exterro®
Data Risk Management



FTK SUITE 8.3 HF3 - INSTALLATION GUIDE

NOVEMBER 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 guide provides clear, step-by-step instructions for upgrading the **Exterro FTK (Forensic Toolkit)** application to version **8.3 HF3**.

1 Prerequisites

Before beginning the upgrade, verify that all related Exterro applications are running the required minimum versions listed below.

To check the currently installed versions, navigate to:

Start > Control Panel > Programs > Programs and Features

Application	Required Minimum Version
Exterro Forensics Tools 8.3	8.3
Exterro Forensics Tools Suite 8.3	
Exterro Desktop Viewer	
Exterro Evidence Processing Engine 10.30	10.30

***Note**: Do not proceed if any of the above applications are below the required version. Update them first before applying the HF3 patch.*

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2 Before You Begin

Complete the following steps on every machine in your environment before starting the patch installation.

- Stop All Active Jobs.
- Ensure that **no active jobs** are currently running under the **WeblabSelfHost** service.
- Wait for all in-progress jobs to complete, or safely pause/cancel them before continuing.

2.1 Restart All Affected Systems

***Important**: In a distributed environment, the restart must be performed on every machine running any of the services listed below. Failing to do so may result in patch conflicts or installation failures due to locked files (DLLs, EXEs, or configuration files).*

Restart machines running any of the following services:

- Exterro Evidence Processing Engine
- Exterro Forensic Tools

2.2 Close All Exterro Applications

- Close FTK, DPM, and any other Exterro applications before proceeding.
- Ensure no Exterro background processes are running in Task Manager.

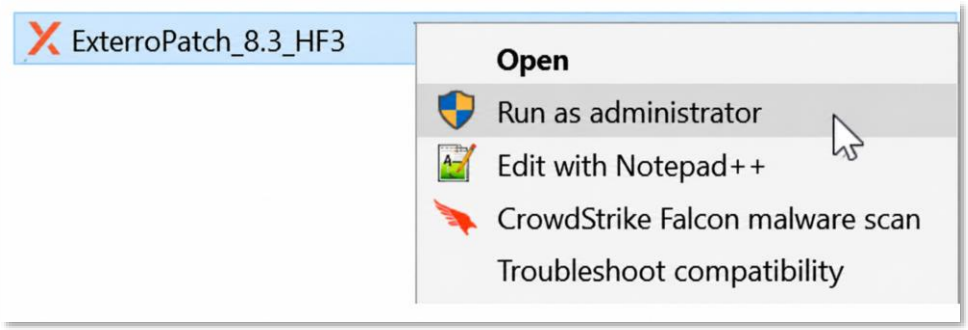
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3 Installation Steps - FTK Enterprise/Lab/Central

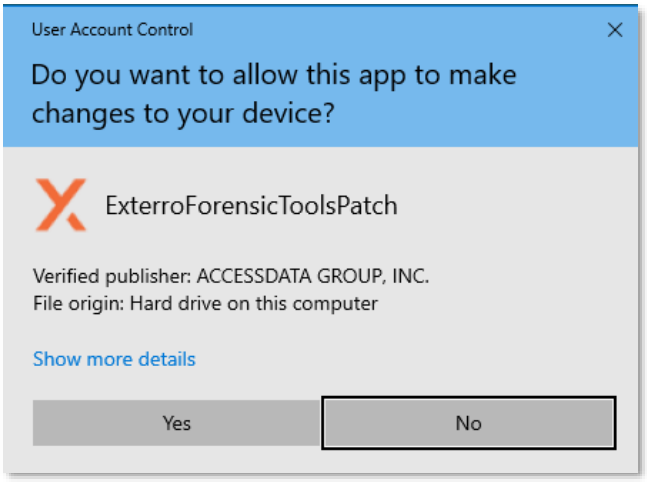
1. Download the latest patch installer - **FTK 8.3 HF3** from the official Exterro Product Downloads page:

   https://www.exterro.com/ftk-product-downloads

2. Right-click the downloaded file: **ExterroPatch_8.3_HF3.exe**.
3. Select **Run as Administrator**.

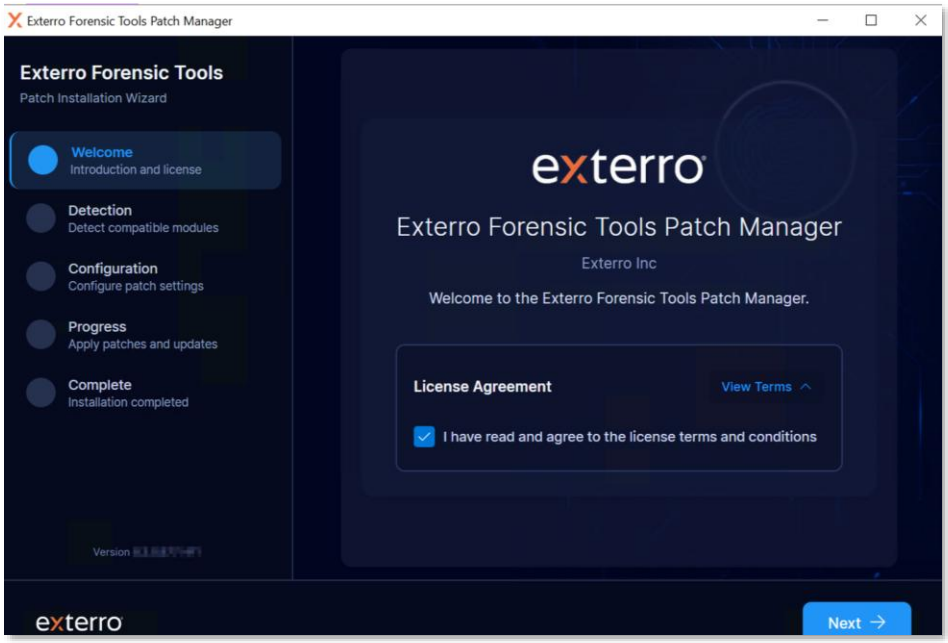


- If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

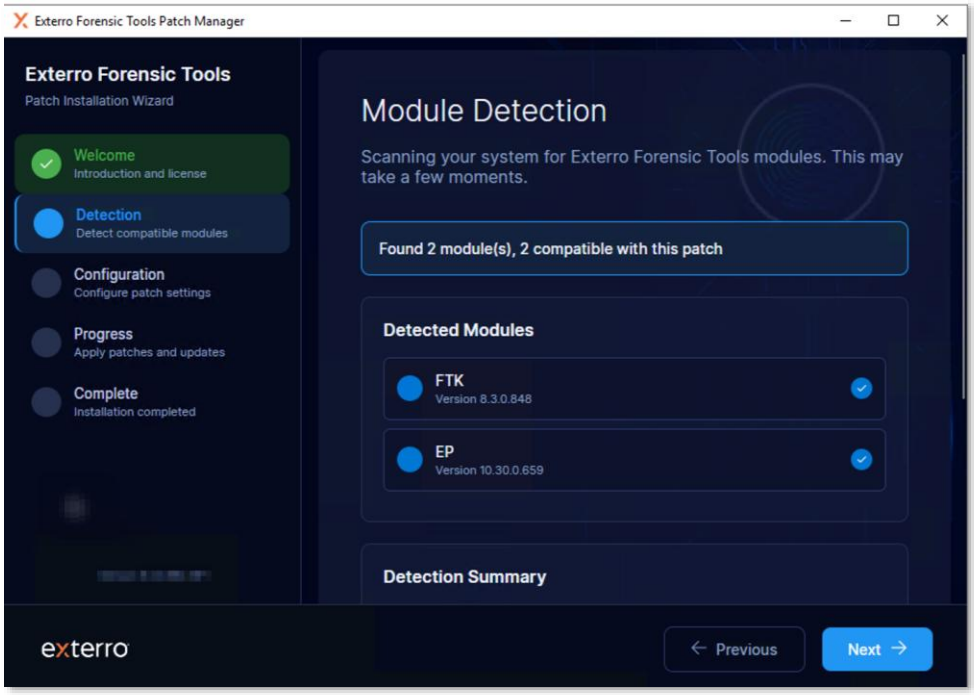


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- The **Exterro Forensic Tools Patch Manager** window will be displayed.

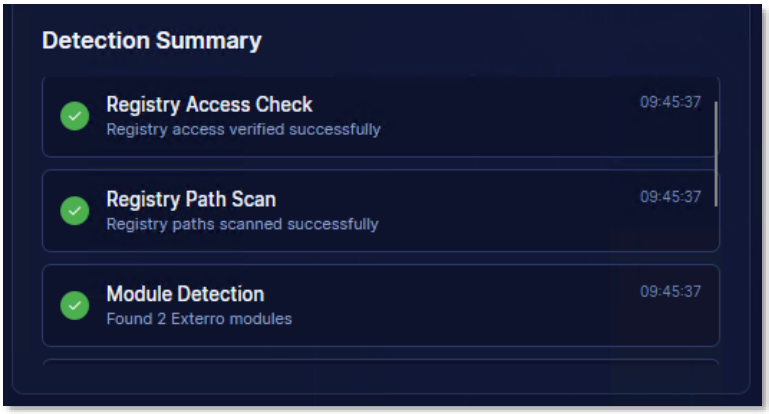


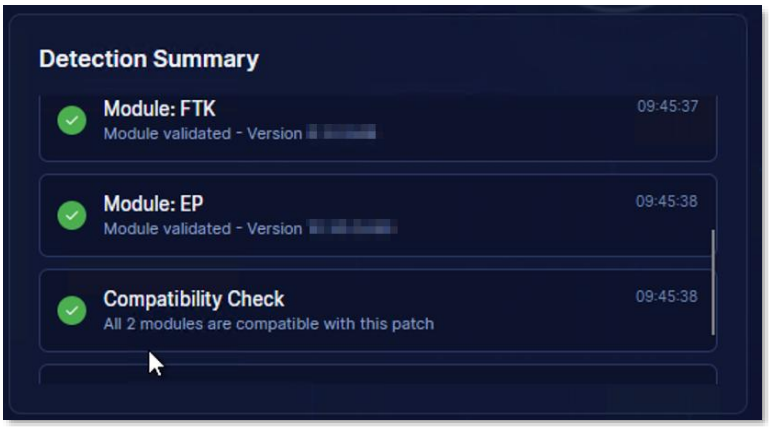
4. Review the License Agreement presented in the installer.
5. Select the checkbox to accept the terms and click **Next**.
   - The **Module Detection** section will be displayed.

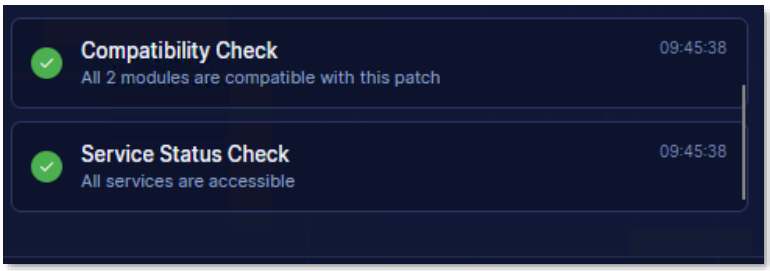


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6. The installer will automatically scan your system. No action is required during this step. It will:
   - Access the Windows registry to retrieve module installation paths and identify currently installed versions.
   - Verify that relevant services are accessible.
   - Count how many modules are compatible with the patch.

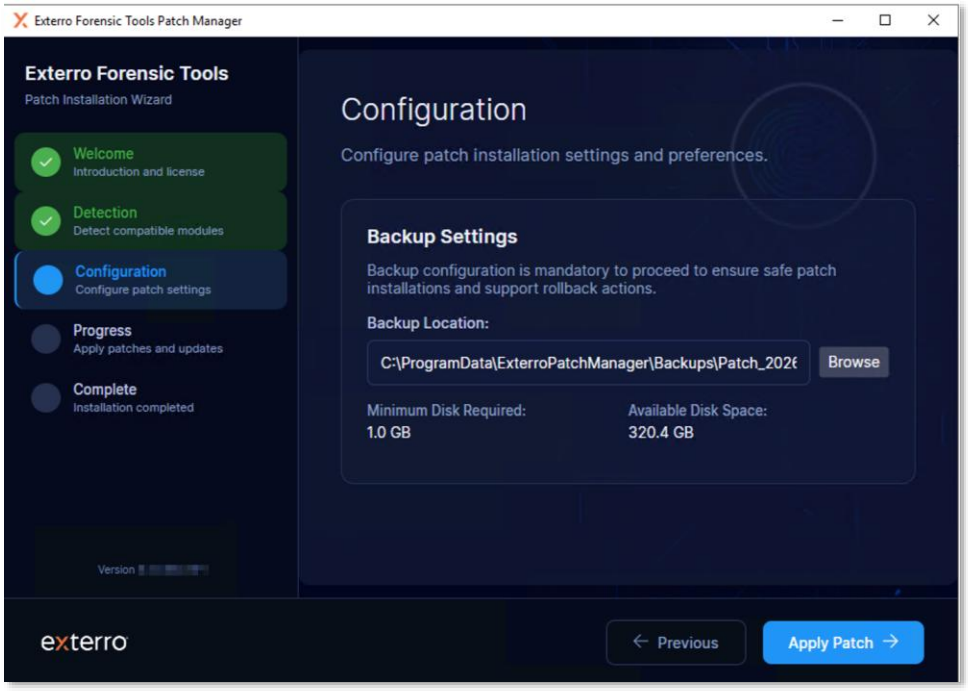






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7. Once the scan is complete, click **Next**.
   - The **Configuration** section will be displayed.



8. Choose a directory where the installer will back up all files and directories that will be patched. Use the **Browse** button to select your preferred location.

   - Default backup location:

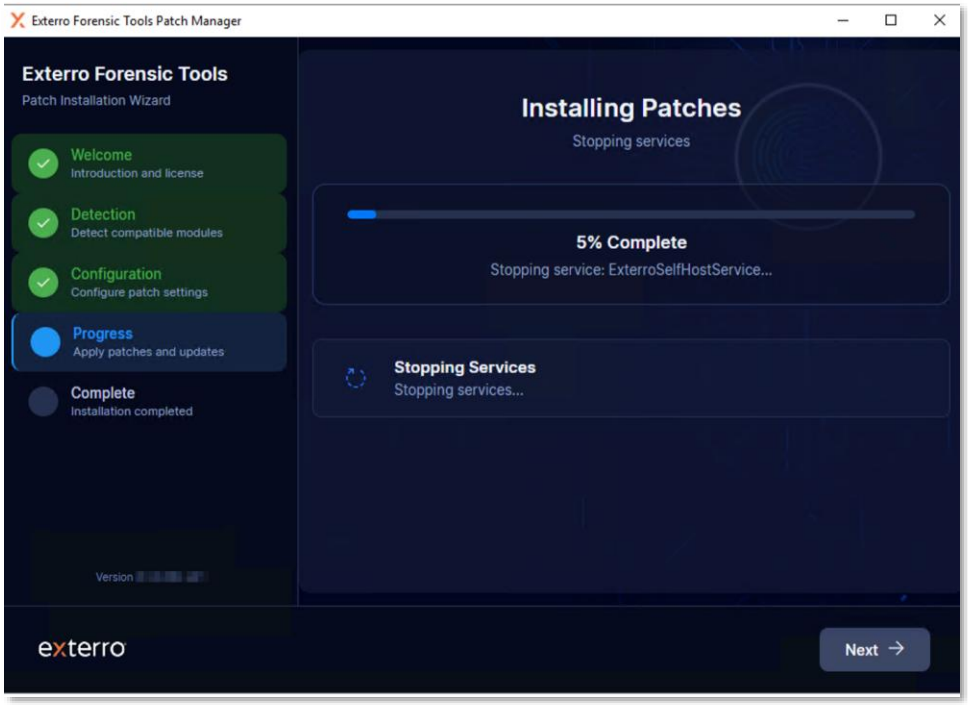
     C:\ProgramData\ExterroPatchManager\Backups\Patch_<Date_TimeStamp>

   - Log file location:

     C:\ProgramData\ExterroPatchManager\Logs\PatchLogs

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9. Click **Apply Patch** to begin the installation. The installer will:
    i. Stop all relevant services.
    ii. Create a backup of existing files.
    iii. Apply the patch files.

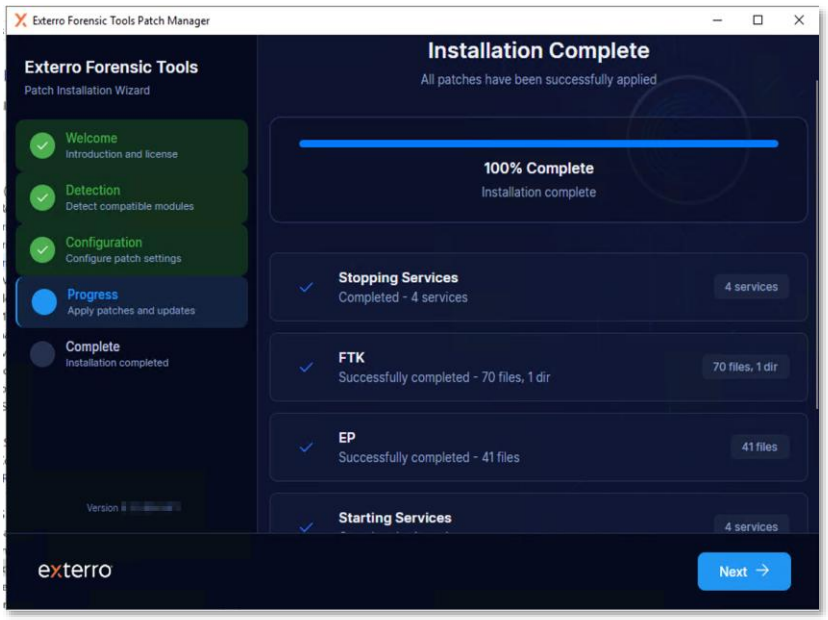


***Note**: Monitor the progress bar. Do not close the installer during this process.*

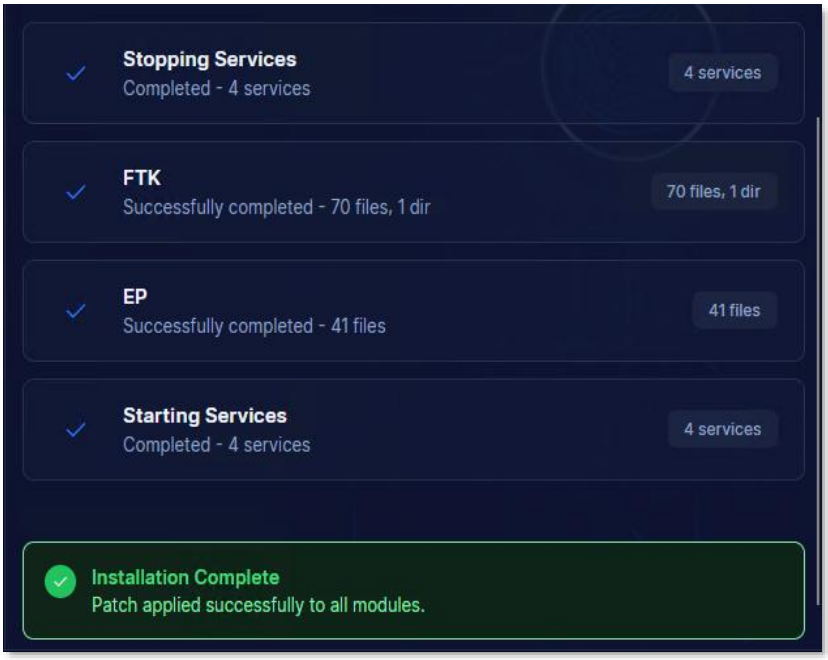
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10. Once patching completes successfully:

    i. Click **Next** to view the Installation Summary.

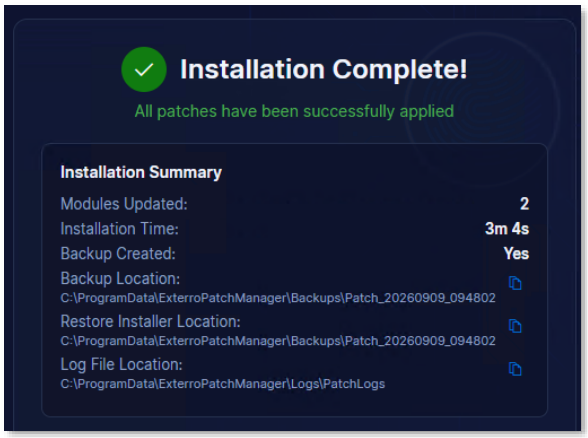


    ii. Review the list of modules updated by this patch.



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iii. Click **Close** to exit the installer.





***Note**: After installation, confirm all applications have been upgraded to their correct versions by navigating to:*

Start > Control Panel > Programs > Programs and Features

Applications	Version
Exterro Evidence Processing Engine 10.30	10.30 HF3
Exterro Forensic Tools 8.3	8.3 HF3
Exterro Forensics Tools Suite 8.3	

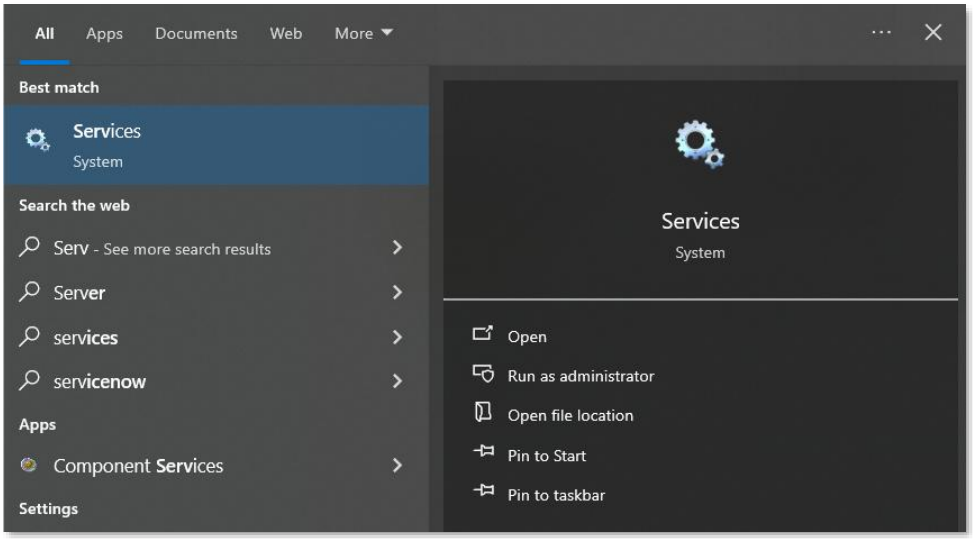
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3.1 Mandatory DB upgrade for 8.3 HF3

Note: *Before attempting any database setups, it is important to ensure the AccessData Exterro Self-host Service has been stopped. This can be done using Windows Services. Once complete, users can start the service again.*

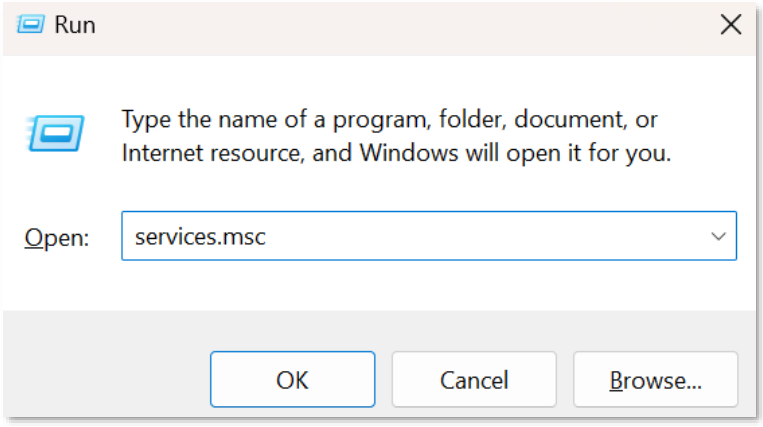
To update the database, begin by stopping the **Exterro Self-Host Service**.

1. Open the **Start** menu, search for **Services**, and click on it to launch the **Windows Services** window.
2. In the Services window, locate the required service, right-click on it, and select **Stop**.



Alternative method:

i. Press **Windows + R** to open the **Run** dialog box. Type **services.msc**, click **OK**, then find and stop the necessary service.

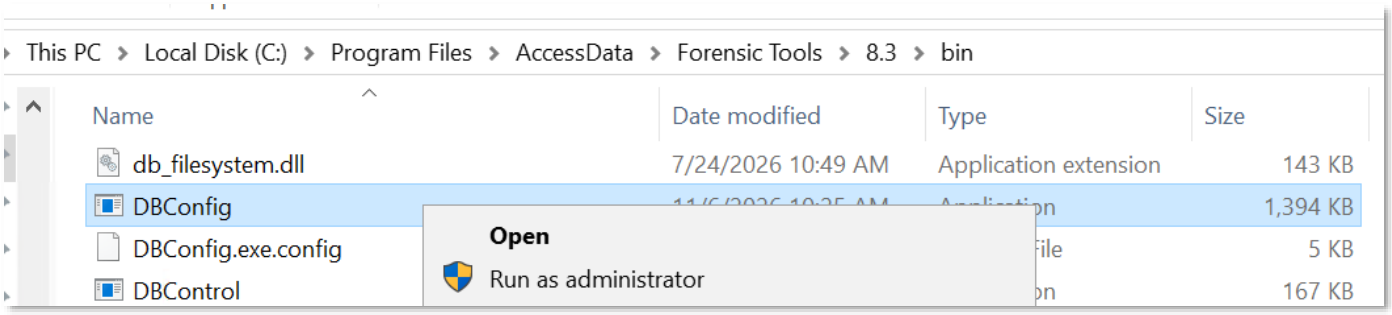


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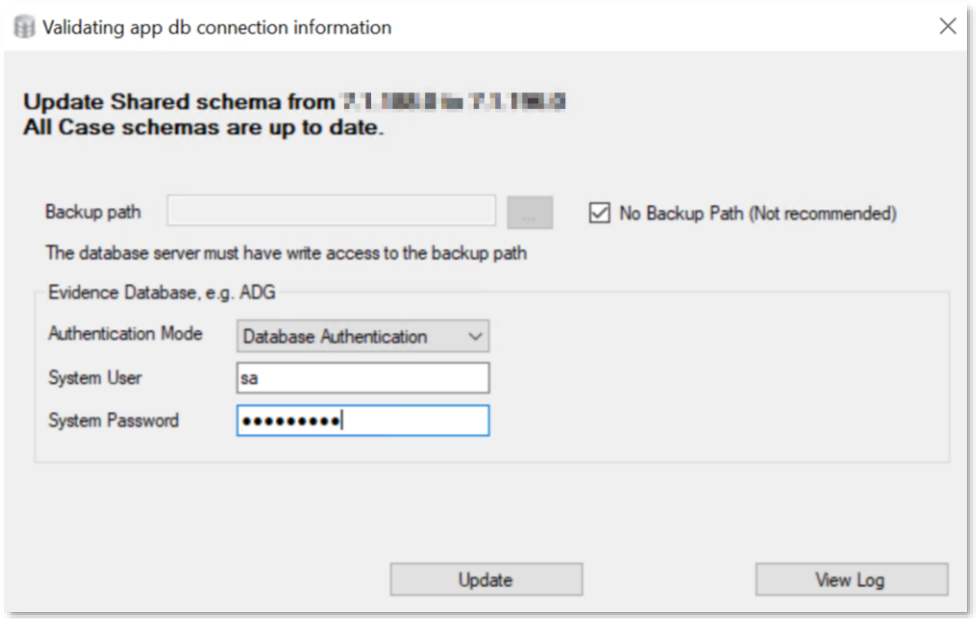
Steps:

1. Navigate to ***C:\Program Files\AccessData\Forensic Tools\8.3\bin***
2. Open DBconfig.exe as Administrator.

   ***Note**: It is mandatory to perform the DB update for the configured database.*



3. From the **Database Configuration Tool**, select the existing applicable database
4. Select the required database and click **Update Database**.
   - The following page is displayed.



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5. Select a **Backup Path**.

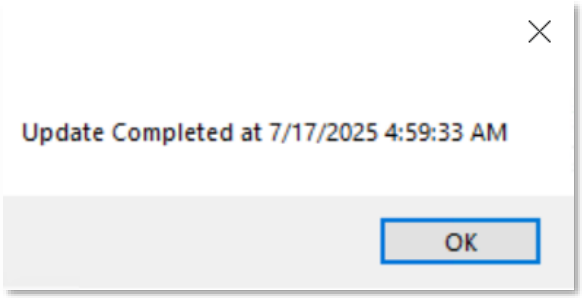
Note: The **Backup Path** specified must be accessible from the Database Server by the service account in use. The **No Backup Path** option should **only** be selected if the user has already backed up their database through another method.

6. Select an **Authentication Mode**.

Note: If Database Authentication is used, enter the Service Account (sa) credentials to proceed.

7. Click **Update**.

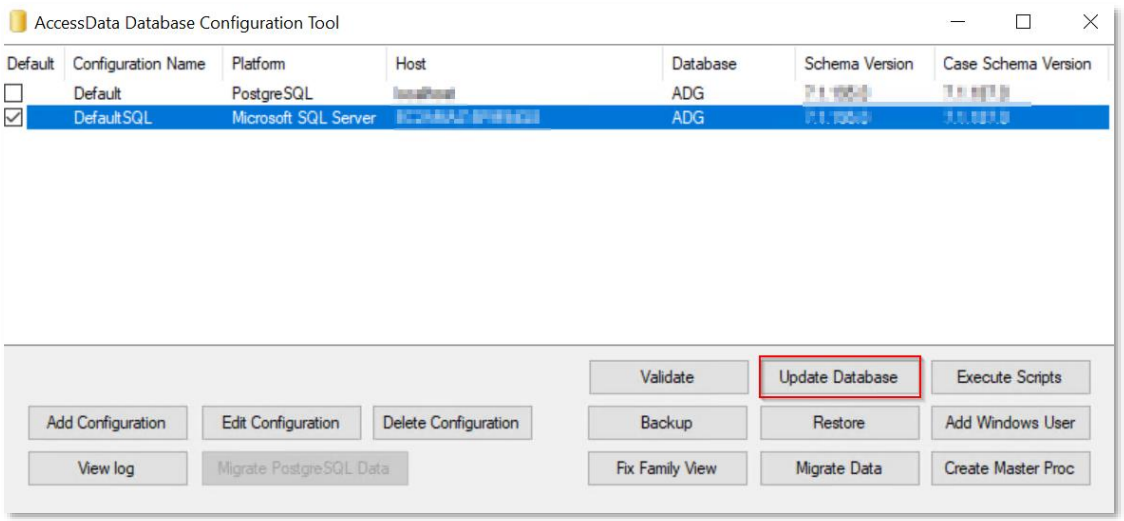
   You will be indicated with an update completed pop-up.



8. Click **Ok**.

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Note: Once the database is updated, confirm the **Default** box is checked against the newly created database. You are recommended to contact the Exterro Support Team in case any errors are displayed.



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3.2 Handling Installation Failures

If any service or file is locked during installation, the installer will pause and display **Retry** and **Cancel** options.

- **Recommended Action:**
  - Close all Exterro applications (FTK, DPM, etc.).
  - Click **Retry** to resume the installation.
- **If You Click Cancel:**
  - If you cancel, the patch will automatically roll back to the previous state using the backup files created at the start of installation.
- **Investigating Failures:**

  If the installation fails, review the patch logs to determine the root cause:

  Log location: *C:\ProgramData\ExterroPatchManager\Logs\PatchLogs*

  - Check the logs for the specific file or service that caused the failure.
  - Verify all prerequisites are met.
  - Ensure no conflicting applications are running.
  - Retry the installation after resolving any issues.

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4 Rolling Back to a Previous (8.3) Version

If you need to revert to the previously installed version after applying the patch, follow the steps below. The rollback must be performed on the machine where FTK or the Evidence Processing Engine (DPE) is installed.

Important:

- *Ensure all Exterro Forensic Tool applications are fully closed.*
- *Exterro Forensic Tool Services will be stopped and restarted automatically.*
- ***This rollback process cannot be undone.***
- *Do not delete or modify the backup directory — it is required for rollback to succeed.*
- *There should be no background processes or jobs in progress while running rollback.exe file.*
- *All the in-progress FTKC jobs must be cancelled before proceeding*

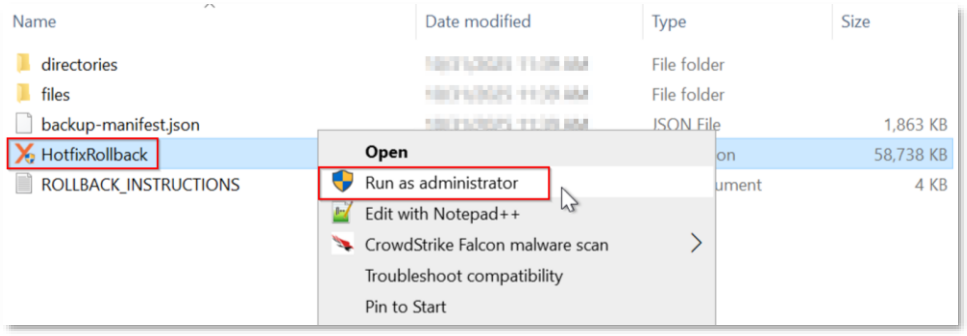
Default backup location:

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

Steps:

1. Open File Explorer and go to the backup folder created during the original patch installation:

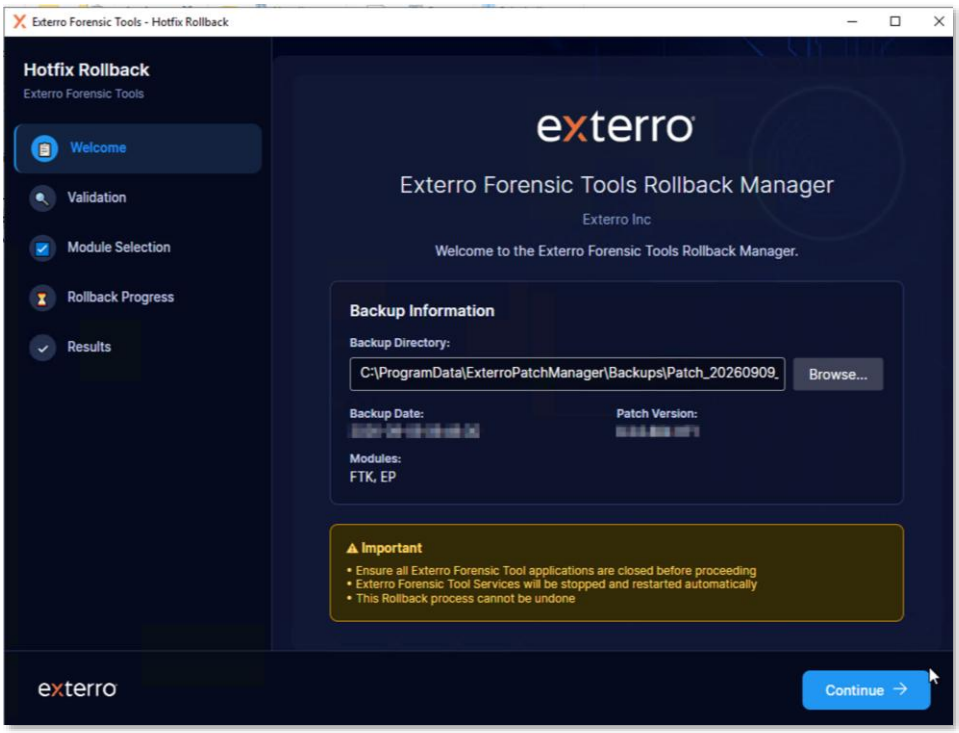
   C:\ProgramData\ExterroPatchManager\Backups\Patch_<Date_TimeStamp>

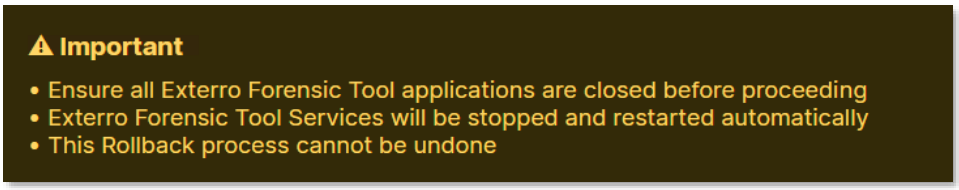


2. Right-click the **HotFixRollback.exe** file.
3. Select **Run as Administrator**.
4. If prompted by **User Account Control**, click **Yes** to allow the application to make changes to your device.

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- The **Hotfix Rollback** window will be displayed.

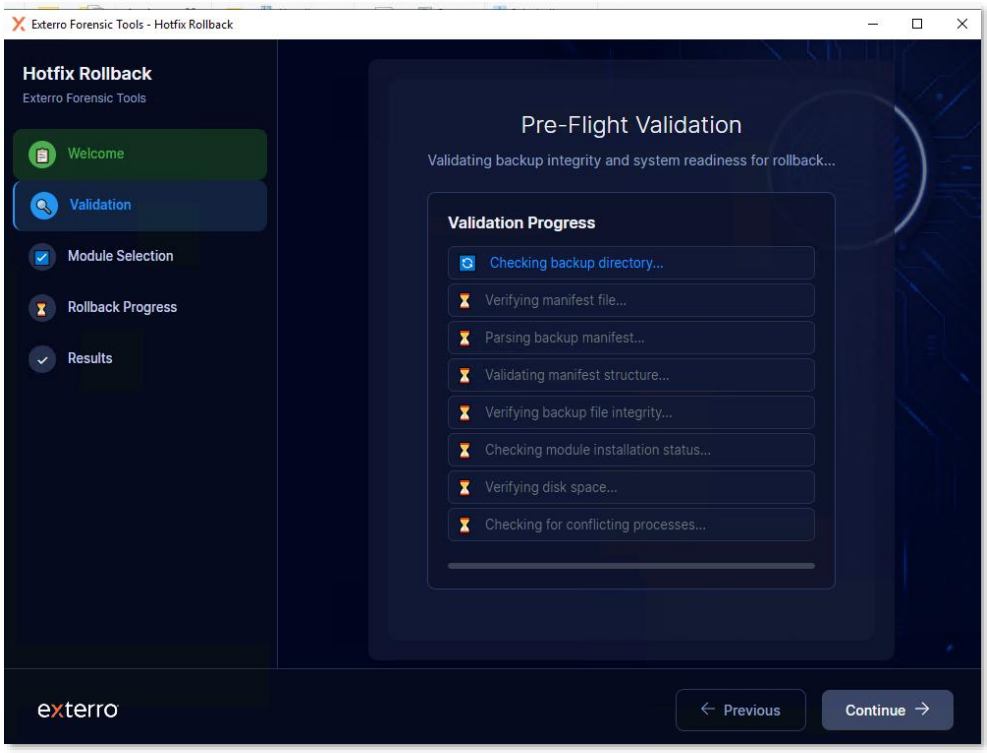




5. Click **Continue**.

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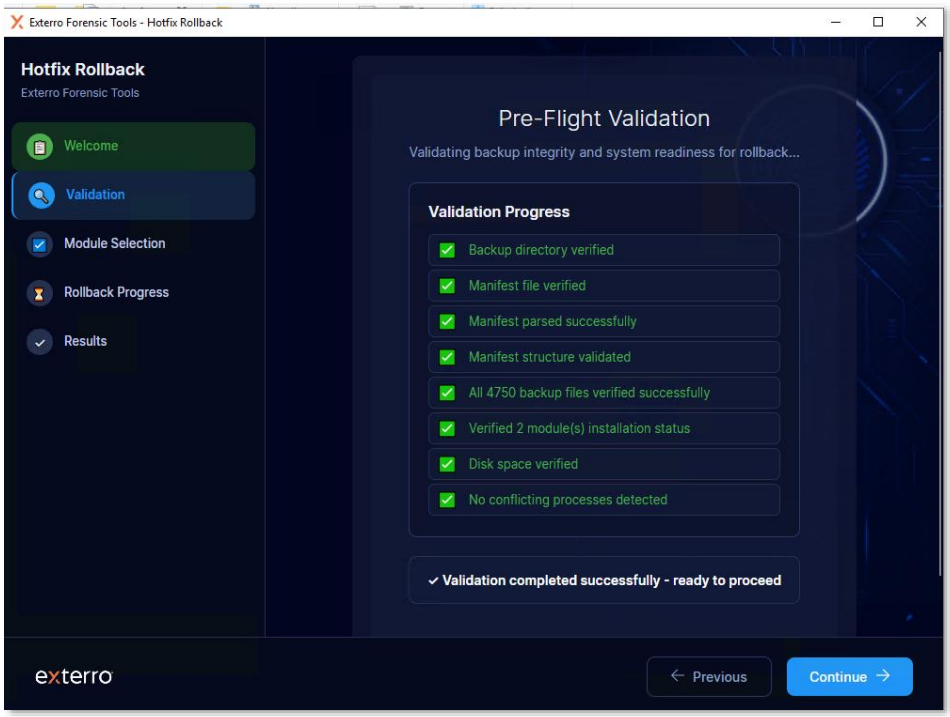
- The tool will run a **Pre-Flight Validation** to verify all conditions required for rollback.



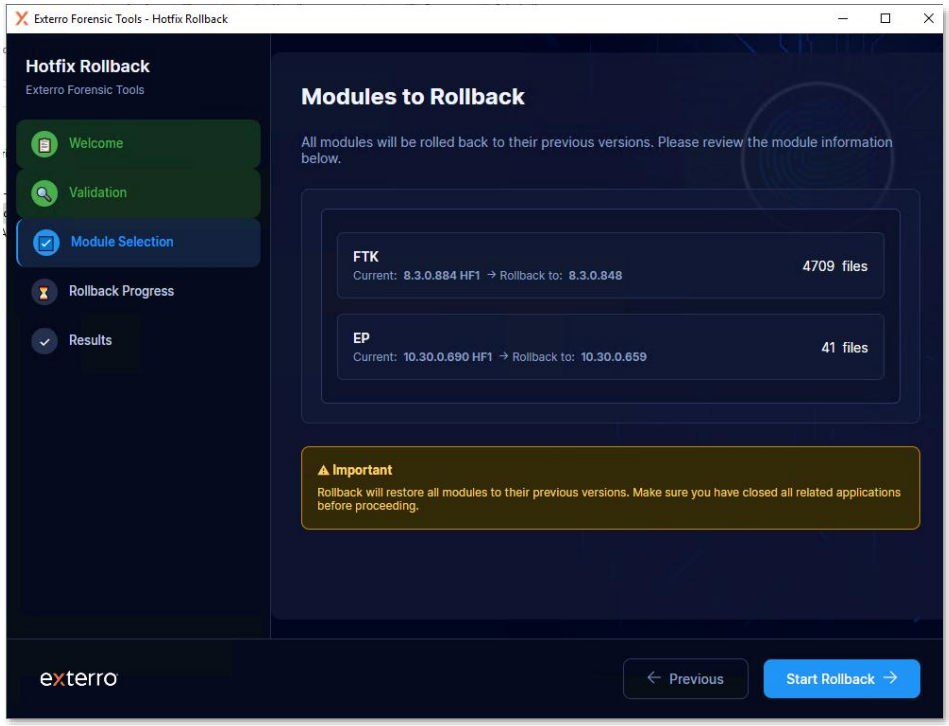
***Note**: Refer to [this section] for **Remote Command Line Installation for 8.3 HF3 Patch**.*

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6. Once validation is complete, click **Continue**.



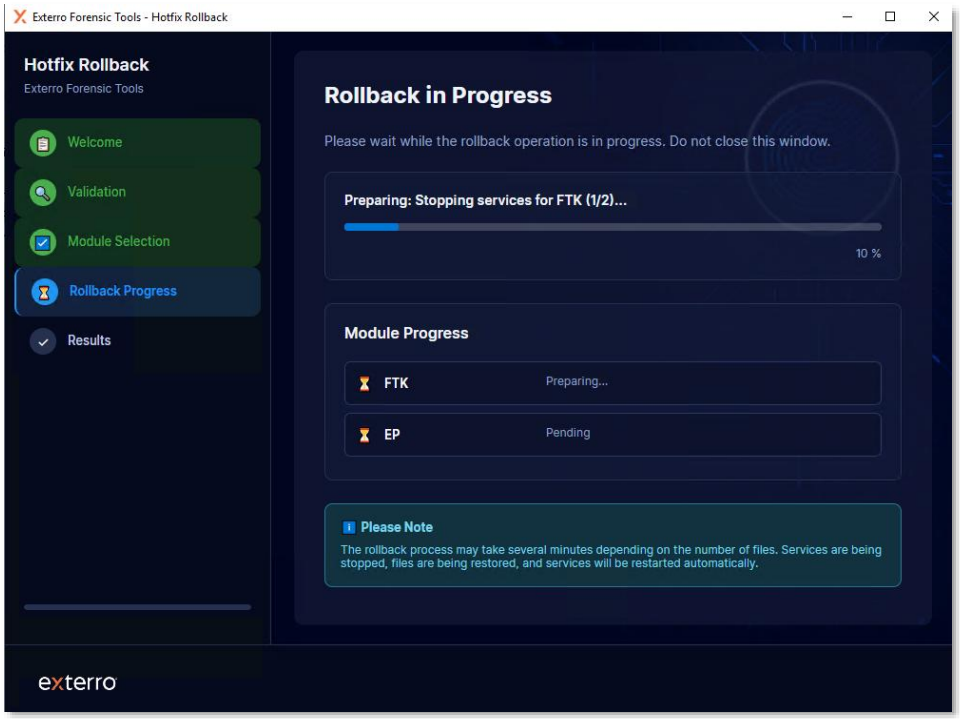
- The **Module Selection** section will be displayed.

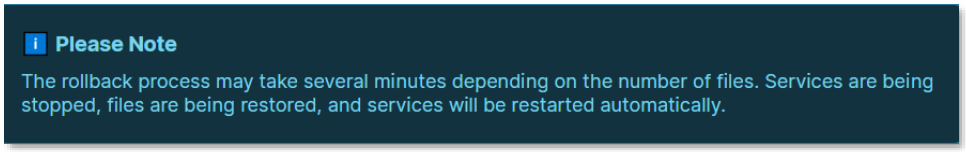


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Important: *Rollback will restore all modules to their previous versions. Make sure you have closed all related applications before proceeding.*

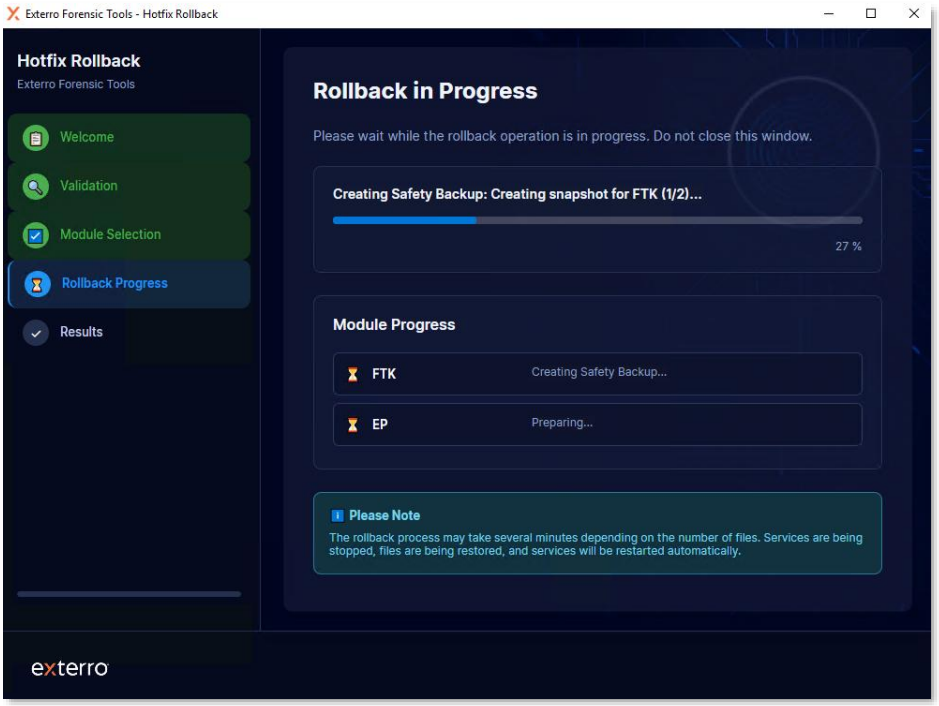
7. Review the modules listed for rollback.
8. Click on **Start Rollback**.
    - The **Rollback In Progress** section will be displayed. The tool will:
        i. Stop all relevant services.

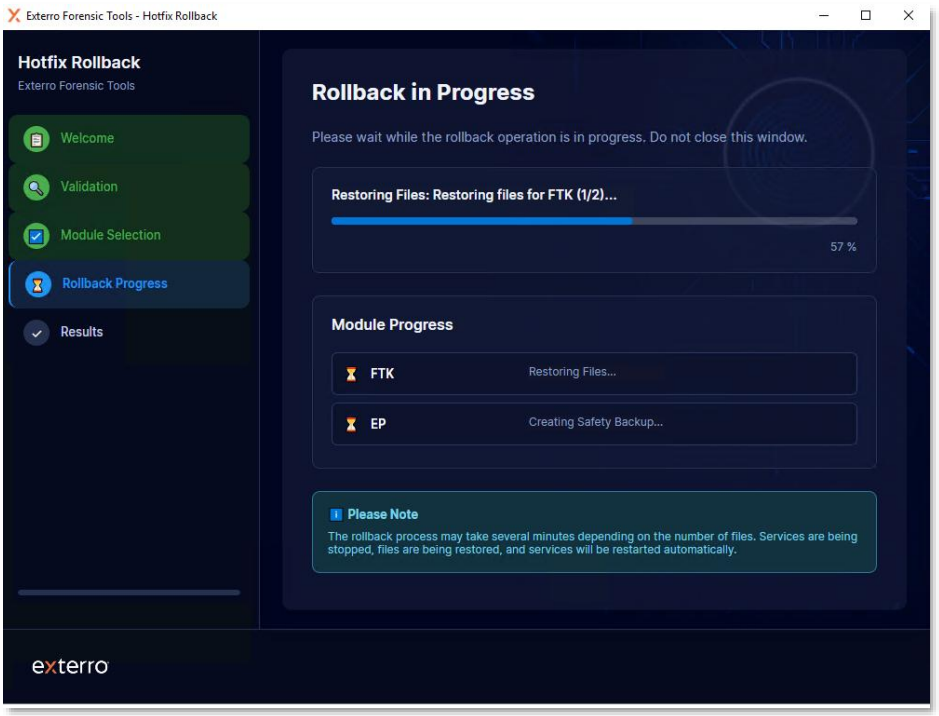




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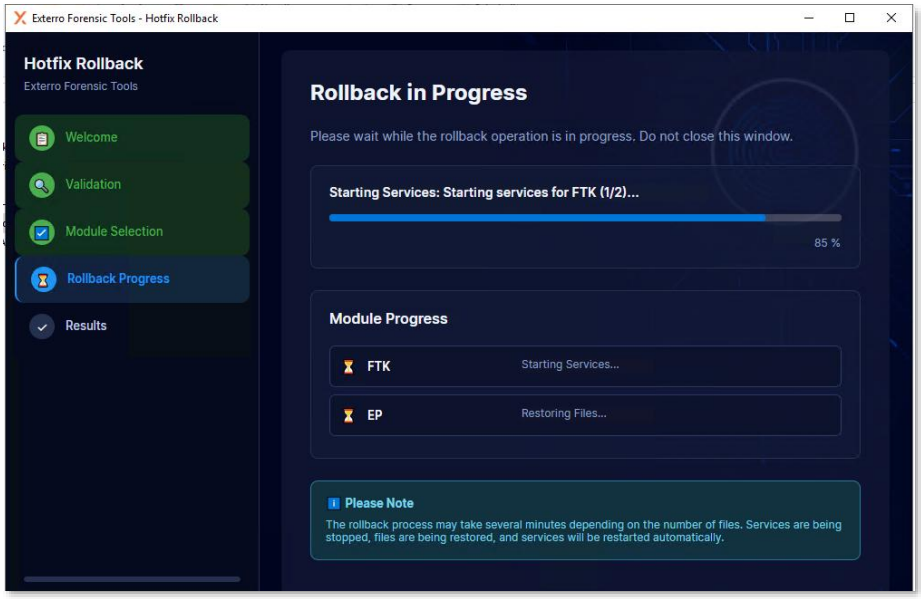
ii. Restore all files from the backup.





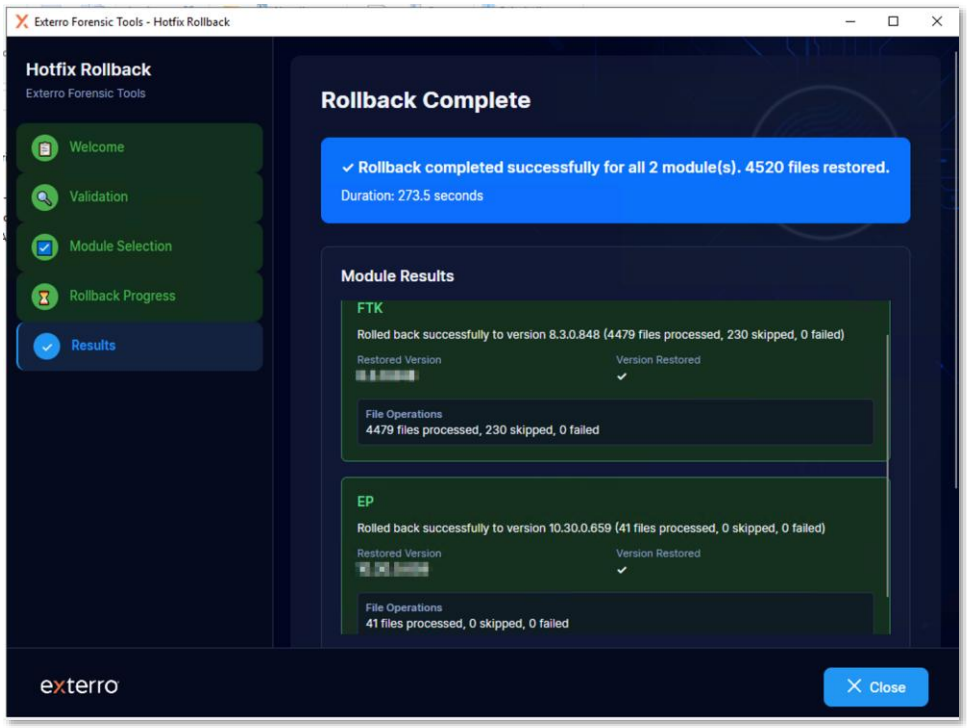
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iii. Restart services automatically.

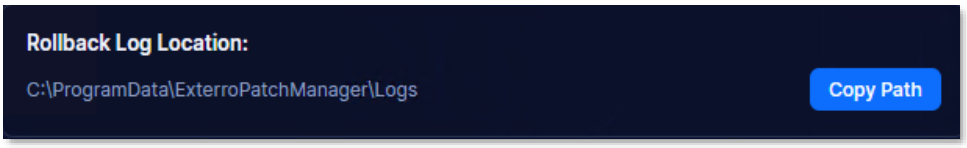


***Note**: The rollback process may take several minutes, depending on the number of files. Services are being stopped, files are being restored, and services will be restarted automatically.*

- The **Results** section displays the outcome of the rollback and the log file location.



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- Verify that all modules have been restored successfully.

9. Click **Close**.

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

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5 Remote / Silent Command Line Installation

The silent installation mode allows IT administrators to deploy the **FTK 8.3 HF3 patch** remotely and without a graphical interface, ideal for automated or enterprise-wide deployments.

5.1 Purpose

Use silent mode when you need:

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

5.2 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.

5.3 Basic Usage

Open an **elevated Command Prompt (Run as Administrator)** and run:

```
ExterroPatch_8.3HF3.exe /silent
```

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

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5.4 Command-Line Arguments

Argument	Description	Example
/silent or */s*	Run installer in silent mode (no UI)	*ExterroPatch_8.3HF3.exe /silent*
/backup:<path>	Specify a custom backup directory	*ExterroPatch_8.3HF3.exe /silent /backup:"D:\Backups"*
/log:<path>	Specify a custom log file location	*ExterroPatch_8.3HF3.exe /silent /log:"D:\Logs\patch.log"*
/help or */?*	Display help information and exit	*ExterroPatch_8.3HF3.exe /help*

5.5 Command Examples

- Default installation:

  ExterroPatch_8.3HF3.exe /silent

- Custom backup location:

  ExterroPatch_8.3HF3.exe /silent /backup:"D:\PatchBackups"

- Network backup location:

  ExterroPatch_8.3HF3.exe /silent /backup:\\fileserver\backups\Exterro

- Custom backup and log file:

  ExterroPatch_8.3HF3.exe /silent /backup:"D:\Backups" /log:"D:\Logs\patch.log"

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5.6 Exit Codes

The installer returns an exit code upon completion. Use this in your automation scripts to verify success or identify errors.

Code	Description	Recommended Action
0	Success	No action required
1	General failure	Review the log file
2	Invalid arguments	Verify command syntax
3	Corrupt patch file	Re-download the installer
4	No modules found	Verify Exterro product installation
5	Backup failed	Check available disk space
6	Patch failed	Close all 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 and retry
11	Rollback failed	Manual restore required

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5.7 Checking Exit Codes in Scripts

- Batch Script:

```
ExterroPatch_8.3HF3.exe /silent
if %ERRORLEVEL% EQU 0 (
   echo SUCCESS
) else (
   echo FAILED with code %ERRORLEVEL%
)
```

- PowerShell:

```
$process = Start-Process "ExterroPatch_8.3HF3.exe" -ArgumentList "/silent" -Wait -PassThru -Verb RunAs
if ($process.ExitCode -eq 0) {
   Write-Host "SUCCESS" -ForegroundColor Green
} else {
   Write-Host "FAILED: Exit code $($process.ExitCode)" -ForegroundColor Red
}
exit $process.ExitCode
```

5.8 Automatic Retry Behavior

The installer retries automatically when it encounters locked files or services:

Operation	Max Retries	Delay Between Retries	Total Max Wait
File operations	5 attempts	500 ms	~2 seconds per locked file
Service operations	5 attempts	10 seconds	~40–50 seconds per service

***Note**: If all retries are exhausted, the installer will automatically roll back all changes and return exit code 6 or 7.*

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5.9 Important Notes for Silent Installation

- **Before Installation:**

a. Close all Exterro applications (FTK, DPE, etc.).

b. Run the installer as Administrator.

c. Ensure sufficient disk space (2× the backup size is recommended).

d. Manually stop services if needed: *net stop ExterroSelfHostService*

- **During Installation:**
  - Typical duration: **2–5 minutes**.
  - **With retries:** approximately 2 seconds per locked file or 40 seconds per service.
  - **Do not terminate the process** — allow it to complete or roll back automatically.

- **After Installation:**
  - Verify the exit code for success or failure.
  - Review logs if the installation failed.
  - Fix any issues and re-run the installer if necessary.

5.10 Default File Locations

Type	Path
Backup Directory	*%ProgramData%\ExterroPatchManager\Backups\Patch_yyyyMMdd_HHmmss* ***Example:*** *C:\ProgramData\ExterroPatchManager\Backups\Patch_20250115_142530*
Log Files	*%ProgramData%\ExterroPatchManager\Logs\PatchLogs\patch-client-yyyyMMdd.log* ***Example:*** *C:\ProgramData\ExterroPatchManager\Logs\PatchLogs\patch-client-20250115.log*

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5.11 Troubleshooting

- **Exit Code 8 - Not Running as Administrator**

```
runas /user:Administrator "ExterroPatch_8.3HF3.exe /silent"
```

- **Exit Code 6 — Patch Failed (Locked Files After 5 Retries)**

ii. Close all Exterro applications.

iii. Stop services: *net stop FTKService*

iv. End any remaining Exterro background processes in Task Manager.

v. Retry the installation.

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

If Services do not stop/start after 5 retries:

i. Manually stop the service:

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

ii. Check service status:

```
Get-Service FTKService
```

iii. Restart the system and retry.

iv. Review Windows Event Logs for service-related errors.

- **View Latest Log File (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
```

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5.12 Enterprise Deployment (SCCM)

Use the following settings when creating an SCCM package:

Setting	Value
Command Line	*ExterroPatch_8.3HF3.exe /silent /backup:"%ProgramData%\ExterroBackups"*
Run	With administrative rights
Success Exit Code	0
Reboot Required	No

- **PowerShell — Deploy to Multiple Computers:**

```
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_8.3HF3.exe" /silent
      return $LASTEXITCODE
   }
   Remove-PSSession $session
}
```

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5.13 Example Console Output

- For 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
```

***Note**: Once Installation is completed, refer to this section and follow the steps for updating the database.*

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6 Site Server Upgrade Steps

Prerequisite: Install or upgrade to **PostgreSQL 18.4 or PostgreSQL 18.6** before installing the Site Server. Refer to the **Exterro FTK Site Server - PostgreSQL 18.4/18.6 Upgrade Guide** for detailed PostgreSQL installation and upgrade steps.

***Note**: OpenSSL has been upgraded from version 3.5.5 to 3.5.8 on both SiteServer and FTK. Previously deployed agents will continue using OpenSSL 3.5.5 until they are redeployed.*

6.1 Site Server Upgrade / Fresh Installation

***Note**: Site Server can be upgraded from versions 8.3 to HF3. Ensure that a local instance of AccessData/Exterro managed PostgreSQL is installed and running. After installation or upgrade, perform a clean start or restart the instance to apply changes.*

To install or upgrade Site Server, follow these steps:

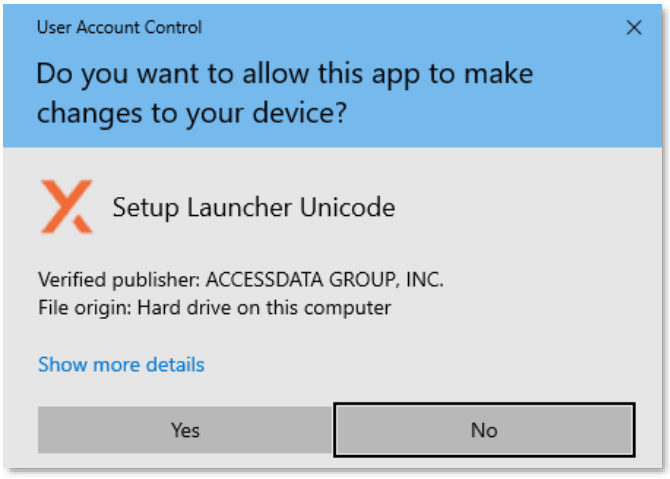
1. Download the Site Server installer using the following method:
   - **Method:** (Product Downloads page): Download the latest Site Server installer directly from the Exterro Product Downloads page.

***Note:** If the existing Site Server version is 8.3 or 8.3 HF1, it must be uninstalled prior to installing the latest version. For versions older than 8.3, uninstallation is not required before updating.*

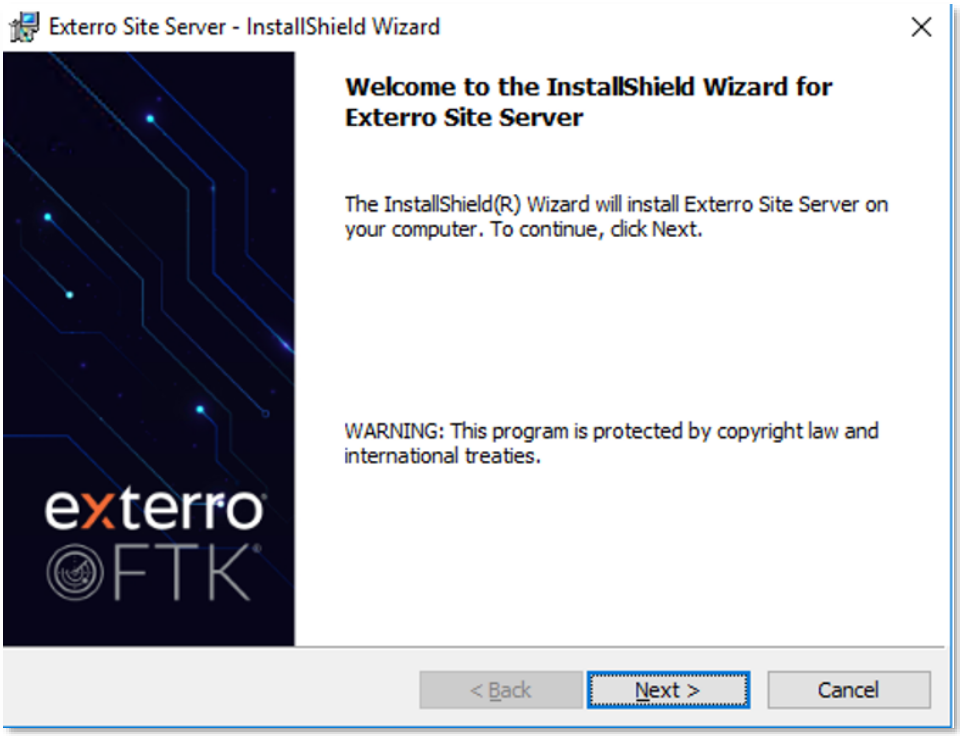
2. A ZIP file will be downloaded. Extract the folder, and right-click on the **SiteServer.exe** file and select **Run as Administrator**.

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3. When prompted by **User Account Control**, click **Yes**.



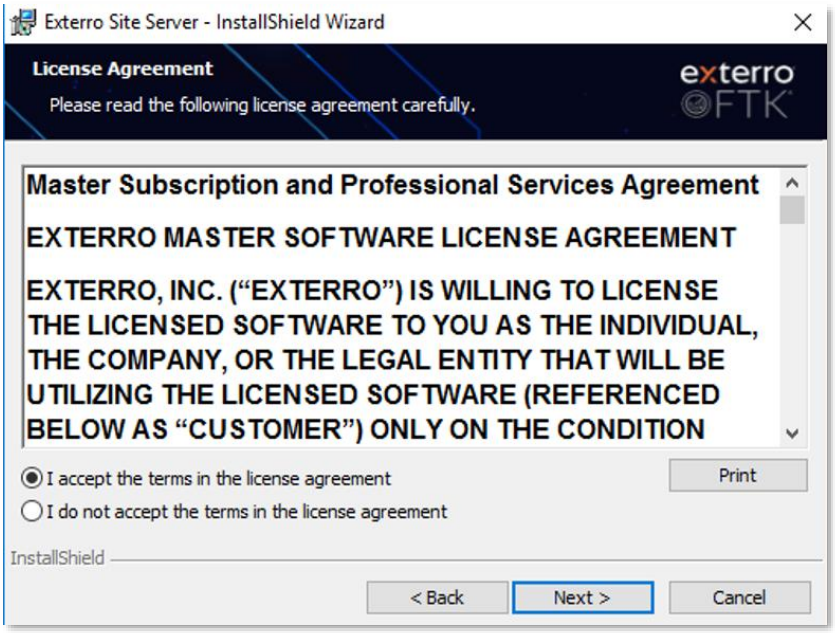
- The following page will be displayed.



4. Click **Next**.

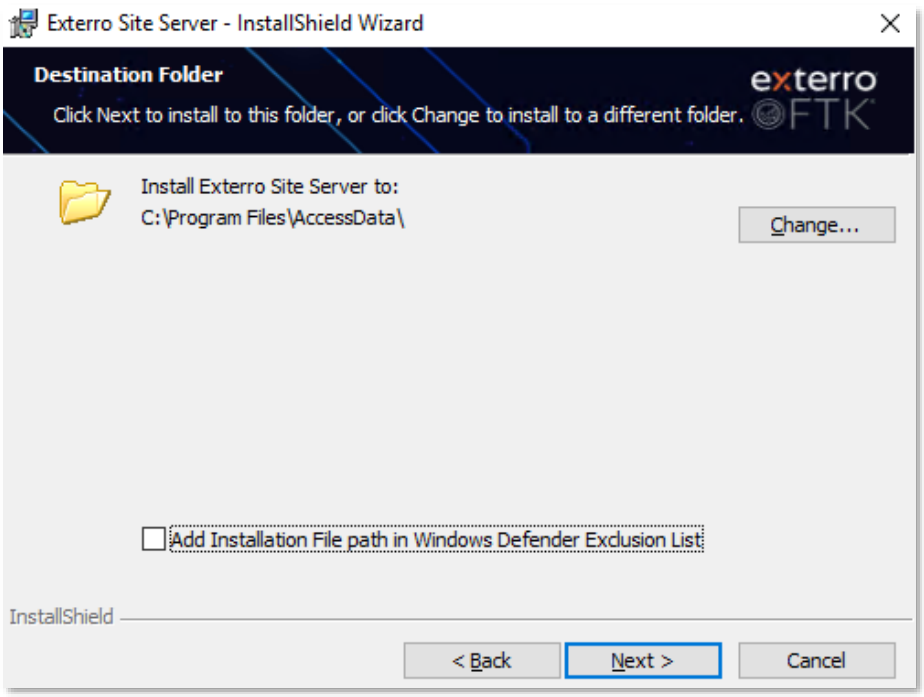
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- The **License Agreement** page is displayed.



5. Review and accept the terms and click **Next**.

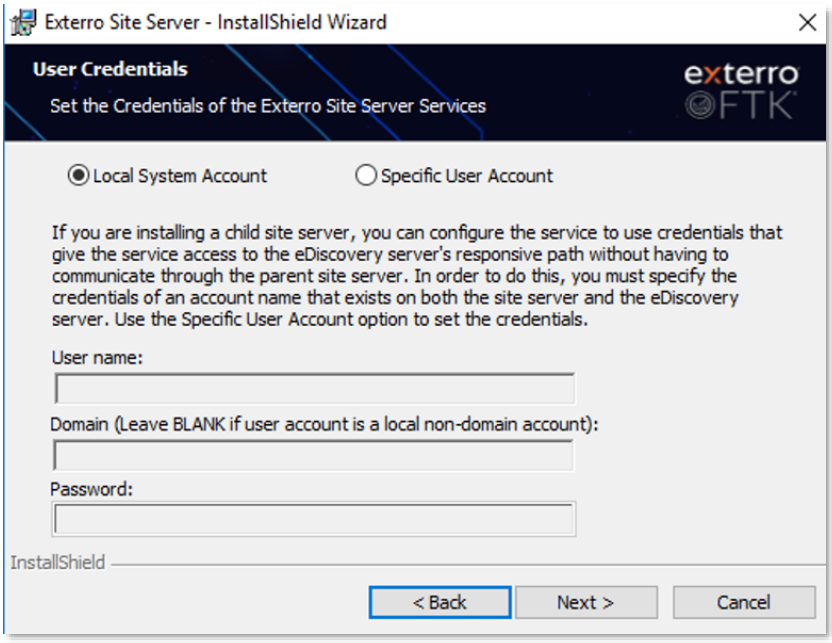
- The **Destination Folder** page is displayed.



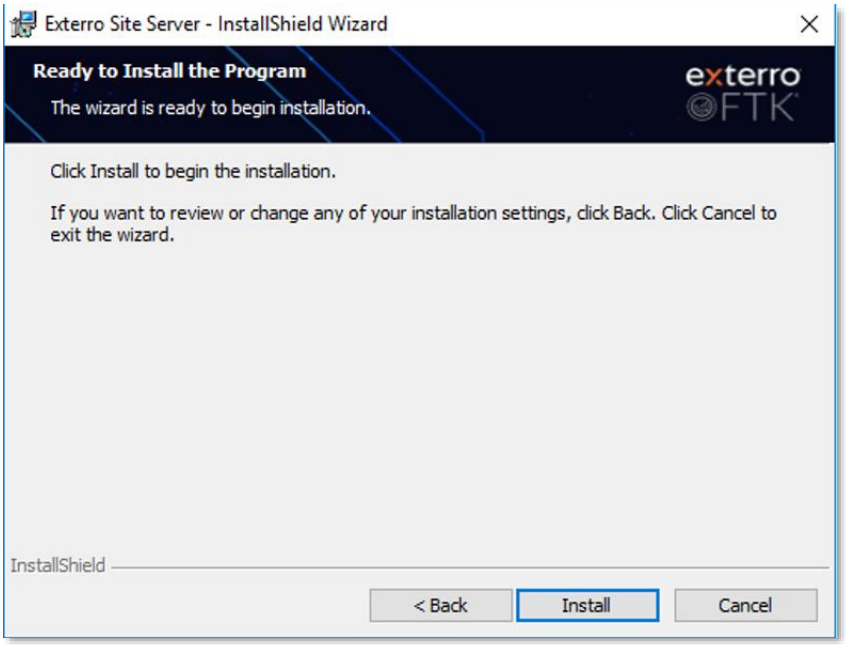
6. Select the folder location and click **Next**.

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- The **User Credentials** page is displayed.



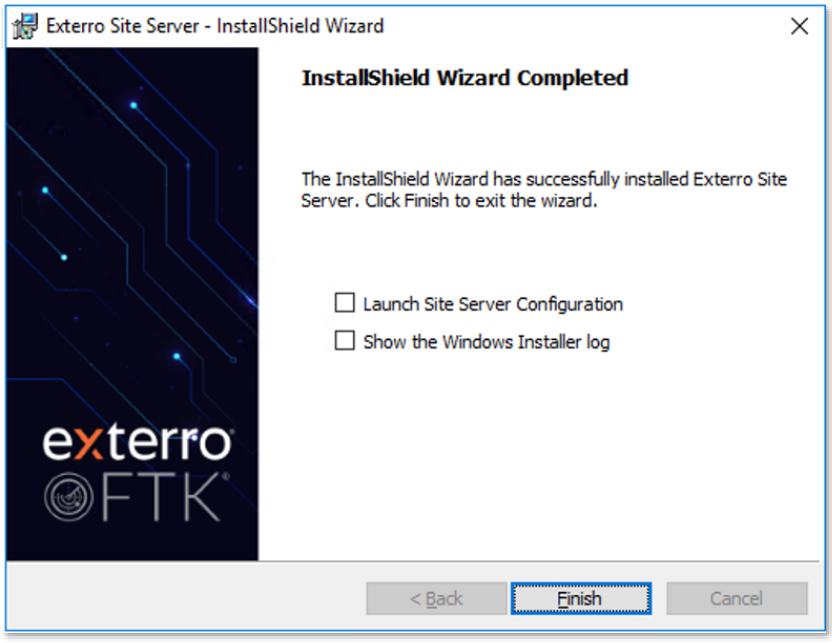
7. Provide the user credentials and click **Next**.
   - The Ready for installation page is displayed.



8. Click **Install** to begin installation.

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- The following page will be displayed.

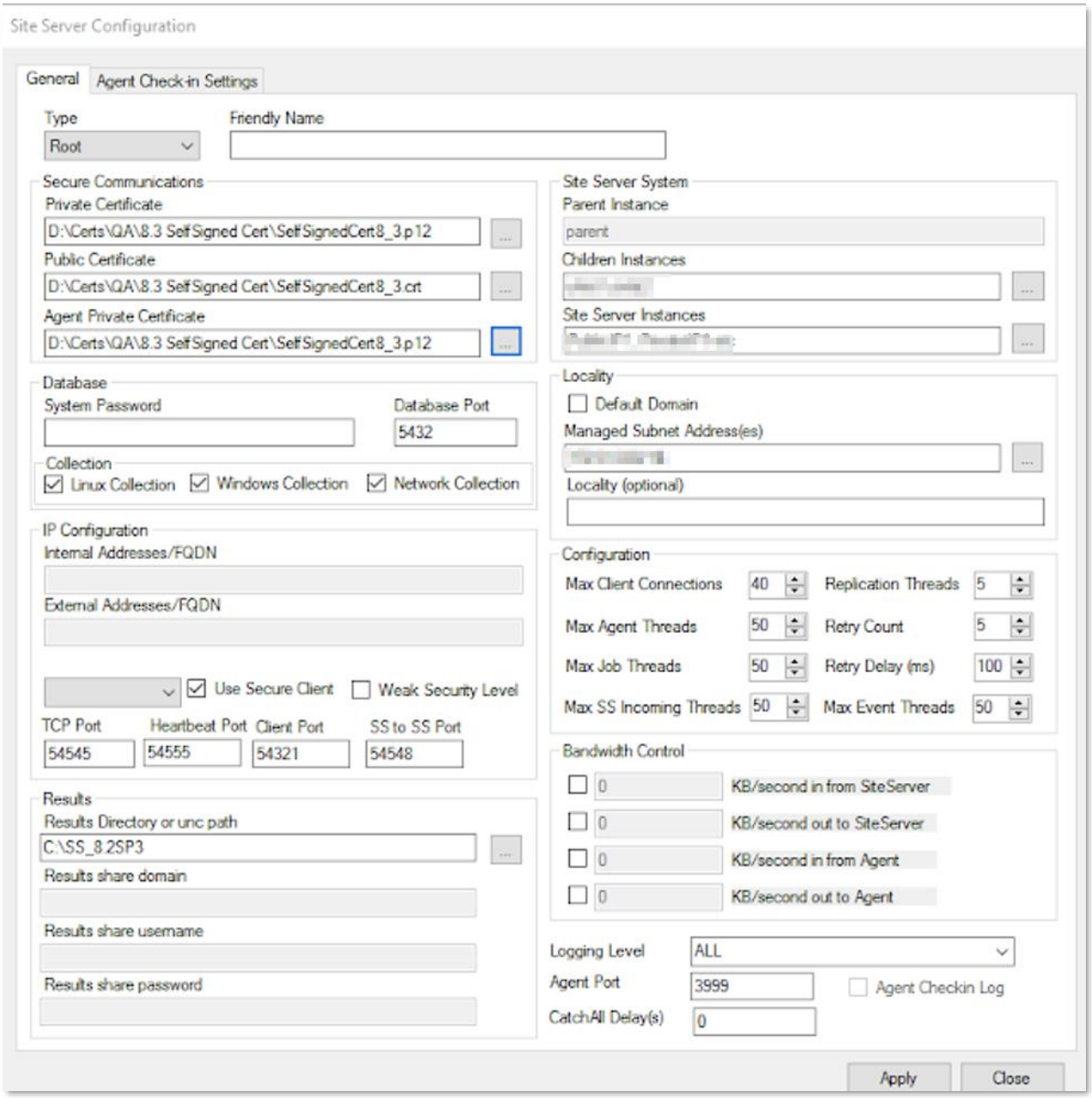


9. When installation is completed, enable the **Launch Site Server Configuration** checkbox (to open **SSConfig.exe**).
10. Click **Finish**.

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- The **Site server Configuration** page will be displayed.

Site Server Configuration - General Settings:

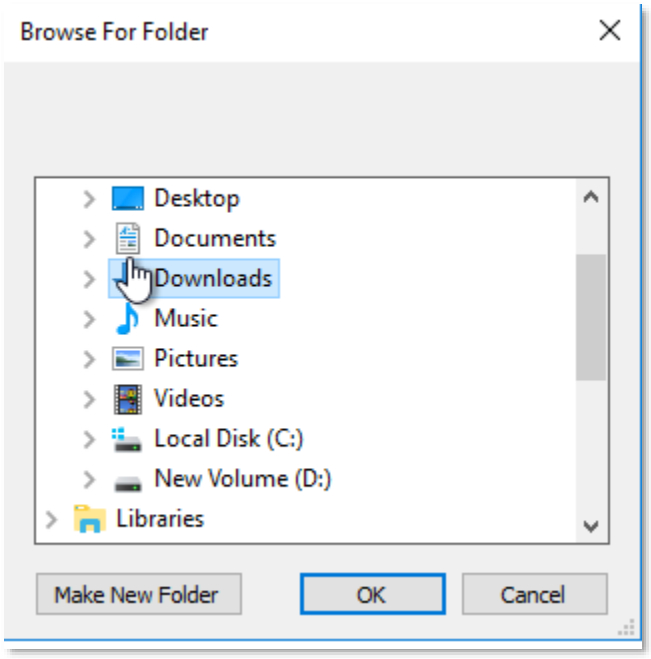


Notes:

- *For **Fresh Installation,** configure all required fields manually.*
- *For **upgrade**, existing configurations from the previous version are retained automatically.*
- *For the Root site server, only the **System Password** and **Results Directory** needs to be configured.*

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11. Enter the **PostgreSQL System Password** in the 'System Password' field.
12. You can click on the **Browse** (…) option to select an existing folder or click **Make New Folder** to create and choose a new folder.



Note: *If this path was previously selected, ensure that a trailing backslash is included, or remove it to rebuild the results folder with the latest agent modules and installers.*

For example:

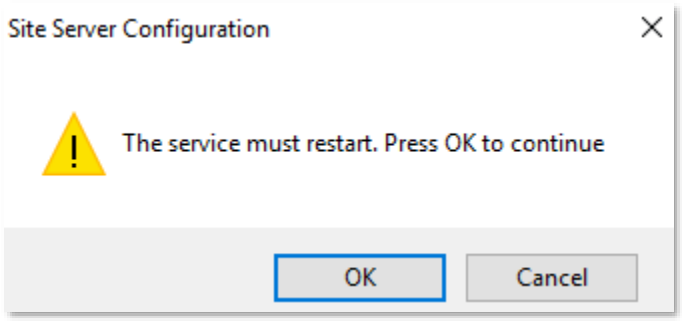
- *With a backslash:* ***C:\Program Files\AgentModules***
- *Without a backslash:* ***C:\Program Files\AgentModules***

13. Click on **Apply** to save the configurations made in the **General Settings** section.

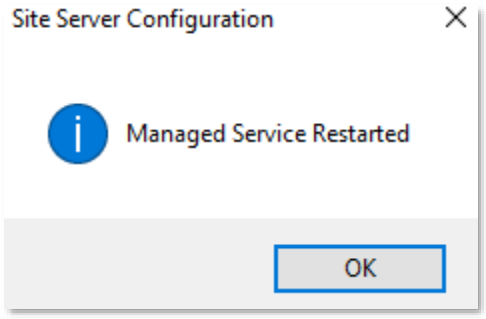
Note: *For more configuration details, refer to the Configuring Site Server (KB article).*

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



14. 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.



15. Click **OK**.

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6.2 Site Server Configuration - Agent Check-in Settings

The **Agent Check-in Settings** section applies only to public site servers and is not applicable for users trying to configure it for root.

***Important**: The following fields should be configured for the corresponding Agents:*

Agent Type	Fields to be configured
Off-Network Windows Agent	• Certificate Path • Certificate Password • HTTPS Port
Off-Network Mac Agent	• Certificate Path • Certificate Password • HTTPS Port • Reverse Proxy (Mac Agents Only) • FTKC FQDN/IP
Both Off-Network Windows and Off-Network Mac Agents	• Certificate Path • Certificate Password • HTTPS Port • Reverse Proxy (Mac Agents Only) • FTKC FQDN/IP

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Contact Exterro

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For technical difficulties, support is available through support@exterro.com.

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