



FTK SUITE 8.2 SP2 HF4 - INSTALLATION GUIDE

DECEMBER 2025

Table of Contents

About Exterro	3
Purpose of the Document.....	3
1 Prerequisites.....	4
1.1 Before Applying the Patch	4
2 Installation Steps (FTK Standalone/Enterprise/Lab/Central)	5
2.1 Handling Installation Failures	13
3 Steps to Roll Back Automatically to 8.2 SP2/HF1/HF2/HF3	15
4 Remote Command Line Installation — HF4 Patch	20
4.1 Purpose	20
4.2 Key Features	20
4.3 Basic Usage	20
4.4 Command-Line Arguments.....	21
4.5 Command Examples	21
4.6 Exit Codes	22
4.7 Checking Exit Codes	23
4.8 Automatic Retry Behavior	24
4.9 Important Notes	25
4.10 Default Directories	25
4.11 Troubleshooting	26
4.12 Enterprise Deployment	27
4.13 Example Console Output.....	28
5 Installing Exterro AWS Service for Local Uploads and Downloads.....	29
Contact Exterro	34

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 a **comprehensive installation and upgrade guide** for clients upgrading the **Exterro FTK (Forensic Toolkit)** application. It contains detailed, step-by-step instructions to ensure a smooth and successful upgrade from the following versions:

- **FTK 8.2 SP2**
- **FTK 8.2 SP2 HF1**
- **FTK 8.2 SP2 HF2**
- **FTK 8.2 SP2 HF3**

to the latest release:

- **FTK 8.2 SP2 HF4**

1 Prerequisites

Before beginning the upgrade process, ensure that all related Exterro applications are updated to the required versions listed below (or later).

You can verify current versions by navigating to:

Start > Control Panel > Programs > Programs and Features

Application	Required Version
Exterro Evidence Processing Engine 10.29	10.29.2.87 SP2 / 10.29.2.90 SP2 HF1/10.29.2.93 SP2 HF2/10.29.2.97 SP2 HF3
Exterro Distributed Processing Manager 10.29	10.29.2.87 SP2 / 10.29.2.90 SP2 HF1/10.29.2.97 SP2 HF3
Exterro Forensics Tools 8.2	8.2.2.127 SP2 / 8.2.2.139 SP2 HF1 / 8.2.2.146 SP2 HF2/ 8.2.2.160 SP2 HF3
Exterro Forensics Tools Suite 8.2	8.2.2.127 SP2 / 8.2.2.139 SP2 HF1 / 8.2.2.146 SP2 HF2/ 8.2.2.160 SP2 HF3
Exterro Desktop Viewer	8.2.2.83 SP2

1.1 Before Applying the Patch

1. Stop Running Jobs:

- Ensure that no active jobs are running under the **WeblabSelfHost** service.

2. Restart Required Systems:

- Restart all systems running any of the following services to release locked or in-use files (DLLs, EXEs, configuration files):

Important: The restart must be performed on **every machine** running any of the following services within a distributed environment to avoid patch conflicts or failures:

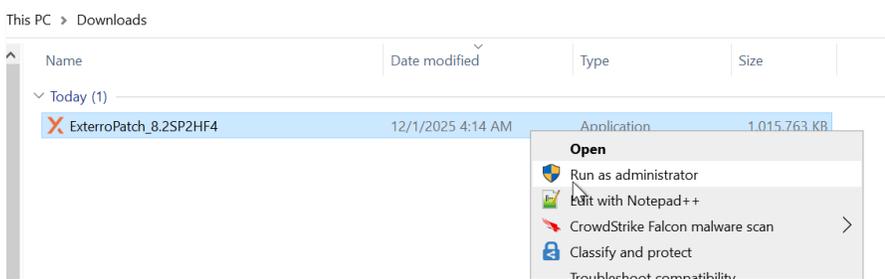


- Exterro Distributed Processing Manager
- Exterro Evidence Processing Engine
- Exterro Forensic Tools

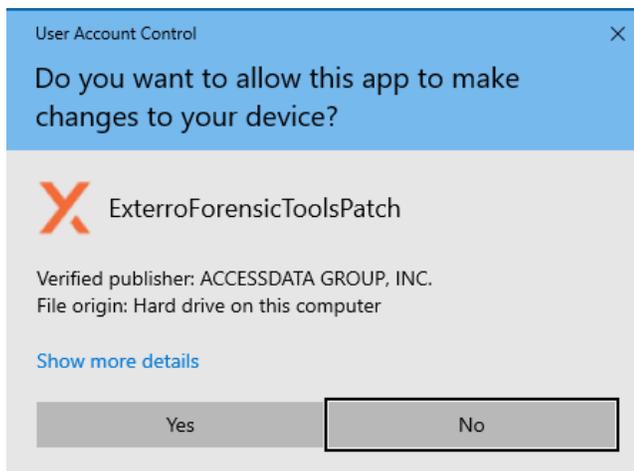
2 Installation Steps (FTK Standalone/Enterprise/Lab/Central)

Steps:

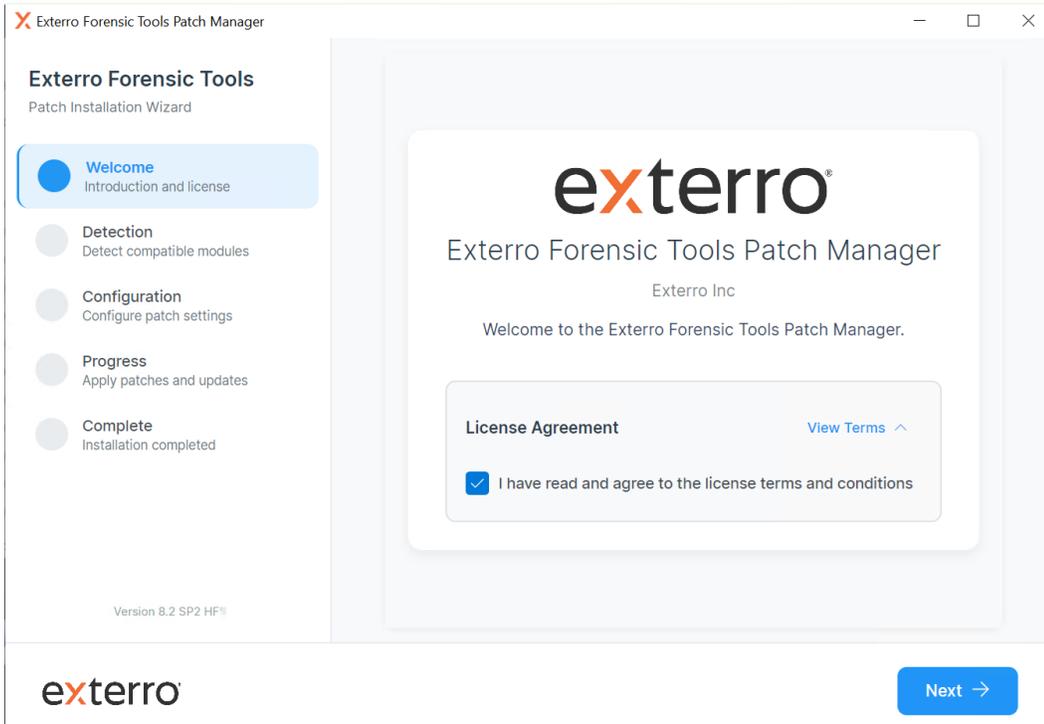
1. Download the Latest patch installer (**FTK 8.2 SP2 HF4**) from the [Exterro Product Downloads page](#).
2. **Right-click** the downloaded file (**ExterroPatch-8.2SP2HF4.exe**) and select **Run as administrator**.



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

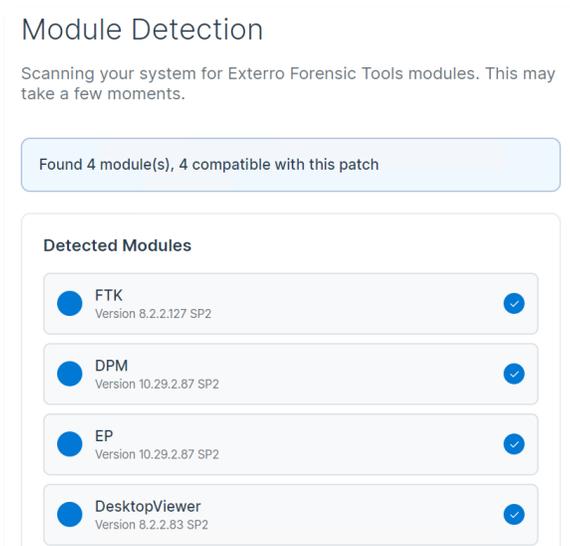


- The **Exterro Forensic Tools Patch Manager** window is displayed.



3. Review and accept the License Agreement and click Next.

- The **Module Detection** section is displayed.



4. The installer will automatically scan your system as given below:

- The detection process accesses the registry to retrieve the module installation paths and identify the currently installed versions.

Detection Summary

 Registry Access Check Registry access verified successfully	08:01:51
 Registry Path Scan Registry paths scanned successfully	08:01:51
 Module Detection Found 3 Exterro modules	08:01:51

Detection Summary

 Module: FTK Module validated - Version 8.2.2.139 SP2 HF1	08:01:51
 Module: DPM Module validated - Version 10.29.2.90 SP2 HF1	08:01:51
 Module: EP Module validated - Version 10.29.2.90 SP2 HF1	08:01:51

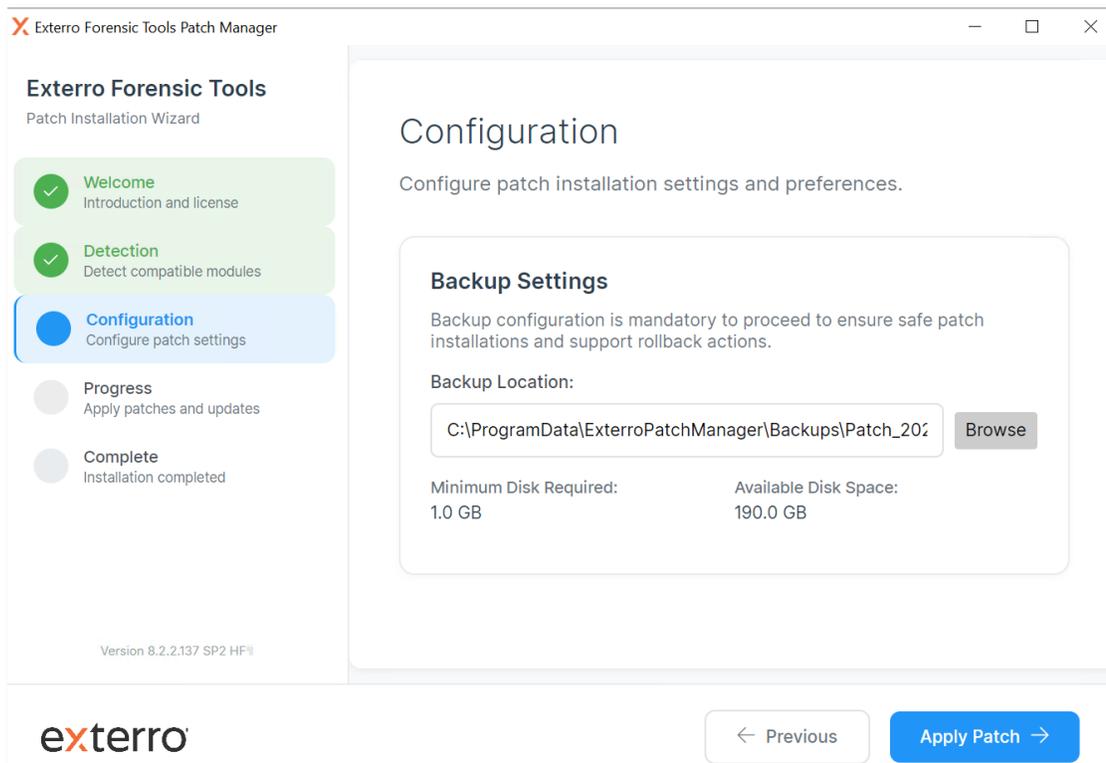
- The installer will also verify whether the relevant services are accessible and count how many modules are compatible with the patch.

Detection Summary

 Module: DesktopViewer Module validated - Version 8.2.2.83 SP2	16:45:10
 Compatibility Check All 4 modules are compatible with this patch	16:45:11
 Service Status Check All services are accessible	16:45:11

5. Once verified, click **Next**.

- The **Configuration** section is displayed.



6. Choose a directory to backup only the files/directories that need to be patched. Use the **Browse** button to navigate and select your preferred backup location.

Note: Backup files can be found in the selected directory.

- By default, backup files are stored in:



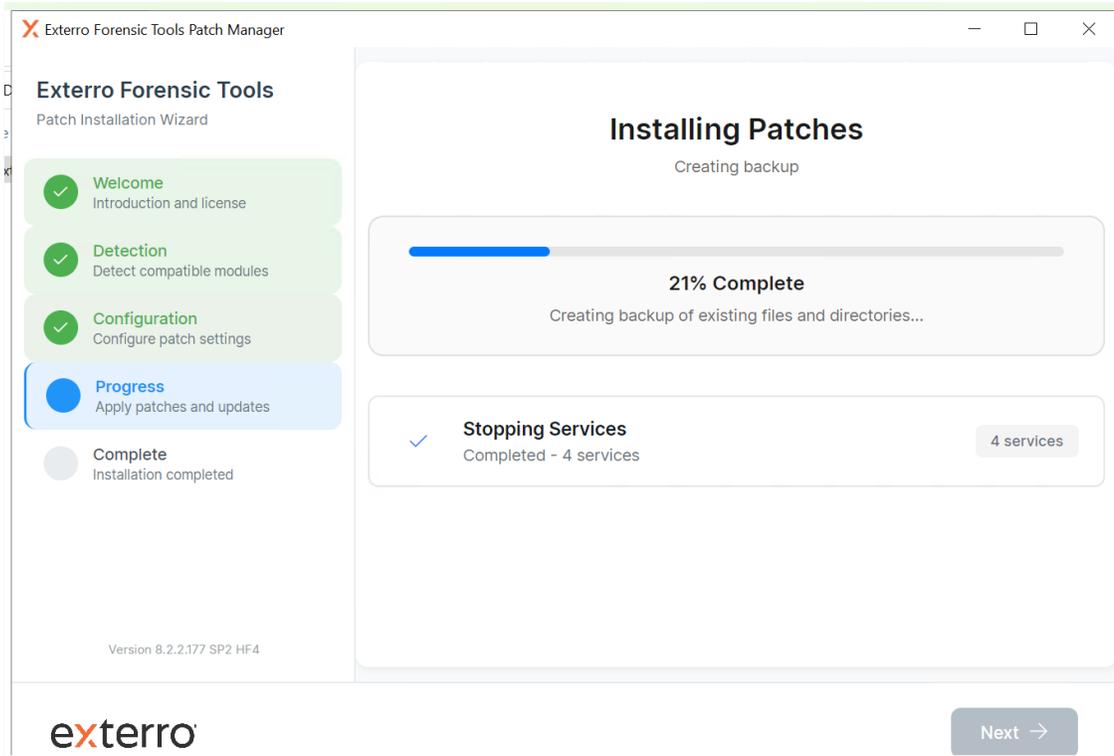
`C:\ProgramData\ExterroPatchManager\Backups\Patch_<Date_TimeStamp>`

- The log files for the patch process will be saved to:

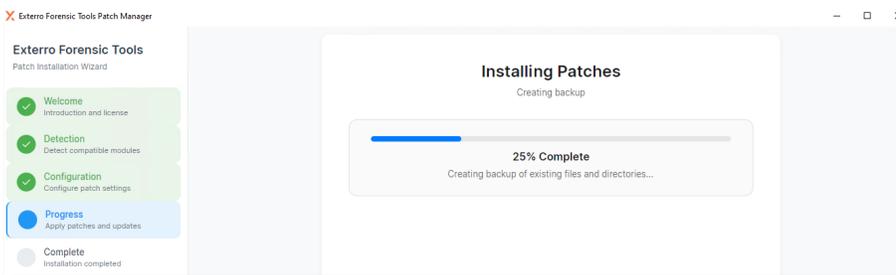
`C:\ProgramData\ExterroPatchManager\Logs\PatchLogs`

7. Click **Apply Patch**.

- The installer will stop the services.

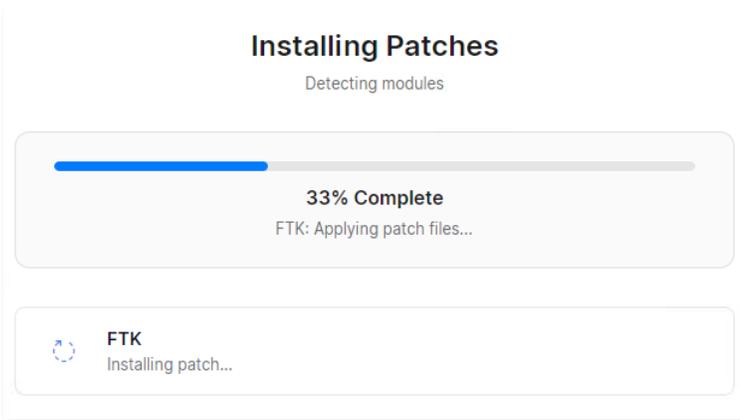


- The installer will back up existing files before applying the patch.

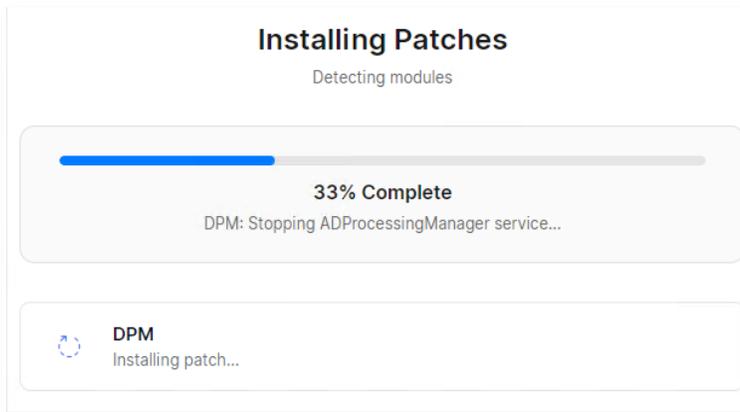


8. Once the backup is complete, the patch files will be applied.

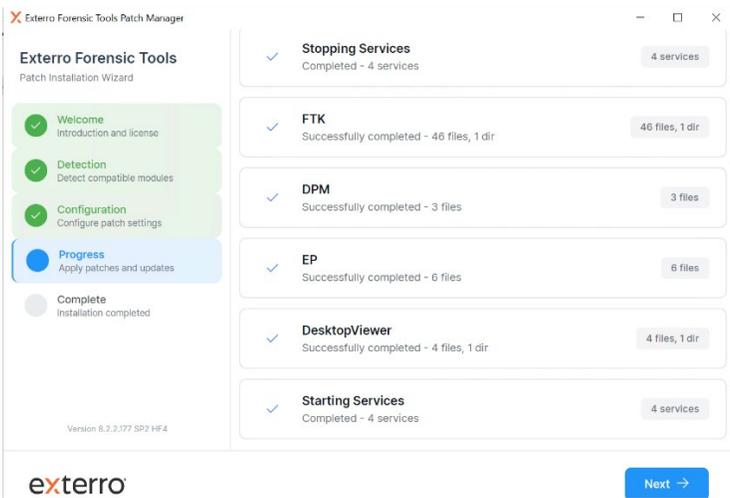
- For FTK/EP Installation:



- For Distributed Processing Manager (DPE/DPM alone) Installation:



9. Once the patching process completes successfully, click **Next**.



- The **Installation Summary** is displayed for you to review the modules updated in this patch.

All patches have been successfully applied

Installation Summary

Modules Updated:	4
Installation Time:	7m 34s
Backup Created:	Yes
Backup Location:	
C:\ProgramData\ExterroPatchManager\Backups\Patch_20251106_092330	
Restore Installer Location:	
C:\ProgramData\ExterroPatchManager\Backups\Patch_20251106_092330	
Log File Location:	
C:\ProgramData\ExterroPatchManager\Logs\PatchLogs	

Modules Updated

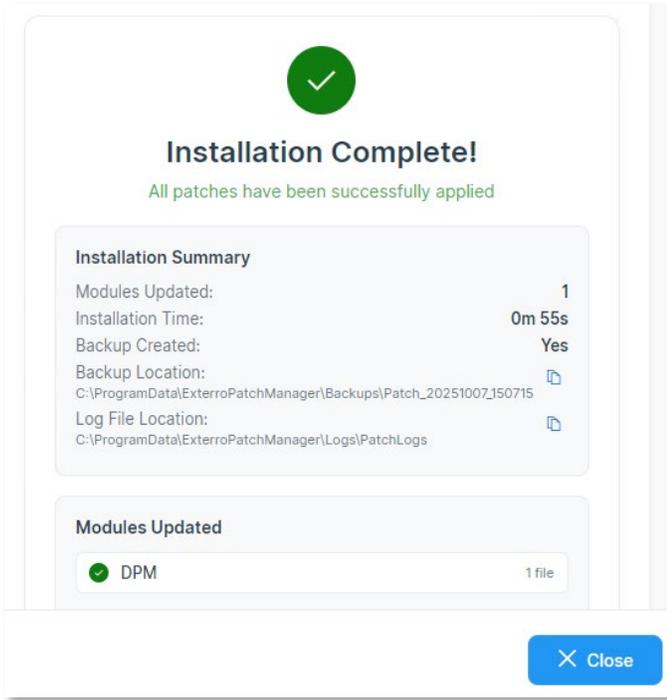
	<p>FTK 32 files, 1 folder</p> <p>Successfully completed</p>
	<p>DPM 3 files</p> <p>Successfully completed</p>
	<p>EP 6 files</p> <p>Successfully completed</p>

- With the **Desktop Viewer**:

Modules Updated

	<p>DPM 3 files</p> <p>Successfully completed</p>
	<p>EP 6 files</p> <p>Successfully completed</p>
	<p>DesktopViewer 4 files, 1 folder</p> <p>Successfully completed</p>

10. Click **Close**.



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**.

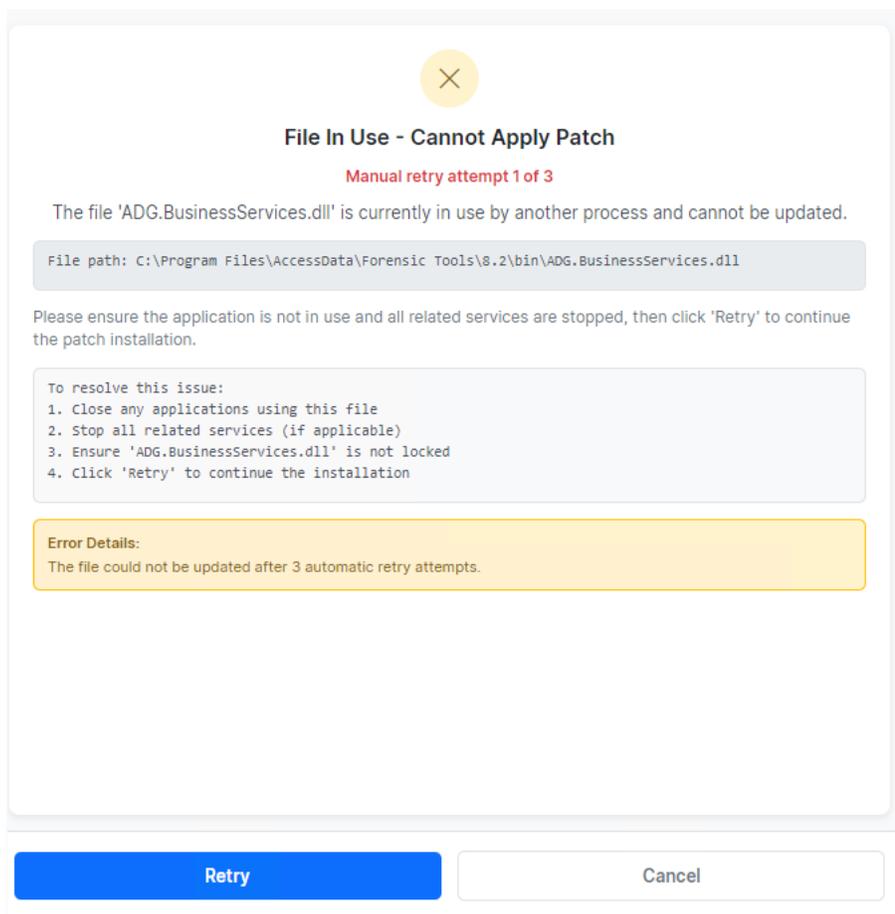
Applications	Version
Exterro Distributed Processing Manager 10.29	10.29.2.100 SP2 HF4
Exterro Evidence Processing Engine 10.29	10.29.2.100 SP2 HF4
Exterro Forensic Tools 8.2	8.2.2.179 SP2 HF4
Exterro Forensics Tools Suite 8.2	8.2.2.179 SP2 HF4
Exterro Desktop Viewer	8.2.2.93 SP2 HF4

Note: The resulting version of the **Exterro Desktop Viewer** after applying the **FTK 8.2 SP2 HF4** upgrade depends on the existing build:

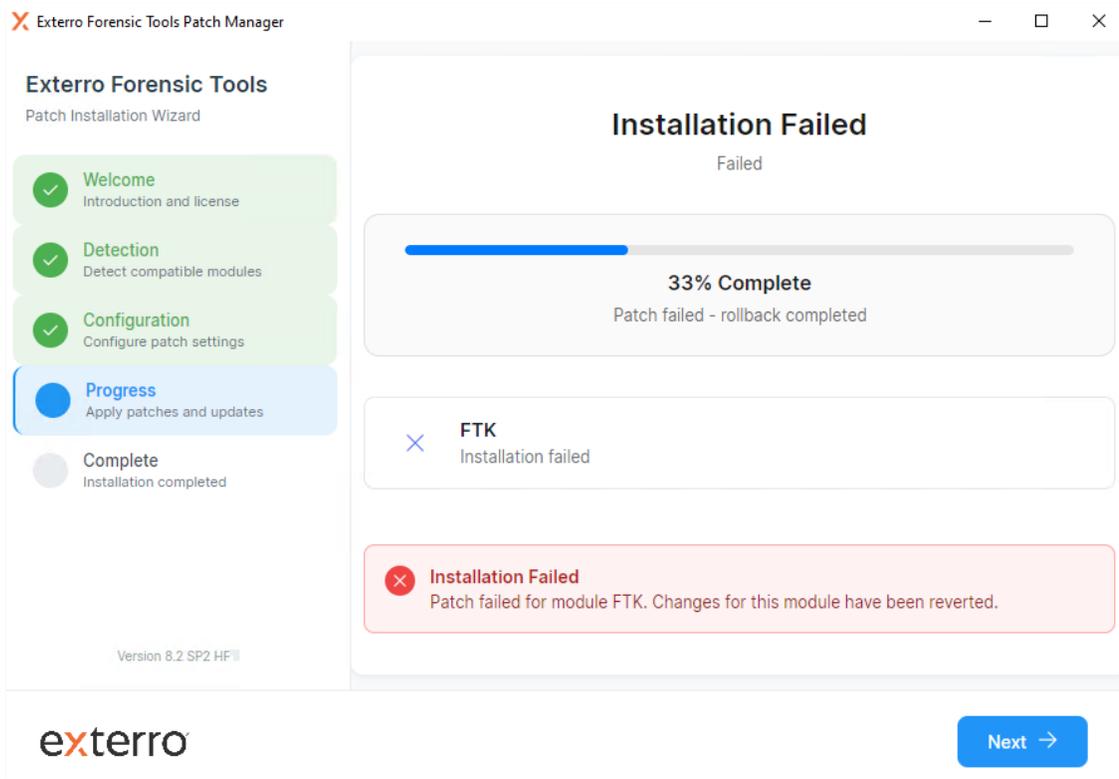
Current Installed Version	Resulting Version After HF4 Application
FTK 8.2 SP2, SP2 HF1, or SP2 HF2	8.2.2.93 SP2 HF4 (Version is updated)
FTK 8.2 SP2 HF3	8.2.2.93 SP2 HF3 (Version remains the same)

2.1 Handling Installation Failures

If any service or file is locked during installation, you will see **Retry** and **Cancel** options.



- **Recommended Action:**
 - Close all Exterro applications (FTK, DPM, etc.) and click Retry.
- **If Cancelled:**
 - The patch will automatically roll back to the previous state using backup files.

To investigate failures:

- Check the patch logs in:

```
C:\ProgramData\ExterroPatchManager\Logs\PatchLogs
```

- Review the logs to determine the cause of failure, verify prerequisites, and ensure no conflicting applications are running before retrying the patch installation.

3 Steps to Roll Back Automatically to 8.2 SP2/HF1/HF2/HF3

Follow the steps provided below to roll back to the previously installed version of the Application. Rollback has to be performed where FTK, DPM, or DPE is installed.

Note: By default, backup files are stored in:



`C:\ProgramData\ExterroPatchManager\Backups\Patch_<Date_TimeStamp>`

The Backup directory should not be deleted or modified to ensure a successful rollback.

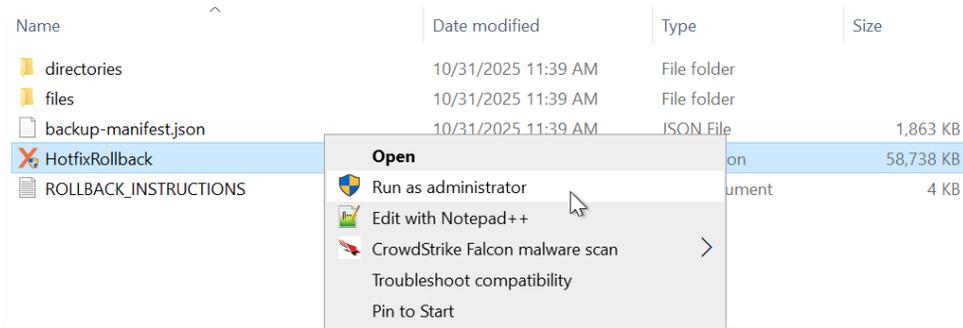
Important:



- Ensure all Exterro Forensic Tool applications are closed before proceeding.
- Exterro Forensic Tool Services will be stopped and restarted automatically.
- This rollback process cannot be undone.

Steps:

1. Navigate to the backup directory.

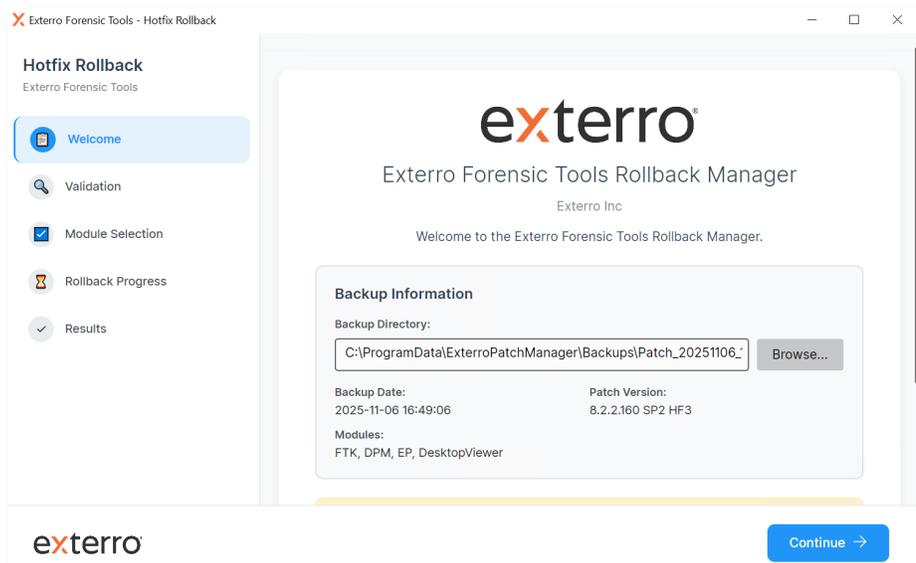


2. Right-click on the **HotFixRollback.exe** file and select **Run as administrator**.



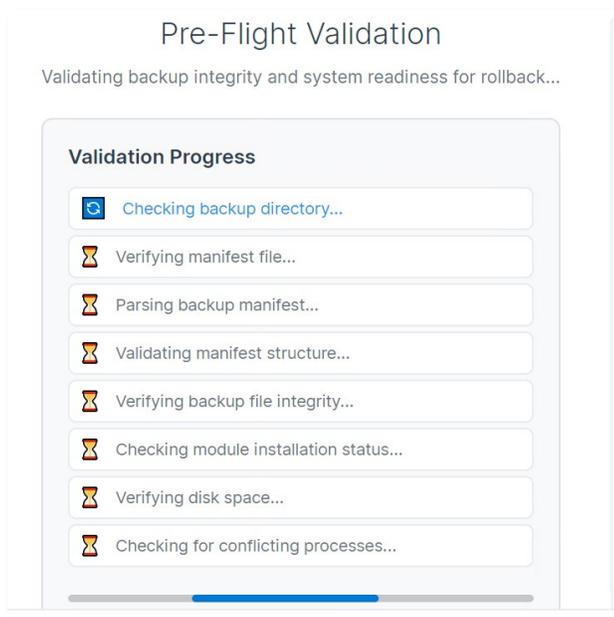
Note: If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

- The **Hotfix Rollback** window is displayed.



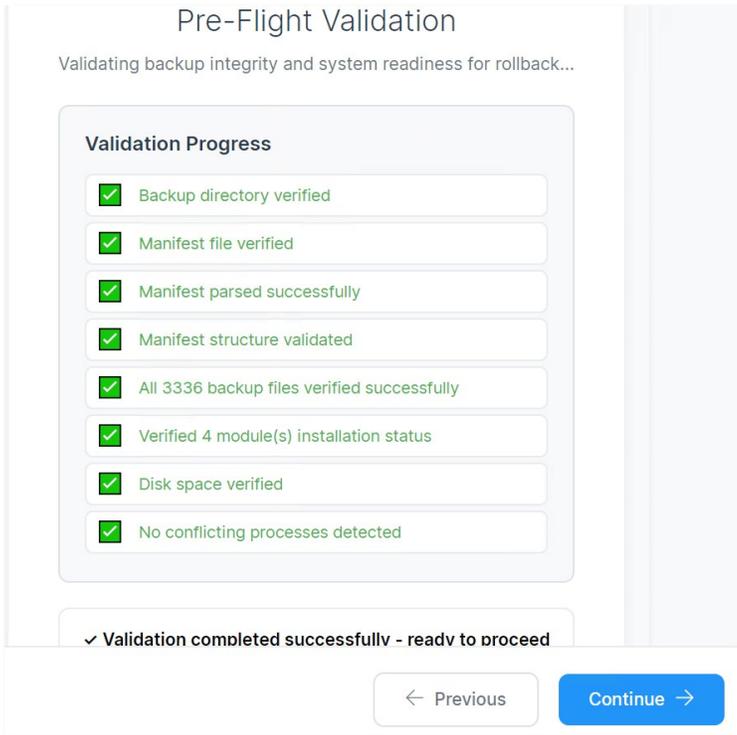
3. Click **Continue**.

- The **Pre-Flight Validation** section is displayed.

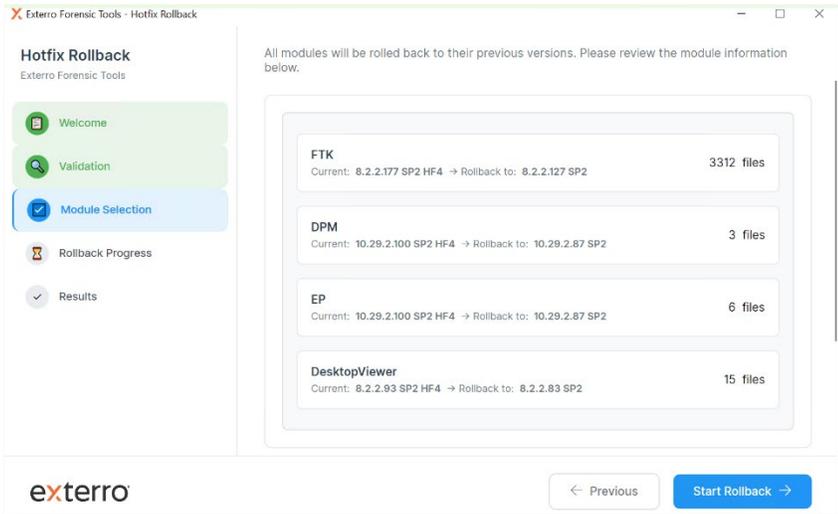


Note: Refer to [this section](#) for **Remote Command Line Installation for HF4 Patch**.

- Once the validation is done, click **Continue**.



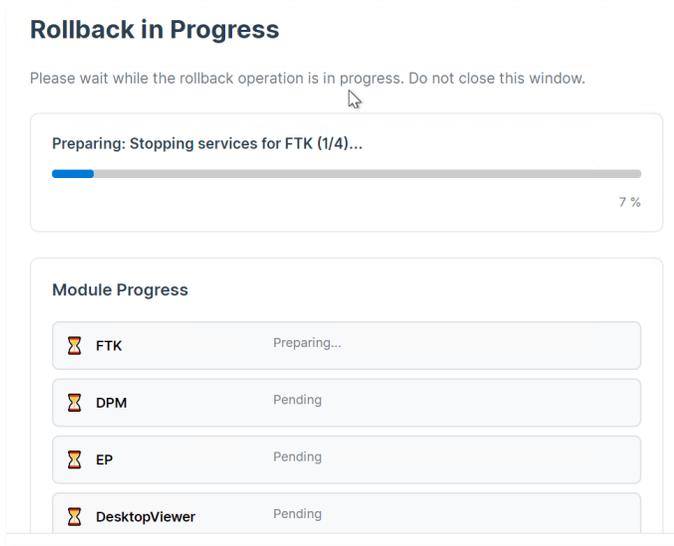
- The **Module Selection** section is displayed.



Important: Rollback will restore all modules to their previous versions. Make sure you have closed all related applications before proceeding.

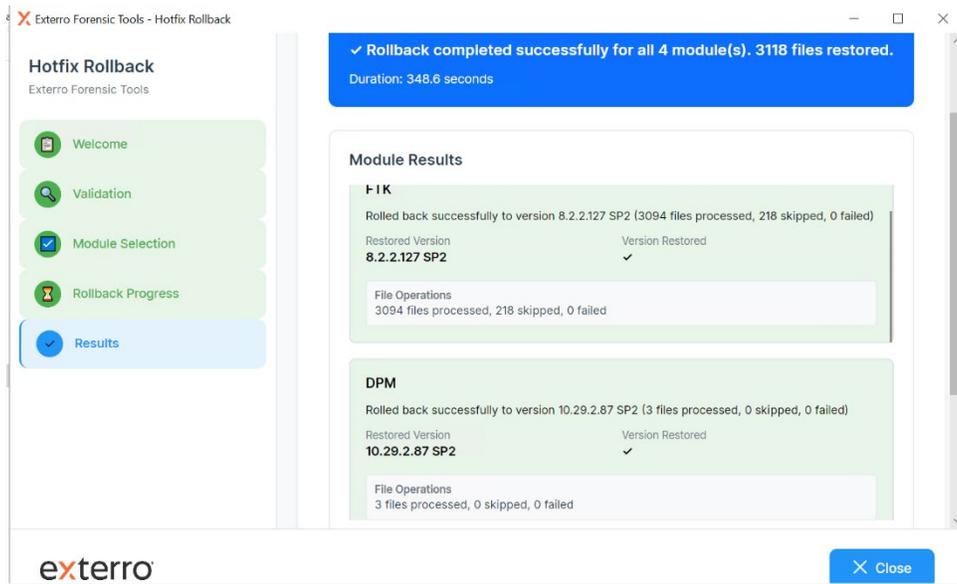
5. Click on **Start Rollback**.

- The **Rollback In Progress** section is displayed.

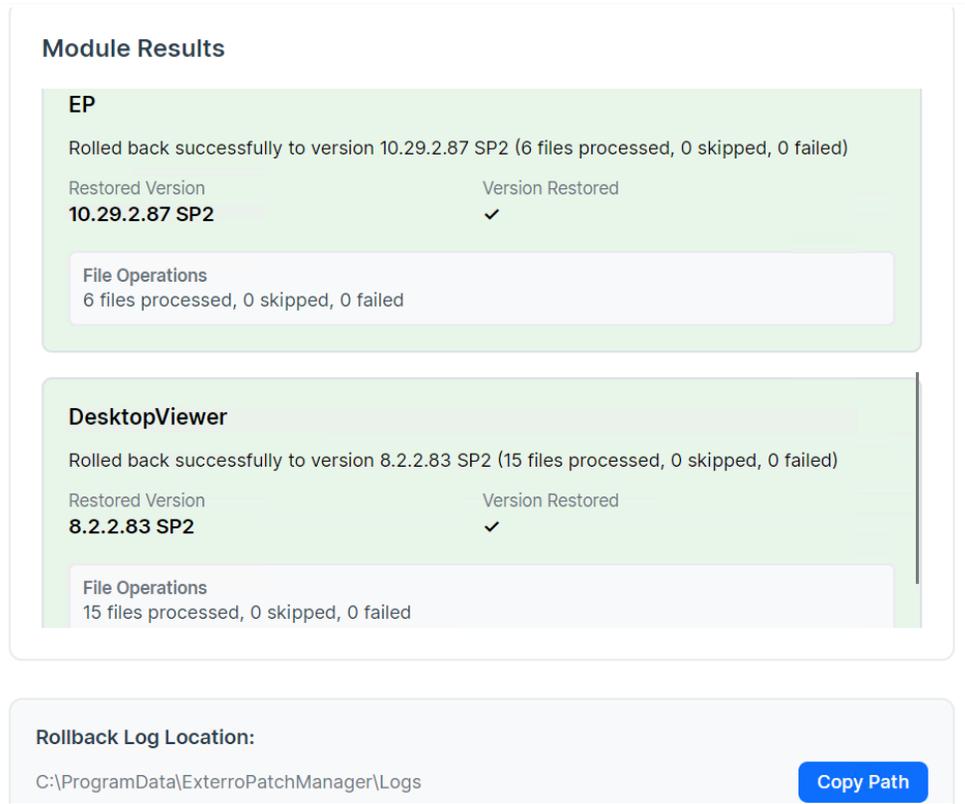


Note: The rollback process may take several minutes, depending on the number of files. Services are being stopped, files are being restored, and services will be restarted automatically.

- The **Results** section is displayed.



- You can check the results and the log locations.



Module Results

EP
Rolled back successfully to version 10.29.2.87 SP2 (6 files processed, 0 skipped, 0 failed)

Restored Version	Version Restored
10.29.2.87 SP2	✓

File Operations
6 files processed, 0 skipped, 0 failed

DesktopViewer
Rolled back successfully to version 8.2.2.83 SP2 (15 files processed, 0 skipped, 0 failed)

Restored Version	Version Restored
8.2.2.83 SP2	✓

File Operations
15 files processed, 0 skipped, 0 failed

Rollback Log Location:
C:\ProgramData\ExterroPatchManager\Logs [Copy Path](#)



Note: Ensure that FTK (Forensic Toolkit) or any other Exterro applications are closed.

6. Click **Close**.

After completing these steps, you should have successfully rolled back to version 8.2 SP2/8.2 SP2 HF1/8.2 SP2 HF2/8.2 SP2 HF3.

4 Remote Command Line Installation — HF4 Patch

This section explains how to install the **Exterro Forensic Tools Hotfix Patch (FTK 8.2 SP2 HF4)** in **silent mode** — allowing administrators to perform remote, unattended, or automated deployments across multiple systems without using a graphical interface.

4.1 Purpose

The silent (command-line) installation mode is designed for environments that require:

- Automated patch deployment.
- Integration with remote management systems (e.g., SCCM, PowerShell).
- Zero user interaction during installation.

4.2 Key Features

- Fully automated — no user interaction required.
- automatic retries for locked files and services.
- Automatic rollback on installation failure.
- Font files are automatically skipped.

4.3 Basic Usage

Run the following command in an **elevated Command Prompt (Run as Administrator)**:

```
ExterroPatch_8.2SP2HF4.exe /silent
```



Note: All commands or scripts must be executed with **Administrator** privileges.

4.4 Command-Line Arguments

Argument	Description	Example
/silent or /s	Run installer in silent mode (no UI)	ExterroPatch_8.2SP2HF4.exe /silent
/backup:<path>	Specify a custom backup location	ExterroPatch_8.2SP2HF4.exe /silent /backup:"D:\Backups"
/log:<path>	Specify a custom log file location	ExterroPatch_8.2SP2HF4.exe /silent /log:"D:\Logs\patch.log"
/help or /?	Display help information and exit	ExterroPatch_8.2SP2HF4.exe /help

4.5 Command Examples

- **Default installation:**

```
ExterroPatch_8.2SP2HF4.exe /silent
```

- **Custom backup location:**

```
ExterroPatch_8.2SP2HF4.exe /silent /backup:"D:\PatchBackups"
```

- **Network backup location:**

```
ExterroPatch_8.2SP2HF4.exe /silent /backup:\\fileserver\backups\Exterro
```

- **Custom backup and log file:**

```
ExterroPatch_8.2SP2HF4.exe /silent /backup:"D:\Backups" /log:"D:\Logs\patch.log"
```

4.6 Exit Codes

The installer returns an exit code indicating the installation result.

Use this code in batch or automation scripts to verify installation success or identify errors.

Code	Description	Recommended Action
0	Success	No action required
1	General failure	Review log file
2	Invalid arguments	Verify command syntax
3	Corrupt patch file	Re-download installer
4	No modules found	Verify Exterro product installation
5	Backup failed	Check disk space
6	Patch failed	Close applications and review logs
7	Service control failed	Manually stop services and retry
8	Not running as administrator	Run as Administrator
10	Insufficient disk space	Free up disk space
11	Rollback failed	Manual restore required

4.7 Checking Exit Codes

- **Batch Script Example:**

```
ExterroPatch_8.2SP2HF4.exe /silent
if %ERRORLEVEL% EQU 0 (
    echo SUCCESS
) else (
    echo FAILED with code %ERRORLEVEL%
)
```

- **PowerShell Example:**

```
$process = Start-Process "ExterroPatch_8.2SP2HF4.exe" -ArgumentList "/silent" -Wait -PassThru -Verb
RunAs
if ($process.ExitCode -eq 0) {
    Write-Host "SUCCESS" -ForegroundColor Green
} else {
    Write-Host "FAILED: Exit code $($process.ExitCode)" -ForegroundColor Red
}
exit $process.ExitCode
```

4.8 Automatic Retry Behavior

The installer automatically retries operations without user intervention:

- **File Operations:**
 - **Retries:** Up to 5 attempts per file
 - **Delay:** 500 ms between attempts
 - **Total Time:** ~2 seconds per locked file
 - **Font files:** Skipped automatically

- **Service Operations**
 - **Retries:** Up to 5 attempts per service
 - **Delay:** 10 seconds between attempts
 - **Total Time:** ~40–50 seconds per service

If all retries fail:

- Installation automatically **rolls back**
- All changes are reverted
- System restored to the previous state
- Returns **exit code 6 or 7**

4.9 Important Notes

- **Before Installation:**

Close all **Exterro applications** (FTK, DPM, etc.)

Run the installer as **Administrator**

Ensure **sufficient disk space** (2× backup size recommended)

Manually stop services if needed:

```
net stop ExterroSelfHostService
```

- **During Installation:**

- Typical duration: **2–5 minutes**
- With retries: Additional ~2 seconds per locked file or ~40 seconds per service
- Watch console output for retry messages
- Do **not** terminate the process — allow completion or automatic rollback

- **After Installation:**

- Verify exit code for success/failure
- Review logs if installation failed
- Fix issues and re-run the installer if necessary

4.10 Default Directories

Type	Path	Example
Backup Directory	<i>%ProgramData%\ExterroPatchManager\Backups\Patch_YYYYMMdd_HHmmss</i>	C:\ProgramData\ExterroPatchManager\Backups\Patch_20250115_142530
Log Files	<i>%ProgramData%\ExterroPatchManager\Logs\PatchLogs\patch-client-YYYYMMdd.log</i>	C:\ProgramData\ExterroPatchManager\Logs\PatchLogs\patch-client-20250115.log

4.11 Troubleshooting

- **Exit Code 8 - Not Administrator**

- Run as administrator

```
runas /user:Administrator "ExterroPatch_8.2SP2HF4.exe /silent"
```

- **Exit Code 6 - Patch Failed (Locked Files after 5 retries)**

- Close all Exterro applications.
- Stop services:

```
net stop FTKService
```

- End background processes in Task Manager.
- Retry installation.

- **Exit Code 7 - Service Control Failed**

If Services do not stop/start after 5 retries:

- Manually stop service:

```
Stop-Service -Name "FTKService" -Force
```

- Check service status:

```
Get-Service FTKService
```

- Restart the system and retry.
- Review Windows Event Logs for service errors.

- **View Latest Logs (PowerShell)**

```
$logPath = "$env:ProgramData\ExterroPatchManager\Logs\PatchLogs"  
$latestLog = Get-ChildItem -Path $logPath -Filter "patch-client-*.log" | Sort-Object LastWriteTime -  
Descending | Select-Object -First 1  
Get-Content $latestLog.FullName -Tail 50
```

4.12 Enterprise Deployment

- **Using SCCM Package:**

- **Command Line:**

```
Command Line: ExterroPatch_8.2SP2HF4.exe /silent /backup:"%ProgramData%\ExterroBackups"
```

- **Run:** With administrative rights

- **Success Codes:** 0

- **Reboot:** Not required

- **PowerShell Deployment Script:**

```
Deploy to multiple computers
$computers = Get-Content "computers.txt"
foreach ($computer in $computers) {
    $session = New-PSSession -ComputerName $computer
    Invoke-Command -Session $session -ScriptBlock {
        & "C:\Temp\ExterroPatch_8.2SP2HF4.exe" /silent
        return $LASTEXITCODE
    }
    Remove-PSSession $session
}
```

4.13 Example Console Output

- For a Successful Installation:

```
=====
Exterro Forensic Tools Patch Manager
Version 1.0.0
=====
[INFO] Initializing silent mode installation with 5 automatic retries per operation...
[INFO] Starting patch installation...
[INFO] Backup location: Default
[INFO] Extracting patch data...
[INFO] Detecting installed modules...
[INFO] Creating backup...
[INFO] Applying patches...
[INFO] Starting file write with retry: FTK.exe (Max total attempts: 5)
[WARN] File write attempt 1/5 failed: FTK.exe. Retrying in 500ms...
[INFO] File write succeeded on attempt 2/5: FTK.exe
[SUCCESS] Patch installation completed successfully!
```

- Failed Installation with Rollback:

```
[ERROR] File remains locked after 5 retry attempts in silent mode: Example.dll
[INFO] Module patch failed - automatically rolling back ALL modules
[INFO] ==== PERFORMING FILE ROLLBACK ====
[SUCCESS] Rollback completed successfully - system restored to previous state
[ERROR] Patch installation failed!
Exit Code: 6
```

5 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):

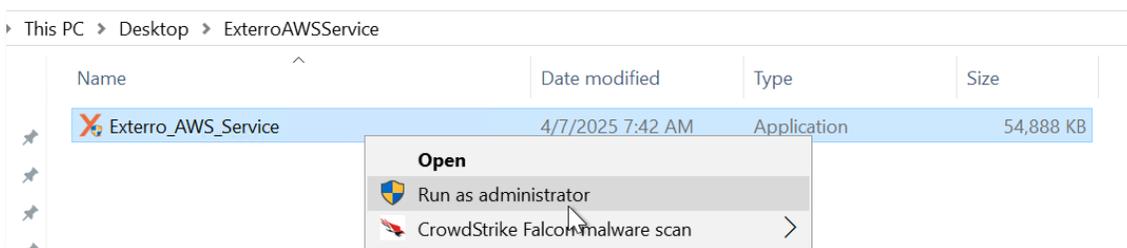
Before installing the latest Exterro AWS service, ensure that any existing version is uninstalled:

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**.

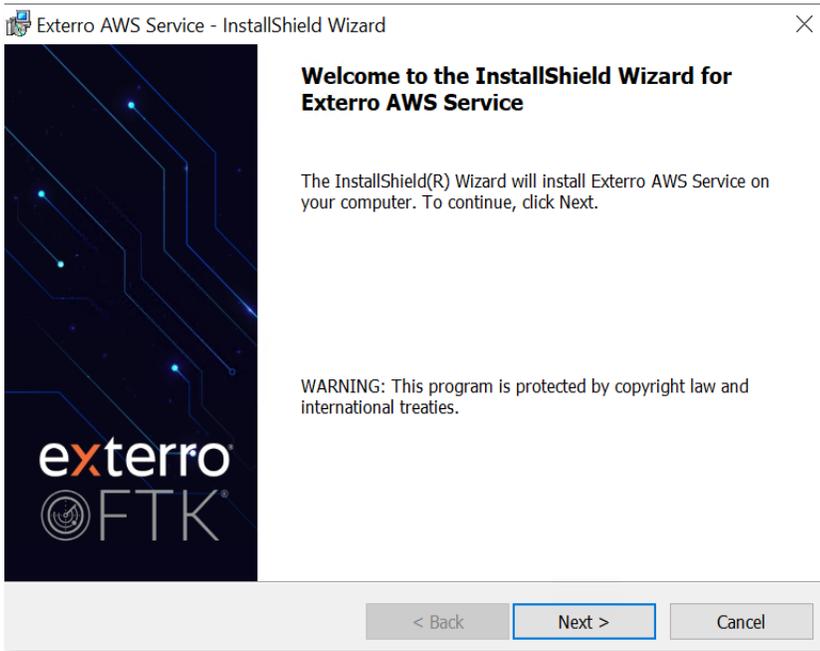
Follow the steps below to install the Exterro AWS Service for local uploads and downloads from AWS S3:

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.



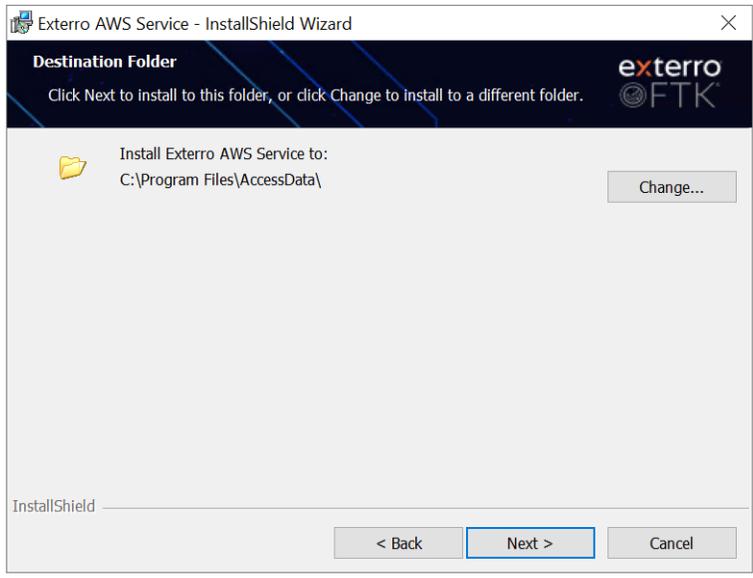
3. Click **Next**.

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



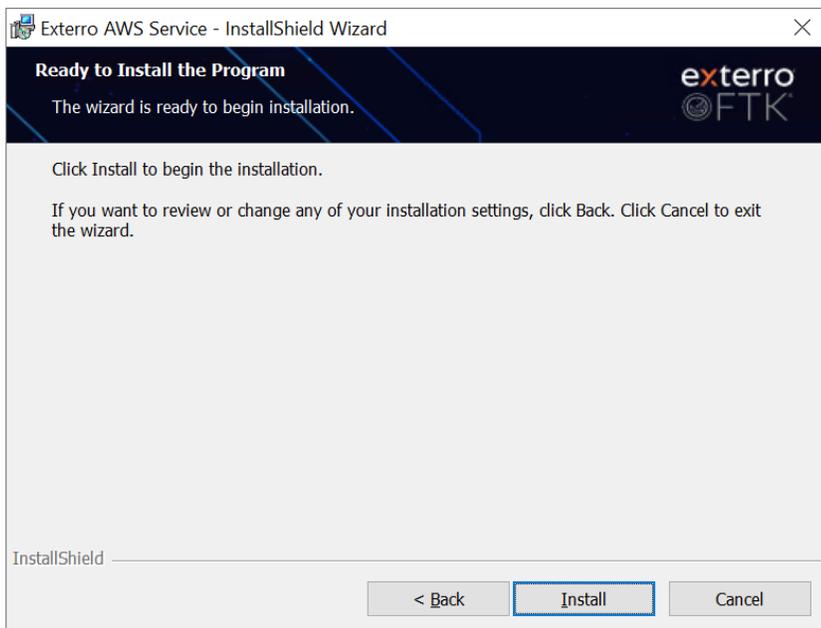
4. Accept the EULA terms and click **Next**.

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



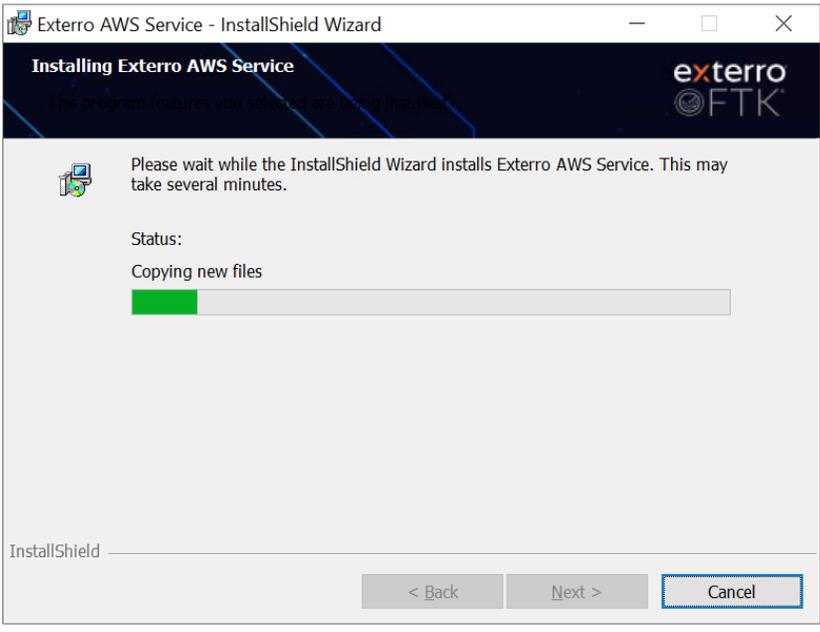
5. Select the Installation directory and click **Next**.

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

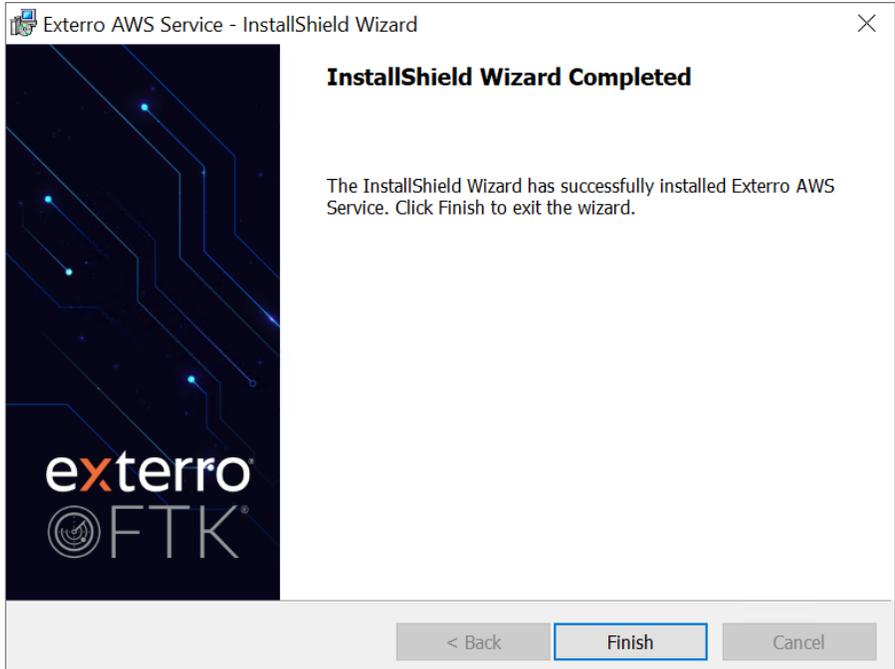


6. Click **Install**.

- 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" />
```



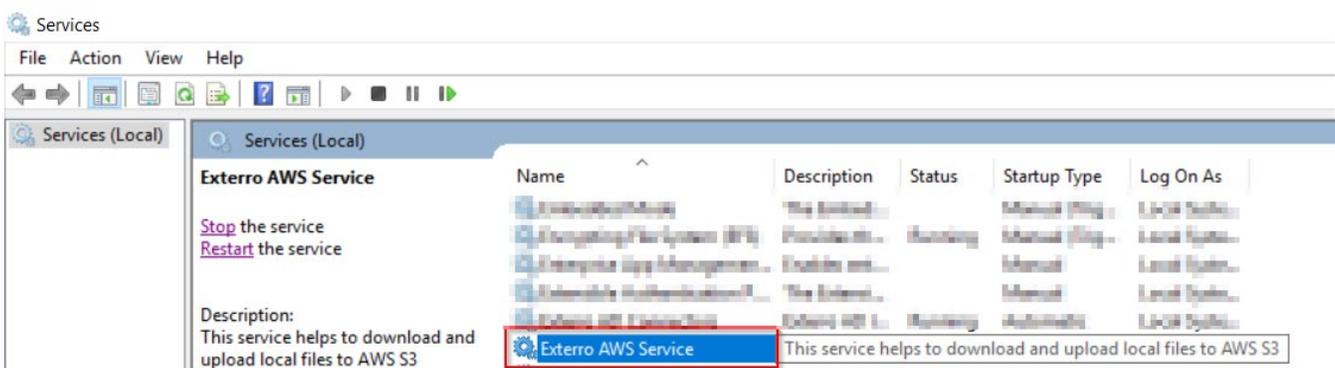
Note: After the installation is completed, verify that the Exterro AWS Service application is upgraded to their latest version by navigating to **Start > Control Panel > Programs > Programs and Features**.

Application	Version
Exterro AWS Service	1.0.0.21

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**.



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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