

FTK POSTGRESQL 18.4 – UPGRADE GUIDE

JULY 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

The purpose of this document is to provide a comprehensive, step-by-step procedure for upgrading your database infrastructure to **PostgreSQL 18.4 (PG18)** and migrating all existing case databases from **PostgreSQL 14.x (PG14)** in preparation for upgrading to **Exterro Forensic Tools (FTK) 8.3**.

Following this guide ensures complete data integrity, prevents downtime, and guarantees proper alignment of system access permissions across your forensic environment.

Prerequisites

Before initiating the installation or migration process, carefully review and complete the following system prerequisites:

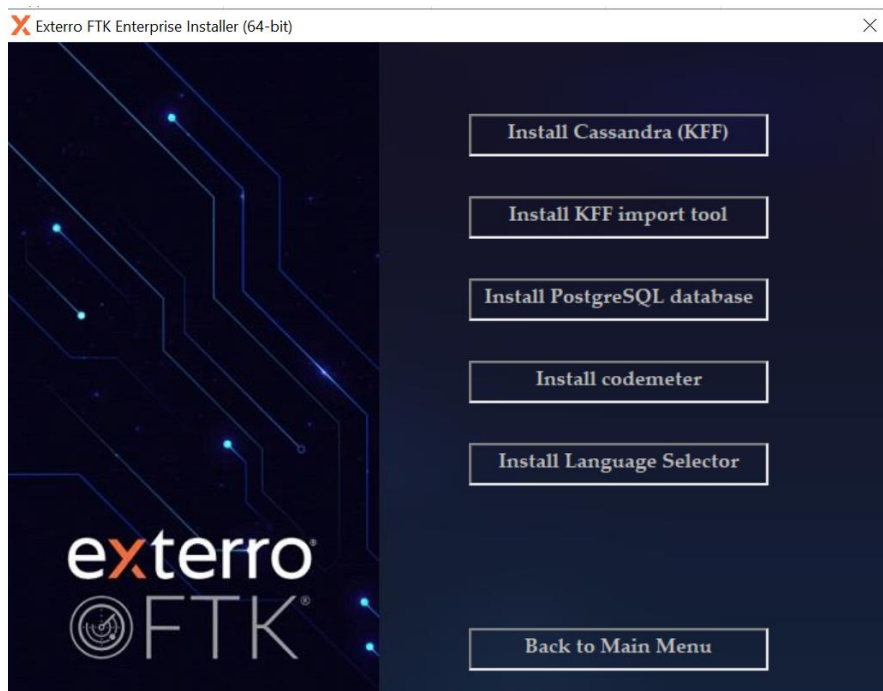
- PostgreSQL 14.x must be operational with cases from previous FTK installations. Ensure all the cases are in 'Completed' status.
- Ensure all PostgreSQL services across all user sessions are completely stopped or terminated; open handles will prevent the data folder from being migrated.
- The logged-in Windows user must have full administrative privileges and Full Control permissions over all PostgreSQL data folders and case directories.
- Ensure a full system backup of all PostgreSQL 14.x databases and all Case Folders is taken before starting the migration process.
- Ensure the destination drive containing the PostgreSQL data folder has at least 2.5 times more free space relative to the total size of the source data folder.
- After installing FTK Suite 8.3, it is recommended to restart the machine before initiating the PostgreSQL migration.

1 Installing PostgreSQL 18.4

PostgreSQL 18.4 can be installed directly through the Forensic Tools 8.3 installer wizard or executed independently using the standalone installer package.

Option A: Installation via Master Installer Suite

1. Mount or extract the Forensic Tools 8.3 ISO file.
2. Navigate to the directory: <Installer ISO-Directory>\8.3 Enterprise\autorun.exe
3. Right-click autorun.exe and select **Run as administrator**.
4. The Installer page will be displayed; select **Other Products/Installers**.
5. Select **Install PostgreSQL database**.



The PostgreSQL database will be installed.

Option B: Separate installation of PostgreSQL_X64.exe file

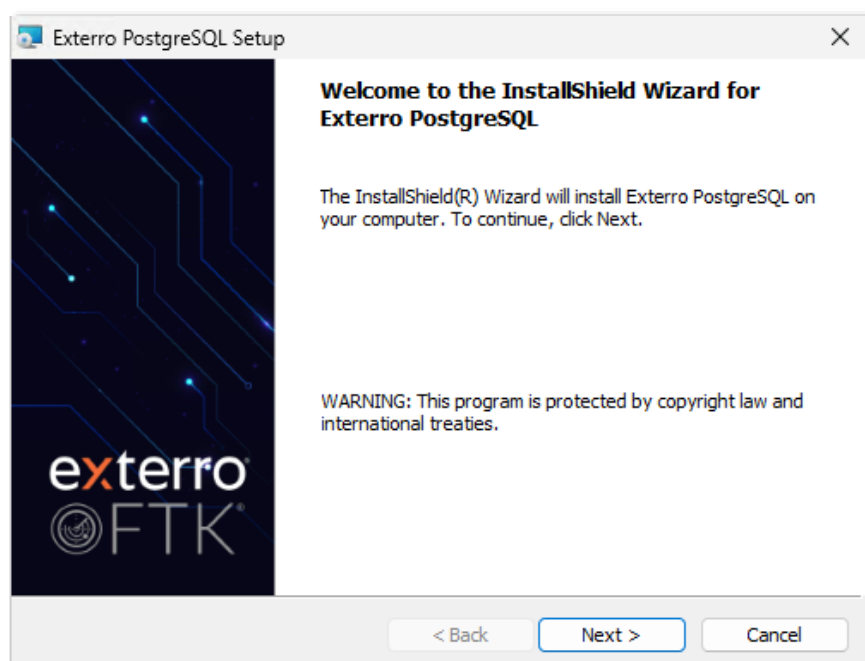
Note: These steps should be followed only when the **PostgreSQL 18.4** checkbox was not enabled during the FTK Suite installation process.

If installing PostgreSQL separately or re-installing following an installer failure, perform the following steps:

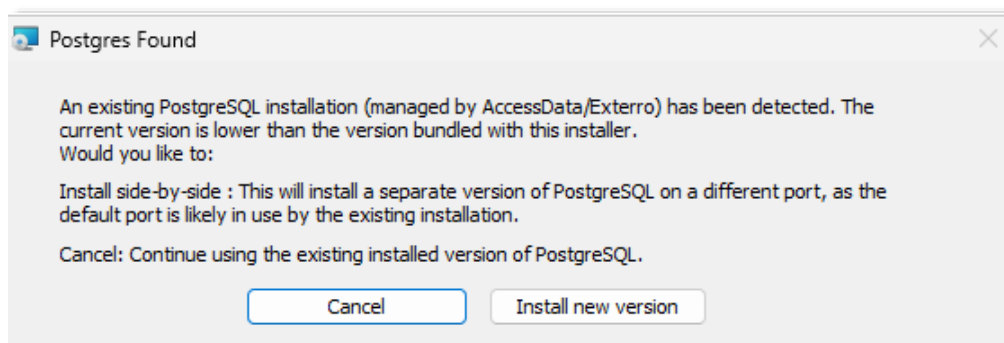
1. Browse the installation media to the path:

`<Drive:>\Forensic_Tools\Tools\Exterro PostgreSQL`

2. Right-click the **PostgreSQL_X64.exe** file and click **Run as Administrator**.
3. At the **Exterro PostgreSQL Setup**, click **Next**.

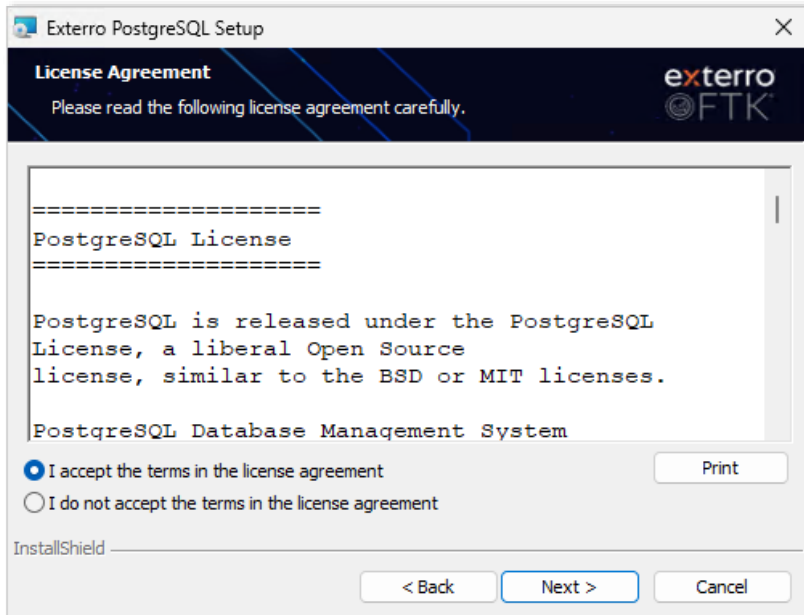


4. The installer will detect the existing PostgreSQL 14.x instance. Select **Install new version**.

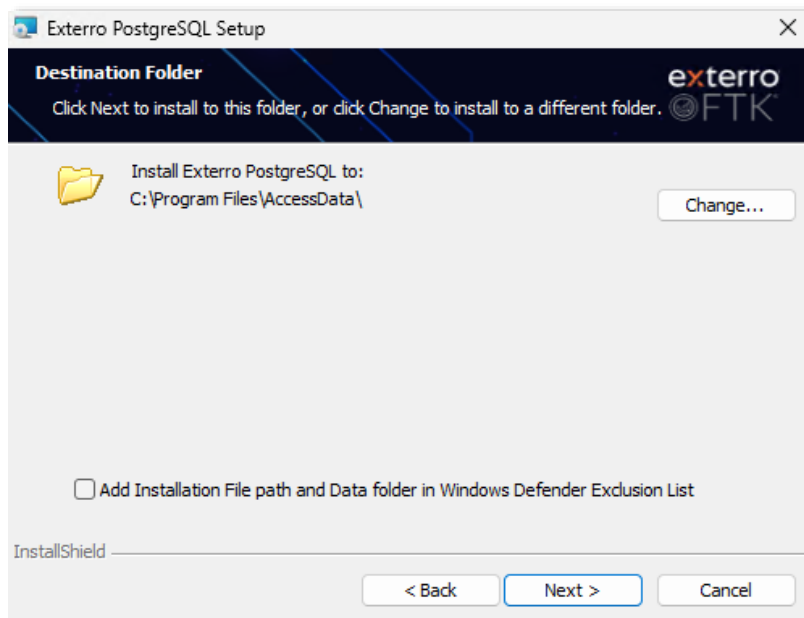


Note: Selecting 'Install new version' allows PostgreSQL 18.4 to install alongside PostgreSQL 14.x without overwriting existing databases. You can migrate project data later using the DBConfig.exe utility.

- The **License Agreement** page will be displayed.

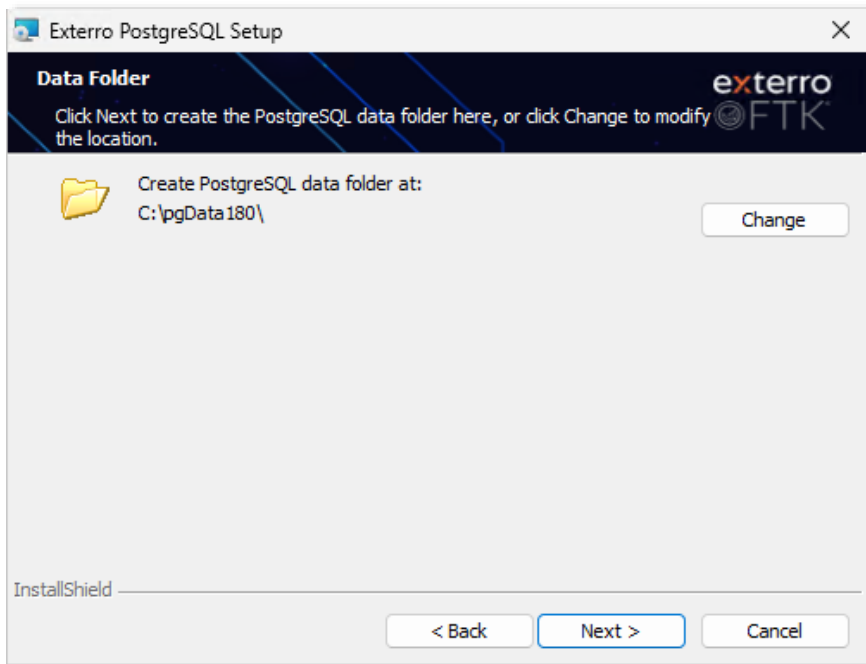


5. Review the license details, select "I accept the terms in the license agreement".
6. Click **Next**.
 - The **Destination Folder** page will be displayed.



7. Click **Next**.

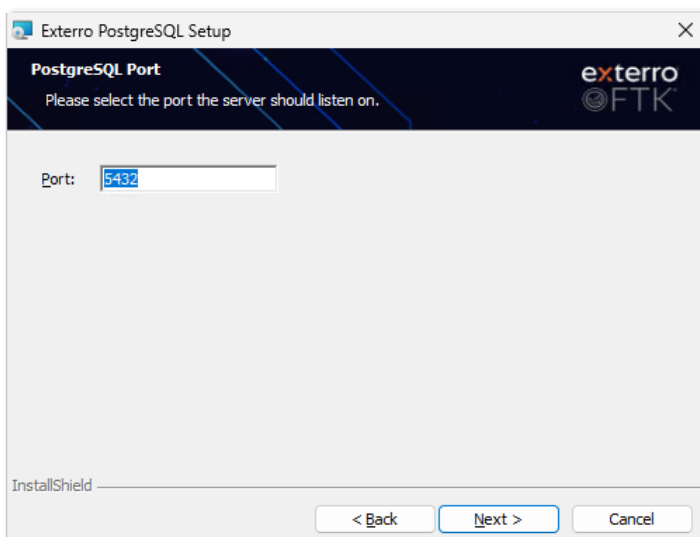
- The **Data Folder** page will be displayed.

8. Keep the default or specify the target path (e.g., C:\Program Files\AccessData\) by clicking **Change**.

Note: This directory **must be different** from the existing pgdata folder used by PostgreSQL 14.x (e.g., C:\pgData140\). However, this should be on the same local drive.

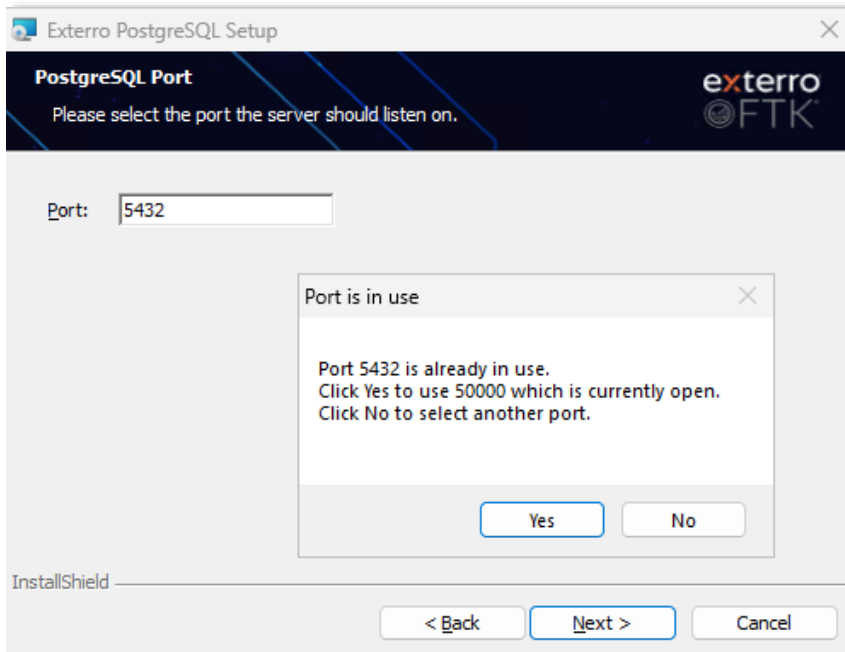
9. Click **Next**.

- The **PostgreSQL Port** page will be displayed.

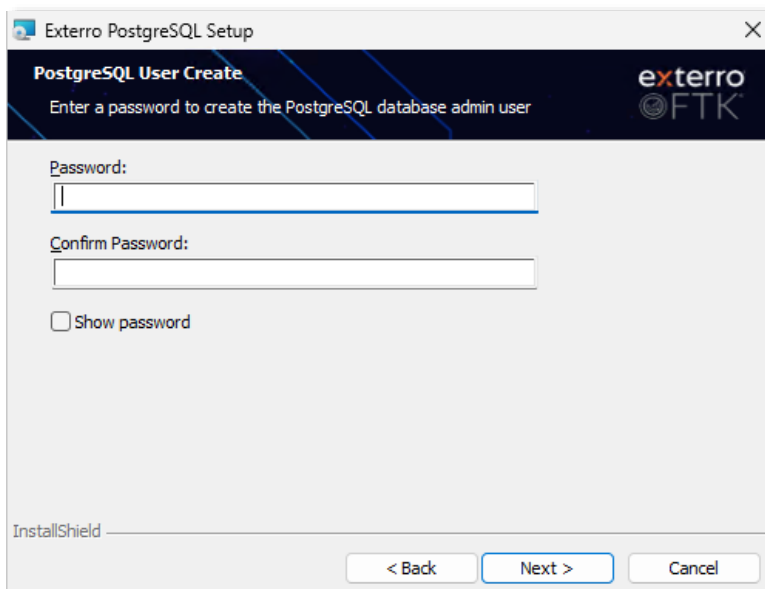


10. Enter an open listening port (e.g., 5433 or 50000) and click **Next**.

Note: Port 5432 is normally occupied by PG14. If you enter 5432, an alert stating "Port is in use" will appear. Click **Yes** to accept port 50000 or **No** to enter another port. PostgreSQL 18.4 will automatically switch back to 5432 after the final migration.



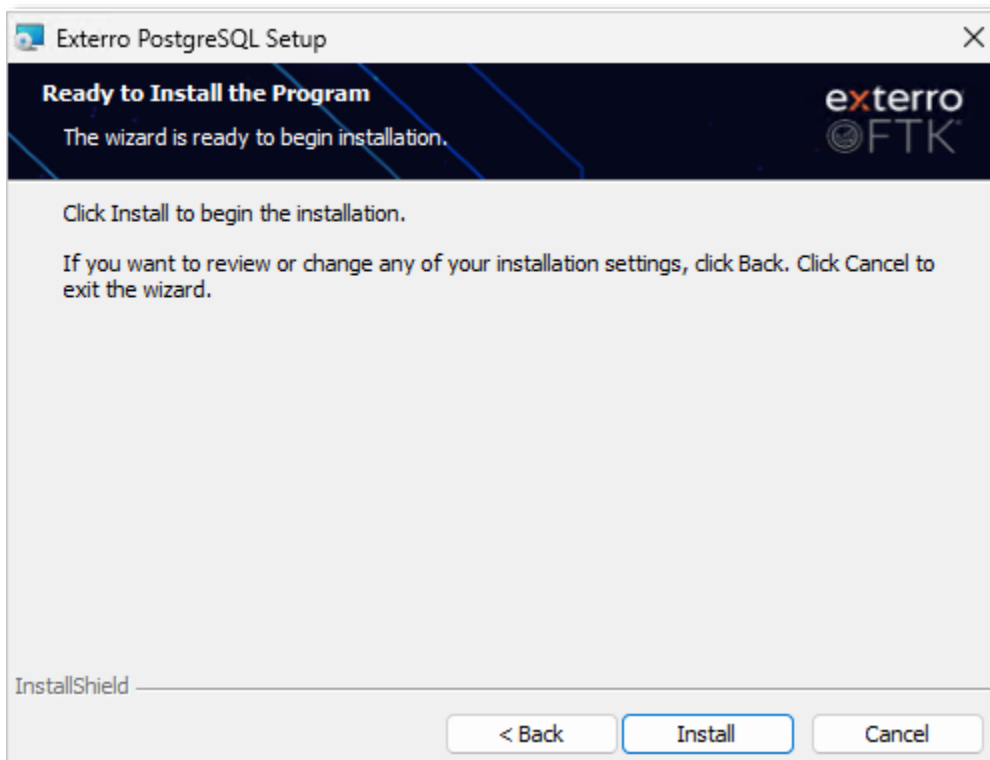
- The **Exterro PostgreSQL Setup** page will be displayed.



11. Enter and confirm a temporary password for the Postgres admin account, then click **Next**.

Note: This password is temporary. Upon successful migration, the original PostgreSQL 14.x password will overwrite this temporary password.

- The **Ready to Install the Program** page will be displayed.



12. Click **Install**.

13. When the installation is complete, click **Finish**.

2 Configuring Access Permissions for PostgreSQL Data and Case Folders

Important: Ensure full access permissions are properly set for both PostgreSQL data folders (pgData140 and pgData180) before proceeding. Permissions can be revoked once the migration process is complete.

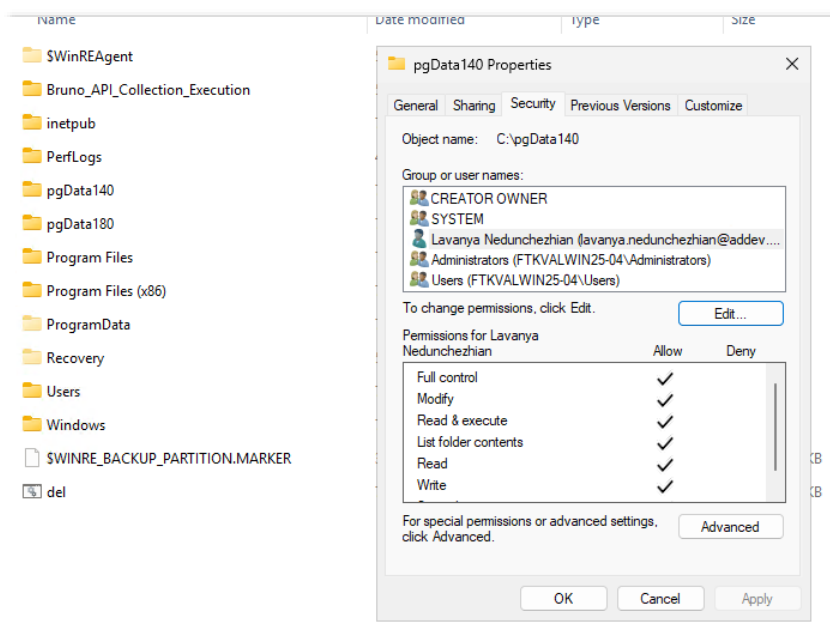
2.1 PostgreSQL Data Folder Security Settings

Follow these steps for both PostgreSQL version data folders (14.x / pgData140 and 18.x / pgData180):

1. Locate and open properties:

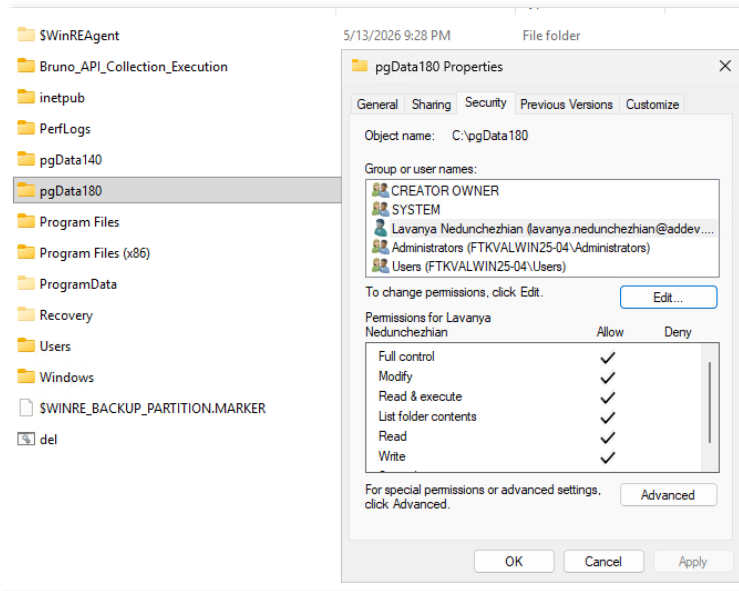
- Right-click on 'pgData140' (e.g., C:\pgData140) and select 'Properties'.

○ **For 14.x**



- Repeat the same step for pgData180 (e.g., C:\pgData180).

- **For 18.x**



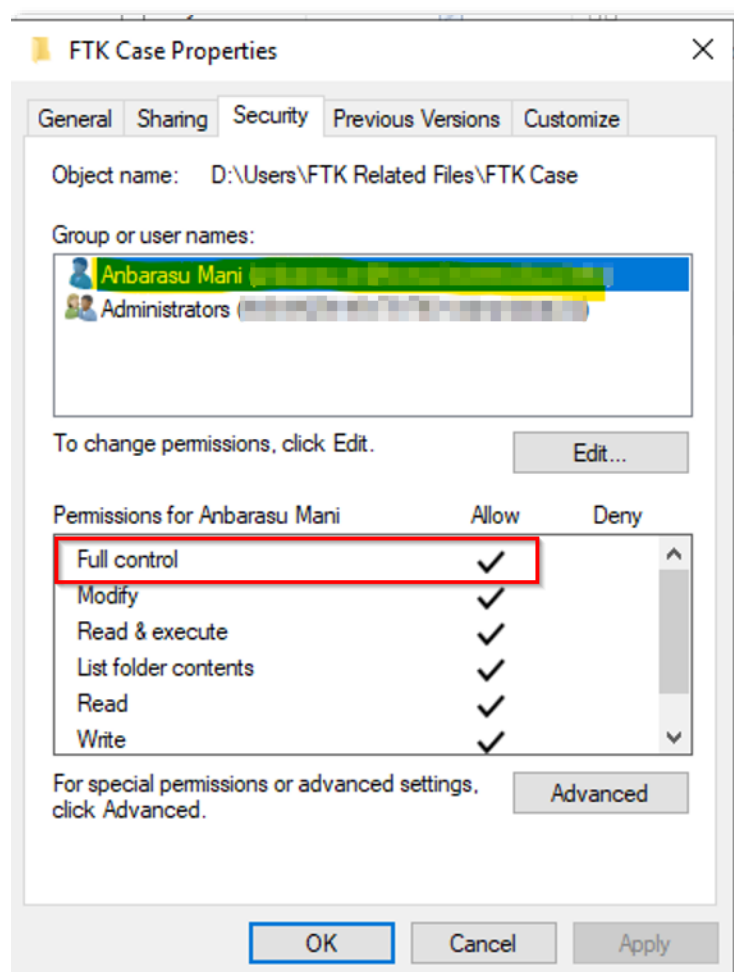
2. Modify security permissions:

- Go to the 'Security' tab.
- Under 'Group or user names', select the required user or service account, then click 'Edit'.
- Under 'Permissions', check 'Allow' for **Full control**.
- Click 'Apply', then 'OK' to save the changes.

2.2 Case Folder Permissions

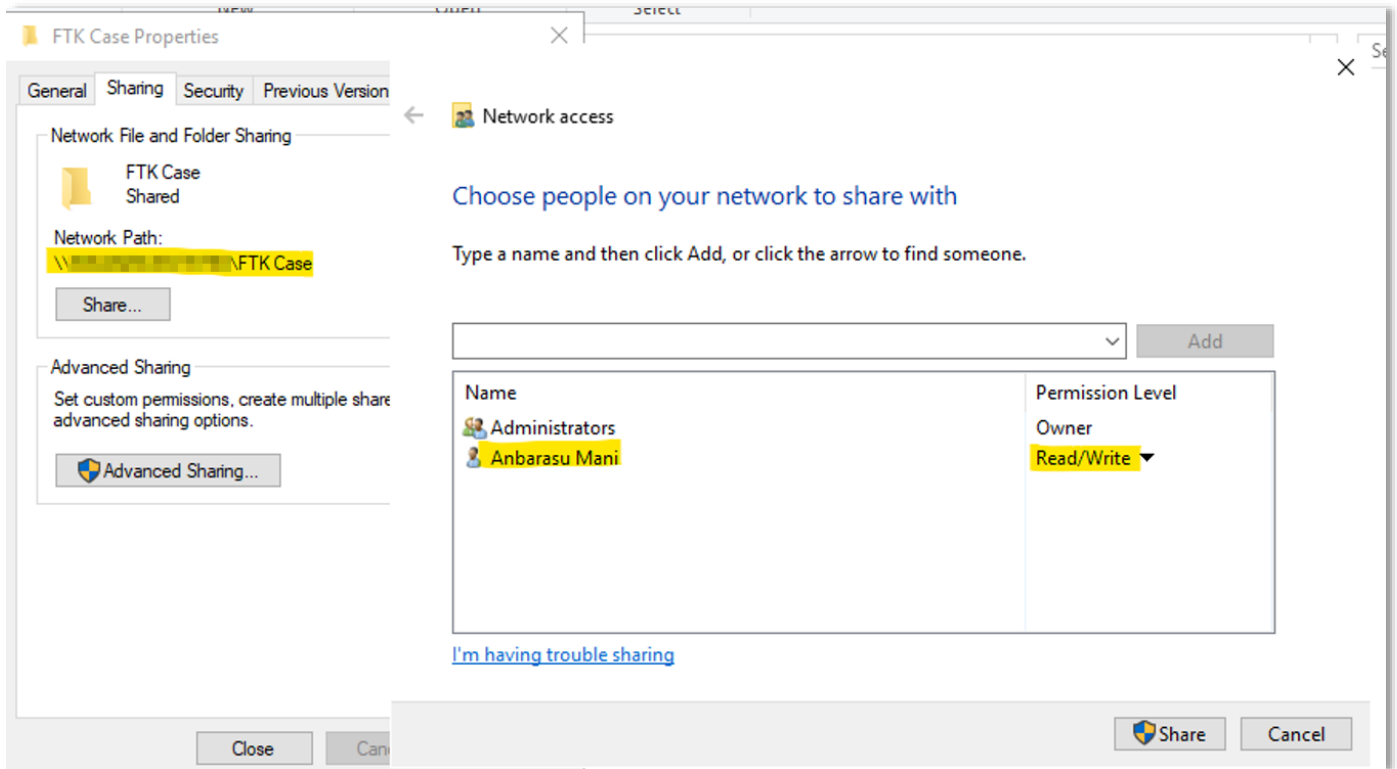
a) Local File Security (Security Tab)

1. Right-click the FTK Case folder and select 'Properties'.
2. Go to the 'Security' tab.
3. Under 'Group or user names', select the required user or service account, then click 'Edit'.
4. Under 'Permissions', check 'Allow' for **Full control**.
5. Click 'Apply', then 'OK' to save the changes.



b) Network Sharing Access (Sharing Tab)

1. In the FTK Case Properties window, go to the 'Sharing' tab.
2. Click 'Share' under Network File and Folder Sharing to open the Network access window.
3. Select the user and choose the permission level to 'Read/Write'.



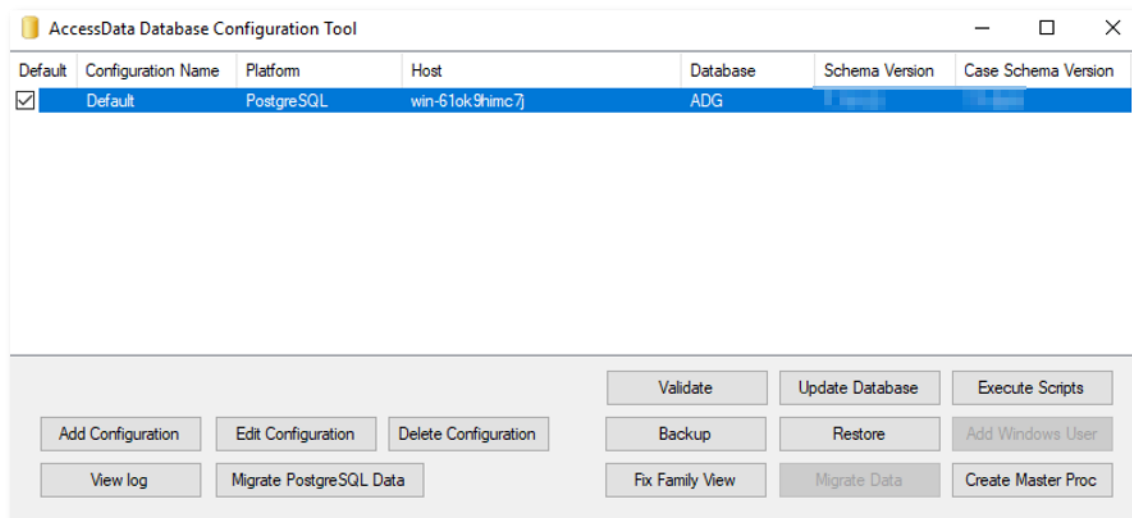
4. Click 'Share' to confirm and apply network sharing settings.

3 Migrating PostgreSQL 14.x to 18.4

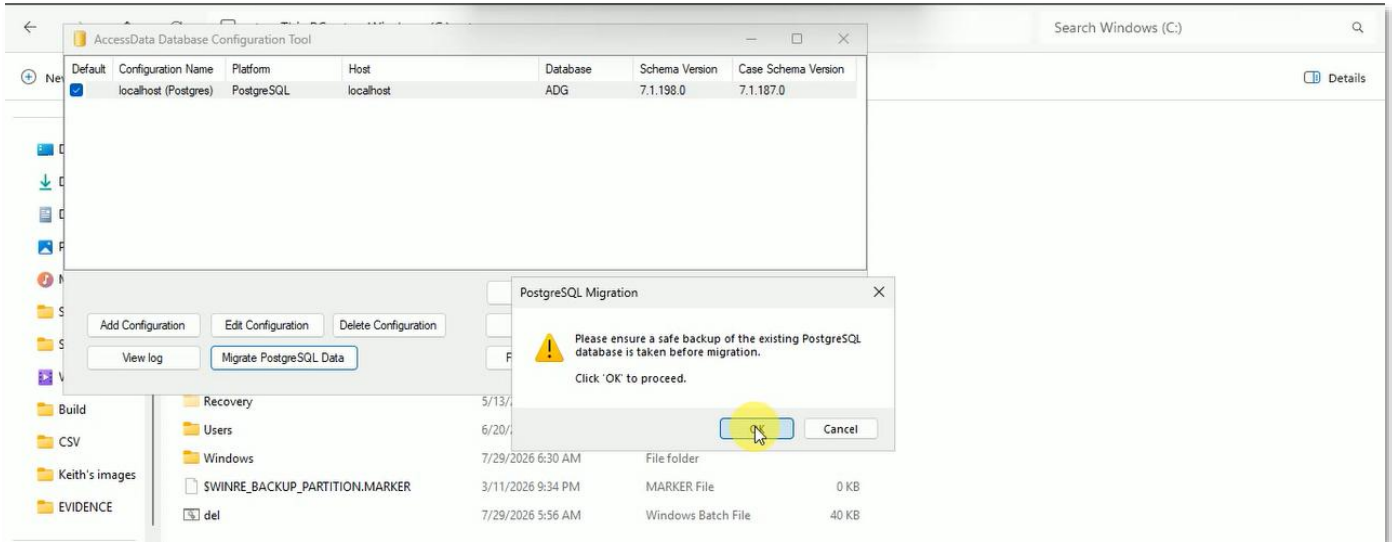
Note: Ensure **PGAdmin.exe** is completely closed prior to launching the migration tool. If PGAdmin is running, active database locks will cause the migration process to fail.

Steps:

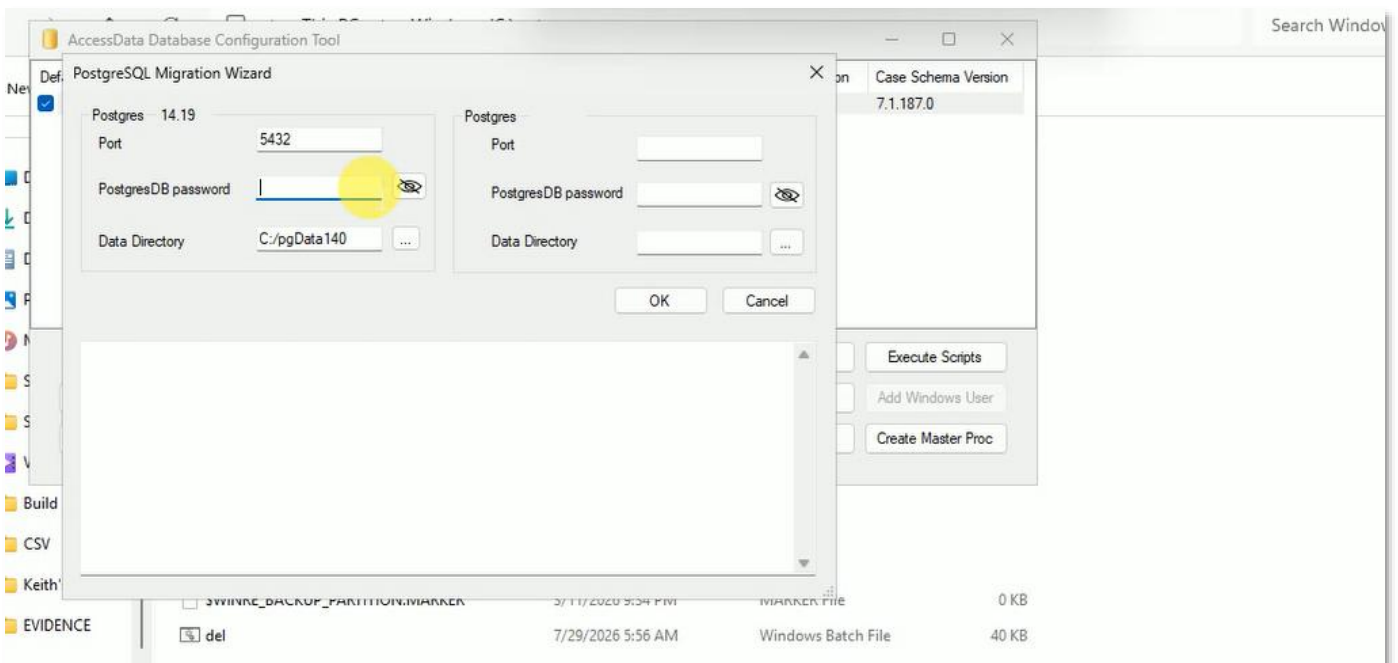
1. Open Windows File Explorer and navigate to the Forensic Tools bin directory: C:\Program Files\AccessData\Forensic Tools\8.3\bin
2. Locate **DBConfig.exe**, right-click, and select **Run as Administrator**.
3. In the 'AccessData Database Configuration Tool' window, select the existing PostgreSQL 14.x configuration row.



4. Click the **Migrate PostgreSQL Data** button.
 - The **PostgreSQL Migration** pop-up window will be displayed.



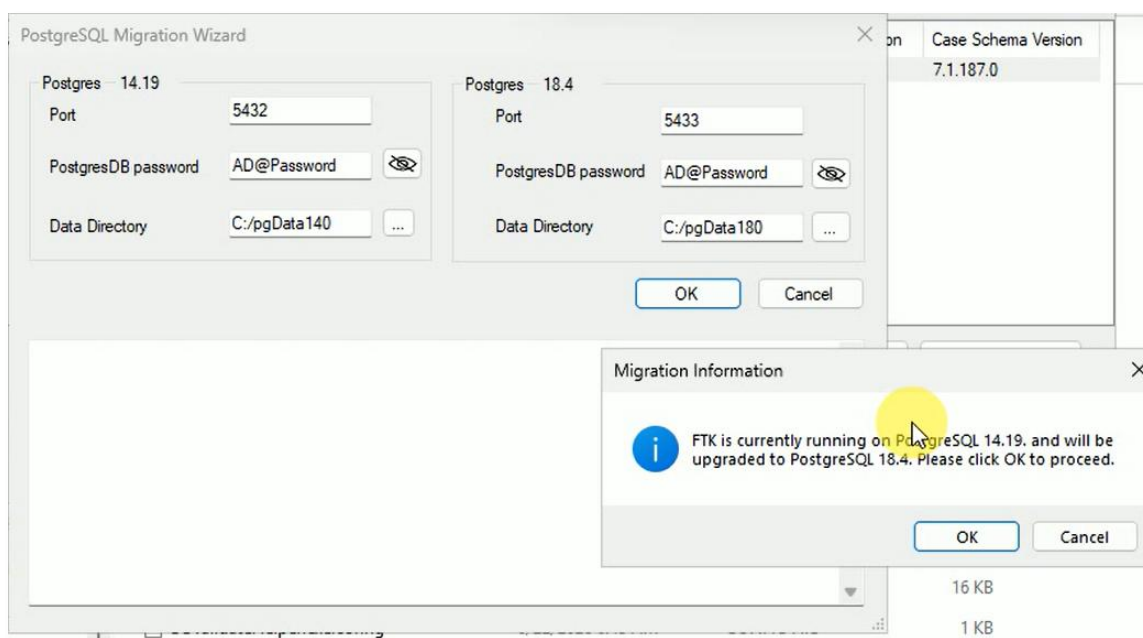
5. Click **OK**.
 - The PostgreSQL Migration Wizard window will be displayed.



6. Configure the required fields for both the **Postgres 14** and **Postgres 18.4** sections as follows:

- **Port:** The PostgreSQL 14 port is automatically determined from the existing configuration. You will need to enter the PostgreSQL 18.4 port manually.
- **PostgresDB password:** You must provide the **postgres** administrator password for both versions of PostgreSQL. If no password was specified when PostgreSQL 14.x was installed, the default password will be **AD@Password**.
- **Data Directory:** After completing the Port and Password fields, click the ... (ellipses) button next to the Data Directory fields to populate them automatically.

7. Click the **Ok**.



8. The **Migration Information** pop-up will be displayed.

9. Click the **Ok** button to start the migration process.

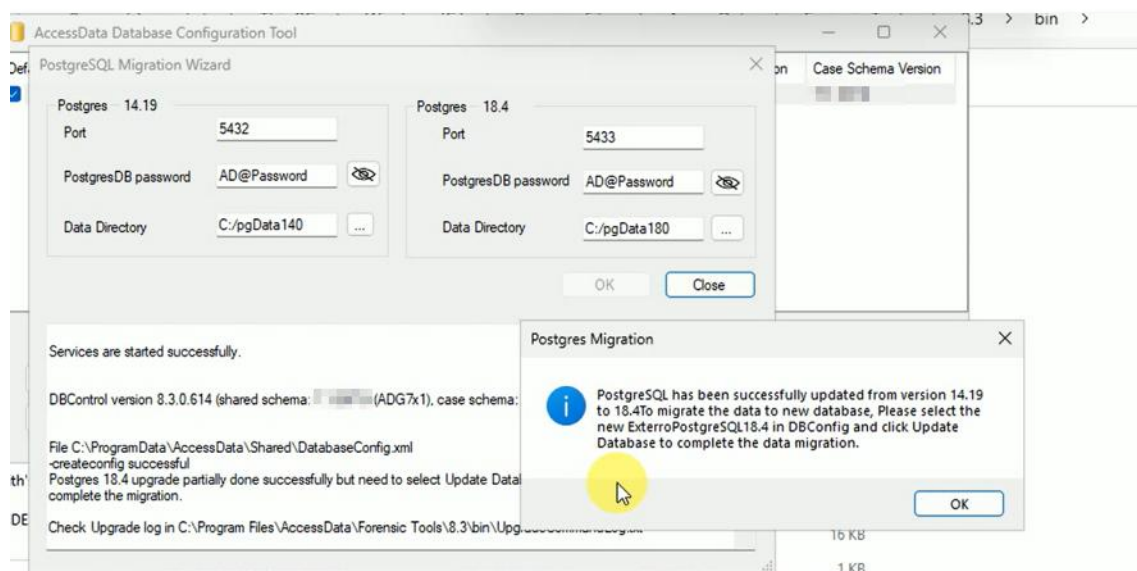
Note: This process could take some time, and the output may appear to freeze, depending on the amount of database data being migrated

Warnings:

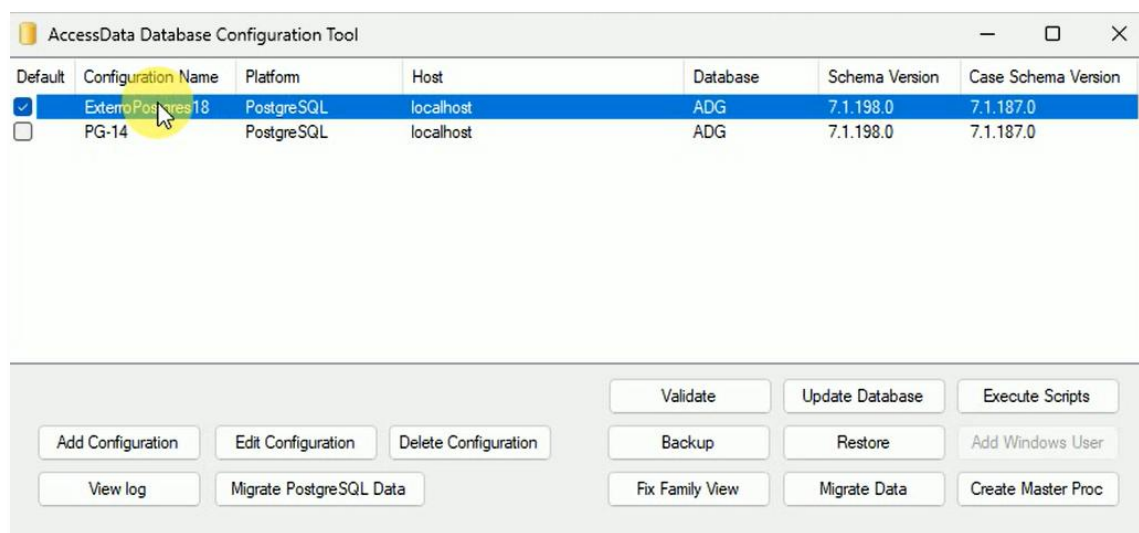


- Do not click **OK** to start the migration more than once.
- Do not click **Cancel** or close the dialog after starting the migration process.

10. When migration finishes, a success message appears: "PostgreSQL has been successfully updated from version 14.x to 18.4. To migrate the data to the new database, please select the new ExterroPostgreSQL18.4 in DBConfig and click Update Database to complete the data migration."



11. Click **OK**, then click **Close** on the wizard.



12. Verify that a new configuration entry named **ExterroPostgres18** is now listed in the Database Configuration Tool.

4 Validating Migrated PostgreSQL 18.4 Database (Optional)

Database validation is a recommended step to verify data structural integrity before performing the schema update.

Steps:

1. In the **AccessData Database Configuration Tool**, select the new **ExterroPostgres18.4** configuration.
2. Click **Validate**.

Validate Database

Maintenance Options

- ☒ ClearEmptyDatabases
- ☒ FixSequences
- ☒ RebuildMissingIndexes
- ☐ FailAllHungJobs
- ☒ ValidatePermissionsAndVersions
- ☐ RemoveAbandonedObjectData
- ☒ ApplyAddendums
- ☒ FixFTKFilterMRUDefaultDates

Check Common Options

Check All Options

Clear All Options

Evidence Database, e.g. ADG

Authentication Mode: Database Authentication

System User: postgres

System Password:

Application Databases, e.g. Ediscovery

Server Name: localhost Port: -1 User:

Authentication Mode: Windows Authentication Password:

☐ Show Warnings Validate

3. In the **System Password** field, enter the PostgreSQL 18.4 **Postgres** administrator password.
4. Select **Check Common Options**.
5. Click the **Validate** button at the bottom to begin validation.

Note: This process could take some time depending on the amount of database data you have.

6. Click **OK** when 'Database Validation Successful' is reported.

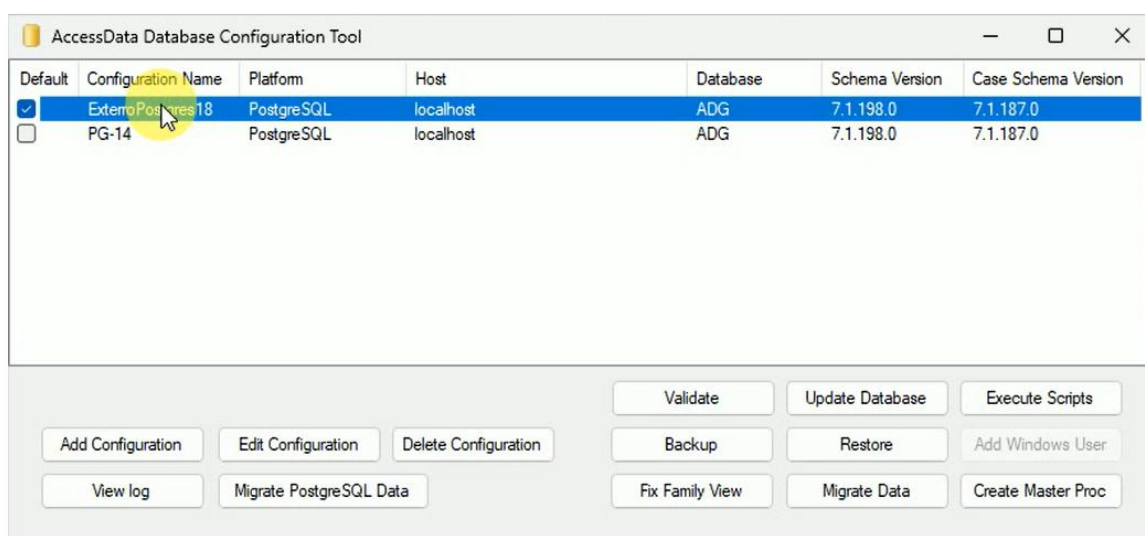
Note: If validation reports errors or fails, do not proceed with the upgrade. Export the validation log and forward it to support@exterro.com for technical assistance.

5 Upgrading PostgreSQL 18.4 Schema

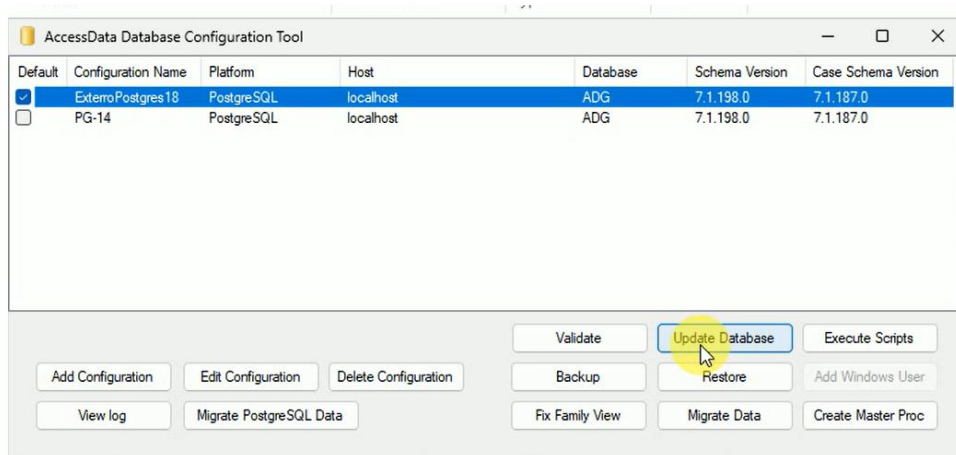
If a case creation was interrupted or failed before completion in the source database, the PostgreSQL database migration may complete successfully, but the subsequent DB Upgrade can fail due to missing database indexes in the migrated schema. Ensure there are no incomplete or failed case creation operations in the source database before performing the “update database”.

Steps:

1. In the **AccessData Database Configuration Tool**, select the new **ExterroPostgres18.4** configuration.



2. Click **Update Database**.



3. In the pop-up configuration dialog:

- **Backup Path:** Specify a path to a valid, empty local folder (e.g., D:\DB_Backup\) where PostgreSQL can store temporary backup files.

Note: If FTK and PostgreSQL reside on separate servers, this path **MUST** be a shared UNC path (e.g., \\Server\Backup\) accessible by both systems with full Read/Write permissions.

- **System Password:** Enter the administrator password (transferred from PG14).
- **Backup Application Databases:** Uncheck this box.

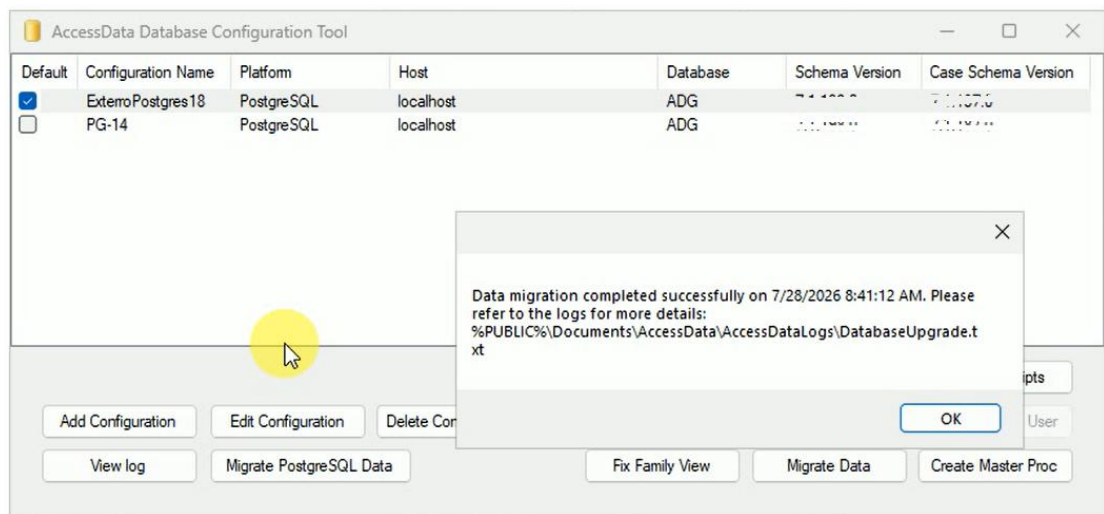
4. Click the **Update** button at the bottom to begin validation. This process could take some time depending on the amount of database data you have.

Upon successful completion, a message prompt will confirm: "Data migration completed successfully on [Date/Time]."

Please refer to logs for more details:

%PUBLIC%\Documents\AccessData\AccessDataLogs\DatabaseUpgrade.txt"

5. Click **Ok**.



6. Verify that the checkbox under the **Default** column is checked next to **ExterroPostgres18**.

Note: The migrated PostgreSQL 18.4 database service automatically rebinds to the default port **5432** upon completion.

7. Close the Database Configuration Tool and **reboot the host computer**.

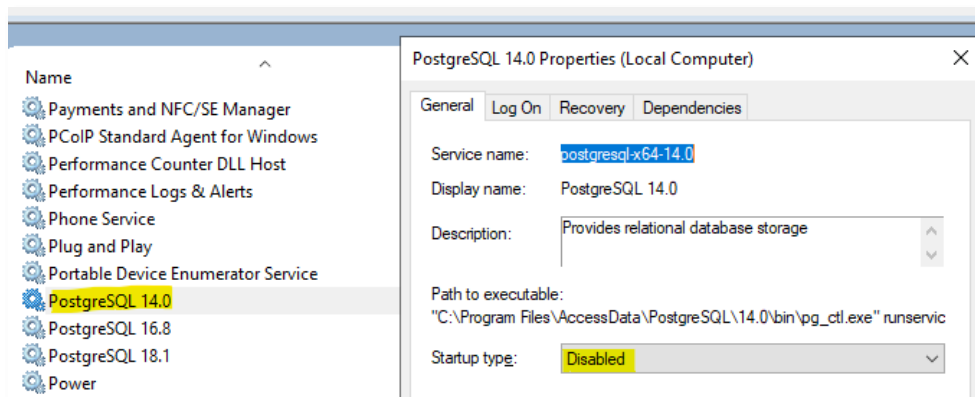
8. Launch **FTK 8.3**, log in using your PostgreSQL credentials, and verify that all cases and evidence items are accessible.

6 Disabling the Source PostgreSQL Service

Prerequisite: Confirm that the database migration was successful and that the destination PostgreSQL service is running correctly before proceeding.

Configuration Steps

1. Open the **Services** management console (services.msc).
2. Locate the source PostgreSQL service (e.g., **PostgreSQL 14.0** / postgresql-x64-14.0).
3. Right-click the service and select **Properties**.
4. In the **General** tab:
 - Click **Stop** to stop the running service.
 - Change the **Startup type** dropdown menu to **Disabled**.
5. Click **Apply**, then **OK** to save changes.



Note: Disabling the old service prevents port conflicts so the new PostgreSQL version can use the same port.

7 Migration Limitations

Before initiating the migration process, carefully review the following prerequisites and technical constraints.

1. DBConfig Launch

- For a successful migration, it is recommended to run the **DBConfig** utility manually from the **bin** folder with administrator privileges after installation, instead of launching it from the FTK installation window.

2. Mandatory Data Backup

- **Risk of Data Loss:** Unexpected events—such as network interruptions, storage failures, or sudden system crashes—can occur during migration and lead to data corruption or loss.
- **Pre-Migration Action: Always perform a full, verified backup of all case databases** prior to starting the migration process. This ensures full recovery should an unexpected failure occur.

3. Disk Space Requirements & Allocation

- **Increased Footprint:** Due to technological changes and structural updates across PostgreSQL releases, the upgraded (target) data folder may require significantly more disk space than the source version.
- **Source Folder Modifications:** Temporary or permanent disk space usage changes may occur within the source (lower version) data directory during the process.

8 Migration Failures & Steps to revert to an older version

In case of failure during migration or upgrade processes, follow the steps below:

1. Close the **DBConfig** file.
2. Open **Control Panel**.
3. Uninstall the following:
 - FTK Suite
 - Exterro PostgreSQL 14.x
 - Exterro PostgreSQL 18.4.0.6

X Exterro Desktop Viewer	Exterro	30-07-2026	830 MB	8.3.0.578
X Exterro Evidence Processing Engine 10.30	Exterro	30-07-2026	3.16 GB	10.30.0.659
X Exterro Forensic Tools 8.3	Exterro	30-07-2026	11.1 GB	8.3.0.848
X Exterro FTKC suite 8.3	Exterro	30-07-2026		8.3.0.848
X Exterro License Manager	Exterro	30-07-2026	23.9 MB	3.6.0.24
X Exterro PostgreSQL	Exterro	30-07-2026	907 MB	18.4.0.6
X Exterro PostgreSQL	Exterro	30-07-2026	852 MB	14.19.0.1

4. Navigate to the PostgreSQL data directory.
5. Delete the **pgData180** case directory.

PerfLogs	07-05-2022 10:54	File folder
pgData140	30-07-2026 21:45	File folder
pgData180	31-07-2026 11:36	File folder
Program Files	30-07-2026 20:59	File folder
Program Files (x86)	30-07-2026 20:52	File folder
ProgramData	30-07-2026 21:33	File folder

Note: Ensure you do not remove the **pgData140** folder.

6. Navigate to the following directories:

- Program Files\AccessData
- ProgramData\AccessData\Products

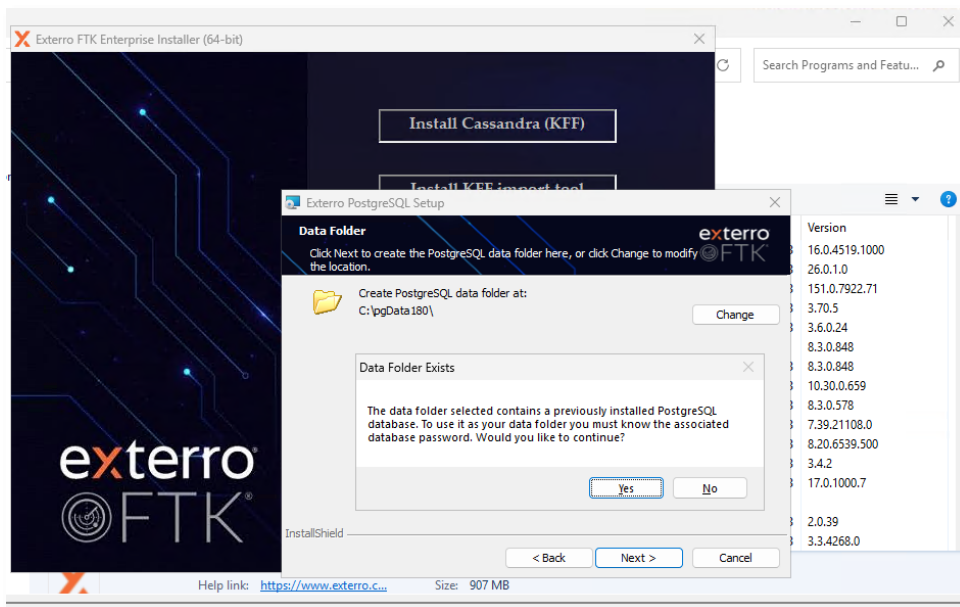
7. Delete any files and folders within these directories.

Note: Ensure that the PG14 data directory and case folders (where evidence is stored during processing) remain untouched.

8. Reinstall the last version of FTK that was installed on your machine (prior to FTK 8.3).

Note: While installing, the PostgreSQL 14 data directory must be pointed to the Old PG14 Directory.

- The **Data Folder Exists** pop up is displayed.



9. Click **Yes** to proceed with the installation.

10. Upon successful installation, log in to FTK.

Note: Upon logging in, the PG14 database authentication dialog is displayed by default, and the corresponding PG14 evidence is listed.

11. Install FTK Suite 8.3 using the steps provided in the [Installing PostgreSQL 18.4](#) section.

Notes:

- You can refer to the below logs for more details:

`%PUBLIC%\Documents\AccessData\AccessDataLogs\DatabaseUpgrade.txt"`

- For more information about migration errors, contact the Exterro Support team.

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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