

FTK SITE SERVER - INSTALLATION 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.

Site Server Installation Steps

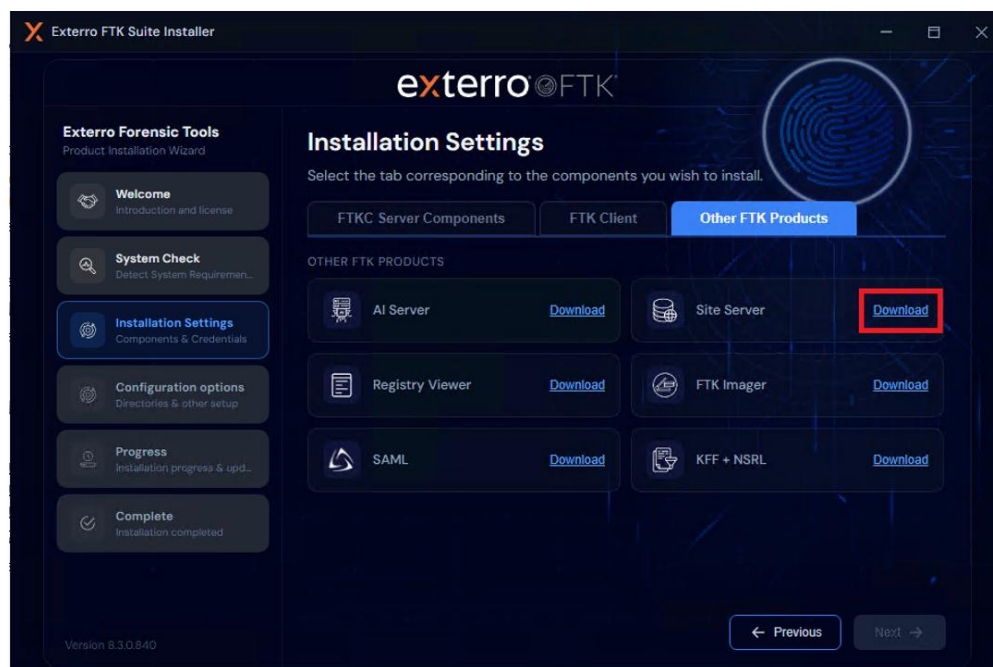
Prerequisite: Install or upgrade to **PostgreSQL 18.4** before installing the Site Server. Refer to the **Exterro FTK Site Server - PostgreSQL 18.4 Upgrade Guide** for detailed PostgreSQL installation and upgrade steps.

Site Server Upgrade / Fresh Installation

To install or upgrade Site Server, follow these steps:

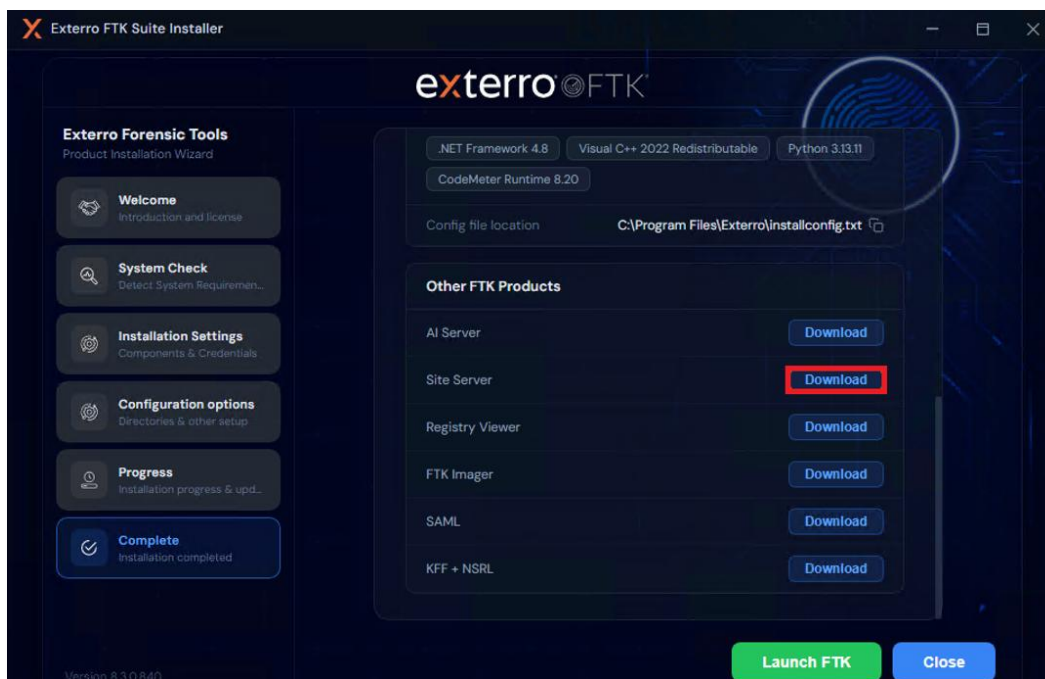
Note: Site Server can be upgraded from versions 8.2, 8.2 SP1/SP2, 8.2 SP2 HF1 to HF7. Ensure that a local instance of AccessData/Exterro managed PostgreSQL is installed and running. After installation or upgrade, perform a clean start or restart the instance to apply changes.

1. Download the Site Server installer using one of the following methods:
 - **Method 1:** (Product Downloads page): Download the latest Site Server installer directly from the [Exterro Product Downloads page](#).
 - **Method 2:** (During FTK Suite installation):
 - i. In the **Installation Settings** step, click **Other FTK Products**.

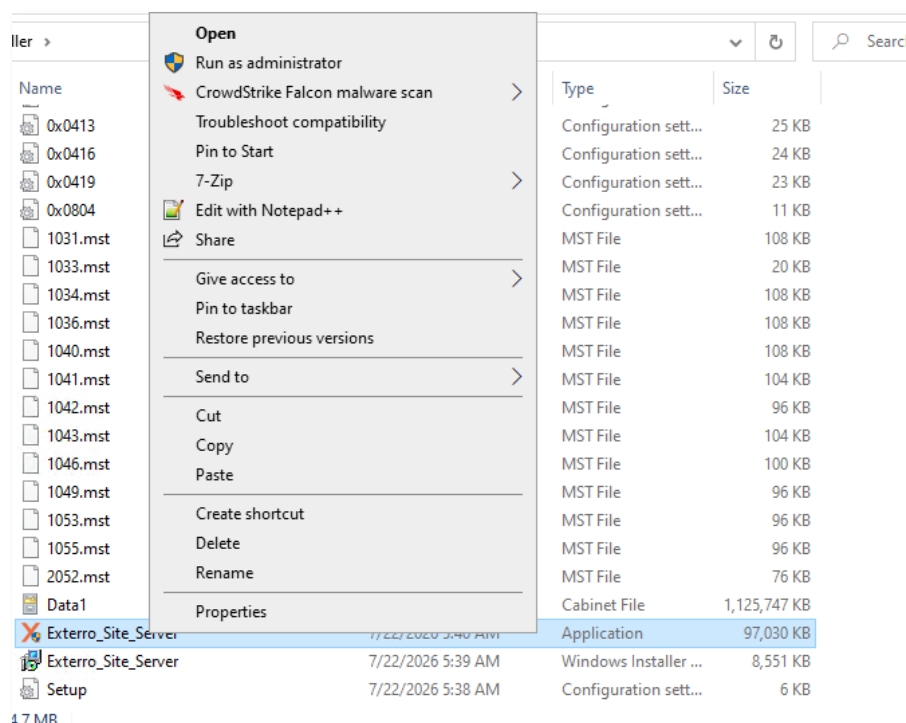


- ii. Click **Download** next to **Site Server**.

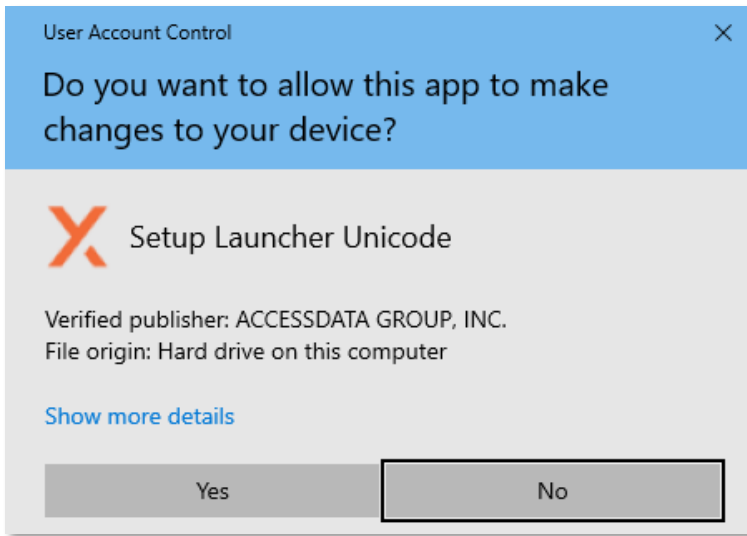
Note: You can also download the package during the **Complete** step of the wizard.



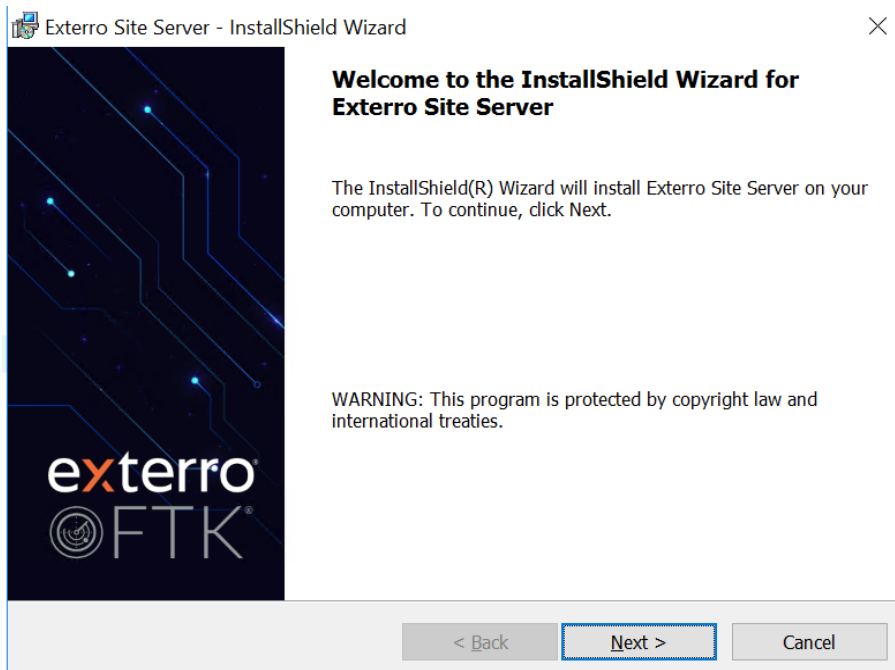
2. A ZIP file will be downloaded. Extract the folder, and right-click on the **SiteServer.exe** file and select **Run as Administrator**.



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

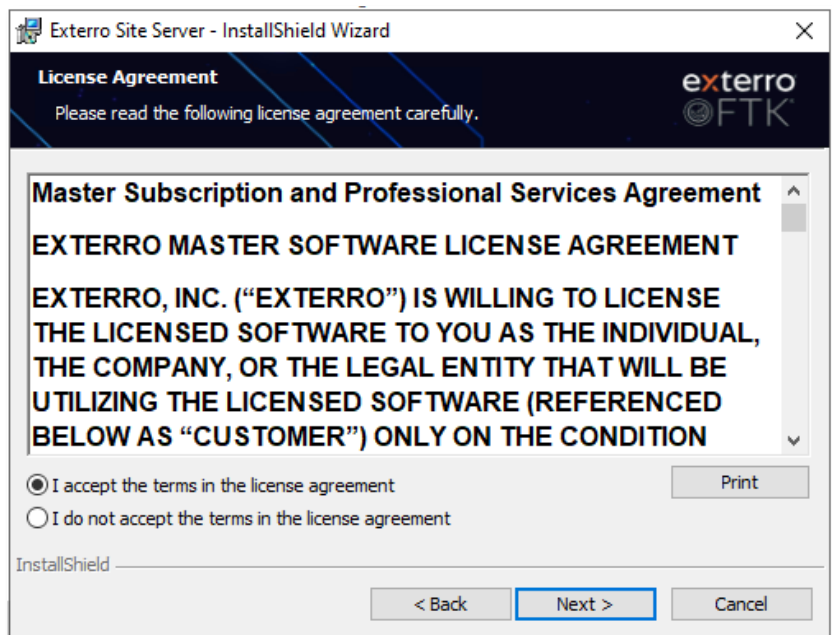


- The following page will be displayed.



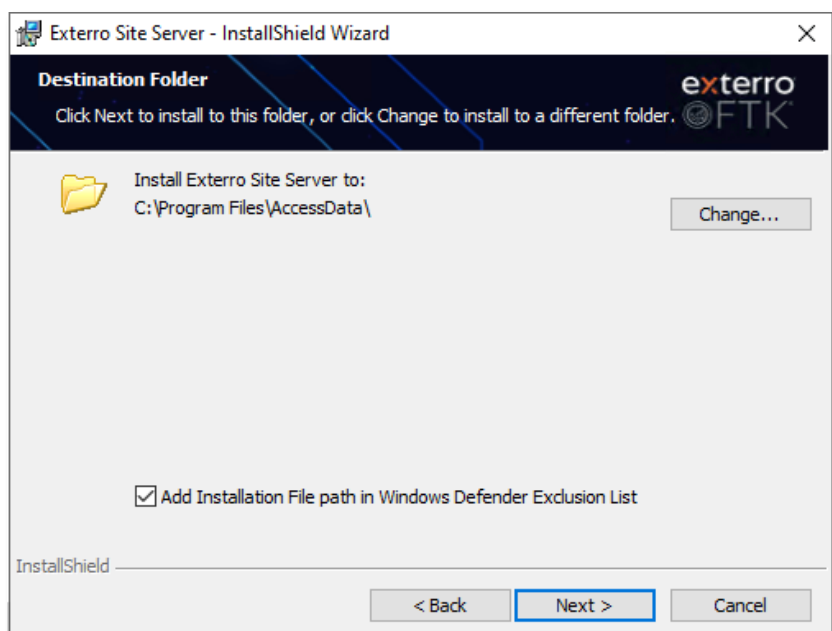
- Click **Next**.

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



5. Accept the license agreement by selecting **I accept the terms in the License Agreement**, then click **Next**.

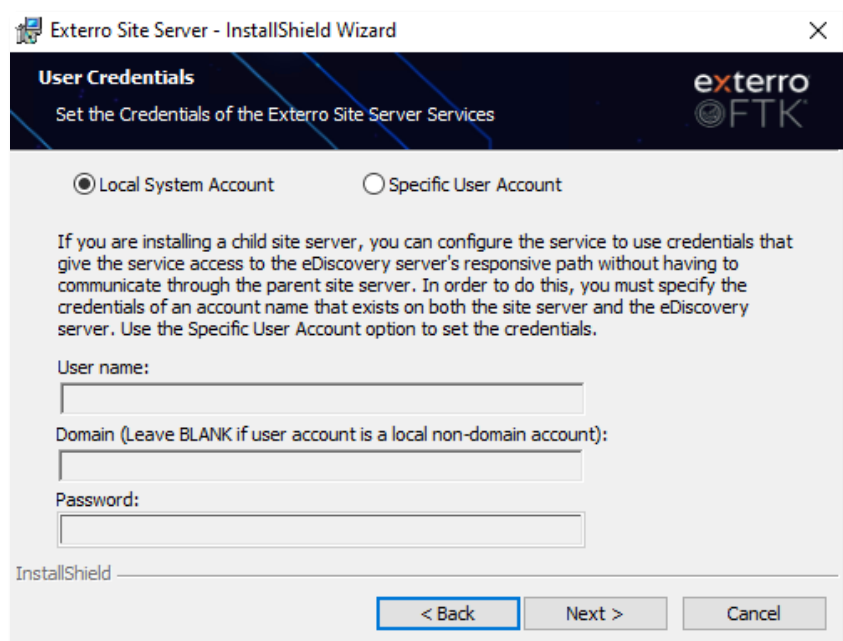
- The following page will be displayed.



Note: You are recommended to enable the **Add Installation File path in Windows Defender Exclusion List** checkbox. This prevents potential setup errors caused by Windows Defender blocking executable files during installation.

6. Modify the installation directory if needed and click **Next**.

- The **User Credentials** page will be displayed.



7. Select **Specific User Account** or **Local System Account** and enter the credentials for the account that will run the Exterro service.

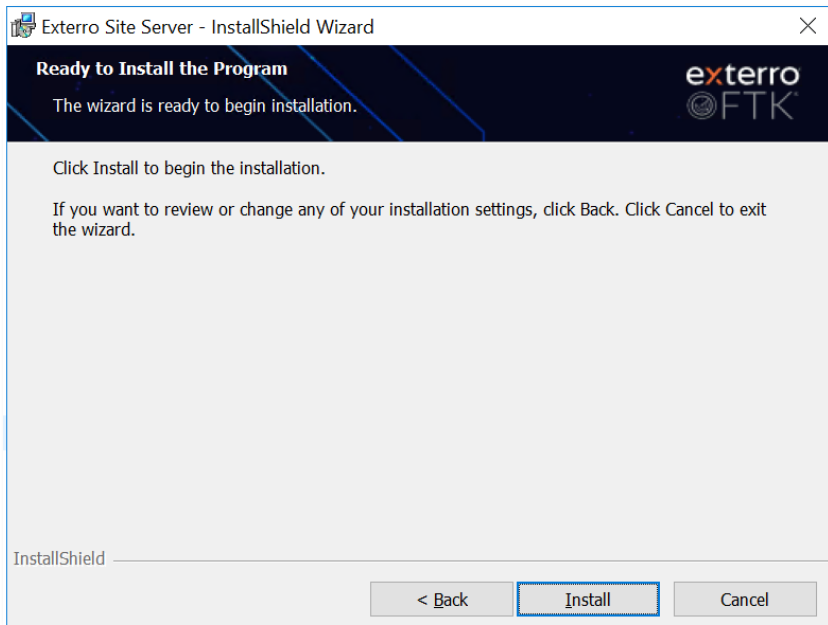
Note: Use the **Local System Account** only if all components, case storage, and evidence storage reside on a single machine.

Account Requirements:

- **Permissions:** Must be a member of the **Local Administrators** group.
- **Environment:** Must be a **domain-level account** in a multi-box environment.

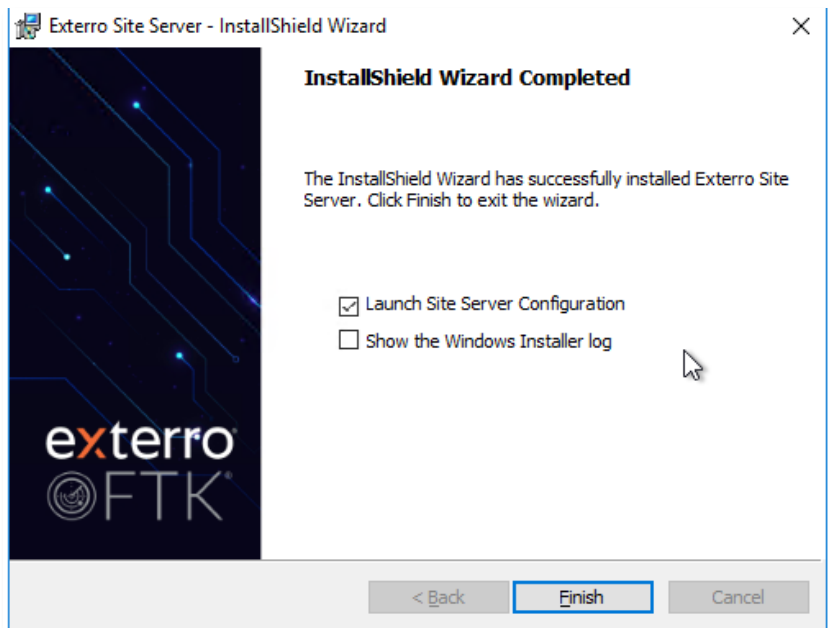
8. Click **Next**.

- The following page will be displayed.



9. Click **Install** to begin installation.

- The following page will be displayed.



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

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

Site Server Configuration - General Settings:

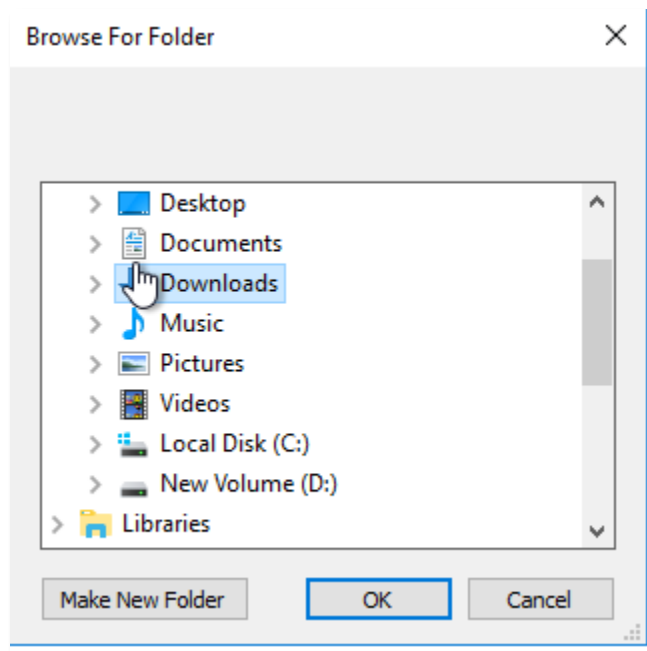
Notes:

- 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.

12. Enter the **PostgreSQL System Password** in the 'System Password' field.

13. 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.

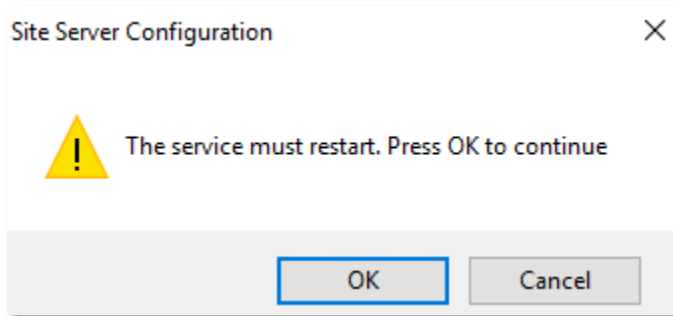
For example:

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

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

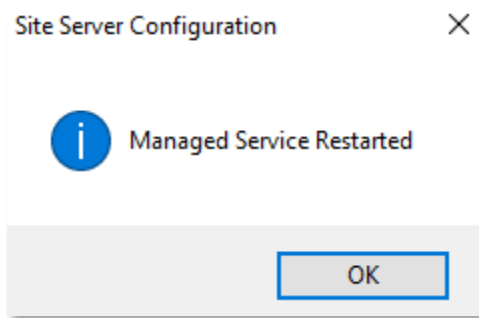
Note: For more configuration details, refer to the [Configuring Site Server \(KB article\)](#).

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



15. 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.



16. Click **OK**.

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

Steps:

1. From the **Site Server Configuration** pop-up, select the **Agent Check-In Settings** section.

The screenshot shows the 'Site Server Configuration' dialog box with the 'Agent Check-in Settings' tab selected. The fields and options are as follows:

- Certificate Path :** C:/Program Files/AccessData/SiteServer/publicss8-1-01.add (with a browse button '...')
- Certificate Password :** (empty text box)
- HTTPS Port :** 443
- ☒ **Reverse Proxy (Mac Agents Only)** ☐ **Save Agent Logs During Checkin**
- FTKC FQDN/IP :** (empty text box)
- Buttons:** Apply, Close

2. Browse and select the required PFX certificate from the **Certificate Path** field.
3. Provide the **Certificate Password**.

Note: Passwords must be provided in plain text and will be encrypted automatically when the Site Server service is restarted.

4. The value for **HTTPS Port** is updated as **443** by default. However, you can change it based on your preference.

Note: The value in **HTTPS Port** determines the managed site server service's running port.

5. Check the **Reverse Proxy (Mac Agents Only)** option for reverse proxy mac agents.
6. Provide the value in below syntax for the **FTKC FQDN/IP** field:

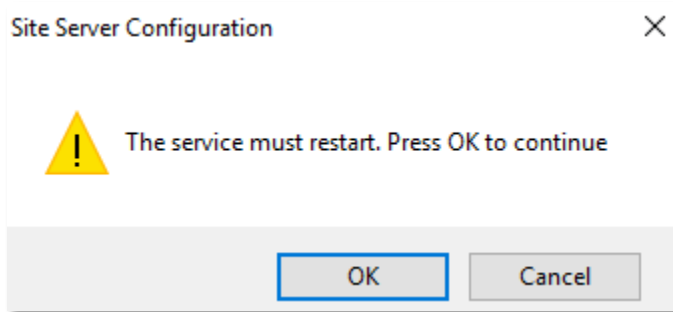
<FTK Central application URL>:<managed API Port>

Note: The **FTKC FQDN/IP** field will be enabled only upon checking the **Reverse Proxy (Mac Agents Only)** field.

7. Click on **Apply** to save the configurations made in the **Agent Check-in Settings** section.

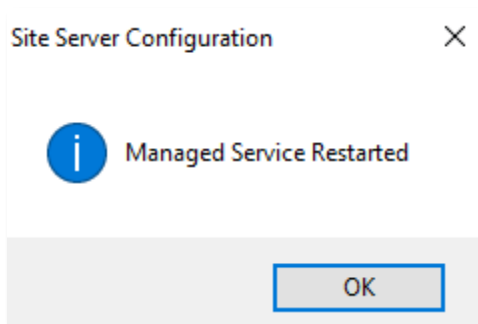
Note: Upon clicking on **Apply**, the Exterro Site Server Managed API will be restarted.

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



17. Click **OK**.

- A pop-up will appear prompting you to restart the service.



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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