FTK SUITE 8.2 SP2 HF4 – RELEASE NOTES

DECEMBER 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.

1   What's New

1.1   Function Enhancements

1. Hotfix patches for FTK Central are now readily available for download directly from the application's home page. Users can access the latest hotfix installer by simply logging in and clicking the hotfix link (briefly displayed) in the UI for upcoming hotfix releases. *(FTKC-61994)*

2. FTK Central administrators no longer need to provide a user's old password to set a new password for them. As a part of this enhancement, the 'Old Password' field will not be displayed in the 'Update User' page when an administrator updates the user details. *(FTKC-63189)*

3. For faster performance, the AWS S3 'Upload' and 'Download' operations (from Network Path) will now be processed via the AWS S3 service instead of selfhost service. *(FTKC-58141)*

    Notes:

    - *Set the 'CloudUploadServiceInserverUrl' property with the machine hosting the AWS service intended to perform the AWS S3 uploads and downloads. If no machines are configured for this property, the selfhost service will be used to process the operations. (FTKC-63610)*

    - *For more information related to the property, refer to the app config guide.*

2 Resolved Issues

1. Resolved an issue where the last translated content (language A) of a file was not replaced with the latest translated content (language B) upon performing language translation in the FTK Central Review page. *(FTKC-62299)*

2. Resolved a sporadic issue where the 'Status' column was not updated for a file upon applying CAID/VIC labels to it via keyboard shortcuts. *(FTKC-62367)*

3. Resolved an issue where users were unable to remove some cases assigned to a user group in FTK Central. This issue occurred only in the machines where the Microsoft Distributed Transaction Coordinator (MSDTC) was disabled. *(FTKC-62456)*

4. Resolved a sporadic issue where the job initiated for the Multimedia Intelligence evidence processing operation was processing indefinitely. *(FTKC-62560)*

5. Resolved a sporadic issue where the time taken to load and display all the Collections in FTK Central was delayed. *(ER-34405)*

6. Resolved a sporadic issue where some of the files collected from the OneDrive data source did not contain any data. *(ER-33900)*

7. Resolved an issue where an incorrect count was displayed in the 'Custodian Details' page of Search Term Report. This issue occurred only for the cases containing custodians associated with two or more evidence. *(FTKC-62574)*

8. Resolved an issue where the time displayed in the 'Create Date' column of Case List was not based on the 'System Time Zone' set in the 'Administration' page. *(FTKC-62635)*

9. Resolved an issue where relevant images and videos were not automatically labeled for nudity, even when the corresponding evidence processing option was enabled for the case. *(FTKC-62973) (FCR-54884)*

10. Resolved an issue where some of the Export and Evidence Processing jobs were processing indefinitely in FTK Central. *(FTKC-62614)*

3 Open Issue

1. Incorrect term 'UTC' is displayed against the 'Created Date' column of Case List even when the column displays the time based on any time zone set in the System administration. *(FTKC-63927)*

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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