exterro®
Data Risk Management

FTK SUITE 8.2 SP2 HF6 - INSTALLATION GUIDE

MARCH 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.

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	• 10.29.2.87 SP2 • 10.29.2.90 SP2 HF1 • 10.29.2.93 SP2 HF2
Exterro Distributed Processing Manager 10.29	• 10.29.2.97 SP2 HF3 • 10.29.2.100 SP2 HF4 • 10.29.2.126 SP2 HF5
Exterro Forensics Tools 8.2	• 8.2.2.127 SP2 • 8.2.2.139 SP2 HF1 • 8.2.2.146 SP2 HF2
Exterro Forensics Tools Suite 8.2	• 8.2.2.160 SP2 HF3 • 8.2.2.179 SP2 HF4 • 8.2.2.233 SP2 HF5
Exterro Desktop Viewer	• 8.2.2.83 SP2 / 8.2.2.93 SP2 HF
Exterro FTK Plus *(Only Applicable for FTK Enterprise)*	• 8.2.2.83 SP2 / 8.2.2.103 SP2 HF
Exterro Site Server	• 8.2.2.38 SP2

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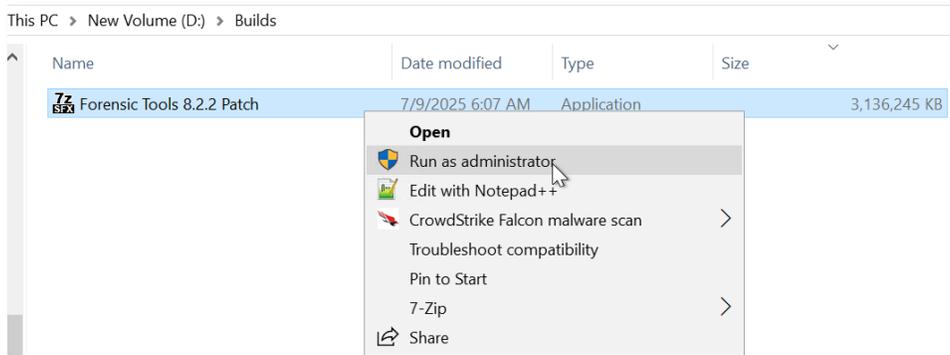
Note: If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

- The extraction process will begin, and it may take 2 to 3 minutes. Once completed, click **Apply Patch**.
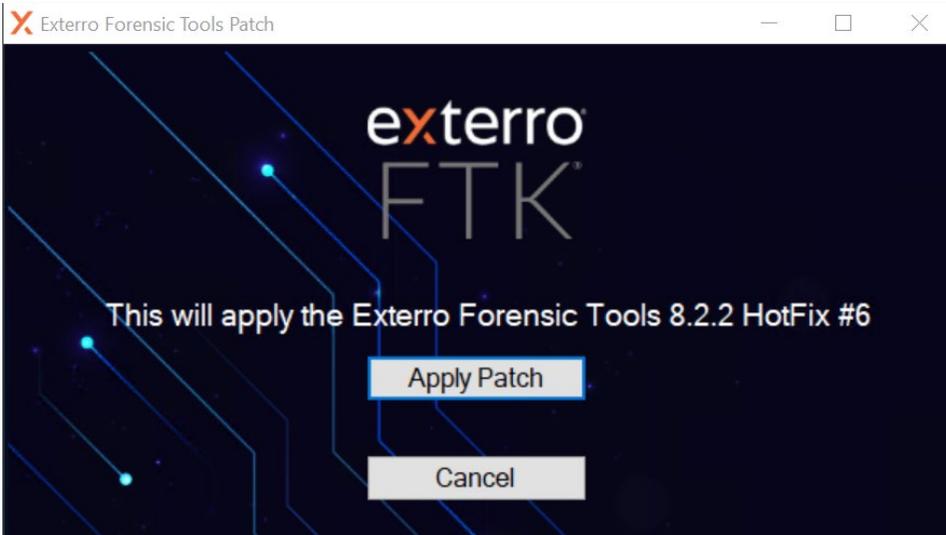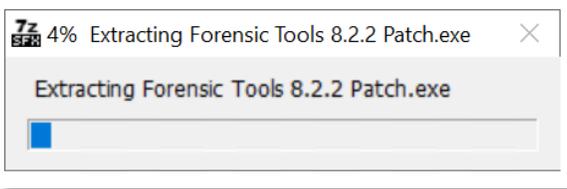
3. Read and accept the terms and conditions of the License Agreement and click **Continue**.
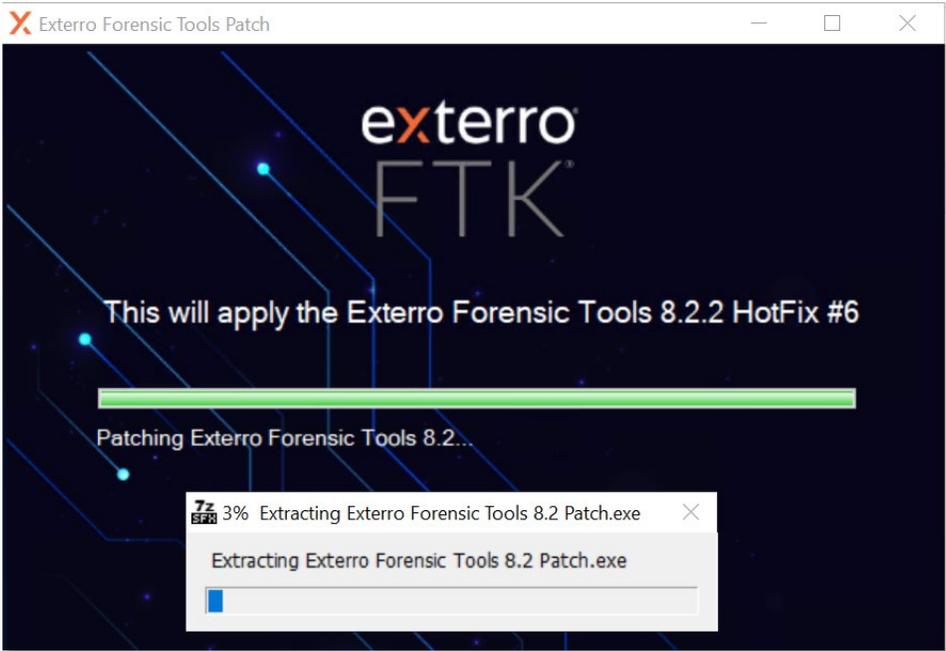   - The upgrade will proceed with the following components applied sequentially:

   i. **FTK Plus Patch**
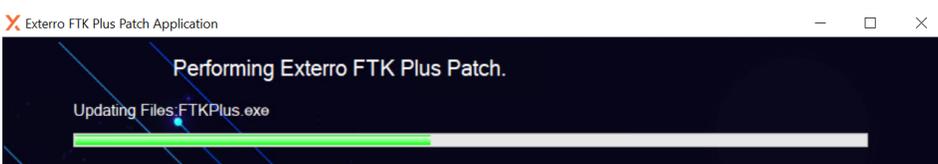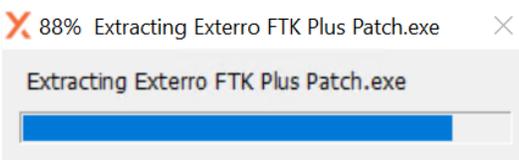
ii.   **Desktop Viewer Patch**

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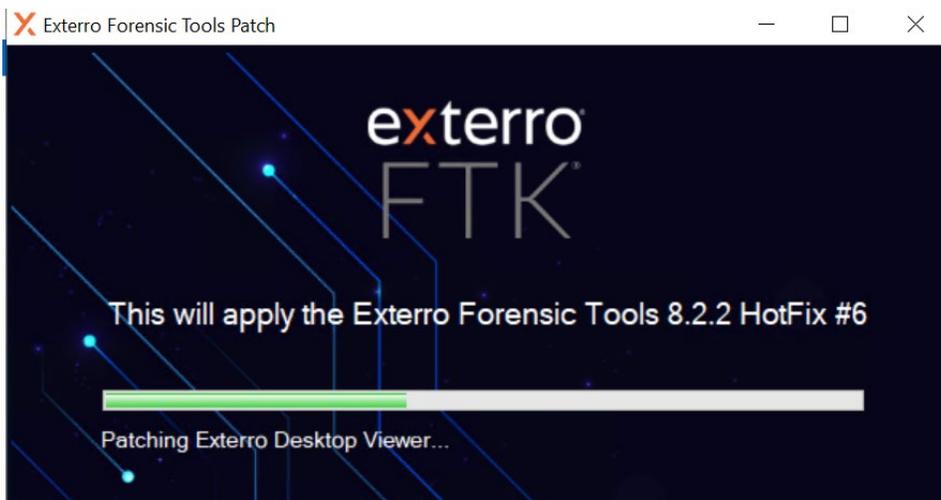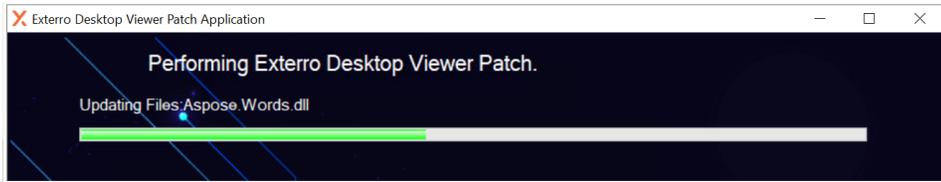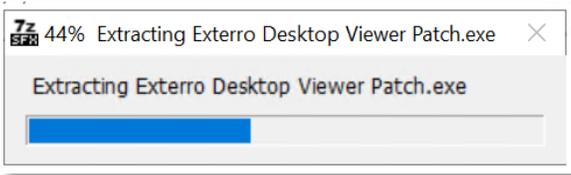
iii. **EP/DPE Patch Application with Black Ice Printer Driver**
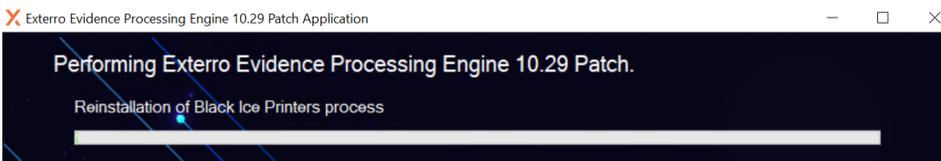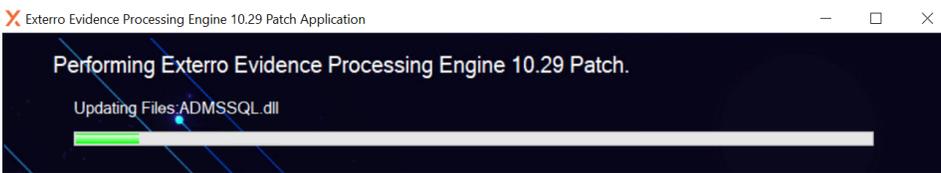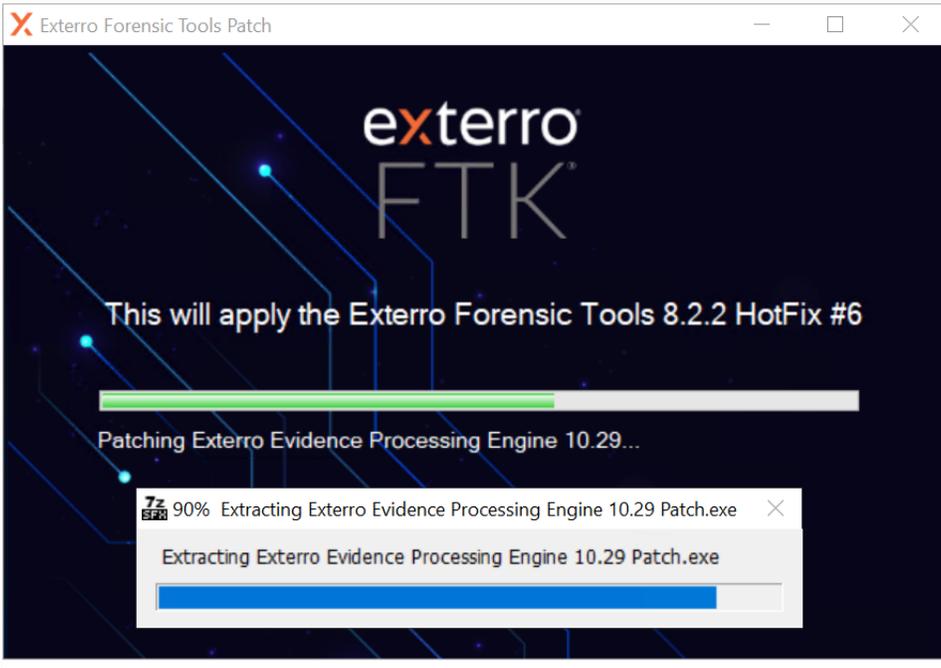
iv.   **DPM Patch Application**

v.   **FTK Patch**

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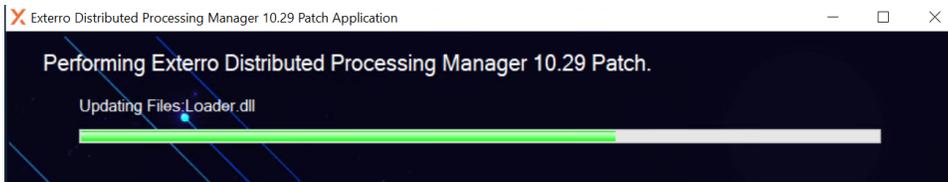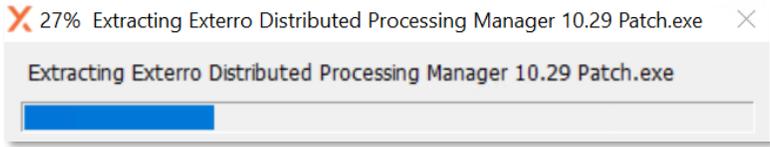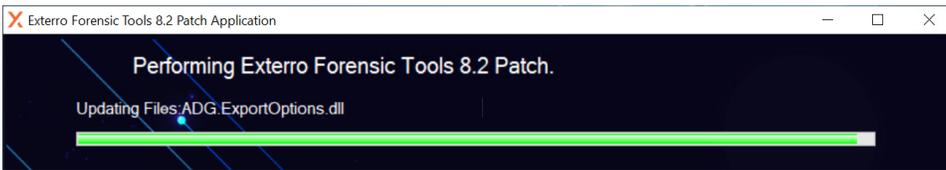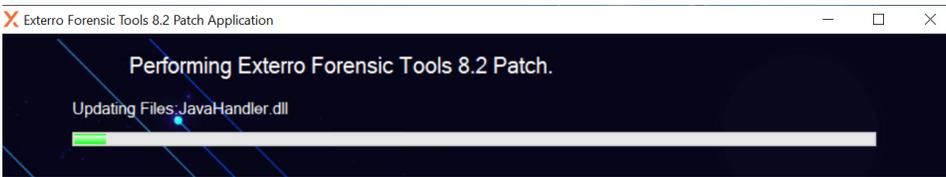
After all the above patches have been applied, click **Finish**
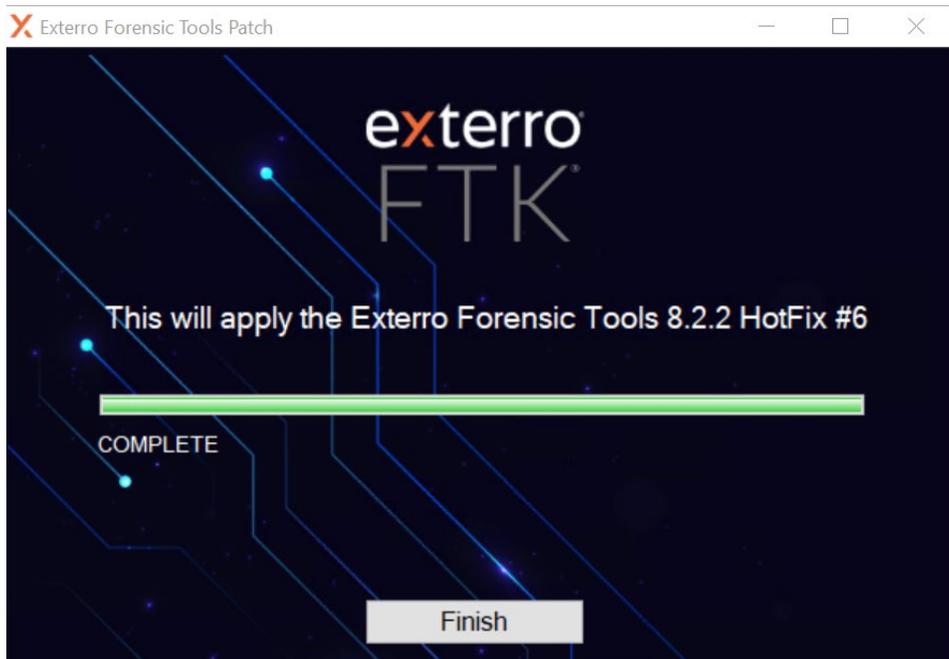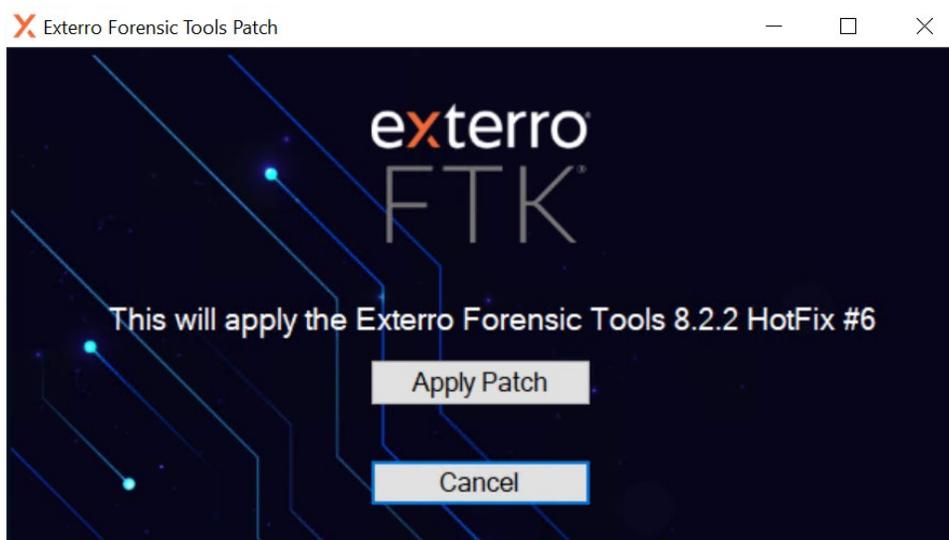
Site Server Patch Installer

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

Steps:

1. Download and extract the latest **Site Server 8.2 SP2** patch.

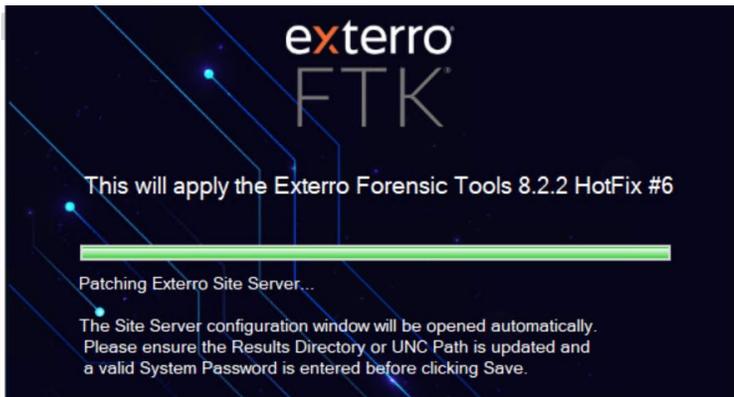2. Right-click on the **Site Server Patch** file and run it as **Administrator**.
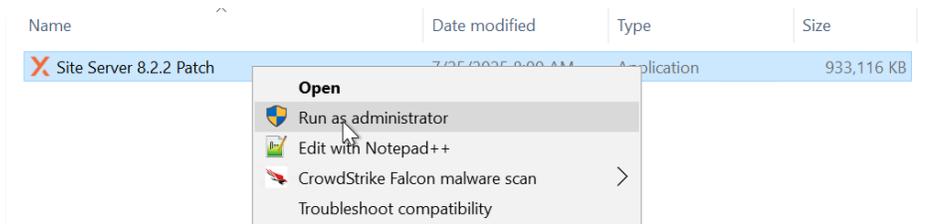
- ▪ The following page will be displayed.

3. Click **Apply Patch**.

- The following page is displayed.
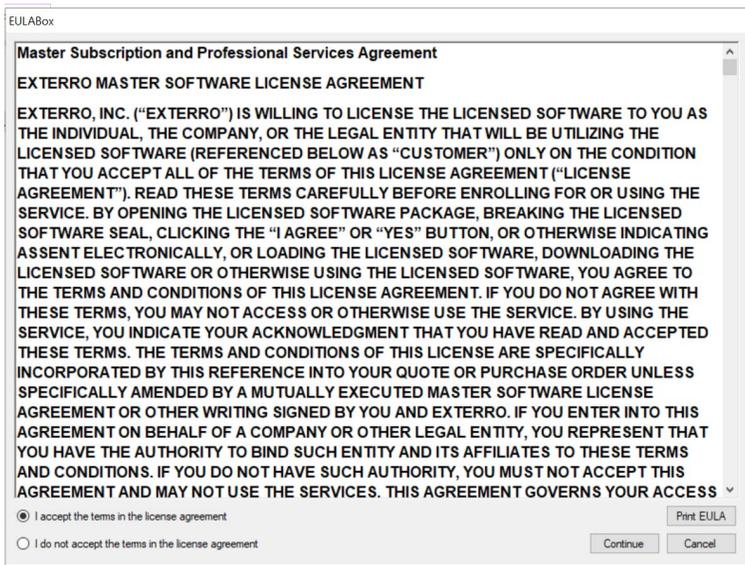
4. Select 'I accept the terms in the license agreement' and click **Continue**.

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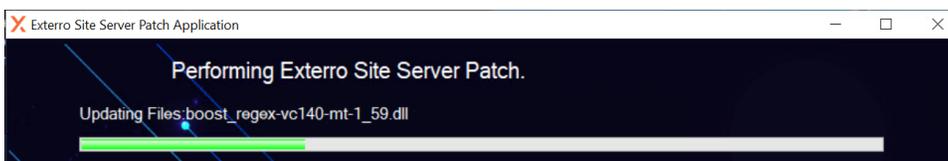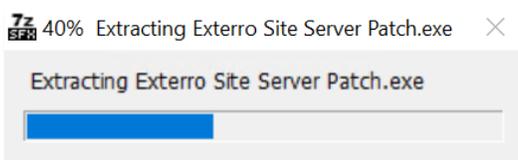
- Once the installation is completed, the **Site server Configuration** page will be displayed.

a) **Public Site Server Configuration:**

**b) Root Site Server Configuration:**

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).
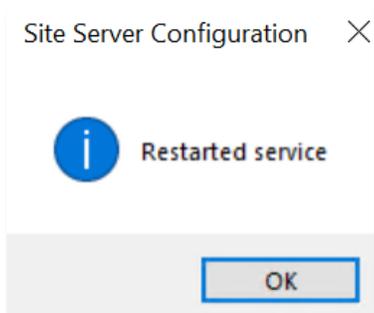
7. Click **Apply**.

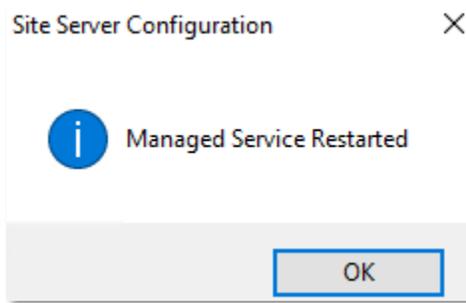- A (Warning) **Site Server Configuration** pop-up is displayed.
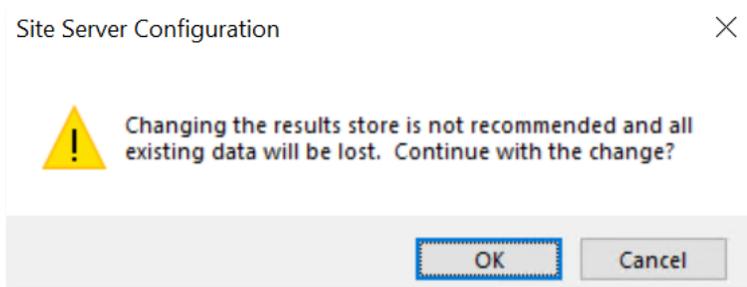
8. Click **OK**.

- 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.
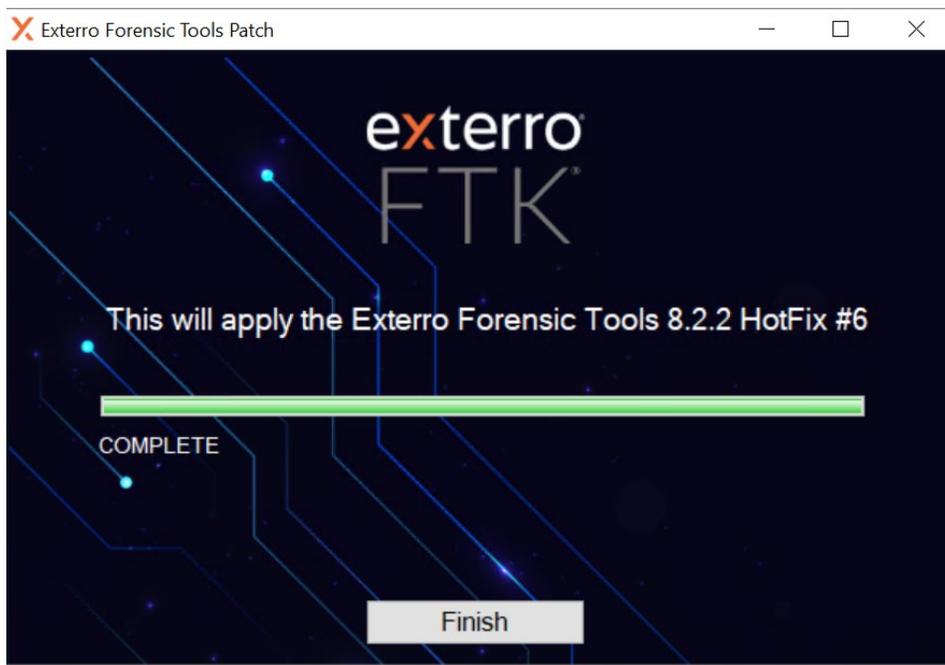

9. Click **OK**.

- 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

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*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.*

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:
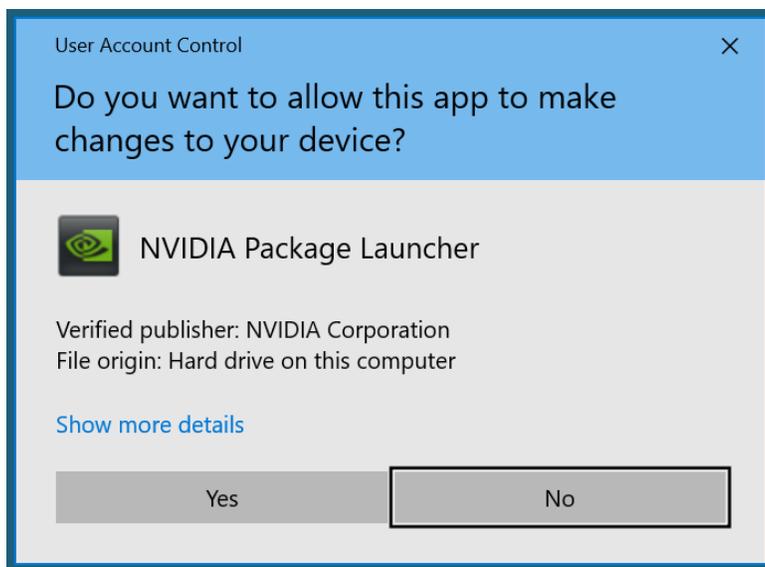
- *https://us.download.nvidia.com/Windows/Quadro_Certified/595.79/595.79-nvidia-rtx-winserv-2022-2025-64bit-international-dch-whql.exe*

Steps:

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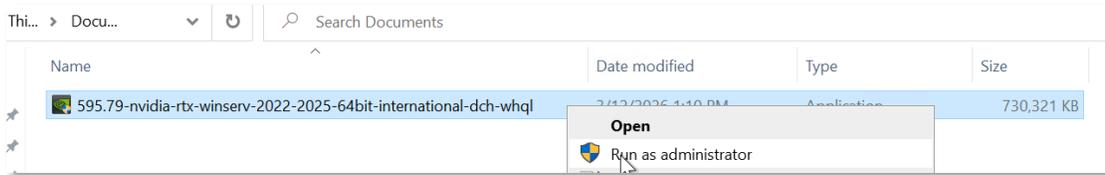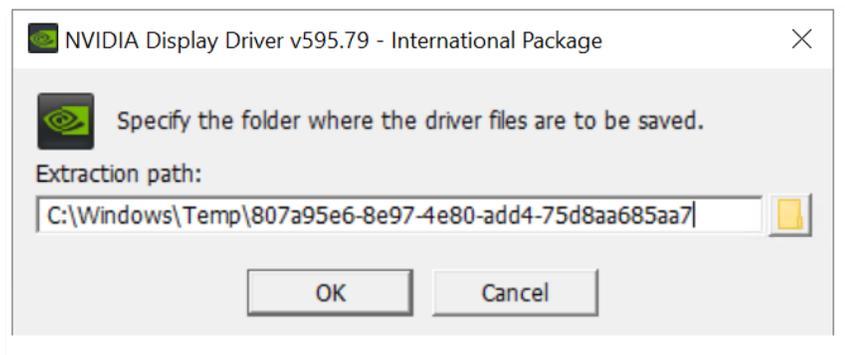

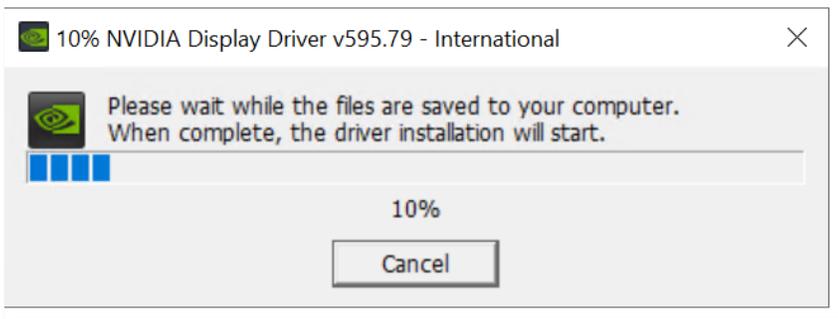- The **User Account Control** pop-up will be displayed.
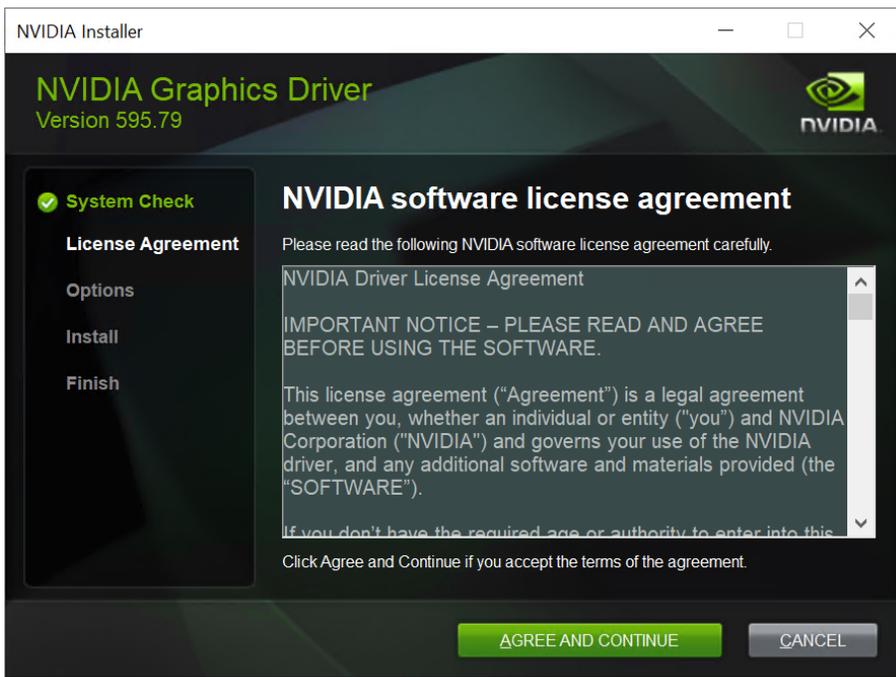

2. Click **Yes**.
   - The below specify the folder pop-up will be displayed.

3. Select the temp directory for extraction.

    - The extraction process will begin.

    - The following license agreement page will be displayed.
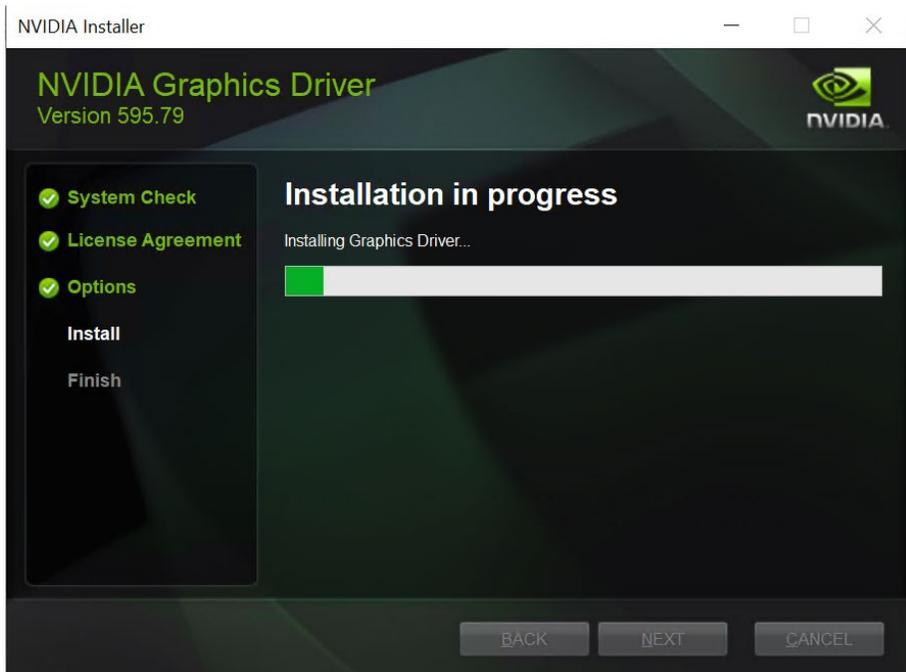

4. Click **Agree and Continue**.

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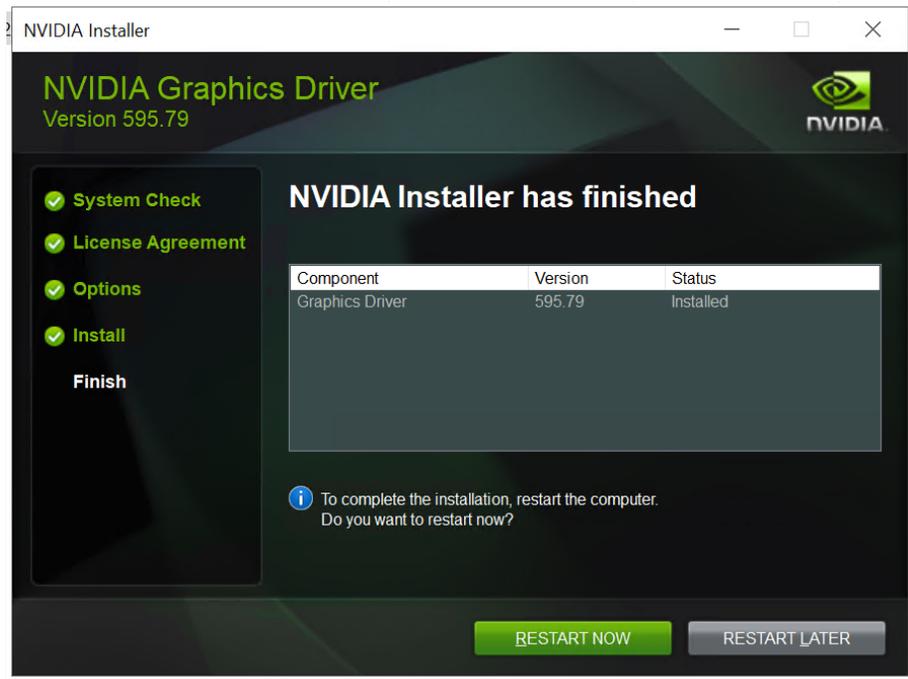

5. Click **Next**.

- The Installation progress page will be displayed.

- The Installation completion page will be displayed.
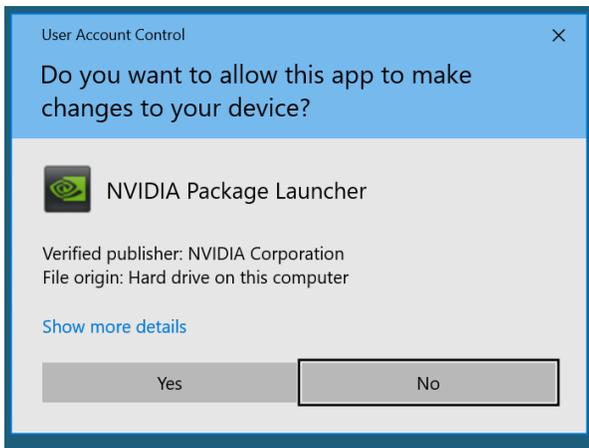

6. Click **Restart Now**.

Installing CUDA Toolkit

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

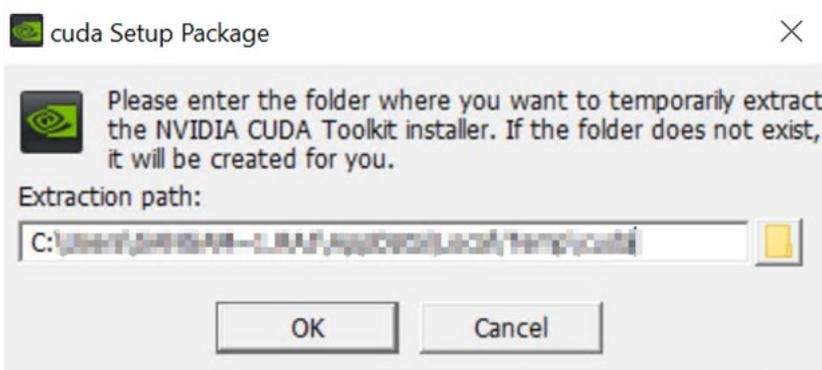   *Driver Download*: CUDA 13.2.0 for Windows Server 2022

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

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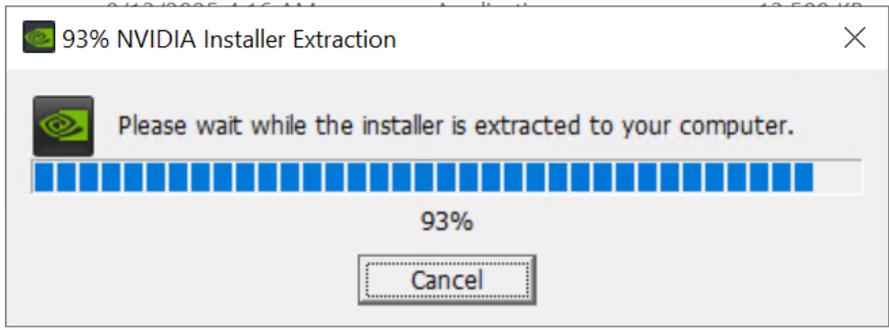

-   The below pop-up will be displayed.

4. Select the Extraction path and click **Ok**.
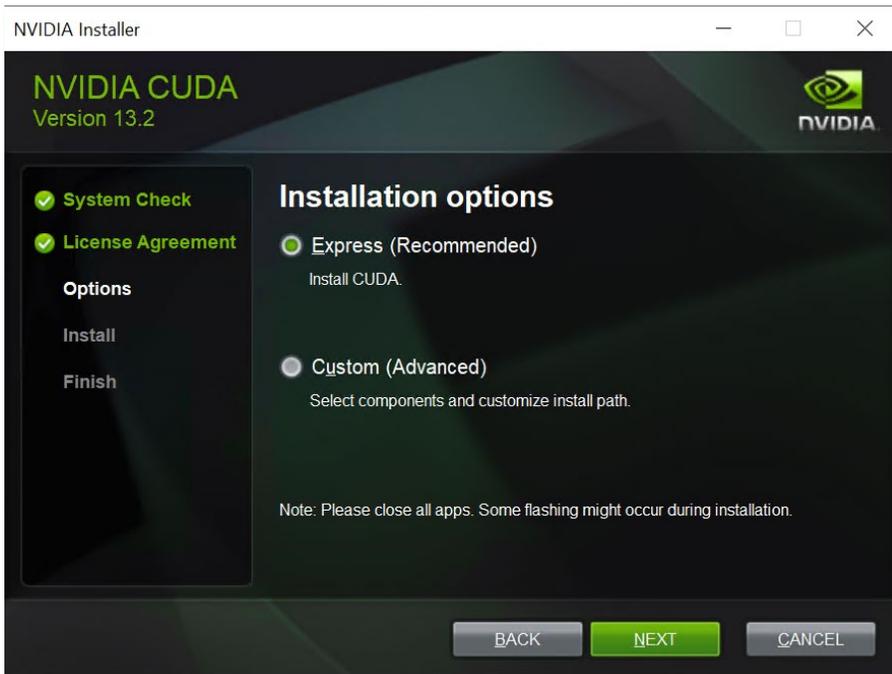
- The Extraction process will begin.

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

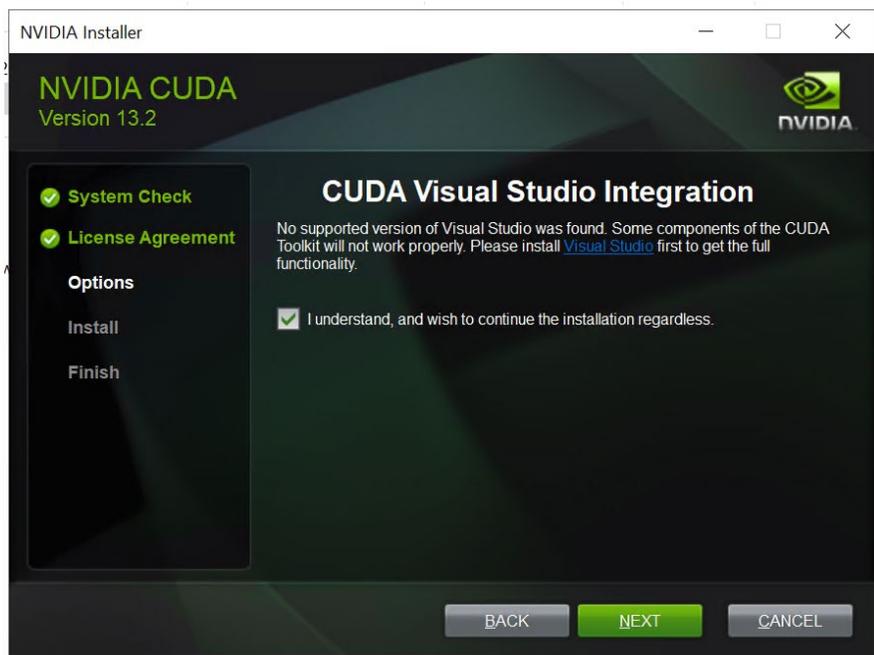- Once the installer extraction is complete, the following page will be displayed.

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**.

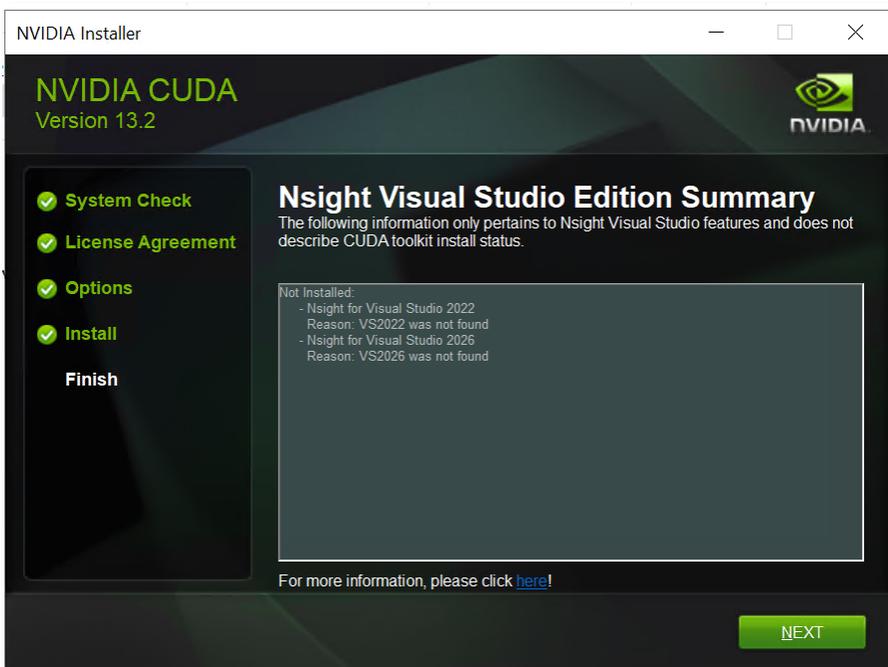▪ The following page will be displayed.

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**.

- The following page will be displayed.

11. Click **Close**.

12. **Verify GPU Installation**:

   i.   Run the following command to check if the NVIDIA drivers are correctly installed on your system:

   ii. Open Command prompt as Administrator and run below command:

   Nvidia-smi

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

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General E-mail:info@exterro.com

Website: www.exterro.com