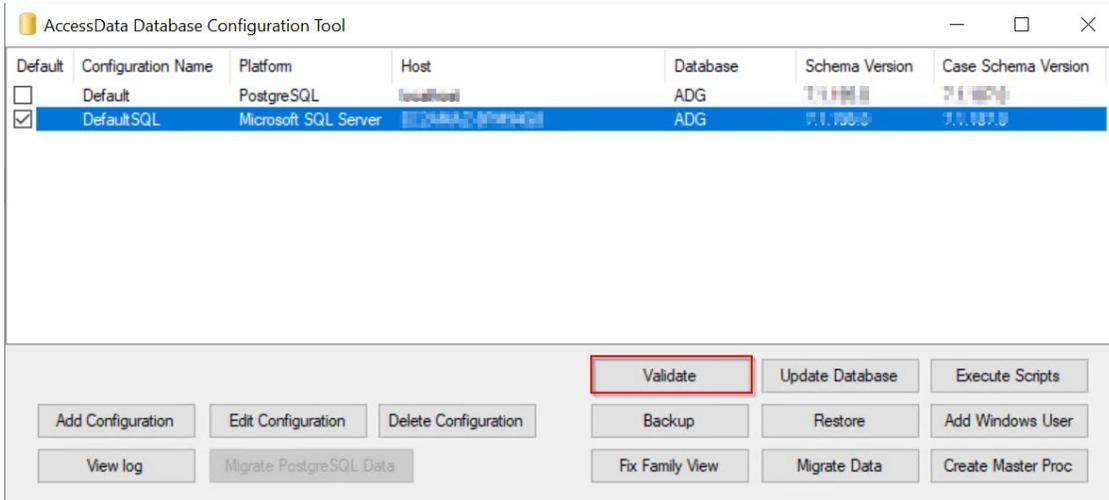
8. To update the database, begin by stopping the **Exterro Self-Host Service**.
 - i. Open the **Start** menu, search for **Services**, and click on it to launch the **Windows Services** window.
 - ii. In the Services window, locate the required service, right-click on it, and select **Stop**.

**Alternative method:**

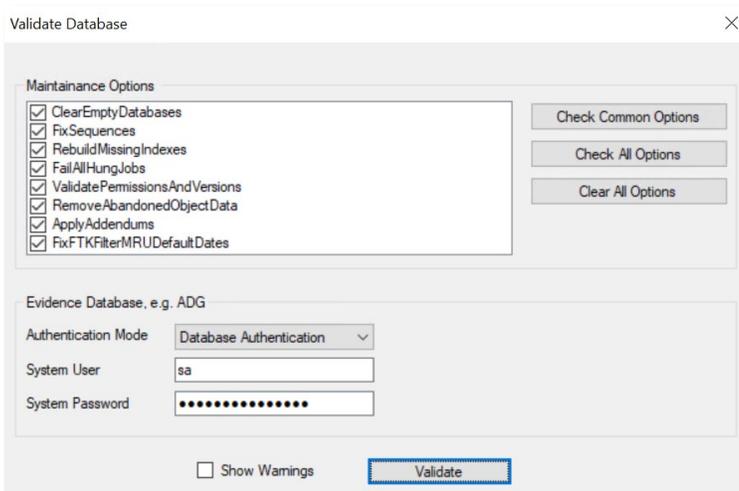
- i. Press **Windows + R** to open the **Run** dialog box. Type **services.msc**, click **OK**, then find and stop the necessary service.



9. From the **Database Configuration Tool**, select the existing applicable database and click **Validate**.



- The **Validate Database** page is displayed.



10. Select an **Authentication Mode** (Windows or Database Authentication).



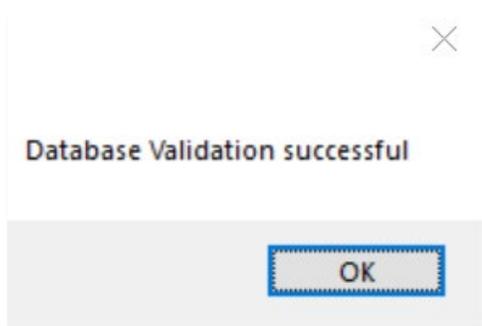
Note: If Database Authentication is used, enter the **Service Account (sa) credentials** to proceed.

11. Click **Check All Options**. And click **Validate**.

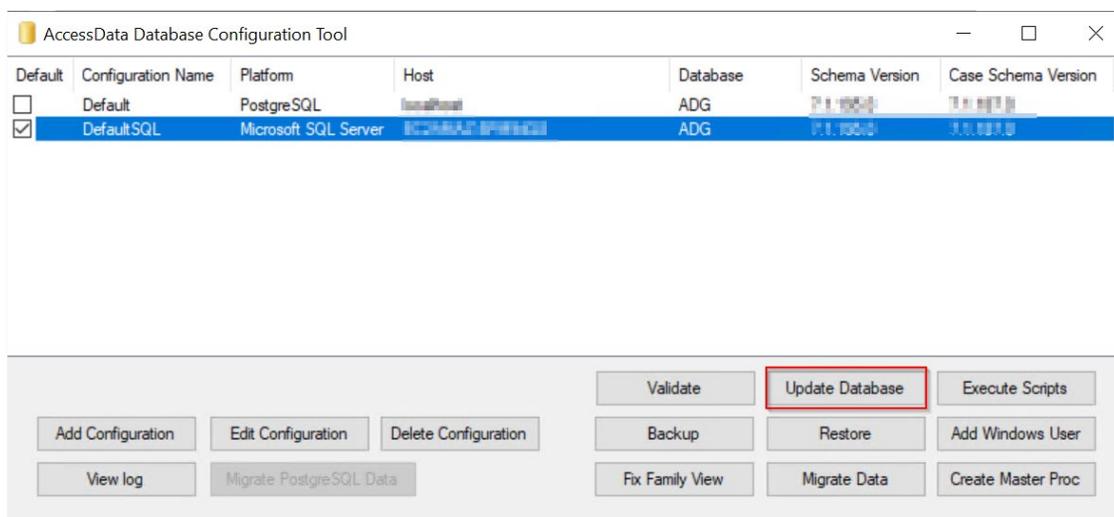


Warning: Proceed with the next steps only when your **Database validation is successful** pop-up message is displayed. If this message does not appear, do not continue with the process and forward any error messages or details from the failed validation to support@exterro.com.

12. Click **OK** once successfully validated.



13. From the Database Configuration Tool, select the required database and click **Update Database**.



14. Select the required database and click **Update Database**.

- The following page is displayed.

Validating app db connection information

Update Shared schema from 7.1.188.0 to 7.1.196.0
All Case schemas are up to date.

Backup path No Backup Path (Not recommended)

The database server must have write access to the backup path

Evidence Database, e.g. ADG

Authentication Mode

System User

System Password

15. Select a **Backup Path**.



Note: The **Backup Path** specified must be accessible from the Database Server by the service account in use. The **No Backup Path** option should **only** be selected if the user has already backed up their database through another method.

16. Select an **Authentication Mode**.



Note: If Database Authentication is used, enter the Service Account (sa) credentials to proceed.

17. Click **Update**.

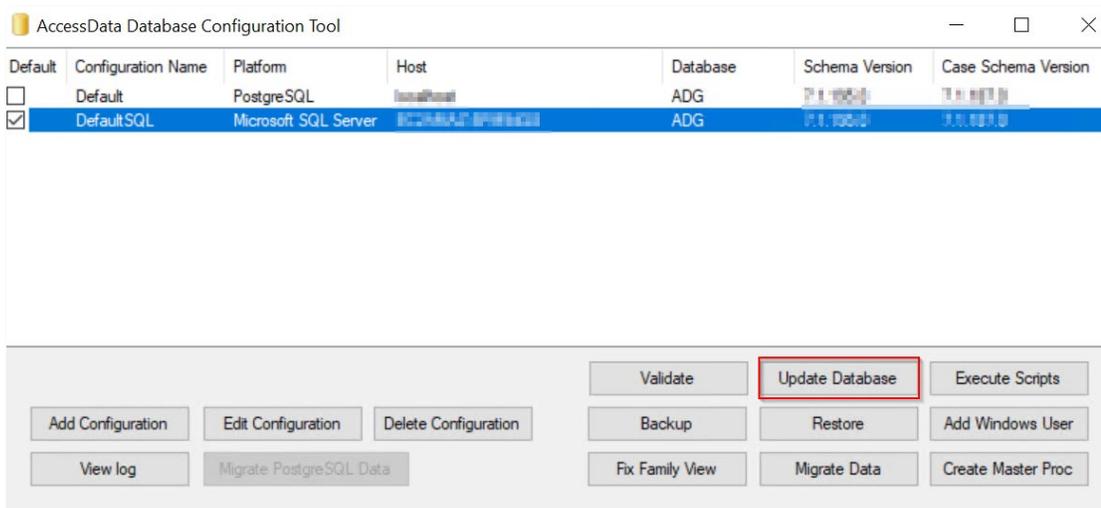
- You will be indicated with an update completed pop-up.

Update Completed at 7/17/2025 4:59:33 AM

18. Click **Ok**.



Note: Once the database is updated, confirm the **Default** box is checked against the newly created database. You are recommended to contact the Exterro Support Team in case any errors are displayed.



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	8.2.2.83 SP2
Exterro Distributed Processing Manager 10.29	10.29.2.87 SP2
Exterro Evidence Processing Engine 10.29	10.29.2.87 SP2
Exterro Forensic Tools 8.2	8.2.2.127 SP2
Exterro Forensics Tools Suite 8.2	8.2.2.127 SP2
Exterro FTK Plus	8.2.2.83 SP2
Exterro AI Installer	2025.08.07.270



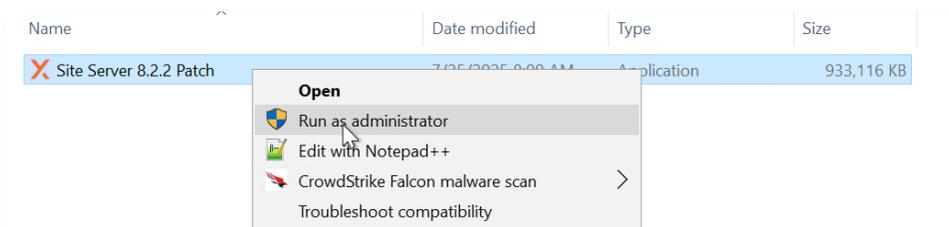
Important Note: The Desktop Viewer reserves the ports from 9000 to 9010 to support multiple concurrent sessions via HTTPS for secure communication. To ensure this, you are recommended to uninstall the older version and install the latest (8.2 SP2) version of Desktop Viewer on your machine.

3 Site Server Patch Installer

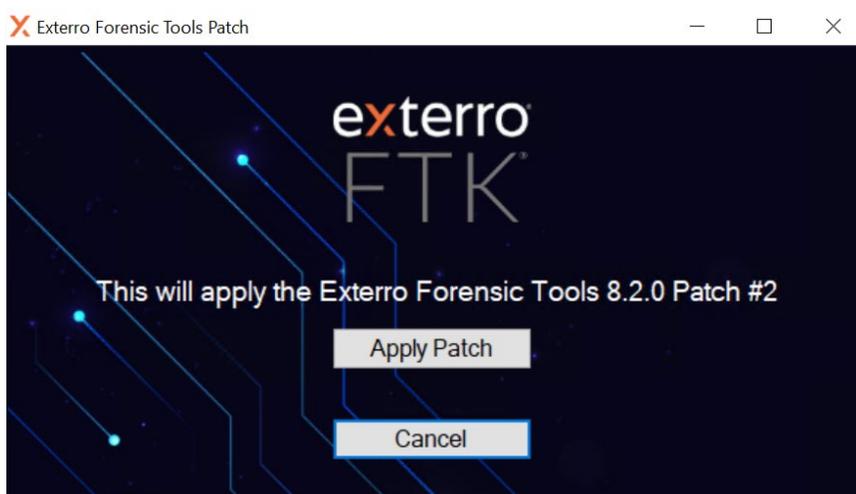
Follow the steps provided below for installing the Site Server Patch:

Steps:

1. Download and extract the latest **Site Server 8.2 SP2** patch.
2. Right-click on the **Site Server Patch** file and run it as **Administrator**.

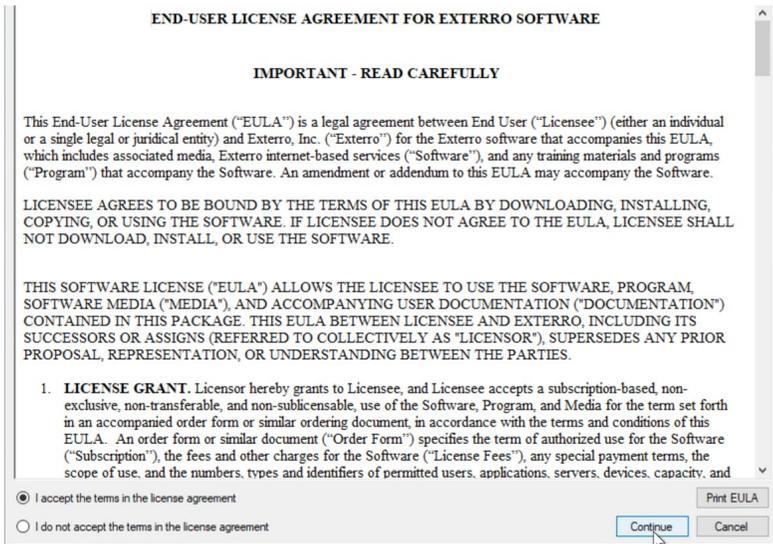


- The following page will be displayed.



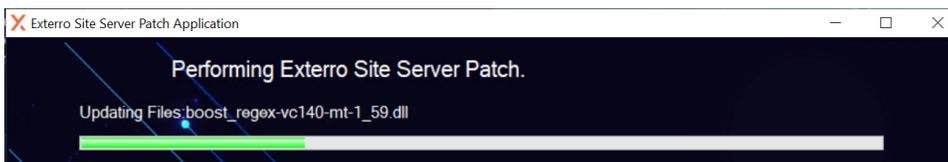
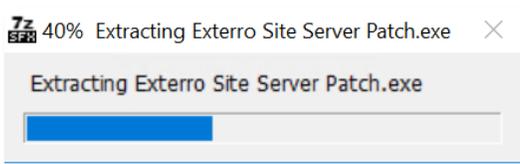
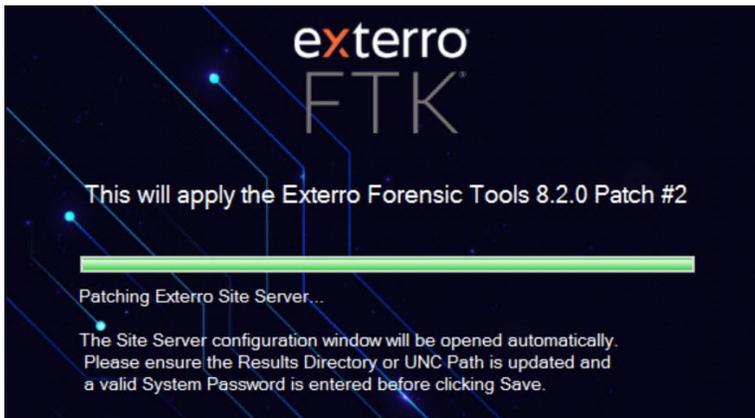
3. Click **Apply Patch**.

- The following page is displayed.



4. Select 'I accept the terms in the license agreement' and click **Continue**.

- The patch installation process will begin.



- Once the installation is completed, the **Site server Configuration** page will be displayed.

a) Public Site Server Configuration:

Site Server Configuration

General Agent Check-in Settings

Type: Public Friendly Name: []

Secure Communications

Private Certificate: C:\Certs\MyLocalCert.p12

Public Certificate: C:\Certs\MyLocalCert.crt

Agent Private Certificate: C:\Certs\MyLocalCert.p12

Database

System Password: []

Database Port: 5432 Collection: Agent Collection Network Collection

IP Configuration

Internal Addresses/FQDN: 172.28.0.255

External Addresses/FQDN: 172.28.0.255

Both Use Secure Client

TCP Port: 54545 Heartbeat Port: 54555 Client Port: 54321 SS to SS Port: 54548

Results

Results Directory or unc path: C:\SS_8.2_SP2

Results share domain: []

Results share username: []

Results share password: []

Site Server System

Parent Instance: []

Children Instances: child1,child2

Site Server Instances: publicIP1,publicIP2

Locality

Default Domain

Managed Subnet Address(es): 192.168.10.1/24,192.168.10.2/24

Locality (optional): []

Configuration

Max Client Connections: 10 Replication Threads: 5

Max Incoming Threads: 50 Retry Count: 5

Max Outgoing Threads: 50 Retry Delay (ms): 100

Max Event Threads: 50

Bandwidth Control

0 KB/second in from SiteServer

0 KB/second out to SiteServer

0 KB/second in from Agent

0 KB/second out to Agent

Logging Level: ALL

Agent Port: 3999 Agent Checkin Log

0

Apply Close

Site Server Configuration

General Agent Check-in Settings

Certificate Path : ...

Certificate Password :

FTKC FQDN/IP :

HTTPS Port :

Reverse Proxy (Mac Agents Only)

Apply Close

b) Root Site Server Configuration:

Site Server Configuration

General Agent Check-in Settings

Type: Root Friendly Name:

Secure Communications

Private Certificate: ...

Public Certificate: ...

Agent Private Certificate: ...

Database

System Password:

Database Port: Collection: Agent Collection Network Collection

IP Configuration

Internal Addresses/FQDN:

External Addresses/FQDN:

Use Secure Client

TCP Port: Heartbeat Port: Client Port: SS to SS Port:

Results

Results Directory or unc path: ...

Results share domain:

Results share username:

Results share password:

Site Server System

Parent Instance:

Children Instances: ...

Site Server Instances: ...

Locality

Default Domain

Managed Subnet Address(es): ...

Locality (optional):

Configuration

Max Client Connections: Replication Threads:

Max Incoming Threads: Retry Count:

Max Outgoing Threads: Retry Delay (ms):

Max Event Threads:

Bandwidth Control

0 KB/second in from SiteServer

0 KB/second out to SiteServer

0 KB/second in from Agent

0 KB/second out to Agent

Logging Level:

Agent Port: Agent Checkin Log

CatchAll Delay(s):

Apply Close

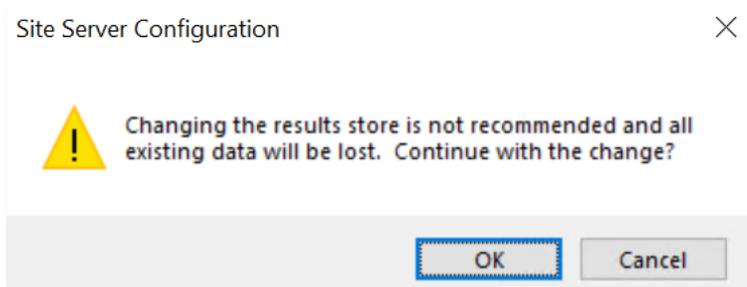
5. Enter the **PostgreSQL System Password** in the 'System password' field.
6. Use the file explorer (...) to re-select the desired **Results** folder. Alternatively, you can add or remove the trailing backslash (\) at the end of the path.



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

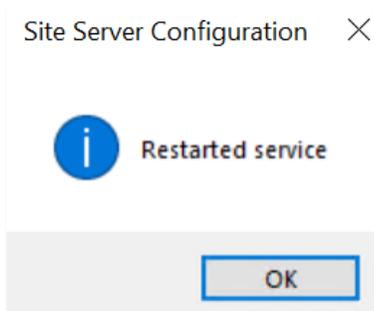
7. Click **Apply**.

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



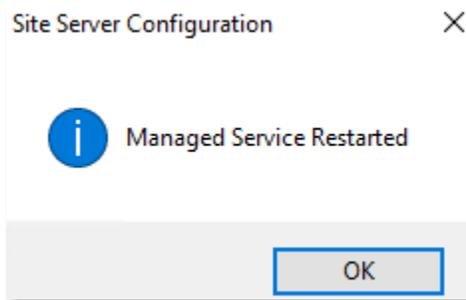
8. Click **OK**.

- 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.



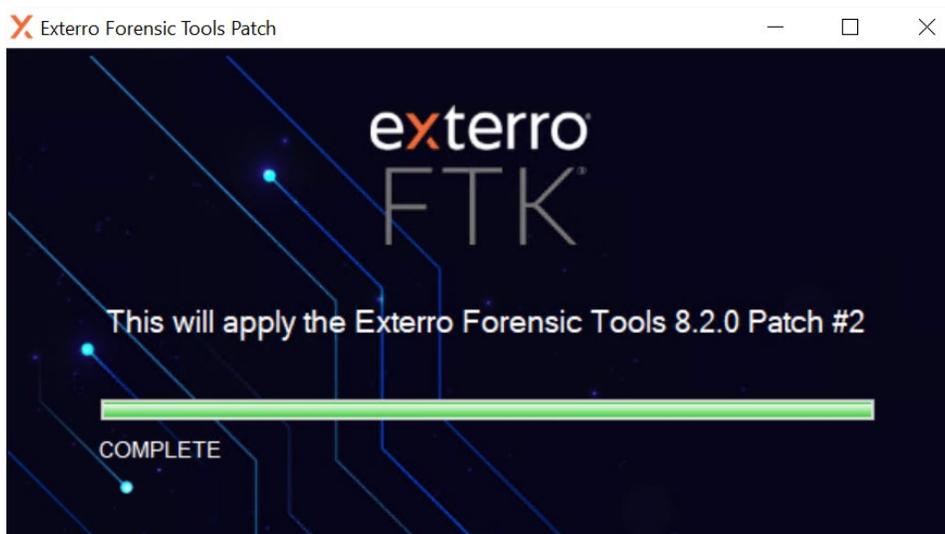
9. Click **OK**.

- The following pop-up will be displayed.



10. Click **Ok**.

11. Click **Finish**.



4 Installing Exterro AWS Service for Local Uploads and Downloads

Note: Upgrading to the latest version of the Exterro AWS service is mandatory. The updated version uses port 5001, which may conflict with the AI server service.

Uninstall Previous Versions (Before Upgrading):

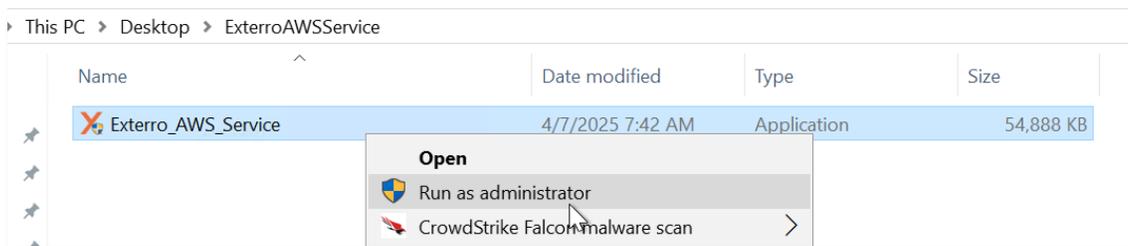
Before installing the latest Exterro AWS service, ensure that any existing version is uninstalled:

1. Open **Control Panel > Programs > Programs and Features**.
2. Locate the current **Exterro AWS service** in the list.
3. Right-click on it and select **Uninstall**.

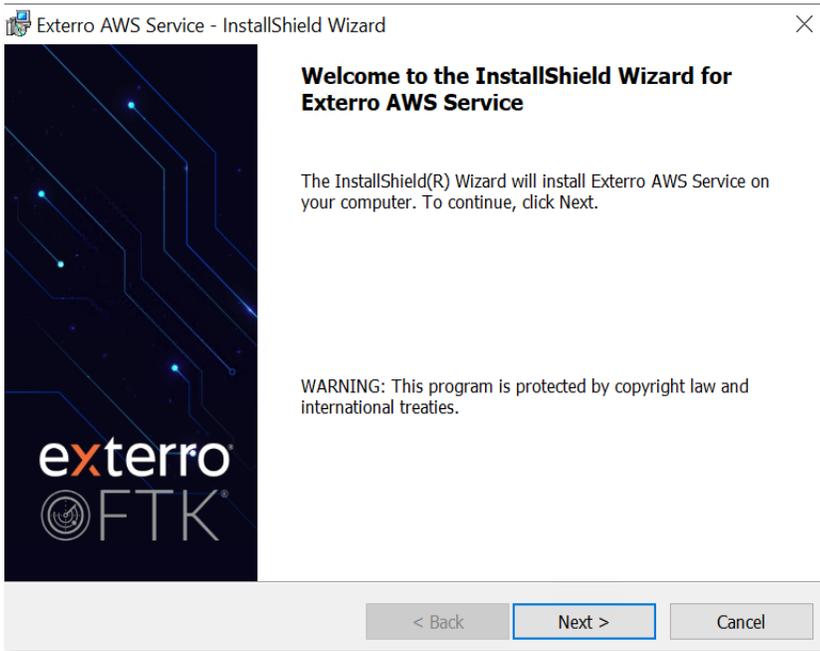
Follow the steps below to install the Exterro AWS Service for local uploads and downloads from AWS S3:

Steps:

1. Download the Exterro AWS service Installer package provided by the Exterro Team.
2. Open the downloaded folder and right-click on the **Exterro_AWS_Service.exe** file and select **Run as Administrator**.



- The Installation page is displayed.



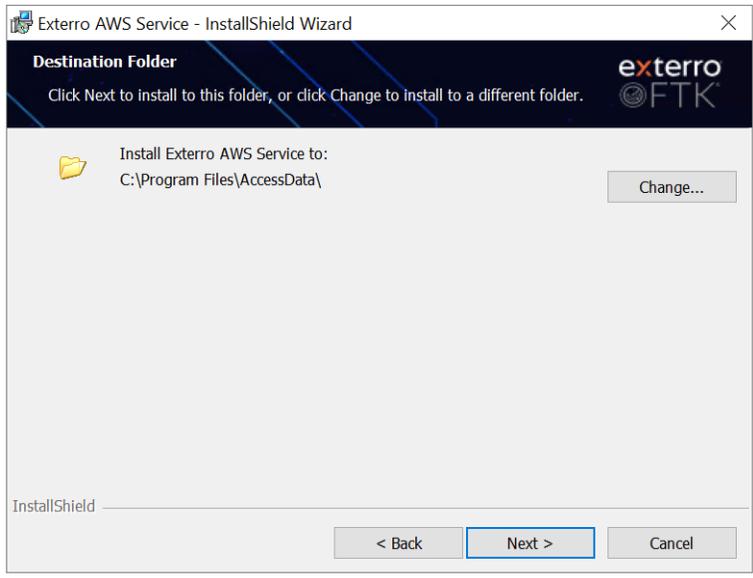
3. Click **Next**.

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



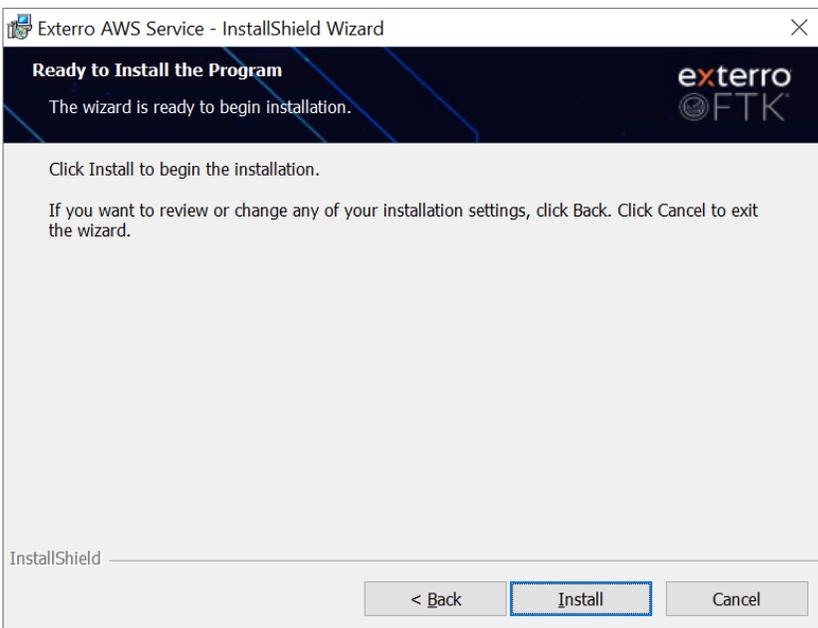
4. Accept the EULA terms and click **Next**.

- The **Installation Directory** page is displayed.



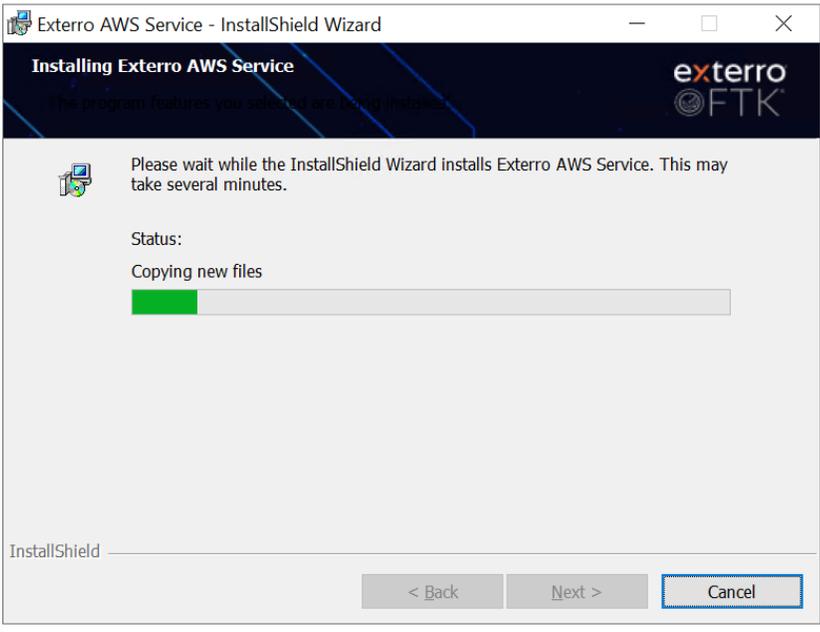
5. Select the Installation directory and click **Next**.

- The **Ready to Install** page is displayed.

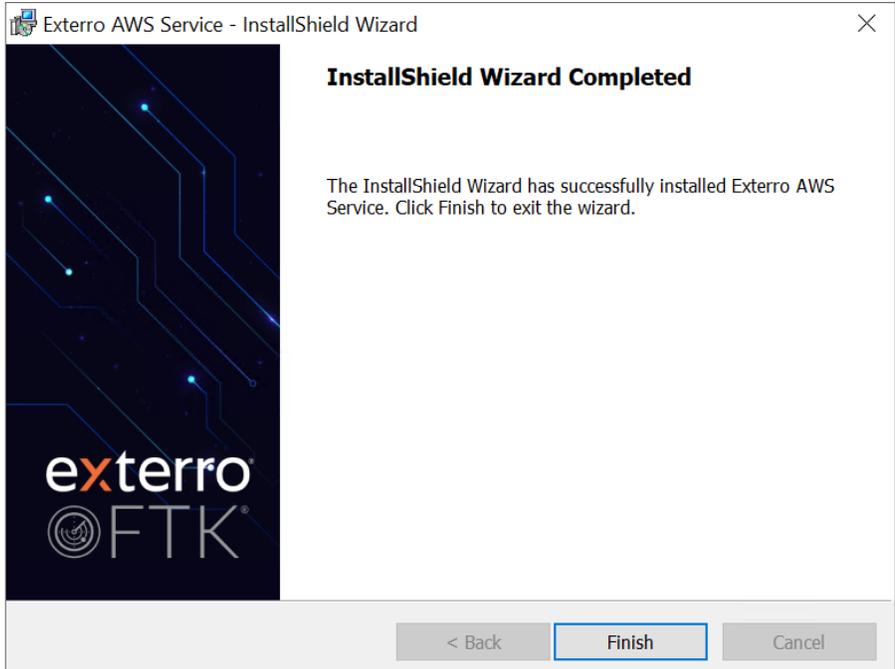


6. Click **Install**.

- The following page is displayed.



7. Monitor the Installation progress and click **Finish** once the installation is completed.



Port Used: 5001

Service URL Configuration:

```
<add key="CloudUploadServiceUrl" value="http://localhost:5001" />
```



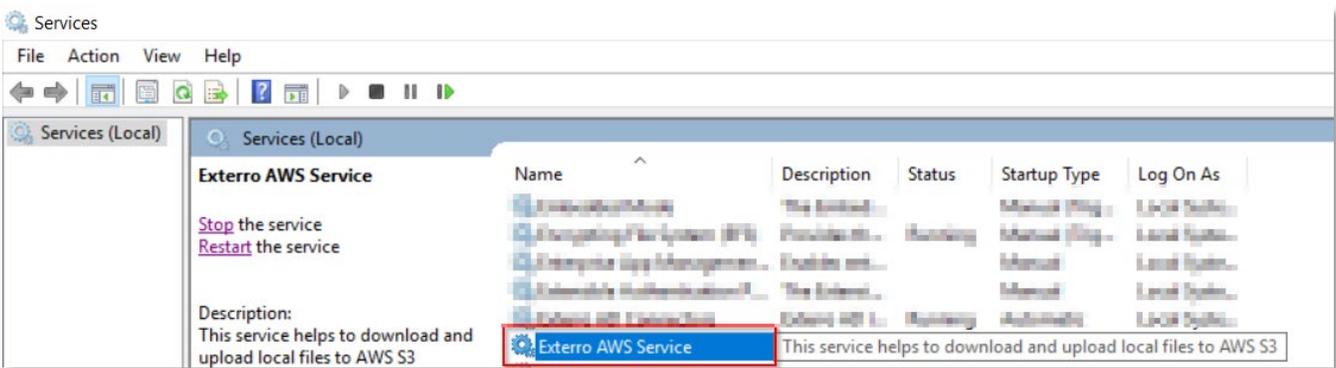
Note: After the installation is completed, verify that the Exterro AWS Service application is upgraded to their latest version by navigating to **Start > Control Panel > Programs > Programs and Features**.

Application	Version
Exterro AWS Service	1.0.0.12

Note: Use the below steps to verify and ensure that the service is running.



- i. Open the **Services** window.
- ii. Press **Win + R**, type **services.msc**, and click **Enter**.
- iii. In the **Services** window, scroll through the list to locate the service.
- iv. Verify the **Status** column as **Running**.



5 Configuring a 'Return Address' for DPE Server from DPM

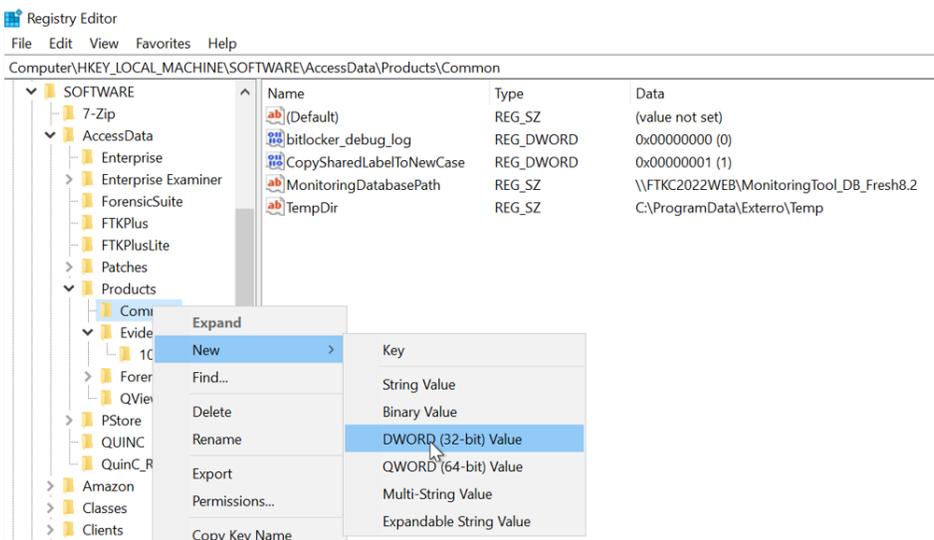
To configure the **Return Address** from **Distributed Processing Manager (DPM)** to a **DPE Server**, follow these steps:

Steps to Configure Return Address:

1. Ensure you are working on the server where **DPM 8.2 SP2** (or later) is installed and the **Distributed Processing Manager (DPM)** service is running.
2. On the server where DPM is installed, open the **Registry Editor** with **Administrator** privileges.
3. In the Registry Editor, go to the following path:

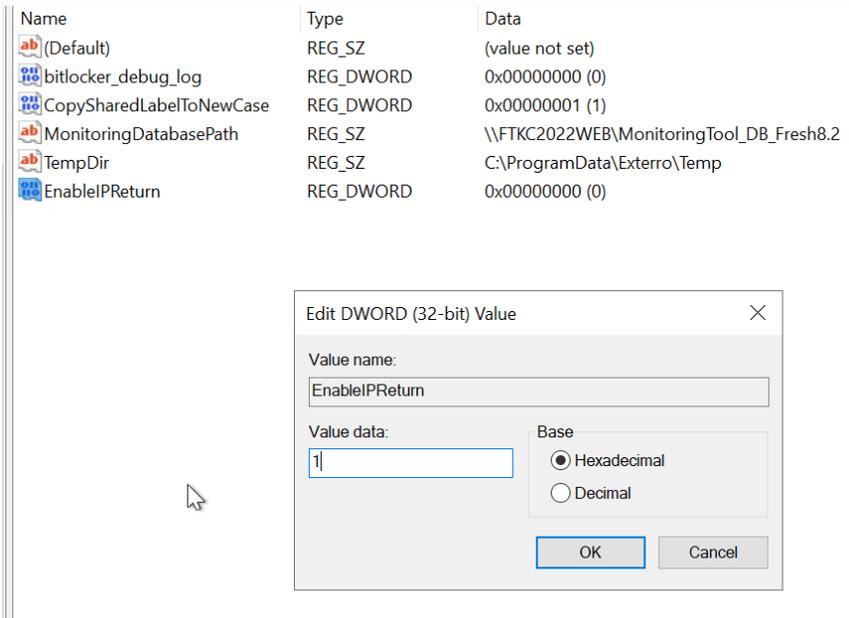
`Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\Products\Common`

4. Add the Required Registry Value:
 - Right-click on the **Common** folder in the left pane.
 - Select **New > DWORD (32-bit) Value**.
 - Name this new value **EnableIPReturn**.



5. Modify the Value:

- Double-click the newly created **EnableIPReturn** value.
- Change its **Value data** to **1** (this enables the return address to be included).
- Click **OK** to confirm the change.
- If you set the value to **0** or do not configure it, the return address will not be included.

6. After modifying the registry, restart both the **Distributed Processing Engine (DPE)** and **Distributed Processing Manager (DPM)** services.

7. Verify the changes:

- Refresh the log to ensure that the changes have been applied successfully.
- Log file location:

`C:\ProgramData\Exterro\PM\13\logs\ProcessingEngine_trace.log`

```

823659
823660     at System.Diagnostics.Process.get_ExitCode()
823661
823662     at AccessData.EvidenceProcessing.ProcessingEngine.PLIProcess.KillProcessJob()
823663 2025-06-20 10:55:30 AM T Worker: process_OnExited: 130c2 Loader
823664 2025-06-20 10:55:30 AM T Job:CommThreadFunc_commQueue=Void <wrk_OnExited>b_0()
823665 2025-06-20 10:55:30 AM T Job.cs::wrk_OnExited e8812059914d950e12190e7130c2
823666 2025-06-20 10:55:30 AM T Job:CommThreadFunc_commQueue=Void <wrk_OnExited>b_1()
823667 2025-06-20 10:55:30 AM T Job.cs::workers.Count 1
823668 2025-06-20 10:55:30 AM T Worker:ForceClose: e8812059914d950e12190e7130c2 Processor
823669 2025-06-20 10:55:30 AM T PLIProcess:ForceClose e8812059914d950e12190e7130c2 Processor 9696
823670 2025-06-20 10:55:30 AM T PLIProcess:ForceClose Closing job #2, (terminating the PL pair)
823671 2025-06-20 10:55:30 AM T process_Exit:PLI Exited e8812059914d950e12190e7130c2 Processor
823672 2025-06-20 10:55:30 AM T Worker: process_OnExited: e8812059914d950e12190e7130c2 Processor
823673 2025-06-20 10:55:30 AM T Job:CommThreadFunc_commQueue=Void <wrk_OnExited>b_0()
823674 2025-06-20 10:55:30 AM T Job.cs::wrk_OnExited e8812059914d950e12190e7130c2
823675 2025-06-20 10:55:30 AM T Job:CommThreadFunc_commQueue=Void <wrk_OnExited>b_1()
823676 2025-06-20 10:55:30 AM T Job.cs::JobFinished e8812059914d950e12190e7130c2 Processor
823677 2025-06-20 10:58:49 AM T Processing engine started
823678 2025-06-20 10:58:49 AM T Starting ProcessingEngine
823679 2025-06-20 10:58:49 AM T ClearStateFoldersandFiles is started
823680 2025-06-20 10:58:49 AM T ClearStateFoldersandFiles is finished
823681 2025-06-20 10:58:49 AM T ClearTempFiles Timer started
823682 2025-06-20 10:58:50 AM D Processing engine service OnStart starting thread to look for FormatConverter requests.
823683 2025-06-20 10:58:50 AM D Processing engine service OnStart done starting thread to look for FormatConverter requests.
823684 2025-06-20 11:00:18 AM T Incoming request from DPM IP:172.31.10.4
823685 2025-06-20 11:00:18 AM T InitializeEndpoint(TCPBinding.net.tcp://ftk-2022-11-10-11:00:18/Processi
823686 2025-06-20 11:00:19 AM T PProcessingEngineService:Reset
823687 2025-06-20 11:00:19 AM T PProcessingEngineService:Reset

```

Registry Key Details:

- **Registry Path:**

`Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\Products\Common`

- **Key Name:**

`EnableIPReturn`

- **Value Type:**

`DWORD (32-bit)`

- **Value:**

- **1:** The **DPM** or **ProcessingHost** IP address will be included in the endpoint's header.
- **0 or missing:** The IP address will **not** be included in the header.

Note: The endpoint header, which includes the IP address, is **not visible** through the user interface.

Additional Information:

In **Windows Communication Foundation (WCF)**, an **endpoint** is a communication point where a WCF service can be accessed by a client. It defines:

- **Address:** Where the service is located.
- **Binding:** How the communication occurs.
- **Contract:** What operations does the service support.

6 Required DLL Patch for Cases with Nested (Child) Bookmarks

Summary

We have identified an issue affecting environments upgraded to **8.2 SP2** where cases contain **nested (child) bookmarks** created under another bookmark. In these scenarios, some users may be unable to view case contents in specific workflows.

Who is affected?

- Environments running **8.2 SP2**
- Cases that include **child bookmarks** nested under a parent bookmark

Issue description

In cases where a bookmark hierarchy exists (one or more bookmarks created as children of another bookmark), an internal handling error can prevent the application from properly rendering case contents for some users.

Resolution

A **DLL patch** has been released to resolve this issue for cases with nested bookmarks.

Important: Apply this patch on systems upgraded to 8.2 SP2 where cases use nested bookmarks.

Steps to Apply the Patch

1. Download the patch:
[Click Here to Download the DLL patch](#)
2. Stop the **Exterro Web Self Host Service**.
 - a. Open **Windows Services**.
 - b. Locate **Exterro Web Self Host Service**.
 - c. Ensure there are **no ongoing jobs** in FTK.
 - d. Stop the **Exterro Web Self Host Service**.
3. Unzip and copy the contents of the patch folder.
4. Navigate to the following path:

<Drive>:\Program Files\AccessData\Forensic Tools\8.2\Bin

5. Paste and **replace** the files in this folder.
6. Open **Windows Services**.
7. Start the **Exterro Web Self Host Service**.

Verification: After restarting, confirm users can view case contents for cases that include nested bookmarks. If issues persist, confirm file replacement and service restart. **If further assistance is required, please contact Exterro Support.**

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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