FTK SUITE 8.2 SP2 HF5 – RELEASE NOTES

JANUARY 2026

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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   Functional Enhancements

1. The 'Viewed' and 'Unviewed' filters in the FTK Central Review Page are now displayed as a drop-down menu for better accessibility. *(FTKC-64039)*
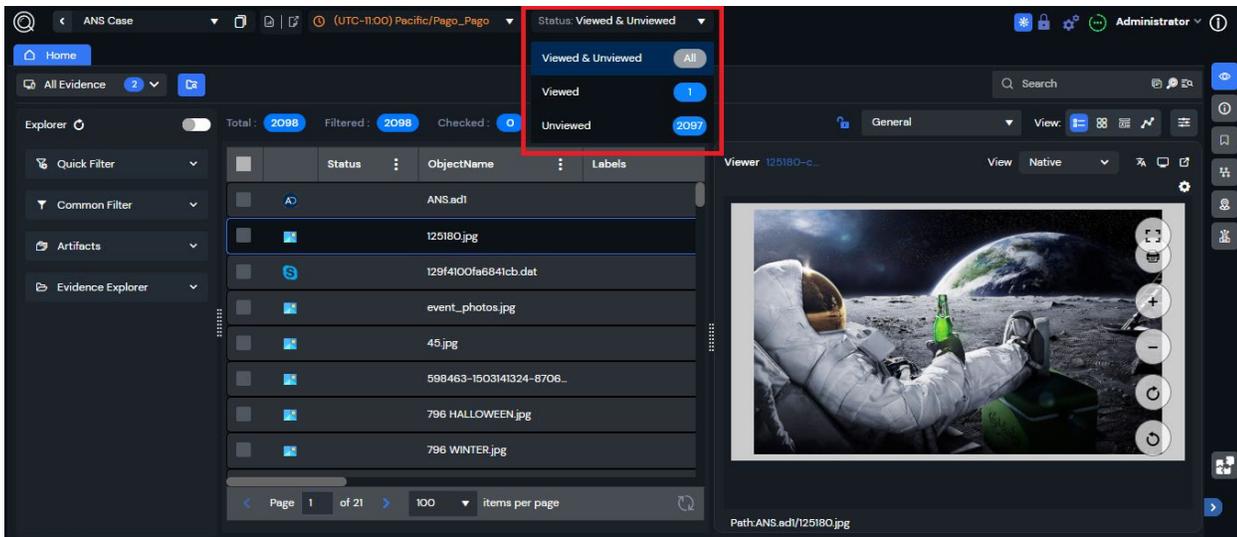
2. Exterro FTK Mac Agent now supports collection from the macOS Tahoe operating system. *(ER-32893)*

   Note: If you encounter problems with filtering or searching files in macOS Tahoe during the collection process, it is recommended that you rebuild the Spotlight Index on your Mac. (ER-32893)

3. Access to the 'Language Translation' feature in the FTK Central Review page is now controlled by the newly introduced 'Quick Translation (RWS)' permission. Users enabled with this permission can directly use the 'Language Translation' feature even if the option is not explicitly configured in the evidence processing of the corresponding case. *(FTKC-59651)*

   Note: This permission will be added by default for the existing roles. However, you should manually add this permission to the roles created from the FTK Suite 8.2 SP2 HF5 onwards. (FTKC-64285)

4. You can now assign cases to users or user groups directly from the 'Case List' instead of navigating to the 'User Management' page. To do so, select the new 'Assign Users/Groups to Case' option from the Actions menu displayed against the required case. *(FTKC-63938)*

   Note: This option is available only for users enabled with the 'Assign users to a case' permission.
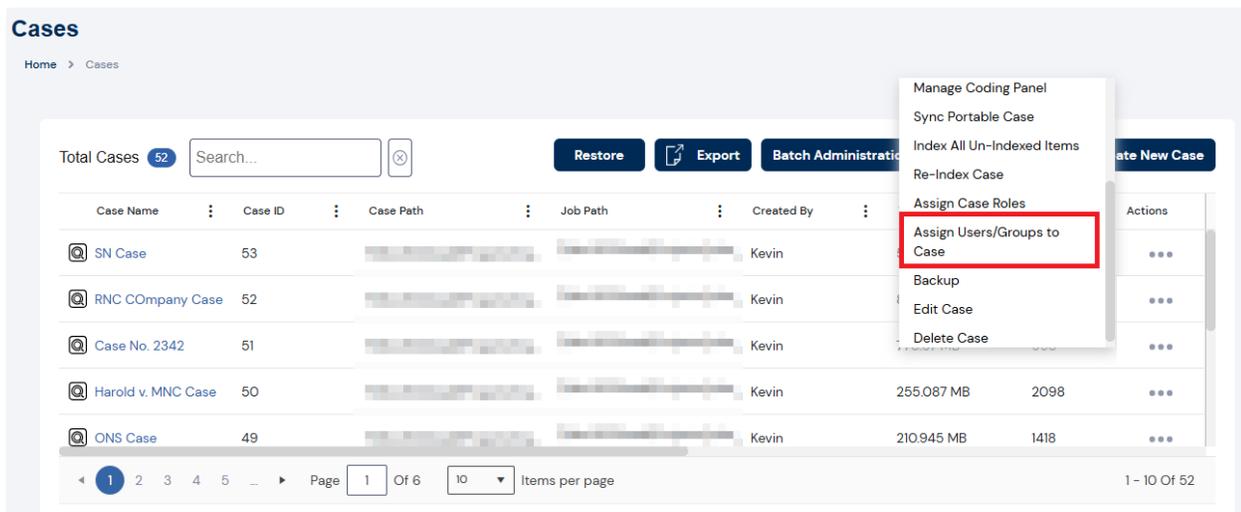
5. The FTK Central now prevents the download of a parent file if its associated child file is marked as 'Privileged'. *(FTKC-53440)*

6. You can now set expirations for the jobs initiated for Mac Collection in FTK Central. This configuration can be done from the newly introduced 'Job Expiration' section in the Create Collection page. You can select any one of the below provided options from the section to perform the corresponding action. *(ER-31895)*

- **Single Attempt** - The collection will be cancelled if the job is not initiated within 10 minutes after the collection is created.
- **Cancel Pending** - The collection will be cancelled if the job is not initiated within the specified duration.
- **Cancel Incomplete** - The collection will be cancelled within the specified duration regardless of the job initiation status.
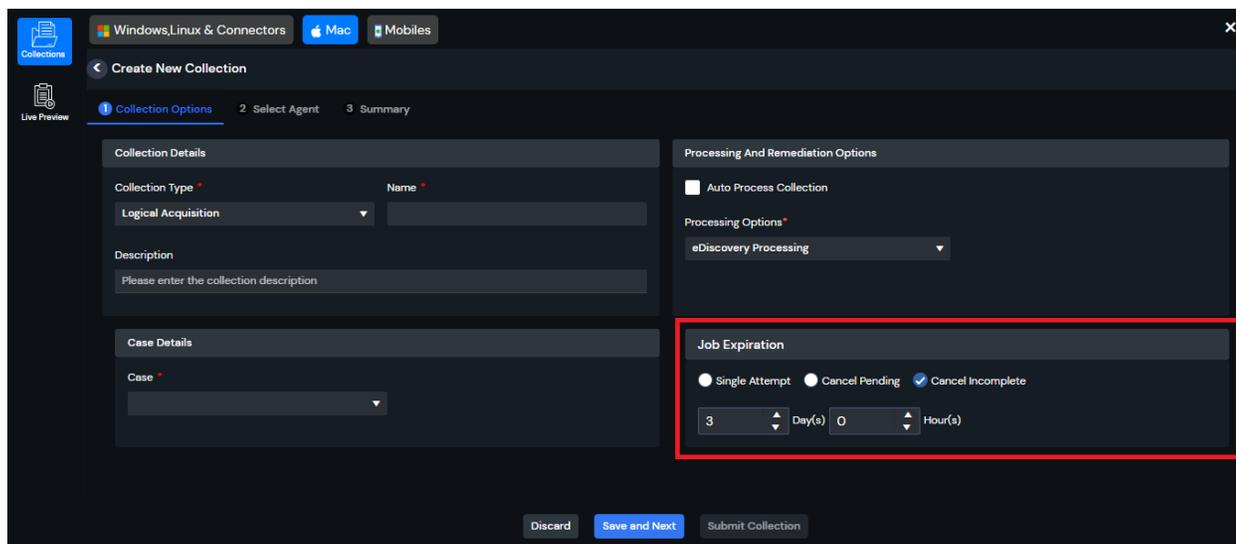

7. The MAC Agent has been upgraded to the 1.1.0.40 version.
8. The Job Queue has now been enhanced to include the jobs initiated for the 'Flag as Privileged' and 'Flag as Ignorable' operations performed in the FTK Central Review page. *(FTKC-64986)*
9. PostgreSQL has been upgraded to the 14.19 version in the FTK AI Server. *(FTKC-64050)*
10. The 'Unviewed' filter count under 'Common Filters' now updates dynamically based on the user viewing the FTK Central Review page, showing only the count of files that have not been viewed by that specific user. *(FTKC-65196)*

11. Numerous performance optimizations have been implemented across key areas of the application, including: **(FTKC-64373) (FTKC-64195)**

- **Filtering Operations:** Improvements to both the Filter Panel (Combination and Single Filters) and Column Filtering.
- **Chat Viewer Rendering:** Enhanced speed and efficiency when displaying larger chat data.
- **Initial Case Loading:** Faster initial loading of case files.
- **Evidence Selection:** Improved responsiveness when selecting evidence within a case.
- **Native Viewer:** Asynchronous loading of the Viewer panel. Avoids larger files from causing the entire UI to freeze until the native viewer has fully loaded.
- **AWS S3 Management:** Improved load times during folder traversal and initial load.

Note: To avail these performance improvements, you should set the value for 'EnableFacetFilterCaching' property as 'True' in the application's configuration file. **(FTKC-64528)**

12. A new warning message will be displayed when you try to select more than 50,000 files via the 'Select All' option from the FTK Central Review page: **(FTKC-64994)**
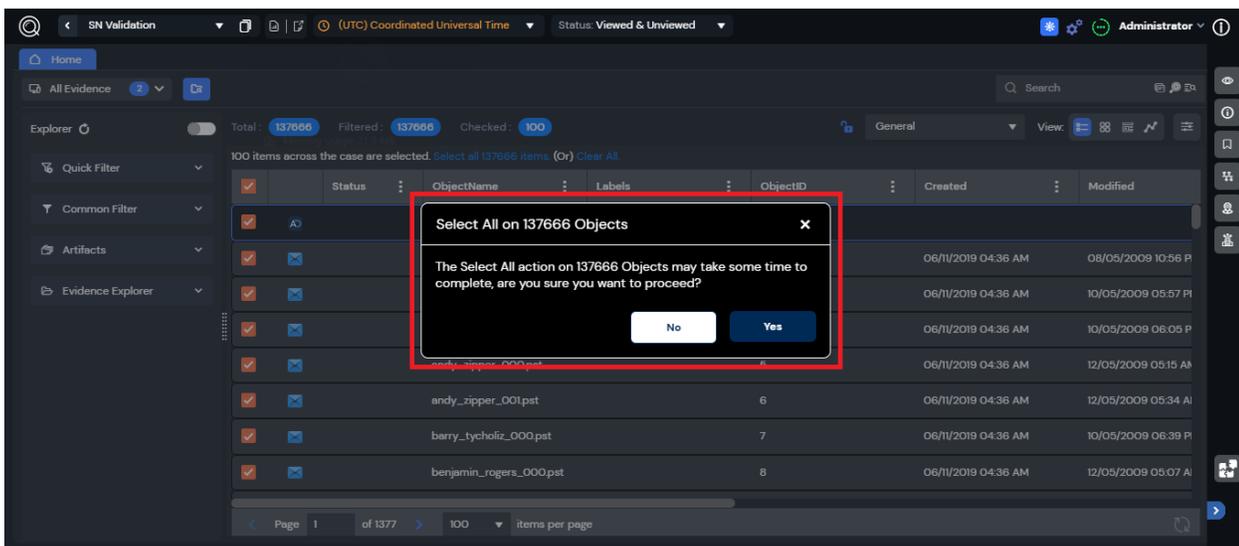
Note: This modification is applicable only in the List View.

2 Resolved Issues

1. Resolved an issue where incorrect dates were displayed for some files in the Timeline Report. This issue occurred only when the time zone was set to UTC+1 or UTC+2 for the FTK Central server. *(FTKC-64043)*

2. Resolved an issue where no chats were displayed upon filtering the chat viewer using date filters while using FTK Central in the Microsoft Edge browser. This issue occurred only when the date format was set to 'English (United States)' in the FTK Central application and 'English (United Kingdom)' in the FTK Central-installed machine. *(FTKC-63723)*

3. Resolved an issue where the Korean language content in a file was not displayed properly in the FTK Central Review page. This issue occurred in:

   - The content displayed in the viewer. *(FTKC-63557)*
   - The names of the files present in a ZIP file. *(FTKC-63556)*

4. Resolved an issue where larger PST files look more time to process than expected in FTK Central. *(FTKC-62670)*

5. Resolved an issue where the DPM configured in the ADG config file was used to process the 'Live Search' operation instead of the one selected while configuring the live search. *(FTKC-61025)*

6. Resolved an issue where the Opus (audio format) files were not played in the 'Native' viewer of FTK Central and FTK Plus. *(FCR-58078)*

7. Resolved an issue where the file details were not displayed in the List View after navigating to and back from other views in the FTK Central Review page. This issue occurred only when the 'Artifacts' type filters were applied before navigating to other views. *(FTKC-64347)*

8. Resolved an issue where conversations containing more than 40,000 messages were not loaded in the Chat Viewer of the FTK Central Review page. *(FTKC-64007)*

9. Resolved an issue where the Postgres Vector extension was not automatically installed during the Exterro AI Server installation. *(FTKC-64050)*

10. Resolved an issue where users assigned only with the AWS S3 permissions were unable to access the System Administration page in FTK Central. *(FTKC-63971)*

11. Resolved an issue where the Viewer pane was minimized while viewing email files in the pop-out viewer of FTK Central. *(FTKC-58451)*

12. Resolved an issue where the Index status was not updated for some of the cases in the Case List after restarting the selfhost service. *(FTKC-64030)*

13. Resolved an issue where the corresponding jobs initiated upon performing the following operations from the 'Case Summary' page were processed via selfhost service instead of the AWS S3 service: *(FTKC-63853)*

    - Adding evidence using the 'Select from S3' option from the 'Add Evidence' pop-up.

    - Performing the 'Process Data' operation for the evidence added to the case via AWS S3.

14. Resolved a sporadic issue where errors occurred for some of the keywords in the Search Term report generated for a complex query. This issue occurred only when the query consisted of wildcard terms. *(FTKC-63519)*

15. Resolved an issue where a delay occurred while checking/unchecking the files in the 'Item List' of the FTK Central Review page. *(FTKC-49159)*

16. Resolved an issue where the AWS S3 Service would sporadically hold files in memory. *(FTKC-64739)*

17. Resolved an issue where the displaying of labels list was delayed when a user expanded the 'Labels' node in the 'Common Filters' section of the FTK Central Review page.

    Note: As a part of this fix, the applied label count will no longer be displayed against the corresponding label folders. *(FTKC-64997)*

3 Open Issues

1. When the 'Group By' option is set to 'Stack' in the Thumbnail view of the FTK Central Review page, no files are displayed due to API errors. *(FTKC-64748)*

2. Adding AFF4 evidence without protected files to a case takes slightly longer than expected due to delays in API calls. *(FTKC-64648)*

3. The following issues occur in the FTK Central Review page upon creating batches for the corresponding case:
   - The count against the 'Blank' filter option in the 'Labels' column filter is incorrectly displayed as zero. However, the correct count is displayed after applying the filter. *(FTKC-65277*)
   - Irrelevant empty label options are displayed in the 'Labels' pane of the Create Details report page. *(FTKC-65239)*

4. When the 'Exclusion' option is enabled and the 'Viewed' filter (under 'Common Filters') is applied on the Review page of FTK Central, files viewed by both admin and non-admin users are not excluded as expected. *(FTKC-65381)*

5. Incorrect count is displayed in the details pane of 'Upload to AWS S3 Processor' job of 'Job Queue' upon uploading files or folders to an AWS S3 bucket from FTK Central. *(FTKC-64733)*

6. When removing bookmarks from multiple selected files using hotkeys, the user interface updates the bookmark status only for the first file. Although bookmarks are removed for all selected files, the correct status for remaining files is displayed only after a page refresh. This issue occurs only in the Thumbnail view of FTK Central Review page. *(FTKC-65686)*

7. The label and bookmark counts displayed under 'Common Filters' section of Exterro Review page disappears after clicking on the refresh button present against the 'Explorer' section name. However, the counts reappear after refreshing the page. *(FTKC-65685)*

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.

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