

# FTK SUITE 8.2 SP2 HF6 - INSTALLATION GUIDE

MARCH 2026

## Table of Contents

---

About Exterro .....	3
Purpose of the Document.....	3
Prerequisites .....	4
Before Applying the Patch .....	5
FTK /Enterprise/Lab/Central Users.....	6
Site Server Patch Installer .....	13
CUDA toolkit Upgrade for AI server installed on GPU servers .....	20
Required Software for GPU Machine.....	20
Installing CUDA Toolkit.....	25
Contact Exterro .....	30

## 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**
- **FTK 8.2 SP2 HF4**
- **FTK 8.2 SP2 HF5**

to the latest release:

- **FTK 8.2 SP2 HF6**

## Prerequisites

The following are the prerequisites for the FTK 8.2 SP2 HF6 version:

Before upgrading to FTK 8.2 SP2 HF6, 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 Evidence Processing Engine 10.29	<ul style="list-style-type: none"> <li>● 10.29.2.87 SP2</li> <li>● 10.29.2.90 SP2 HF1</li> <li>● 10.29.2.93 SP2 HF2</li> </ul>
Exterro Distributed Processing Manager 10.29	<ul style="list-style-type: none"> <li>● 10.29.2.97 SP2 HF3</li> <li>● 10.29.2.100 SP2 HF4</li> <li>● 10.29.2.126 SP2 HF5</li> </ul>
Exterro Forensics Tools 8.2	<ul style="list-style-type: none"> <li>● 8.2.2.127 SP2</li> <li>● 8.2.2.139 SP2 HF1</li> <li>● 8.2.2.146 SP2 HF2</li> </ul>
Exterro Forensics Tools Suite 8.2	<ul style="list-style-type: none"> <li>● 8.2.2.160 SP2 HF3</li> <li>● 8.2.2.179 SP2 HF4</li> <li>● 8.2.2.233 SP2 HF5</li> </ul>
Exterro Desktop Viewer	<ul style="list-style-type: none"> <li>● 8.2.2.83 SP2 / 8.2.2.93 SP2 HF</li> </ul>
Exterro FTK Plus <i>(Only Applicable for FTK Enterprise)</i>	<ul style="list-style-type: none"> <li>● 8.2.2.83 SP2 / 8.2.2.103 SP2 HF</li> </ul>
Exterro Site Server	<ul style="list-style-type: none"> <li>● 8.2.2.38 SP2</li> </ul>

## Before Applying the Patch

### Stop Running Jobs:

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

### 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:



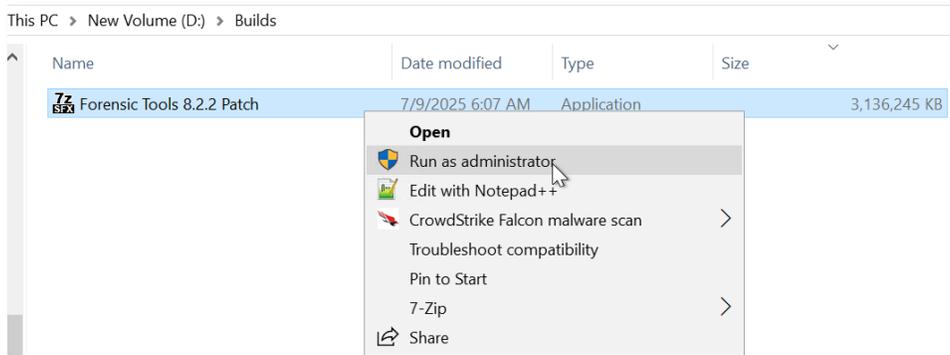
- Exterro Distributed Processing Manager
- Exterro Evidence Processing Engine
- Exterro Forensic Tools
- Exterro Site Server
- Exterro FTK Plus/Desktop Viewer

## FTK /Enterprise/Lab/Central Users

---

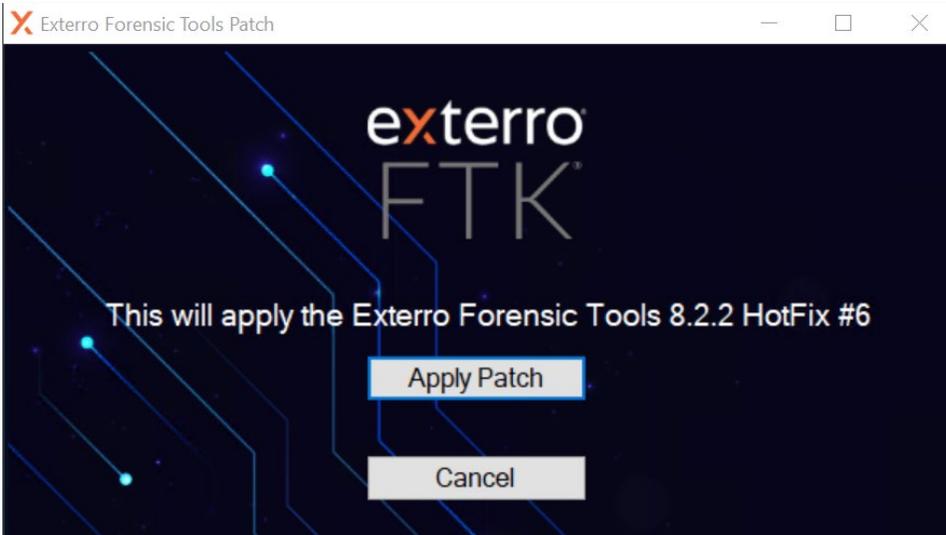
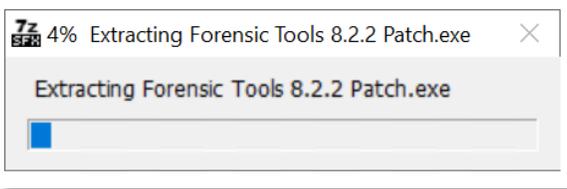
### Steps:

1. Download the Latest patch installer (**FTK 8.2 SP2 HF6**) 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.

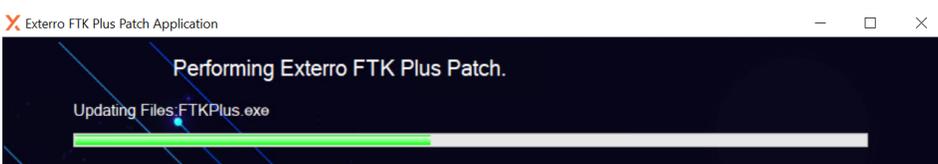
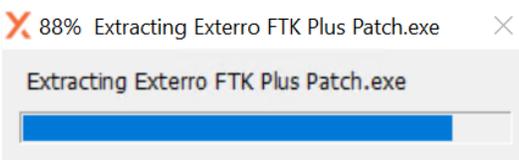
- The extraction process will begin, and it may take 2 to 3 minutes. Once completed, click **Apply Patch**.



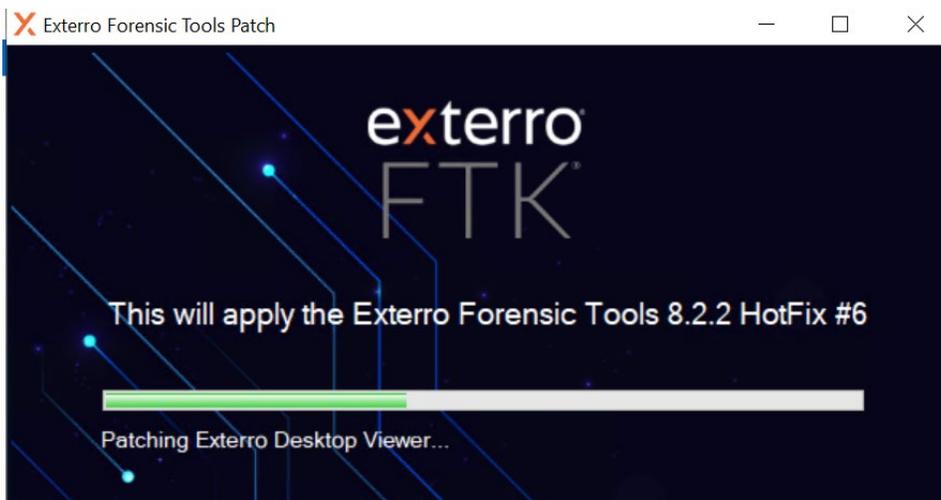
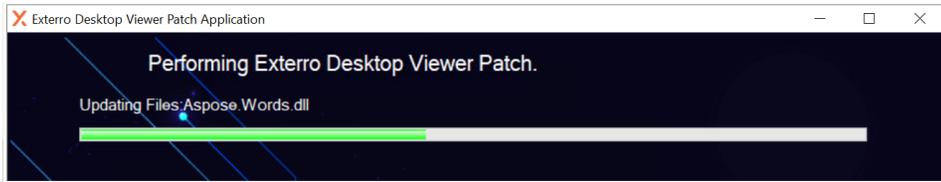
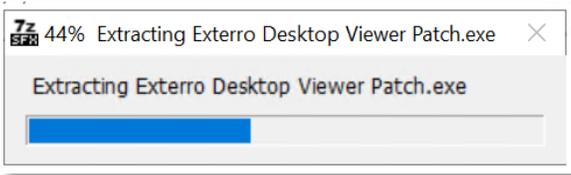
3. Read and accept the terms and conditions of the License Agreement and click **Continue**.

- The upgrade will proceed with the following components applied sequentially:

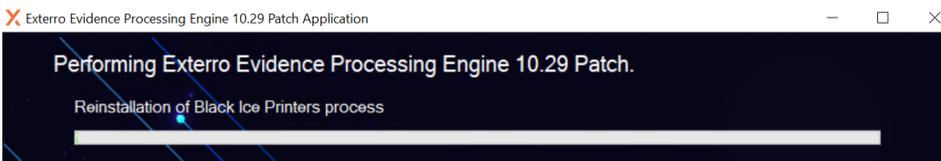
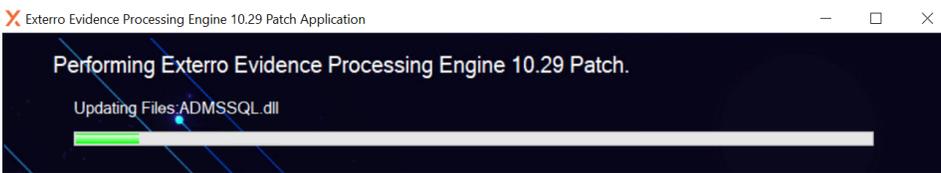
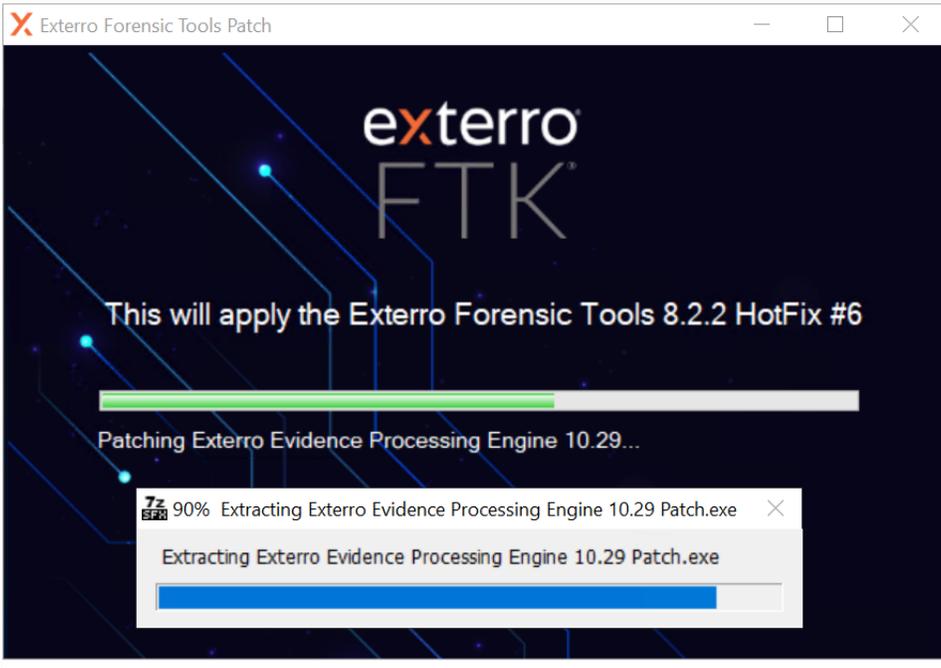
- i. **FTK Plus Patch**



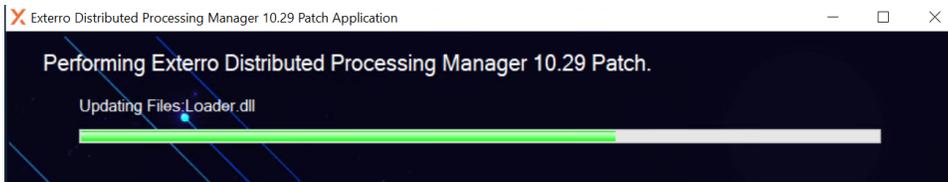
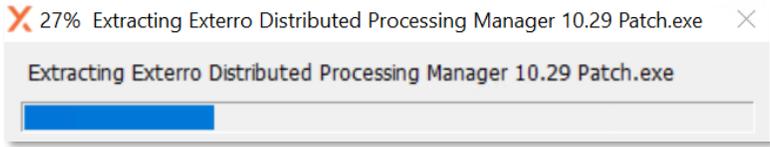
## ii. Desktop Viewer Patch



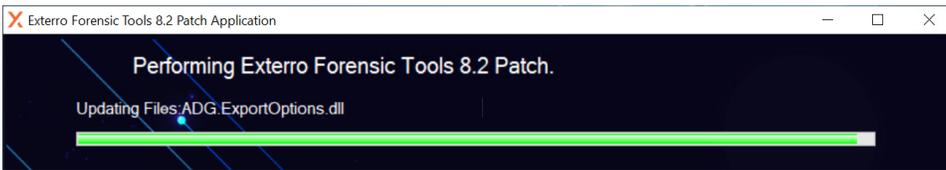
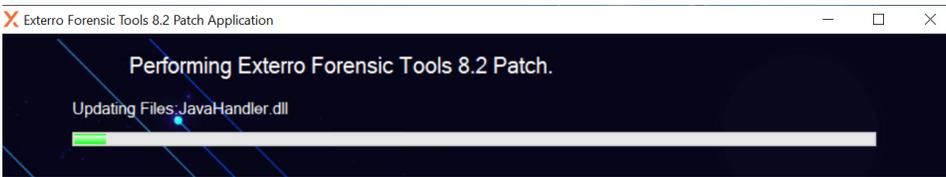
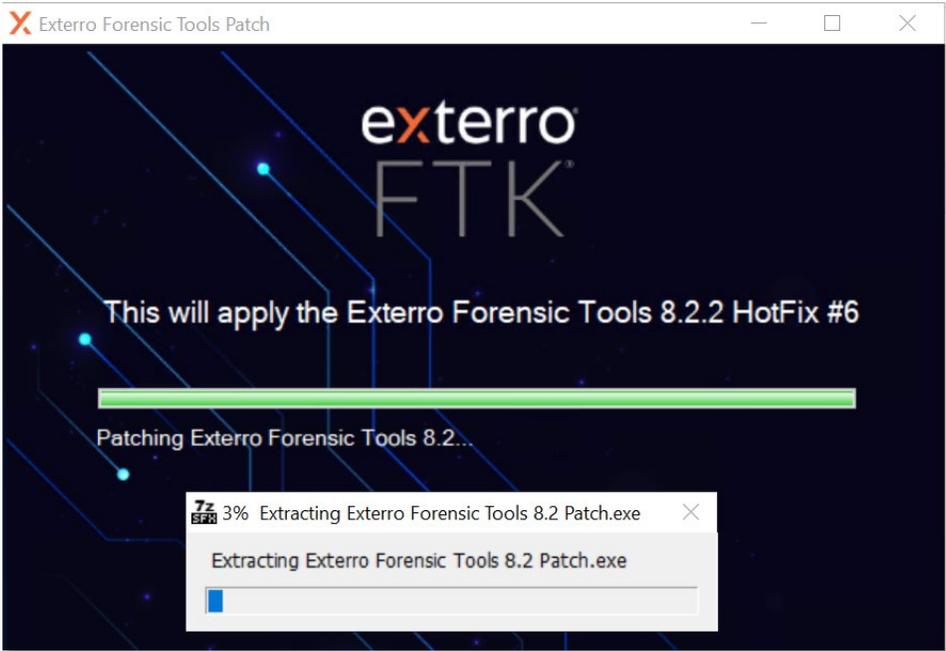
iii. EP/DPE Patch Application with Black Ice Printer Driver



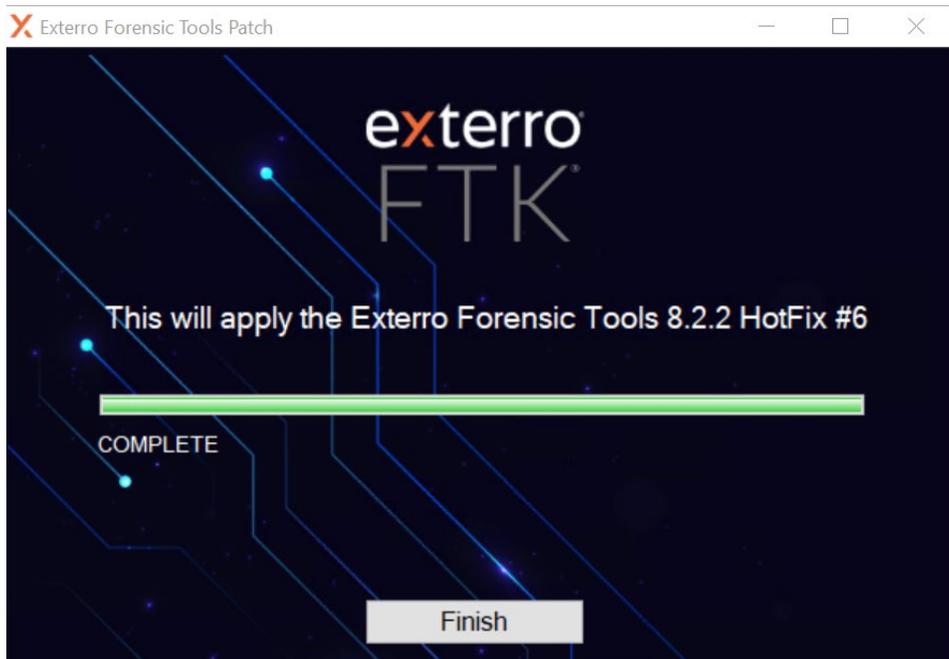
iv. **DPM Patch Application**



v. FTK Patch



After all the above patches have been applied, click **Finish**

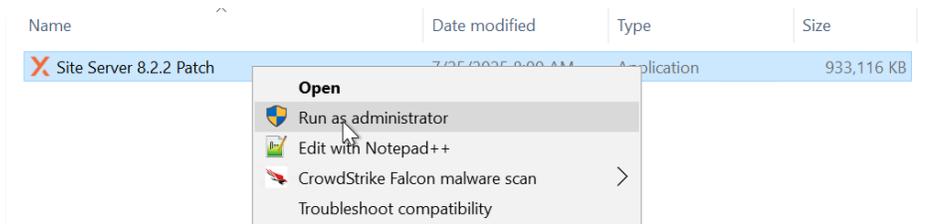


## Site Server Patch Installer

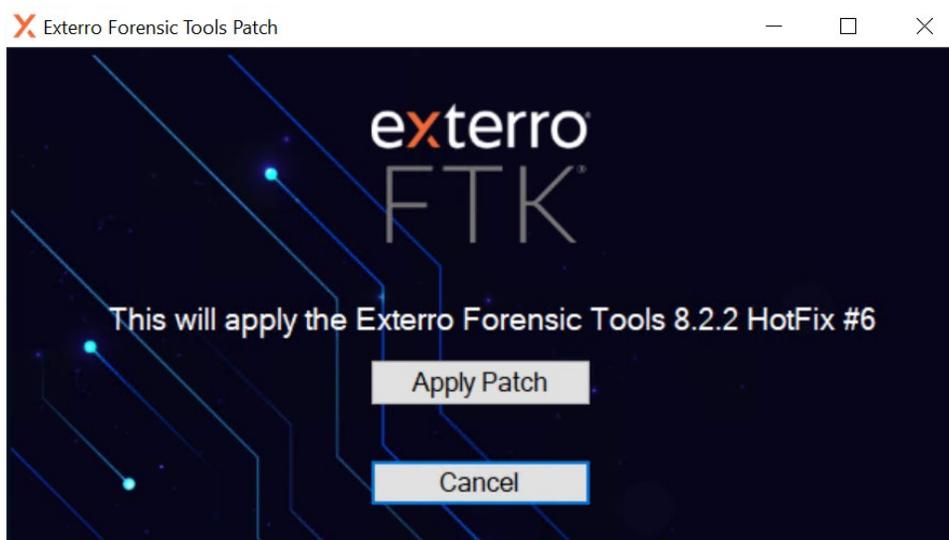
Follow the steps provided below for installing the Site Server Patch:

### 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**.

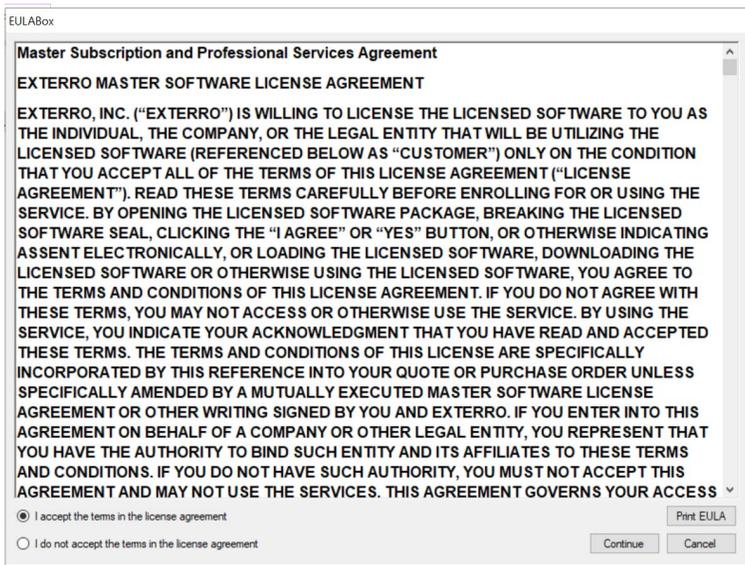


- The following page will be displayed.



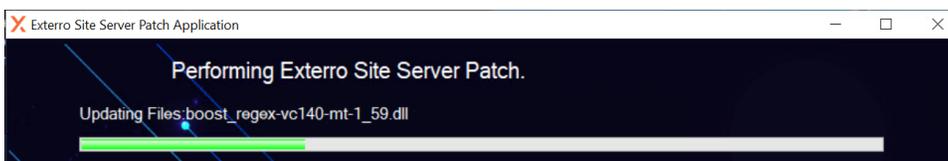
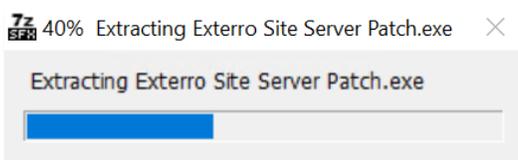
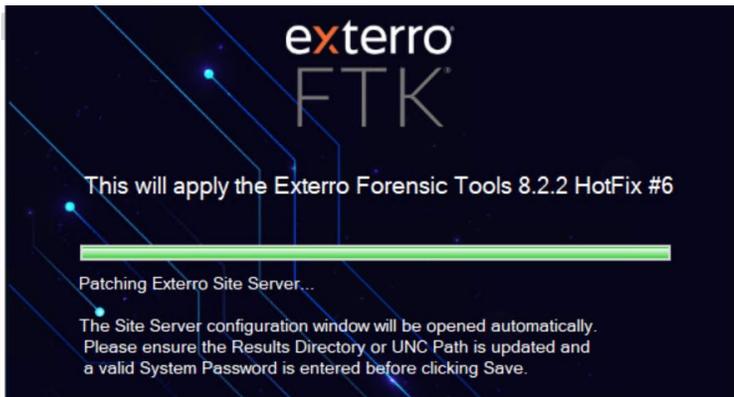
3. Click **Apply Patch**.

- 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: 172.24.1.255  
 External Addresses/FQDN: 13.201.99.93  
 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): 192.168.1.1/24,192.168.2.1/24  
 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: 443

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

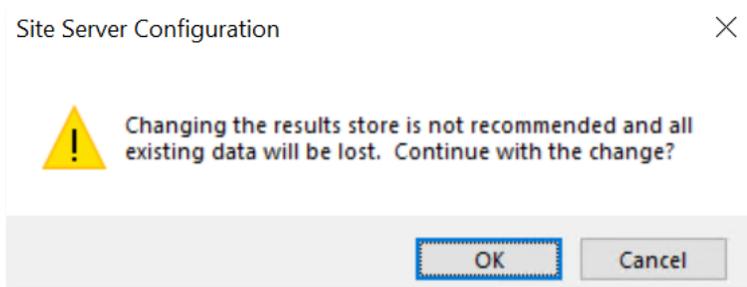
5. Enter the **PostgreSQL System Password** in the 'System password' field.
6. Use the file explorer (...) to re-select the desired **Results** folder. Alternatively, you can add or remove the trailing backslash (\) at the end of the path.



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

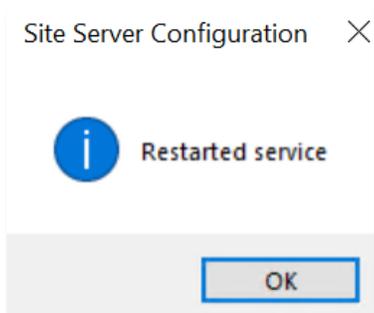
7. Click **Apply**.

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



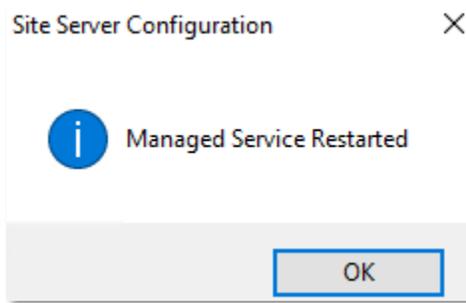
8. Click **OK**.

- 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.



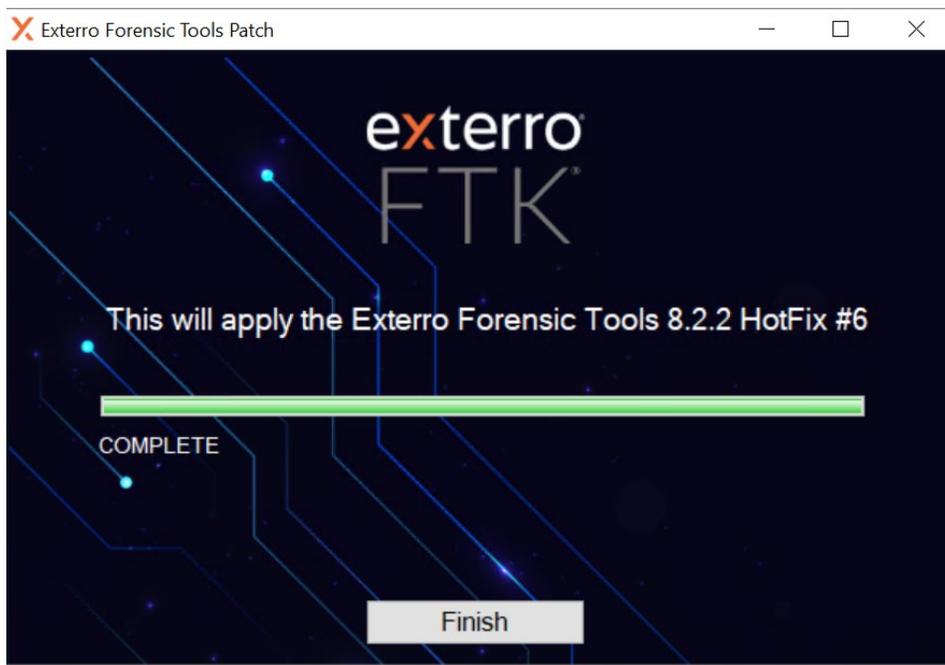
9. Click **OK**.

- The following pop-up will be displayed.



10. Click **Ok**.

11. Click **Finish**.





**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	8.2.2.146 SP2 HF6
Exterro Distributed Processing Manager 10.29	10.29.2.573 SP2 HF6
Exterro Evidence Processing Engine 10.29	10.29.2.573 SP2 HF6
Exterro Forensic Tools 8.2	8.2.2.600 SP2 HF6
Exterro Forensics Tools Suite 8.2	8.2.2.600 SP2 HF6
Exterro FTK Plus	8.2.2.64 SP2 HF6
Exterro Site Server	8.2.2.64 SP2 HF6

**Note:** It is highly recommended to upgrade the PostgreSQL database for FTKC/Site Server or AI Server. You are recommended to refer the **PostgreSQL Upgrade Guide**.

## CUDA toolkit Upgrade for AI server installed on GPU servers

Below Upgrade has to be done on the All the GPU servers where AI server is installed.

**Note:** Before Upgrading make sure to **Uninstall** all the older NVIDIA components from the control panel.

Microsoft Edge	Microsoft Corporation	6/11/2025	176 MB	145.0.3800.97
Microsoft Visual C++ 2015-2019 Redistributable (x86) ...	Microsoft Corporation	7/17/2025	20.1 MB	14.22.27821.0
Microsoft Visual C++ 2015-2022 Redistributable (x64) ...	Microsoft Corporation	4/10/2025	20.7 MB	14.42.34438.0
Notepad++ (64-bit x64)	Notepad++ Team	7/18/2025	17.3 MB	8.8.2
NVIDIA CUDA Toolkit 12.8	NVIDIA Corporation	7/17/2025		12.8
NVIDIA FrameView SDK 1.4.10624.35034762	NVIDIA Corporation	7/17/2025		1.4.10624.35034762
NVIDIA Graphics Driver 571.96	NVIDIA Corporation	7/17/2025		571.96
NVIDIA Nsight Compute 2025.1.0	NVIDIA Corporation	7/17/2025	894 MB	25.1.0.0
NVIDIA Nsight Systems 2024.6.2	NVIDIA Corporation	7/17/2025	1.06 GB	24.6.2.225
NVIDIA Nsight Visual Studio Edition 2025.1.0.25002	NVIDIA Corporation	7/17/2025	397 MB	25.1.0.25002
NVIDIA PhysX System Software 9.23.1019	NVIDIA Corporation	7/17/2025		9.23.1019
NVIDIA RTX Desktop Manager 205.28	NVIDIA Corporation	7/17/2025		205.28
Ollama version 0.6.8	Ollama	2/12/2026	4.99 GB	0.6.8
Postman x86_64 11.55.5	Postman	7/25/2025	134 MB	11.55.5

### Required Software for GPU Machine

- **NVIDIA GPU Drivers:** If you are using a GPU-enabled server, ensure that you install the **NVIDIA Driver** and **CUDA Toolkit**.
- **Supported version:** CUDA 12.8.0, CUDA 13.2 and later.

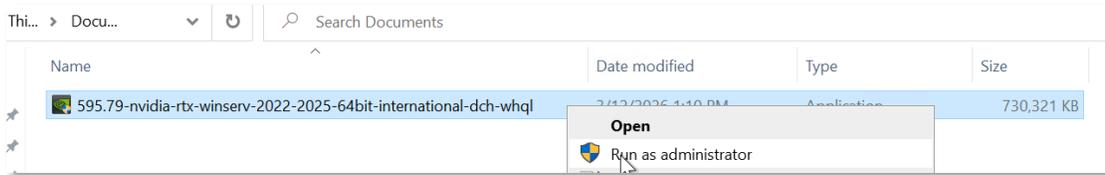
**Note:** The AI server can also run on CPU-only machines; however, AI jobs are computationally intensive and may take significantly longer (several days for larger volumes of objects) to complete without GPU acceleration.

CUDA toolkit 13.2 does not come with its own driver. So we must download the driver manually from the NVIDIA website and Proceed with Driver installation for CUDA 13.2:

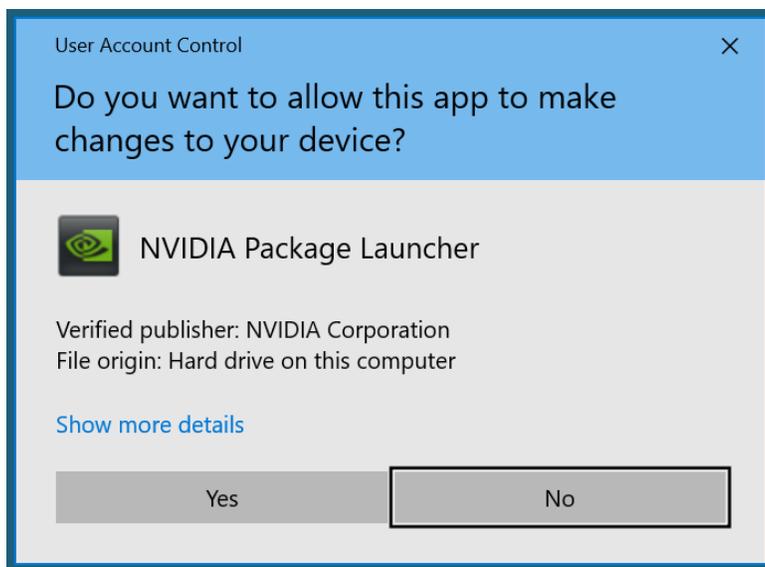
- [https://us.download.nvidia.com/Windows/Quadro\\_Certified/595.79/595.79-nvidia-rtx-winserv-2022-2025-64bit-international-dch-whql.exe](https://us.download.nvidia.com/Windows/Quadro_Certified/595.79/595.79-nvidia-rtx-winserv-2022-2025-64bit-international-dch-whql.exe)

**Steps:**

1. Once downloaded, right click and **Run as Administrator**.

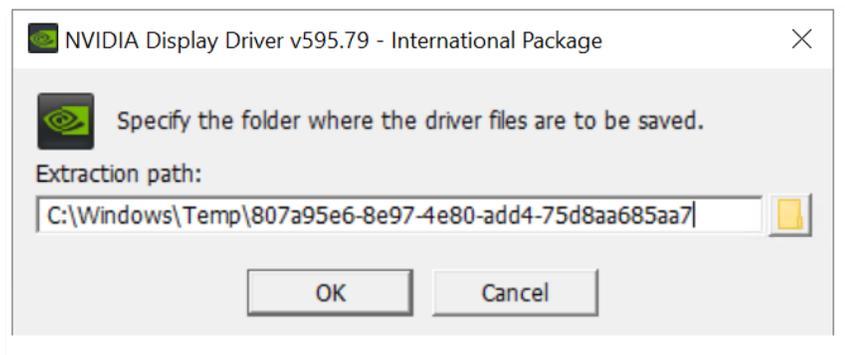


- The **User Account Control** pop-up will be displayed.

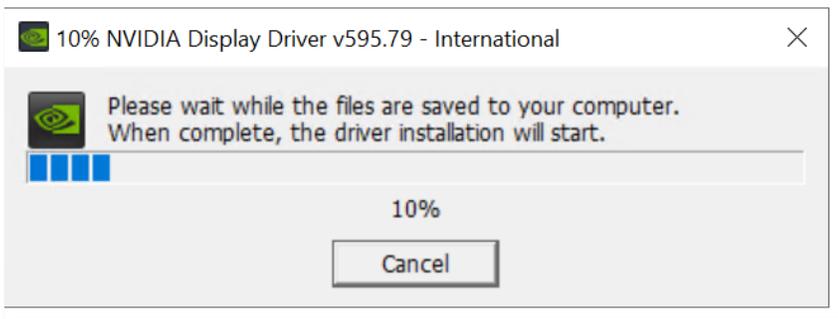


2. Click **Yes**.

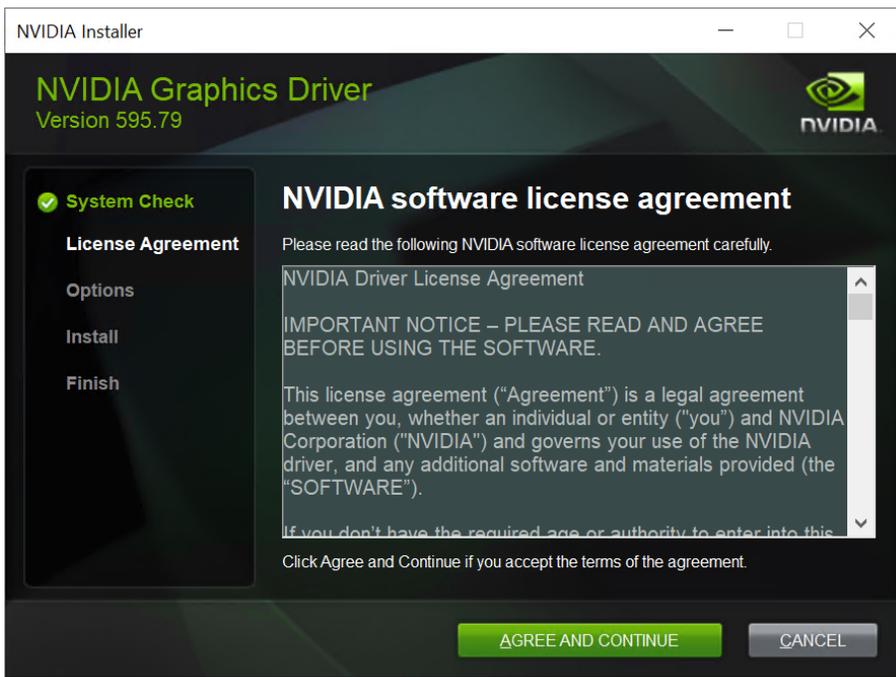
- The below specify the folder pop-up will be displayed.



3. Select the temp directory for extraction.
  - The extraction process will begin.



- The following license agreement page will be displayed.



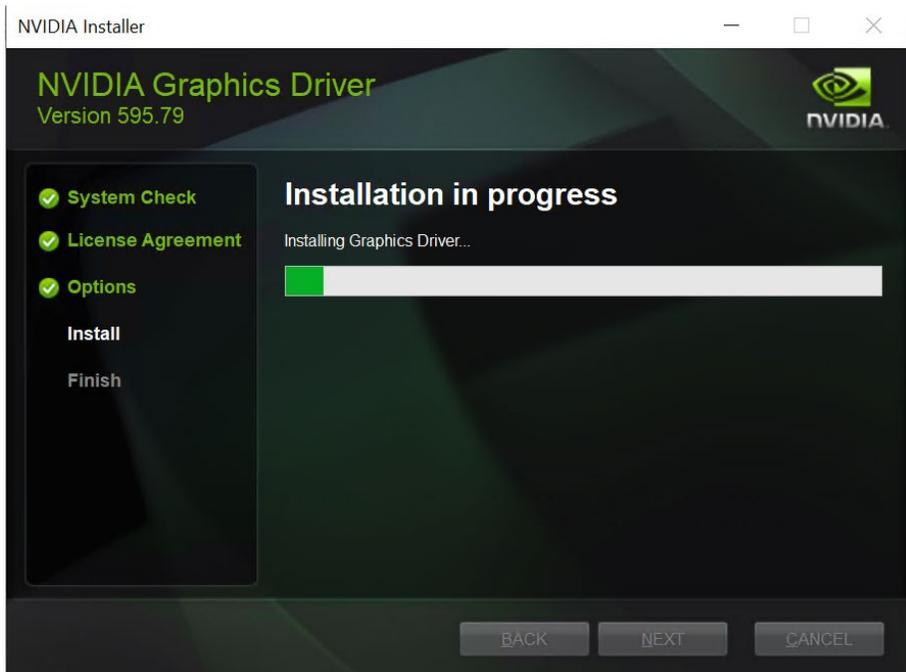
4. Click **Agree and Continue**.

- The **Installation Options** page will be displayed.

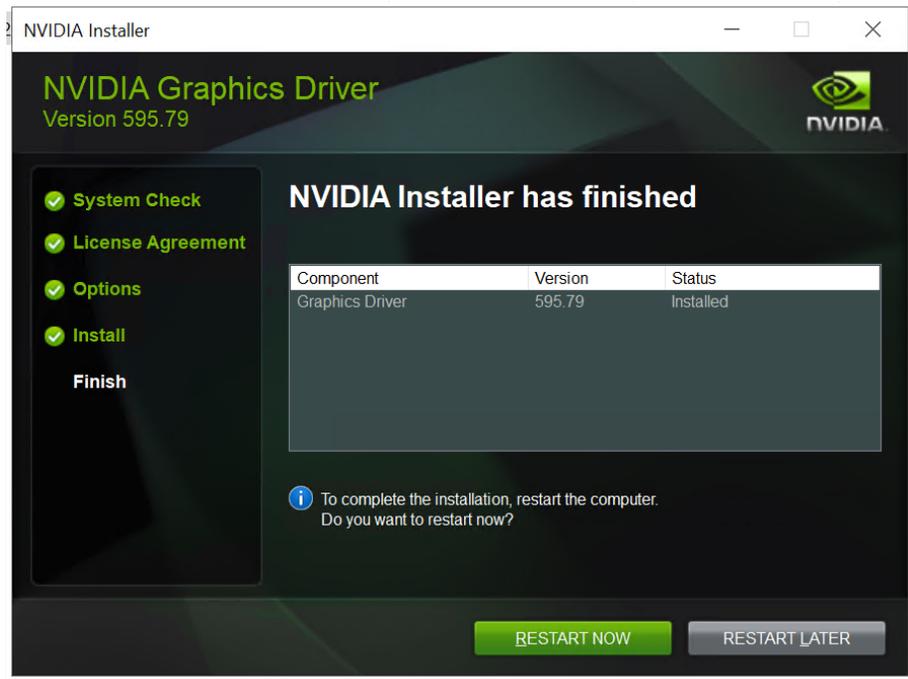


5. Click **Next**.

- The Installation progress page will be displayed.



- The Installation completion page will be displayed.



6. Click **Restart Now**.

## Installing CUDA Toolkit

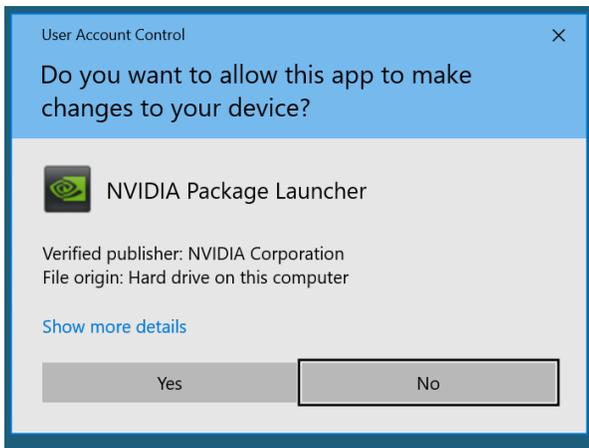
1. Use the link provided below to download the CUDA application.

**Driver Download:** [CUDA 13.2.0 for Windows Server 2022](#)

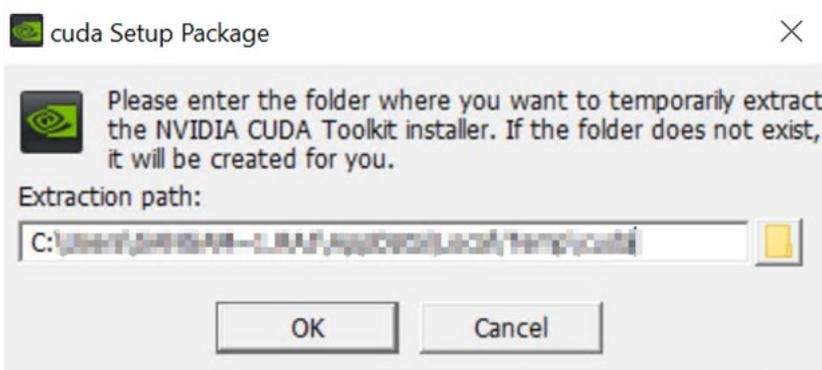
2. Right-click on the downloaded **CUDA** application and select **Run as Administrator**.



3. Click **Yes** when prompted on the User Account Control page.

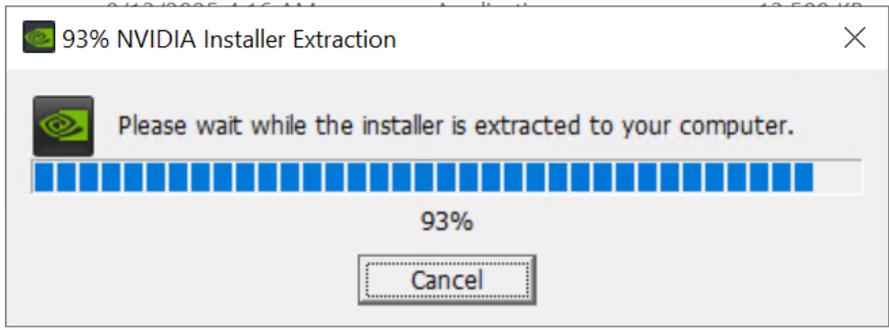


- The below pop-up will be displayed.



4. Select the Extraction path and click **Ok**.

- The Extraction process will begin.



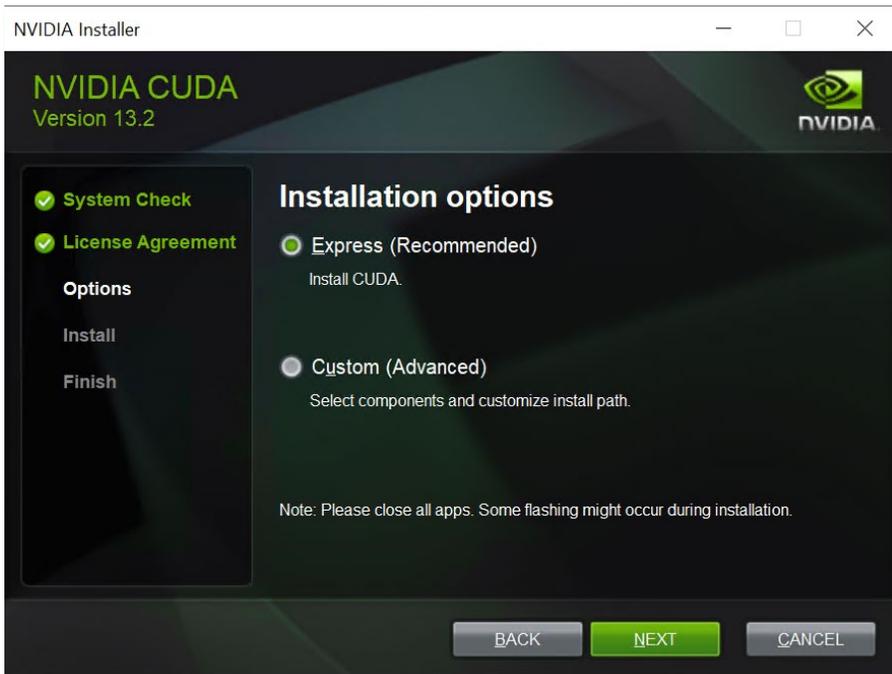
5. Select the Package location for extracting the CUDA Toolkit.

- Once the installer extraction is complete, the following page will be displayed.



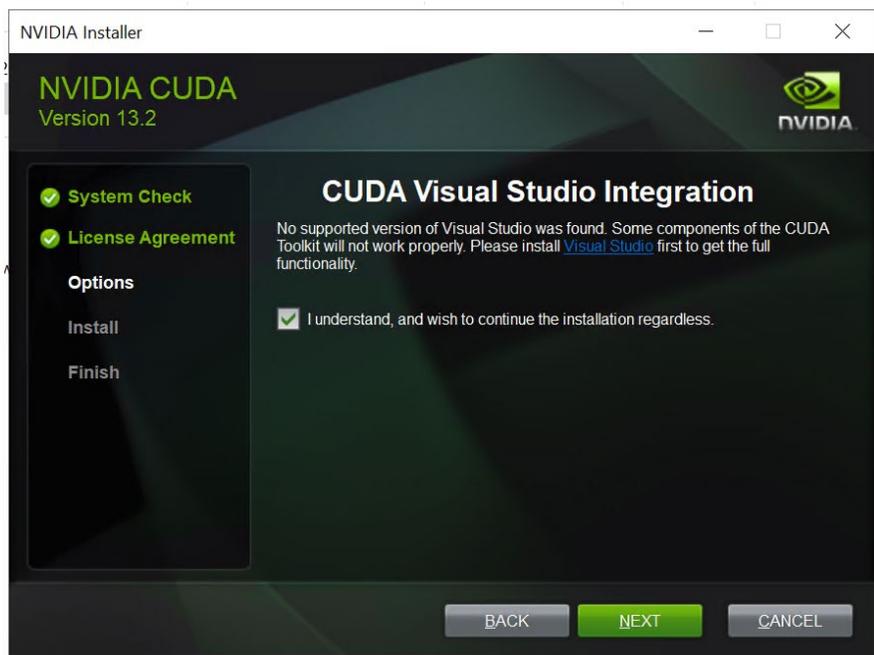
6. Read and accept the License agreement by clicking on **Agree and Continue**.

- The following installer page will be displayed.



7. Choose the Installation Option as **Express (Recommended)** and click **Next**.

- The following page will be displayed.

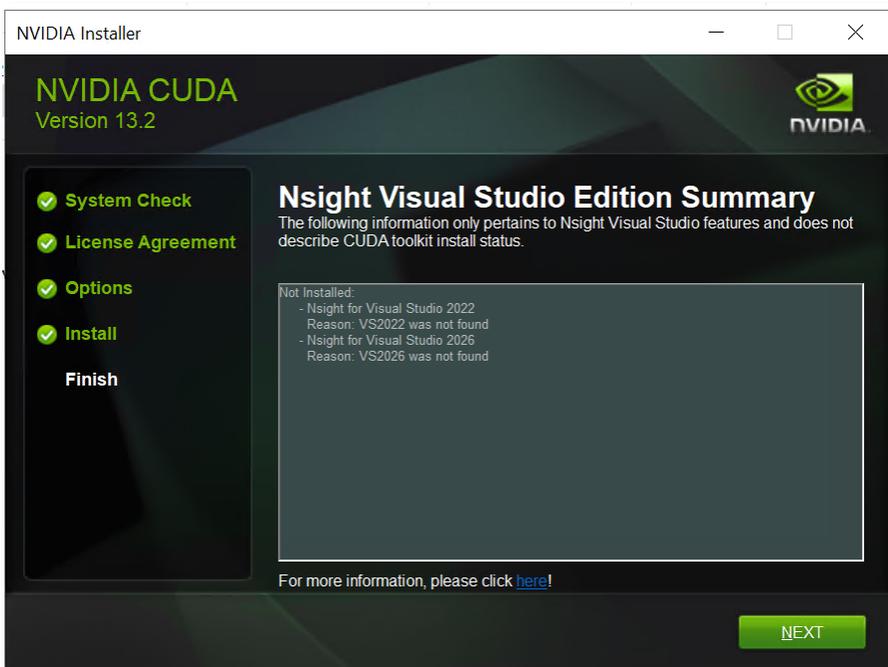


8. Select the 'I understand, and wish to continue the installation' checkbox and click **Next**.



9. Click **Next**.

- Once the installation process is completed, the following page will be displayed:



10. Click **Next**.



## 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](mailto:support@exterro.com).

**Contact:****Exterro, Inc.**

2175 NW Raleigh St., Suite 110

Portland, OR 97210.

Telephone: 503-501-5100

Toll Free: 1-877-EXTERRO (1-877-398-3776)

Fax: 1-866-408-7310

**General E-mail:** [info@exterro.com](mailto:info@exterro.com)

**Website:** [www.exterro.com](http://www.exterro.com)

---

Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Exterro, Inc. The trademarks, service marks, logos or other intellectual property rights of Exterro, Inc and others used in this documentation ("Trademarks") are the property of Exterro, Inc and their respective owners. The furnishing of this document does not give you license to these patents, trademarks, copyrights or other intellectual property except as expressly provided in any written agreement from Exterro, Inc.

The United States export control laws and regulations, including the Export Administration Regulations of the U.S. Department of Commerce, and other applicable laws and regulations apply to this documentation which prohibits the export or re-export of content, products, services, and technology to certain countries and persons. You agree to comply with all export laws, regulations and restrictions of the United States and any foreign agency or authority and assume sole responsibility for any such unauthorized exportation.

You may not use this documentation if you are a competitor of Exterro, Inc, except with Exterro Inc's prior written consent. In addition, you may not use the documentation for purposes of evaluating its functionality, or for any other competitive purposes.

If you have any questions, please contact Customer Support by email at [support@exterro.com](mailto:support@exterro.com).