exterro®
Data Risk Management

FTK SUITE 8.3 – AI SERVER INSTALLATION & UPGRADE GUIDE

JULY 2026

Table of Contents

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 detailed, step-by-step instructions for **installing or upgrading the AI Server** and **PostgreSQL** on your infrastructure. It covers both **standalone** and **distributed environments** and includes prerequisites, required software, and configuration steps to ensure smooth deployment.

1 System Prerequisites

1.1 Hardware/Software Requirements

Before starting the installation or upgrade process, make sure your system meets the following prerequisites:

- **Operating System**: Windows 10, Windows 11, Windows Server 2019, 2020, 2022 or later.

  ***Note**: The Exterro release package does not support Linux OS/PostgreSQL RDS installation with pgvector. However, clients can set up a PostgreSQL installation with pgvector on their own Linux machines and use it for the AI server.*

- **Recommended instance type**: g5.2xlarge(QA Certified)
- **Disk Space**: Minimum 200 GB of available space for AI Server, PostgreSQL, and dependencies.

1.2 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 versions:** 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.*

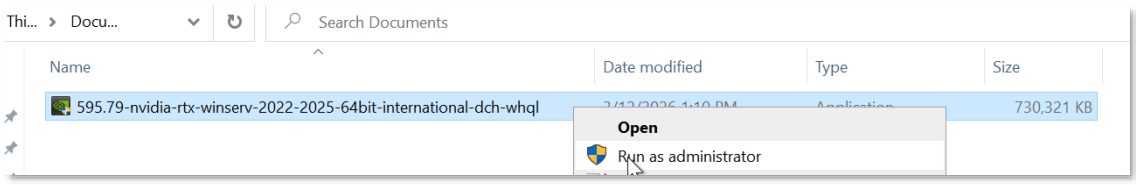
CUDA Toolkit 13.2 does not include its own driver. So, you are recommended to download the driver manually from the NVIDIA website and proceed with Driver installation for CUDA 13.2:

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

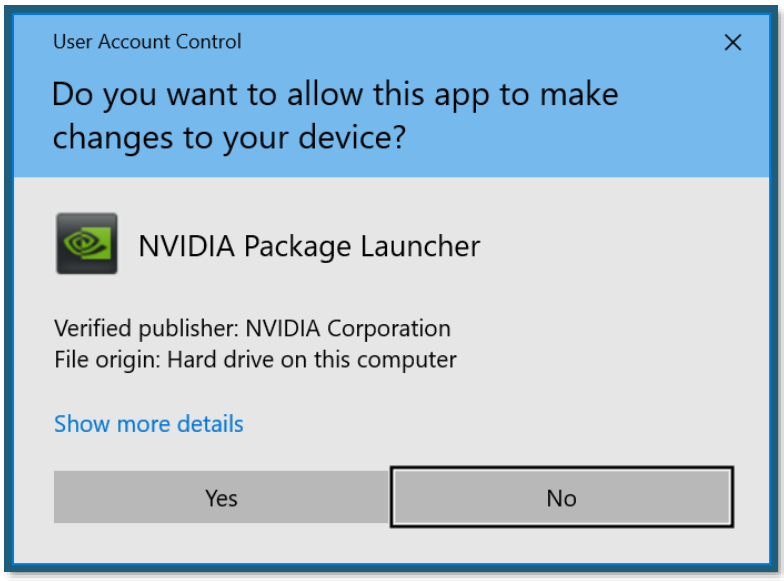
1.3 Installing CUDA Toolkit

Steps:

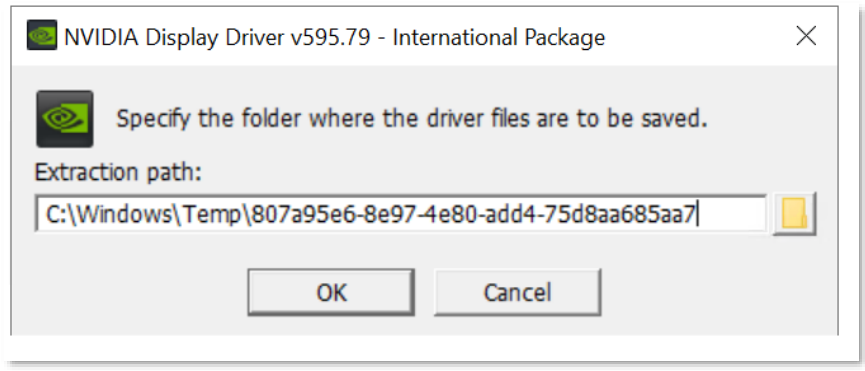
1. Once downloaded, right-click and select **Run as Administrator**.



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

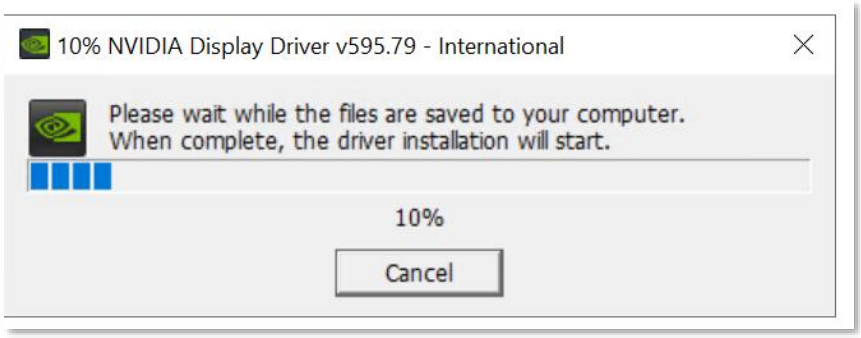


2. Click **Yes**.
   - The below specify the folder pop-up will be displayed.



3. Select the temp directory for extraction.

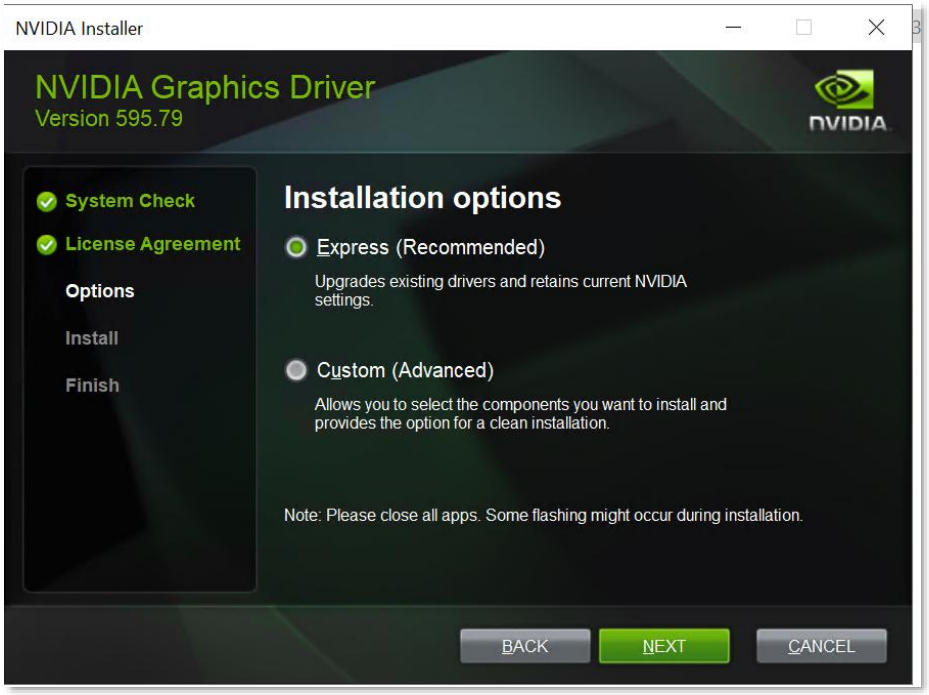
- The extraction process will begin.



- The following license agreement page will be displayed.

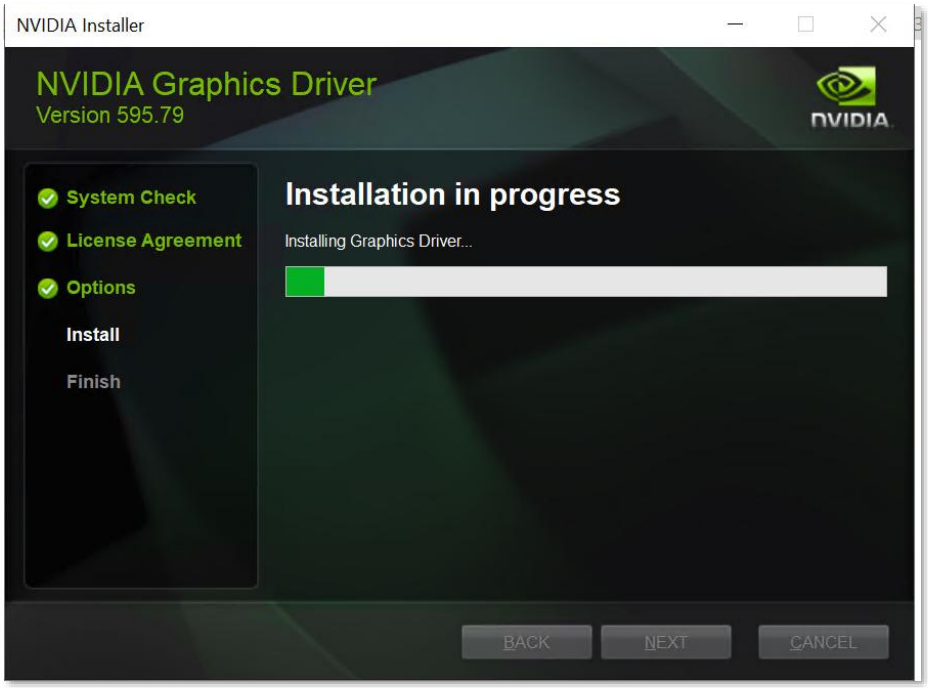
4. Click **Agree and Continue**.

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

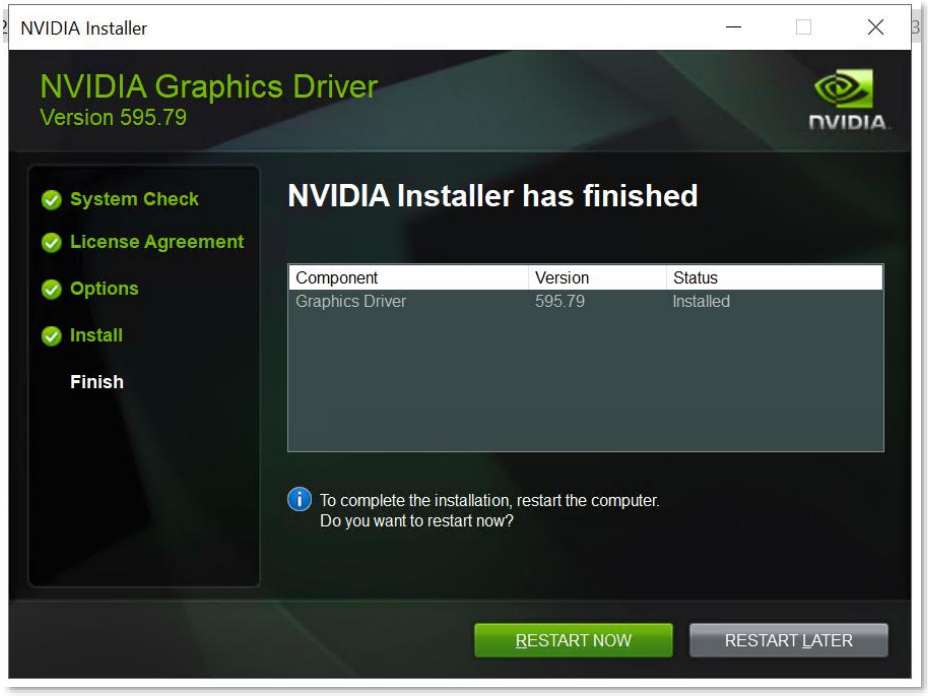


5. Click **Next**.

- The Installation progress page will be displayed.



- The Installation completion page will be displayed.



6. Click **Restart Now**.

2 Installation/Upgrade Instructions

2.1 Pre-installation Checklist

Before starting the installation, follow these steps:

- **Uninstall Previous Versions** (if upgrading): If you are upgrading the AI Server, ensure you first uninstall any existing version of the AI Server using the following steps:
  - Go to **Control Panel > Programs > Programs and Features**.
  - Locate the existing AI Server version, right-click, and select **Uninstall**.
- **Administrative Privileges**: Ensure you have **administrator access** to the server where the installation is taking place.
- **Environment Decision**: Choose whether to deploy a **standalone setup** (where AI Server and PostgreSQL are installed on the same server) or a **distributed setup** (where PostgreSQL is hosted on a different machine).
- **User Setup for Ollama Installation:** Since Ollama is a third-party tool required for the AI Server, it must be installed and uninstalled under the same user account due to its limitations. Ensure to log in as the designated user and perform the AI Server installation or uninstallation from that account to ensure smooth integration with Ollama.
- The AI server service runs on port 5000. Please ensure that no other service or task is using this port.

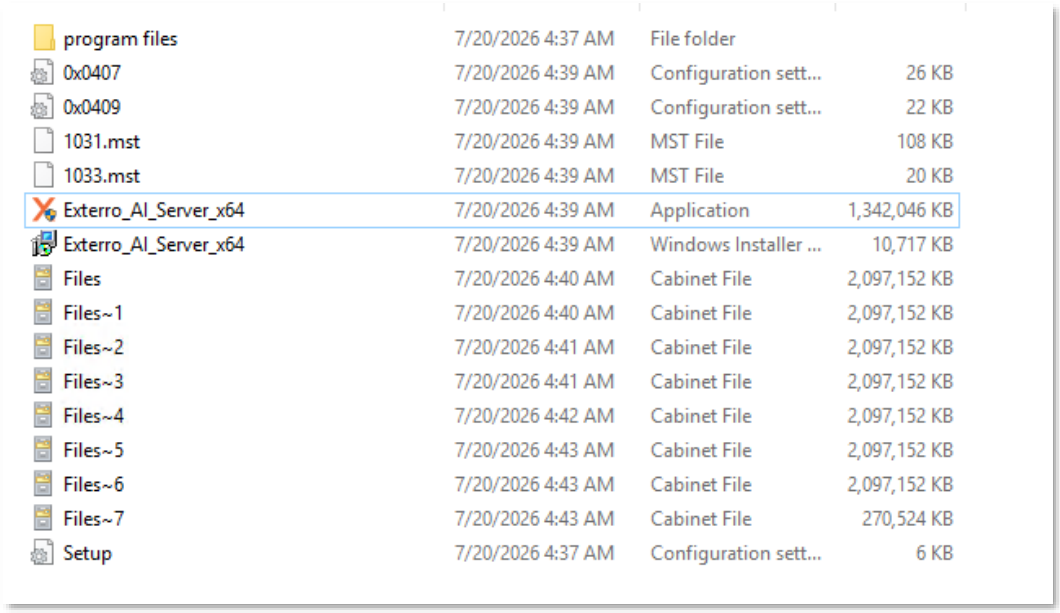
Important:

*The PostgreSQL Vector Extension will be skipped automatically if a previous version already exists on your system. If the extension is not currently installed, you must install it manually on a PostgreSQL installed server using the package available on the **FTK Product Downloads** page. Use the installer named **Exterro_Postgres_Vector_0.8.2.6.exe**.*

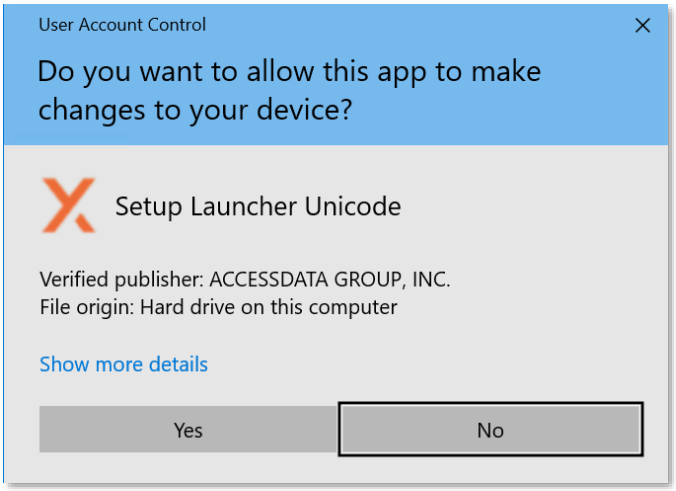
2.2 Launching the Installer

Steps:

1. Copy the **Exterro AI Server** installation folder to the target server.
2. Right-click on **Exterro AI_Server_x64.exe** and select **Run as Administrator**.



3. If prompted by **User Account Control**, click **Yes** to continue.

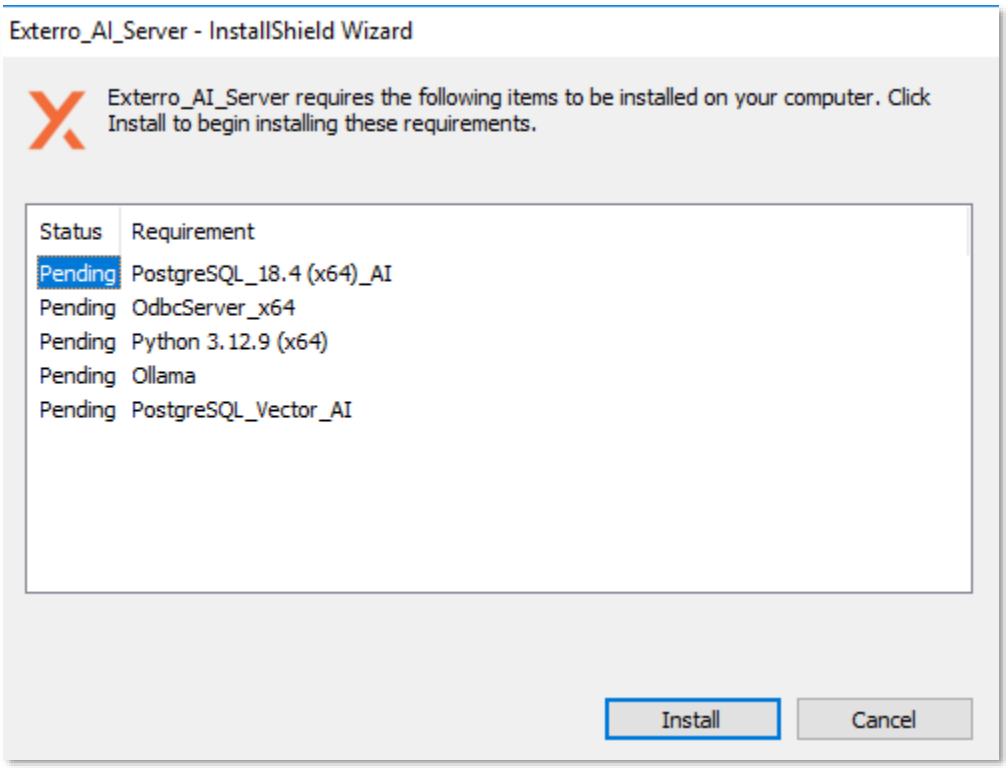


2.3 Supporting Software Installation

Upon starting the installer, the following components will be installed automatically:

- **Exterro Visual C++ (2015-2022) Redistributable**: Essential for running various components of the AI Server.
- **Python 3.12.9**: This is the version required by the AI Server for executing scripts.
- **Ollama 0.6.8**: A tool used by the AI Server to perform LLM model inference.
- **PostgreSQL 18.4**: A database server necessary for storing AI Server data.

1. Click **Install** to proceed with the automatic installation of all dependencies.



Notes:

- *The PostgreSQL database is used to persist (store) image embeddings generated by multimedia search preprocessing jobs.*
- *In a distributed AI server environment, do not deploy separate PostgreSQL instances for each server. This is because the AI servers operate solely as processing nodes and must use a centralized PostgreSQL database for storing data and enabling text search.*
- *FTK Central packages case images and sends them to available AI servers for processing. To maintain data integrity, all image embeddings for a given case must reside in the same PostgreSQL instance. Hence, all AI servers associated with a specific FTK Central deployment must connect to a single, centralized PostgreSQL server.*
- *If the AI Server and PostgreSQL DB are in a distributed setup (different machines for the AI server and PostgreSQL), the PostgreSQL Vector Extension provided by Exterro must be installed after the installation of PostgreSQL and requires additional configuration on the AI server to ensure its proper functioning. These details are provided in the section below, which you can refer to for further instructions.*

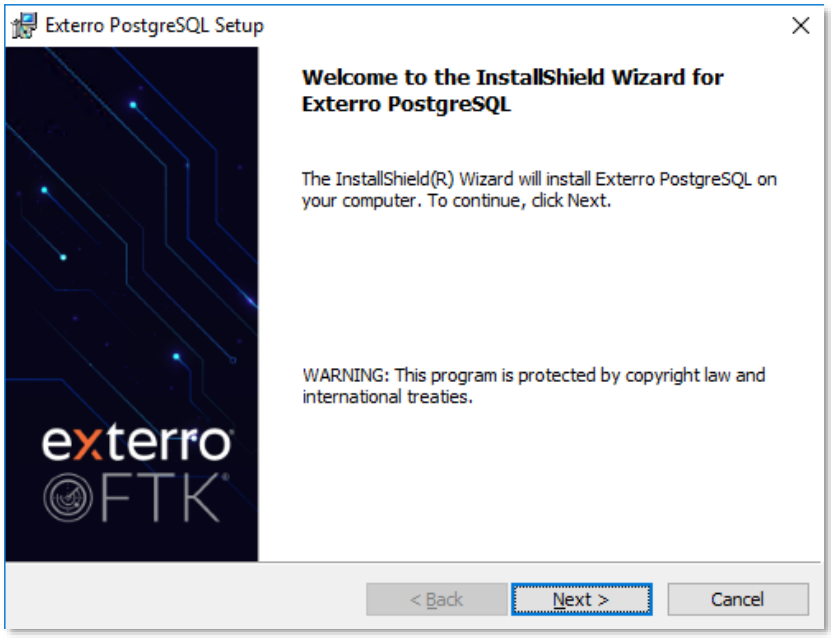
2.4 PostgreSQL Installation

2.4.1 Setting Up PostgreSQL in a Distributed Environment

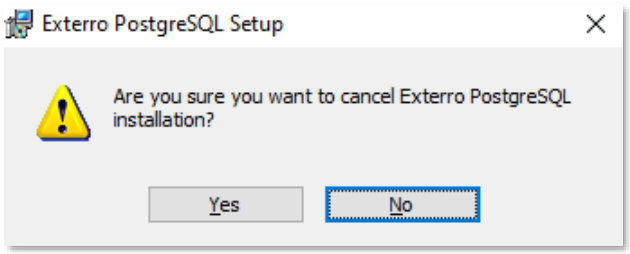
When PostgreSQL is deployed on a separate server, it is essential to install the PostgreSQL Vector Extension on that server as well. This extension ensures that the database operations required for the AI Server are fully supported and optimized, enabling seamless integration and performance. Follow the instructions given below for the setup.

Steps:

1. When prompted by the AI Server installer to install PostgreSQL, click **Cancel**.

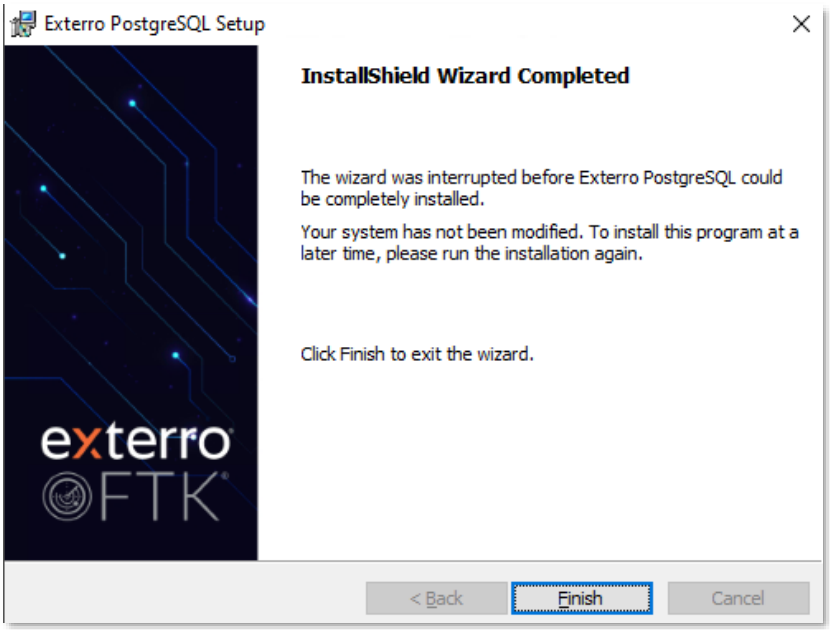


- The below pop-up will be displayed.



2. Click **Yes**.

- The page below will be displayed.



3. Click **Finish**.
4. Click **Yes**.

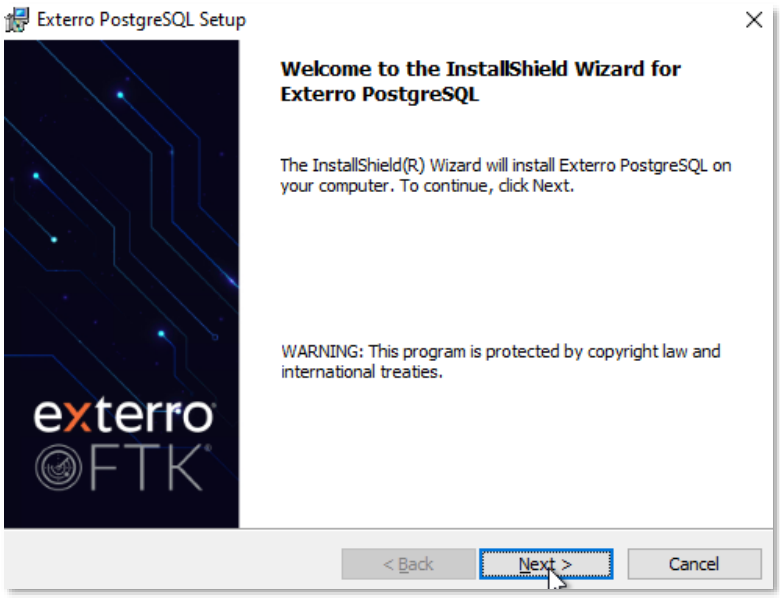
***Note**: If PostgreSQL is on a distributed setup, follow the steps to [install the Postgres Vector extension](#).*

2.4.2 Setting Up PostgreSQL on the Same Server

Follow the steps below if you are installing PostgreSQL on the same server where the AI Server is located:

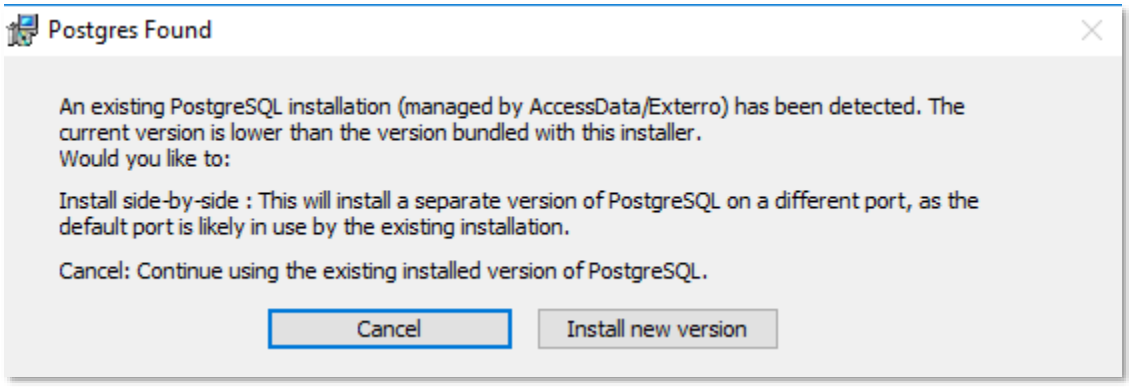
Steps:

1. When prompted during the AI Server installation, click **Next** to begin PostgreSQL installation.

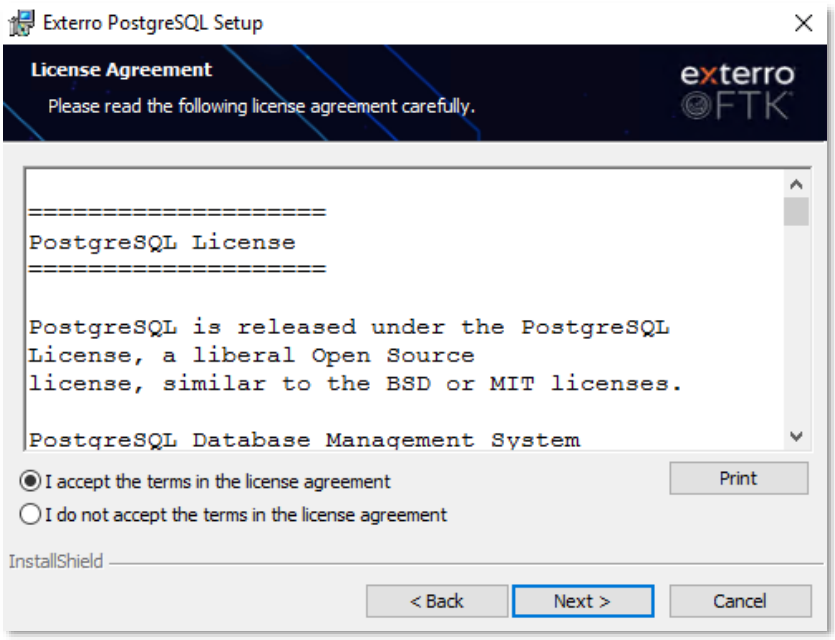


- The page below will be displayed.

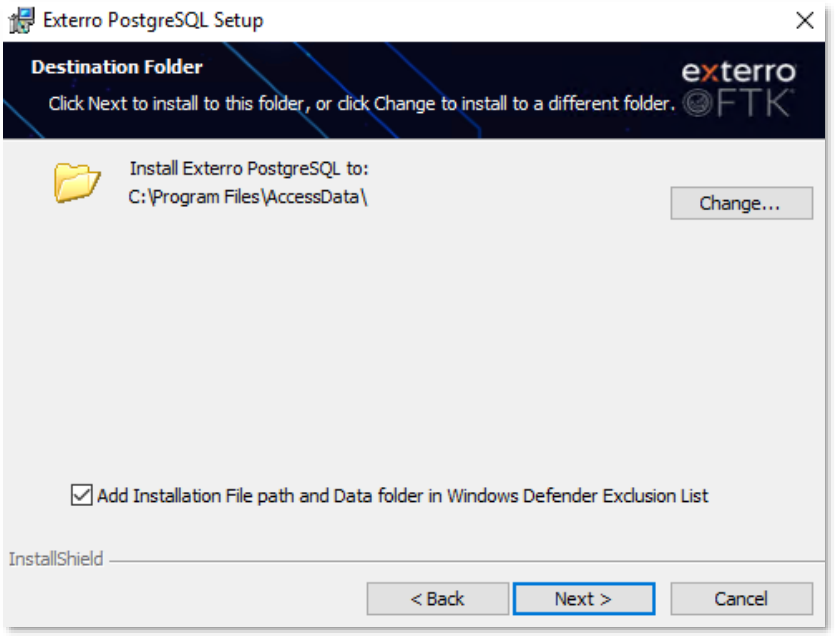
When an existing version of PostgreSQL is found, click **Install new version**.



- The License Agreement page will be displayed.

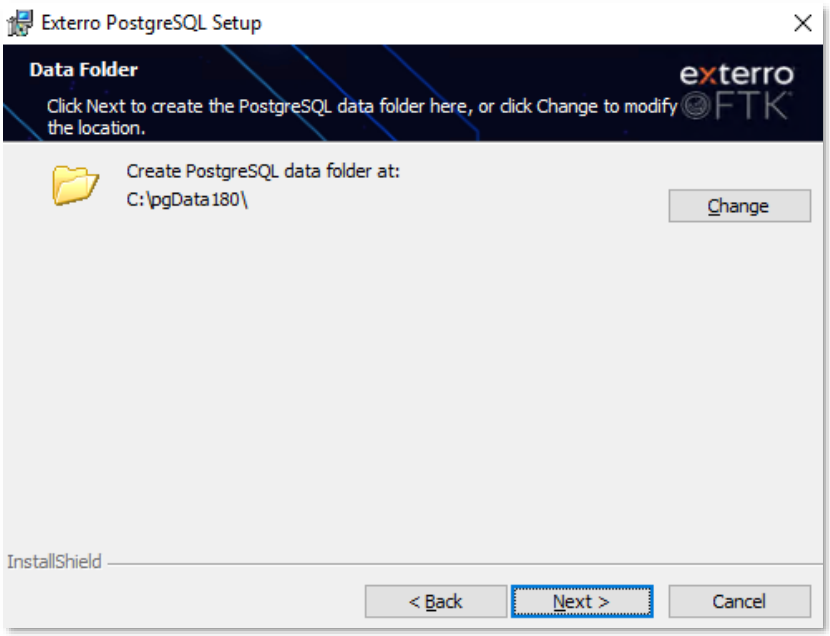


2. Accept the license agreement and click **Next**.
   - The below page will be displayed.

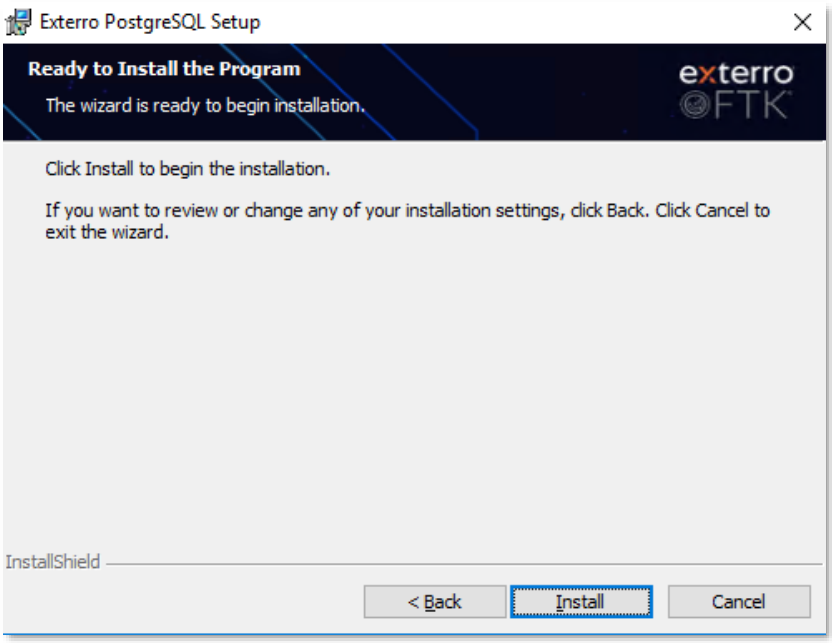


3. (Optional) Select the checkbox 'Add Installation File path to Data folder in Windows Defender Exclusion List'.
4. Click **Next**.

5. Select the PostgreSQL data folder and click **Next**.

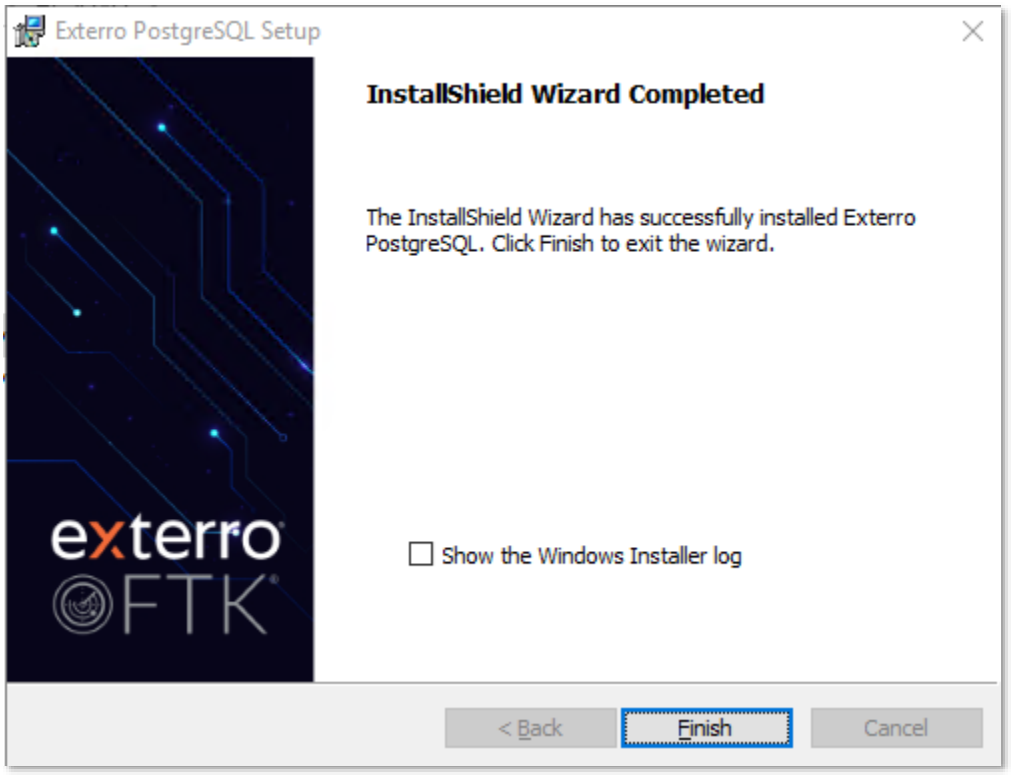


- The following **Ready to Install the Program** page is displayed.



6. Click **Install**.

- The following page is displayed.



7. Click **Finish**.

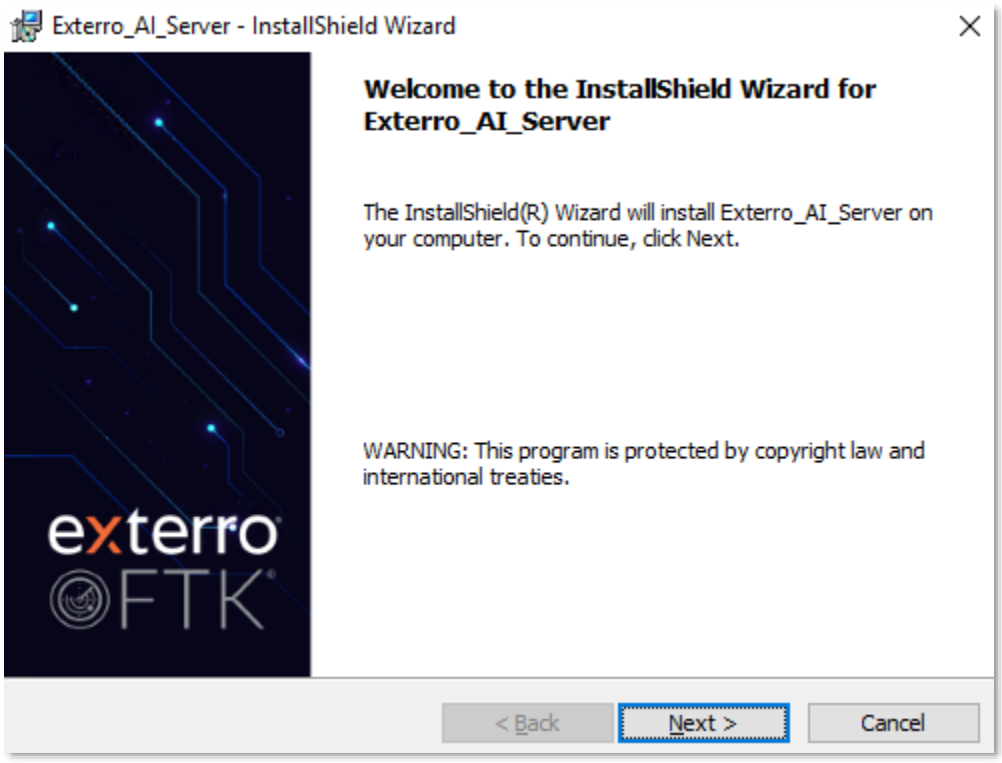
After PostgreSQL is installed, proceed with the AI Server installation on the main server. See the sections below for further instructions.

3 AI Server Installation

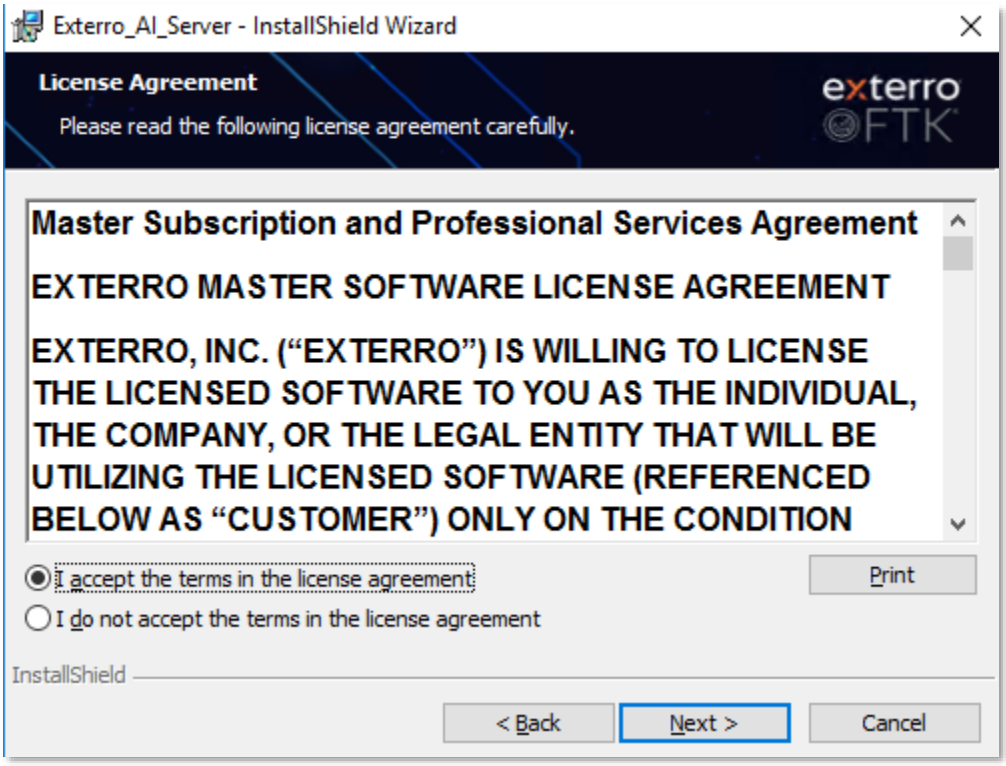
Once all the required components/dependencies are installed for AI Server installation, follow the steps provided below.

Steps:

1. Once the PostgreSQL setup is completed, the following prompt will be displayed. Click **Next**.

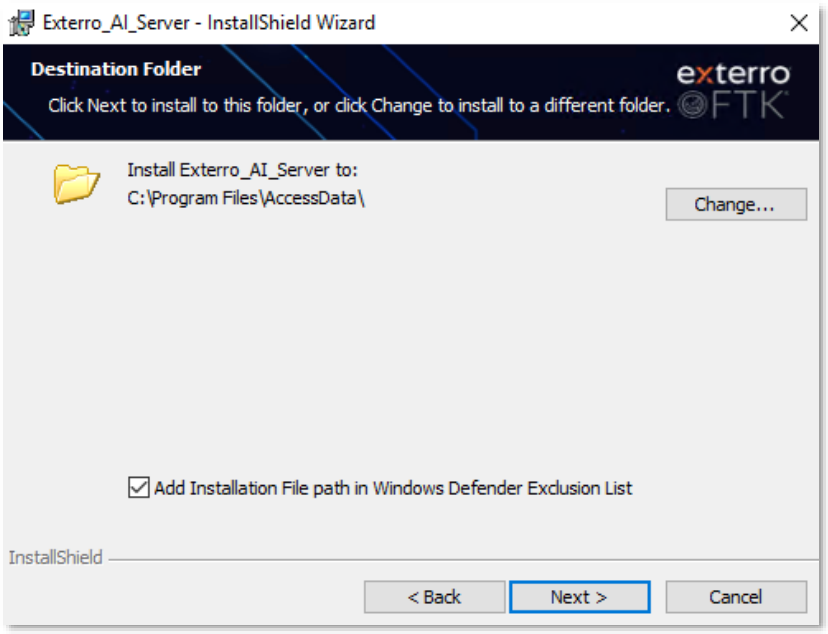


- The page below will be displayed.

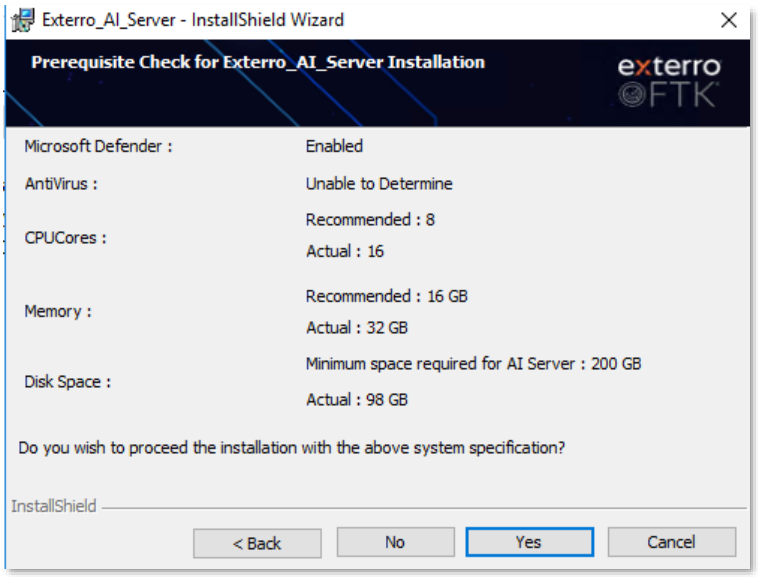


2. Accept the License Agreement and click **Next**.

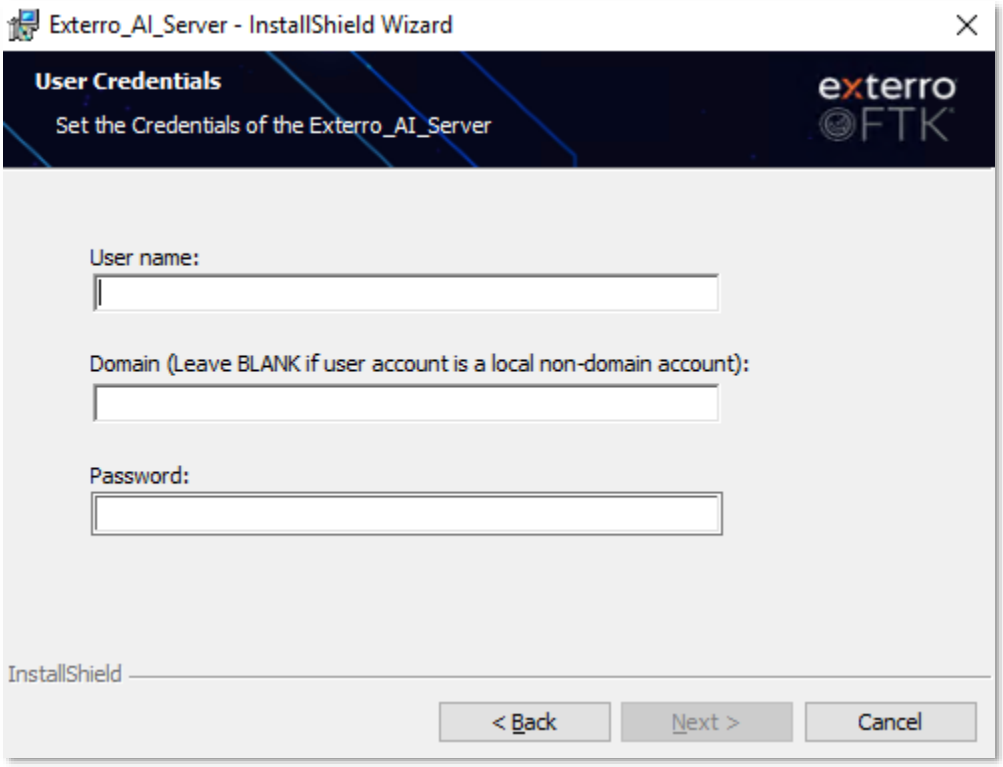
- The page below will be displayed.



3. (Optional) You can click on 'Change' and select the required folder to install the AI Server. By default, it will be installed in the following location: **C:\Program Files\AccessData**.
4. (Optional) You can select the checkbox, 'Add the installation file path to the Windows Defender Exclusion List'.
5. The installer will verify if the system meets the minimum hardware and software requirements. Click **Yes** to proceed.



- The page below will be displayed.

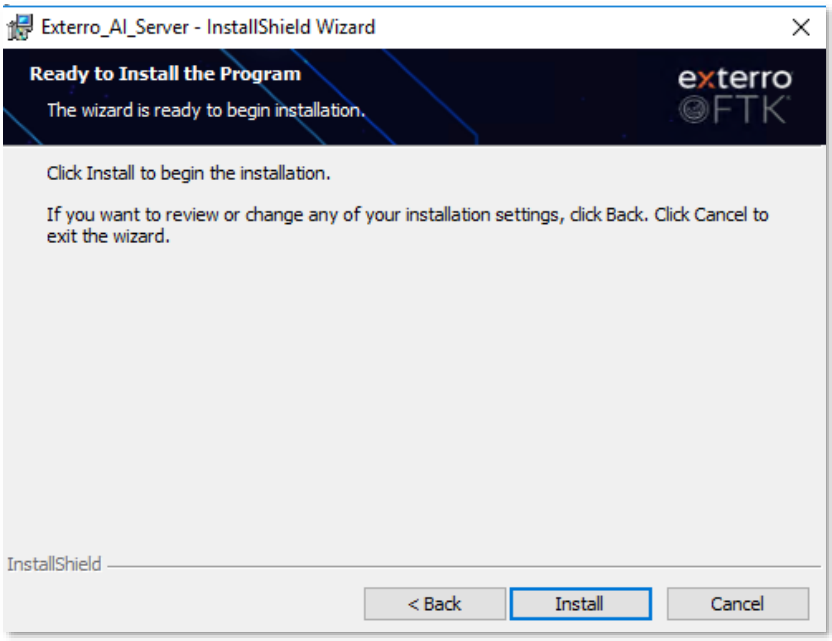


6. Provide the service account credentials and click **Next**.

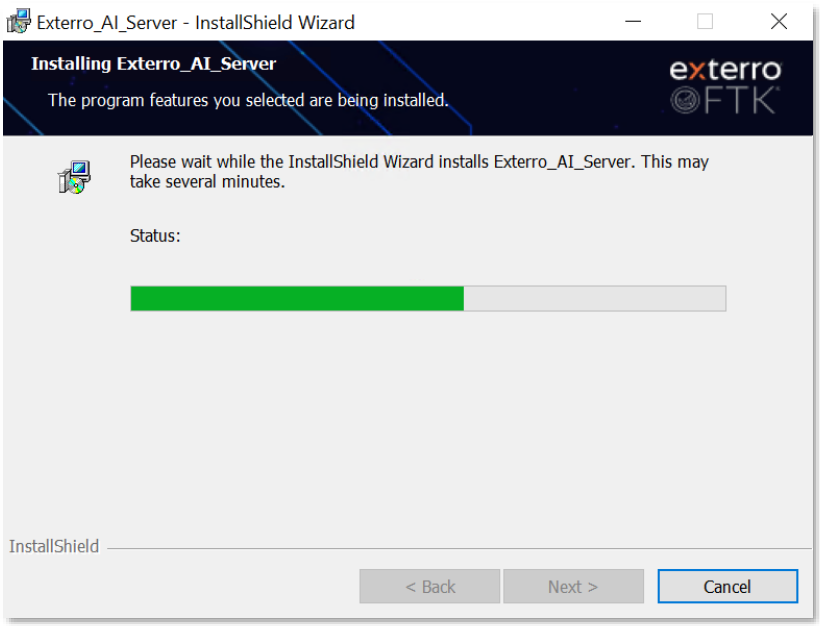
Warning:

- For single-box installations, ensure login credentials for an account (specifically, a member of the local administrator's group) are available. The "Hostname" is applicable only in off-domain single-box environments and is suitable when using a local system user.
- In multi-box environments, a domain-level account is necessary. This account must possess local administrator permissions for tasks like creating services, placing files in the primary drive, and adding registry values during installation.
- Use a local system account only when all components, case, and evidence storage are consolidated on a single machine.

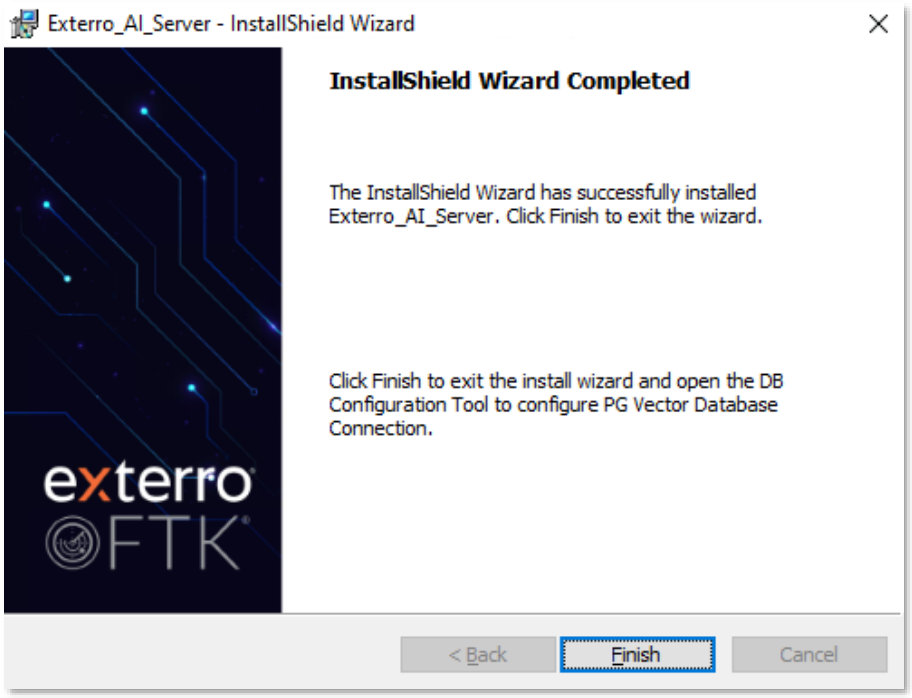
- The page below will be displayed.



7. Click **Install.**
8. Monitor the installation status.

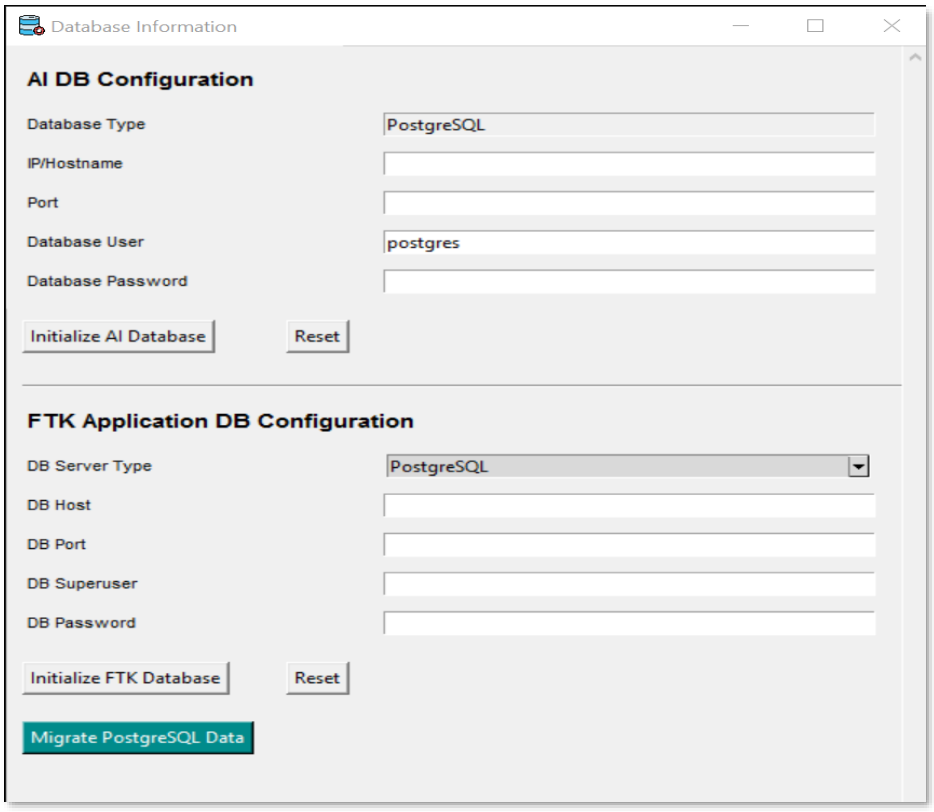


9. Click **Finish** when prompted.



***Important**: Ensure the **Exterro PostgreSQL Vector Extension** is installed. If not, install it using the steps provided in the [PostgreSQL Vector Extension Installation] section.*

- The **Database Configuration Tool** will be displayed.



10. The **Database Configuration tool** has the AI DB Configuration and the FTK Application DB Configuration.

    A. AI DB Configuration:

    Enter the following details for the PostgreSQL connection:

    - Hostname or IP address of the PostgreSQL server.
    - Port number (default: **5432**).
    - Admin username and password.

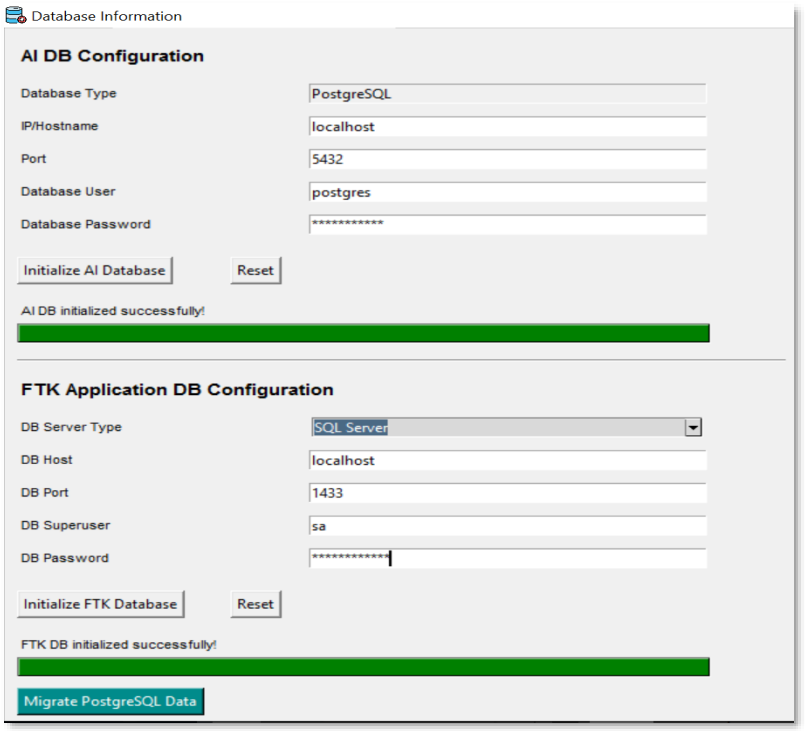
    Note: *The installer allows you to configure the admin password, but not the username. The default admin username is* ***postgres****.*

B. FTK Application DB Configuration :

This supports both **PostgreSQL** and **SQL Server**. Enter the following details:

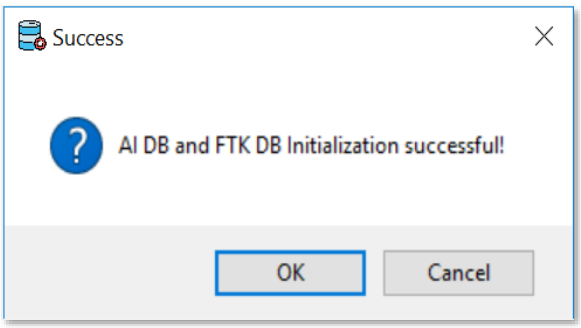
- **DB Server Type:** Select PostgreSQL or SQL Server from the dropdown.
- Hostname or IP address of the database server.
- Port number (PostgreSQL default: **5432** / SQL Server default: **1433**).
- Admin username and password.

Note: *The installer allows you to configure the admin password, but not the username. The default admin username is* ***postgres*** *for PostgreSQL or* ***sa*** *for SQL Server.*



11. Click **Initialize AI Database** to initialize the AI DB configuration, and click **Initialize FTK Database** to initialize the FTK Application DB configuration.
12. To re-configure the fields, click Reset for the respective database section.

13. Once both databases are initialized successfully, a success message appears. Click **OK** to restart the system.



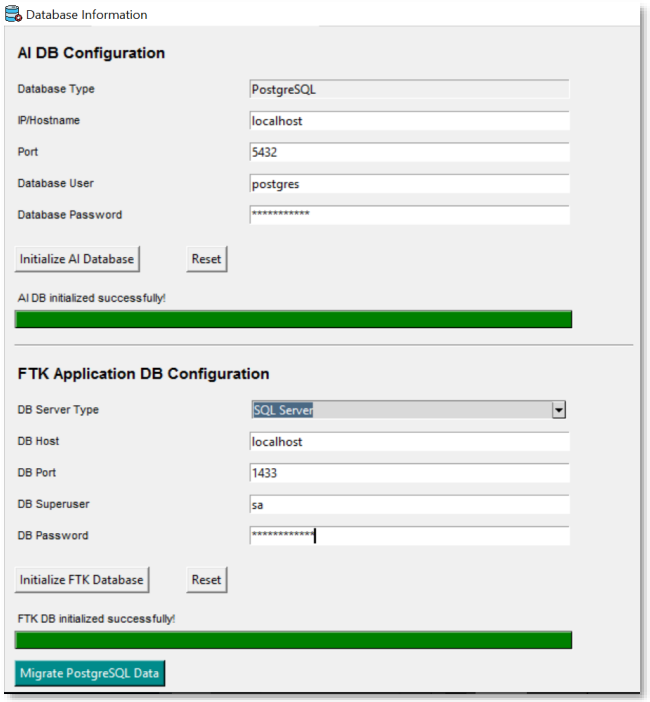
14. To migrate PostgreSQL data from version **14.x** to **18.x**, click **Cancel** on the success message, then click **Migrate PostgreSQL Data**.
15. To migrate PostgreSQL data from version 14.x to 18.x, click **Cancel** on the success message, then click **Migrate PostgreSQL Data**. For detailed migration instructions, refer to the '*Exterro AI Server - PostgreSQL 14.0 to 18.0 Migration Guide*'.

For a fresh Installation:

- Provide values for all the database configuration fields for both the **AI DB** and the **FTK Application DB.**

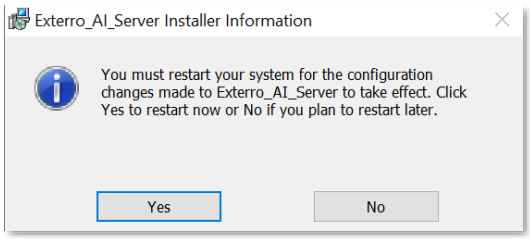
For upgrade:

- If upgrading the AI Server, enter the PostgreSQL database password for the **AI DB**. For the **FTK Application DB**, select the Server Type (PostgreSQL or SQL Server) and enter the corresponding database password. All other database configuration fields will be populated automatically and can be modified if required.



16. Once all the field values are given, click **Initialize Database**.
17. Once the success message appears, click **OK**.
18. Click **Yes** to restart the system.

***Note**: It is strongly recommended to restart the **Exterro AI Service**.*



4 PostgreSQL Vector Extension Installation

Note: *If the PostgreSQL Vector Extension is already installed on your system, you can skip this section.*

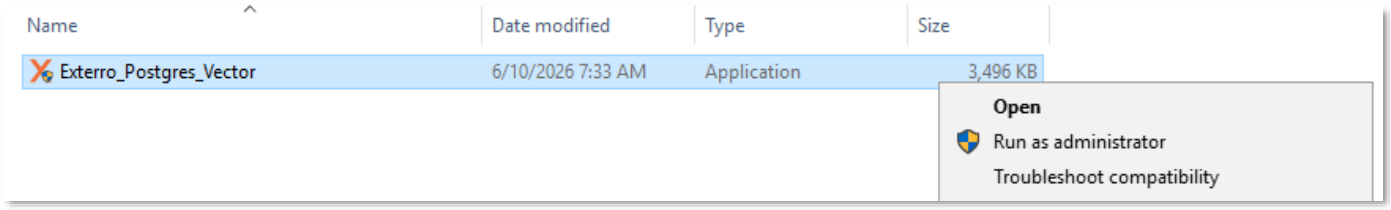
Steps:

This extension is required for AI multimedia search functionality. Follow the below steps:

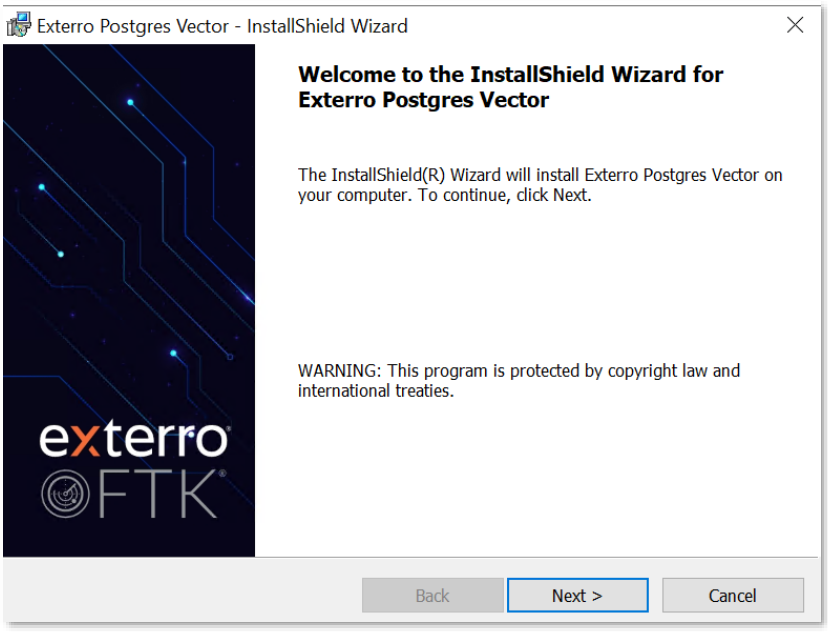
1. Download and extract the PostgreSQL Vector Extension from the ***Exterro Products Downloads Page***.

   Note*: The package is named* ***Exterro_Postgres_Vector_0.8.2.6.exe.***

2. Right-click and **run as administrator**.

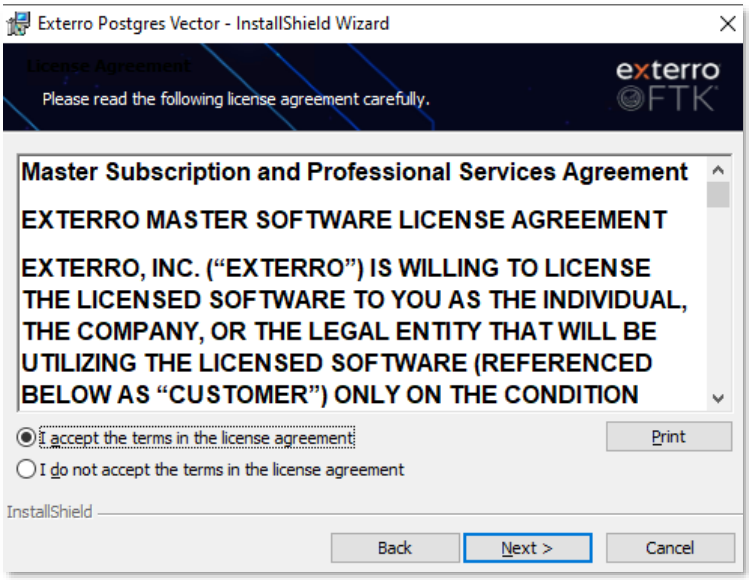


   - The following installation wizard is displayed.



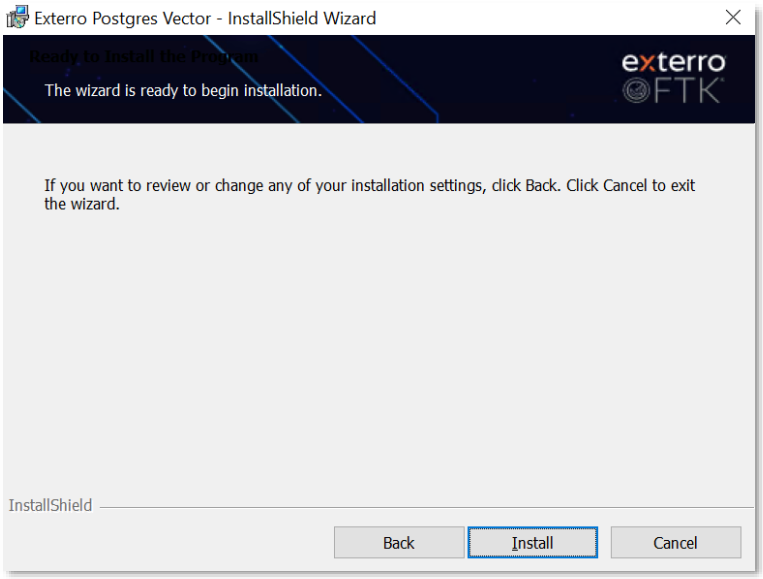
3. Click **Next**.

- The following page is displayed.



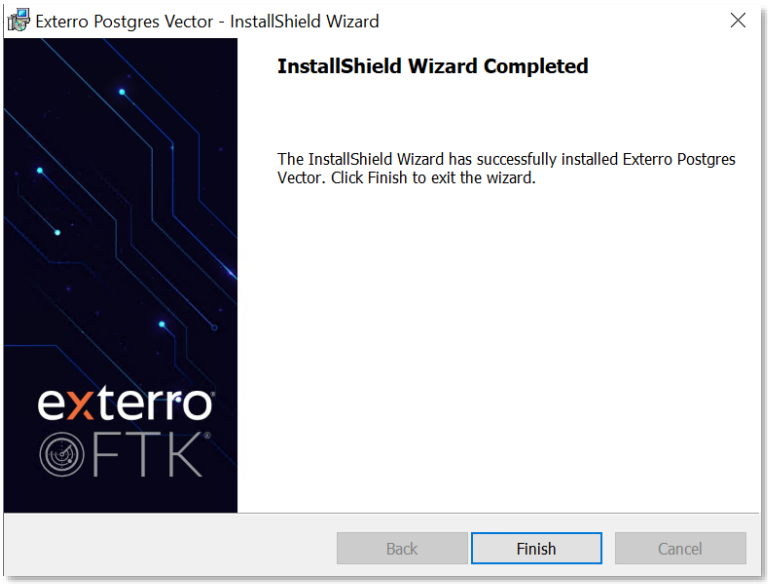
4. Accept the License agreement and click **Next**.

- The following page is displayed.



5. Click **Install**.

6. Once the installation is completed, click **Finish**.



5 Post-Installation Configuration

5.1 Connecting AI Server to FTK Central

Scaling AI servers horizontally distributes processing workloads across multiple machines, improving job throughput and system responsiveness. The FTK Central server manages load balancing among the AI servers configured for the build. FTK Central processes AI jobs in batches rather than sending all selected objects at once.

For each batch, FTK Central first attempts to assign the job to the primary AI server. If that server's GPU resources are unavailable, the batch is forwarded to the next server in the configuration sequence. This selection process continues in a round-robin manner for subsequent batches to ensure an even distribution of workloads.
Each AI server processes its assigned jobs independently and operates without awareness of other AI servers.

Follow the steps provided below (Method 1 or Method 2) for connecting AI Servers to the **FTK Central**:

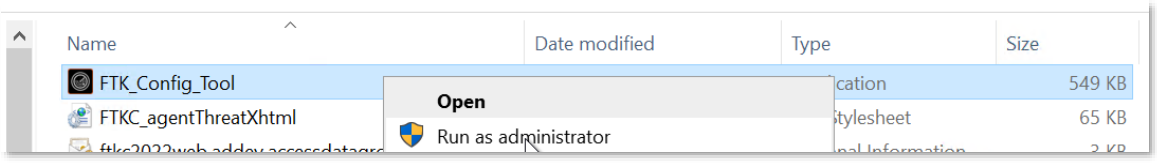
5.1.1 Method 1:

Steps:

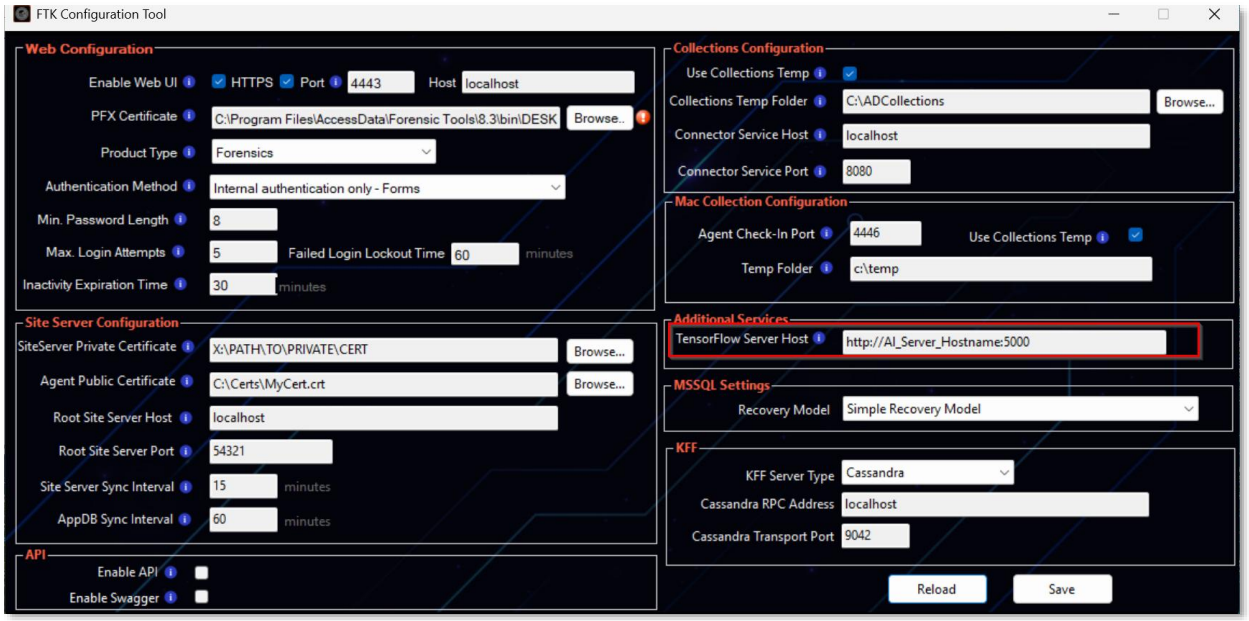
1. On the FTK Central server, navigate to:

   C:\Program Files\AccessData\Forensic Tools\8.3\bin

2. Locate the file named **FTK_Config_Tool.exe**.
3. Right-click on the file and select **Run as administrator**.



4. In the configuration tool interface, locate the field labeled **TensorFlow Server Host**.



5. Enter the endpoints for all AI servers, separated by semicolons.

   Example:

   http://localhost:5000;http://<AI_Server2_IP_or_Hostname>:5000

   Notes:

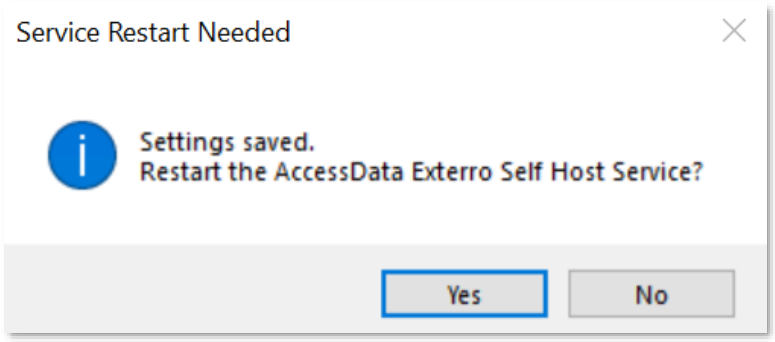
   - *For **multiple AI servers**, enter the endpoints separated by **semicolons** (;).*
   - *For a **single AI server**, enter the endpoint directly without any semicolon.*

   ***Note**: If you are using hostnames in the endpoint URL, follow the steps below to establish successful communication:*

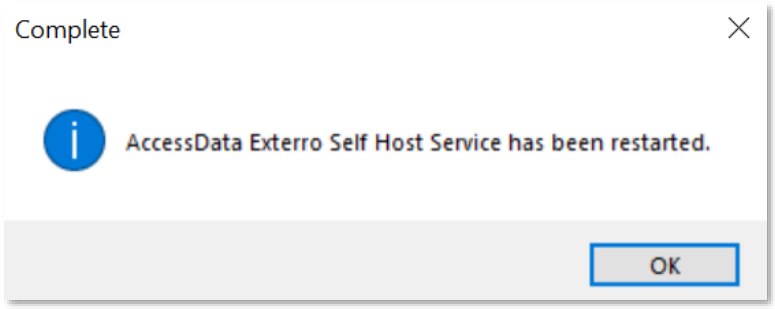
   i. *On the servers where FTKC/AI is installed, navigate to the following directory:*
      C:\Windows\System32\drivers\etc
   ii. *Open the **hosts** file using a text editor **with Administrator privileges**.*
   iii. *Add the required IP addresses and their corresponding hostnames on separate lines in the following format:*
      <IP Address> <Hostname>
   iv. *Save the file and close the editor.*

6. Click **Save**.

7. When prompted, click **Yes** to restart the service.

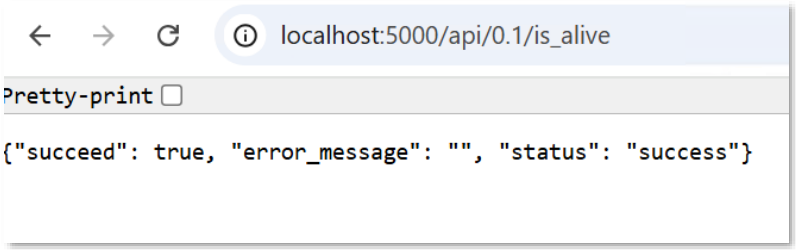


8. Click **Ok**.



9. To ensure each AI server is connected and responsive, open a browser or use a tool like curl to access the following URLs:
   - **AI Server 1:** http://localhost:5000/api/0.1/is_alive
   - **AI Server 2:** http://<AI_Server2_IP_or_Hostname>:5000/api/0.1/is_alive

***Note**: The success response in the web will be displayed as below:*



5.1.2 Method 2:

Steps:

1. On the **FTK Central** server, navigate to:

   C:\Program Files\AccessData\Forensic Tools\bin

2. Open the **ADG.WeblabSelfHost.exe.config** file in a text editor.
3. Locate the key:

   <add key="TensorFlowUrl" value="..." />

4. Update the endpoints of all AI Servers (separate with semicolons):

   <add key="TensorFlowUrl" value="http://localhost:5000;http://AI_server2:5000" />

5. **Verify connectivity** using the following URLs:
   - **AI Server 1:** http://localhost:5000/api/0.1/is_alive
   - **AI Server 2:** http://<AI_Server2_IP_or_Hostname>:5000/api/0.1/is_alive

Notes:

- *The AI service operates over HTTP, not HTTPS. Currently, the FTK AI service uses the HTTP protocol for communication instead of HTTPS.*
- *If you are facing any connectivity issues, check the inbound firewall rules to ensure that PostgreSQL, the AI server, and FTK Central are communicating properly.*
- *After saving the changes in the Adg.weblabselfhost.config file, open **Services** from the Start menu (services.msc), and restart the **AccessData Exterro SelfHost** service.*

Reconfiguring AI Server Database: If you need to **reset or reconfigure** the database connection:

i. Delete the config file from the following path:

```
C:\ProgramData\AccessData\AI\config.json
```

ii. Open ***C:\Program Files\AccessData\tf\tfs\db_config\db_config.exe*** to configure database configurations.

iii. Configure the new DB configuration and click the **Initialize Database** button to reconfigure the DB configurations.

Firewall Rules: Upon successful installation:

- **Inbound firewall rules** are automatically added for:
  - AI Server on **Port 5000**
  - PostgreSQL on **Port 5432**

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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