

FTK SUITE 8.3 – 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.

Prerequisites

The following prerequisites must be followed before installing or upgrading FTK.

- **Operating System Updates:** Verify that all pending Windows OS updates are fully installed.
- **Antivirus/Malware Software:** Temporarily disable active scanning. Running these scanners can trigger false positives and quarantine necessary installation files.
- **Account Requirements:**
 - **Single-Box Environment (Off-Domain):** Ensure login credentials for a local system account belonging to the **Local Administrator's group** are available. A "Hostname" config is applicable here.
 - **Multi-Box Environment:** A **domain-level account** with local administrator permissions is mandatory to create services, modify registry values, and place files into the primary drive.
- **System/Server Restart:** Restart your system/server prior to starting. This ensures no DLLs are locked and no active database jobs are running, as database services will be stopped during upgrade processing.
- **User Account Control (UAC):** If UAC is enabled, explicitly agree and click **Yes** to all prompts.
- **Upgrade Compatibility Check:** If updating an existing environment, verify your currently installed version is **FTK 8.0, 8.1, or 8.2** (including SP1/SP2 packs). Upgrading directly from FTK 7.6 SP2 or older versions is unsupported.

- **Database Schema Mapping Matrix:** Both schemas must align precisely during installation or deployment:
 - *Shared Schema:* Stores general system configurations and global settings.
 - *Case Schema:* Unique database instance reserved for each specific case's analytical results.

FTK Version	Shared Schema Version	Case Schema Version
FTK 7.6 SP3	7.1.104.0	7.1.105.0
FTK 8.0	7.1.126.0	7.1.133.0
FTK 8.1	7.1.163.0	7.1.162.0
FTK 8.1 SP2	7.1.179.0	7.1.162.0
FTK 8.2	7.1.188.0	7.1.187.0
FTK 8.2 SP2	7.1.198.0	7.1.187.0

1 Launching the Exterro FTK Suite 8.3 Installer

Extract & Verify Files: Extract your downloaded installation package into a local directory. Ensure the following prerequisite folders and binaries exist:

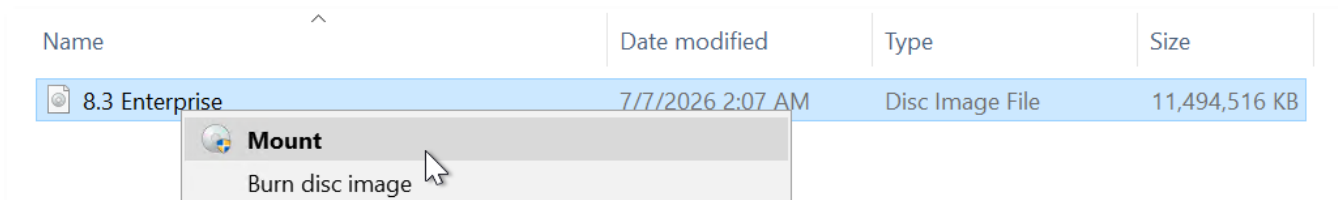
- CodeMeterRuntime_8.20
- Exterro Connectors
- Exterro Evidence Processing Engine
- Exterro Forensic Tools
- Exterro License Manager
- Exterro PostgreSQL
- Prerequisite-Microsoft DotNET Framework 4.8
- Prerequisite-Microsoft Visual C++ 2015-2022 Redistributable
- Prerequisite-Python 3.13.11

Note: You can view the installation logs by navigating to either of the following file paths:

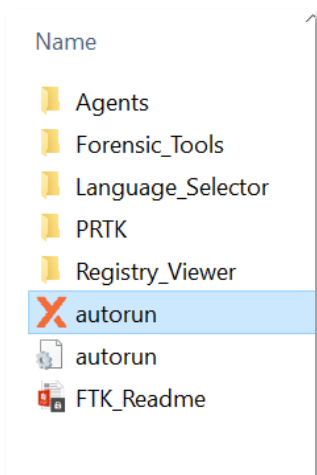
- %temp%\exterro-installer.log
- %LOCALAPPDATA%\Exterro\exterro-installer.log

Installation Steps:

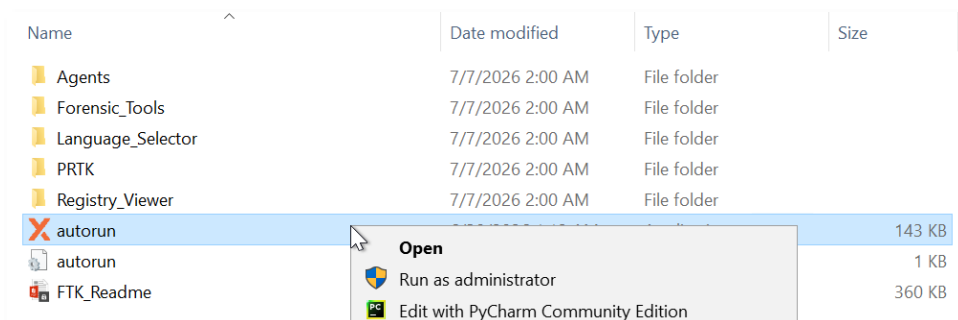
1. Download the Latest ISO Disc Image file (**8.3 FTK Enterprise**) from the Exterro Product Downloads page.
2. Right-click on the downloaded file and select **Mount**.



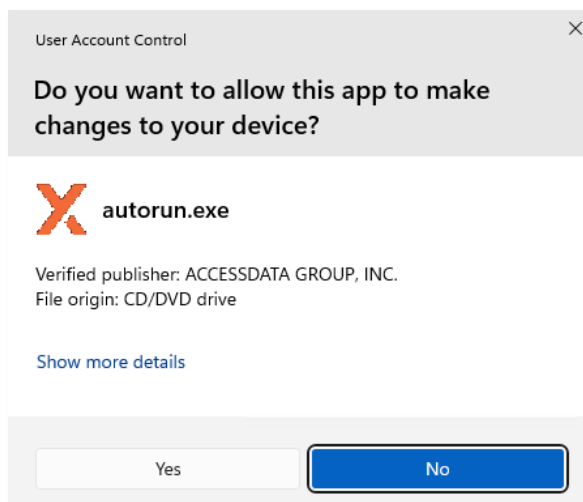
- The following components will be listed:



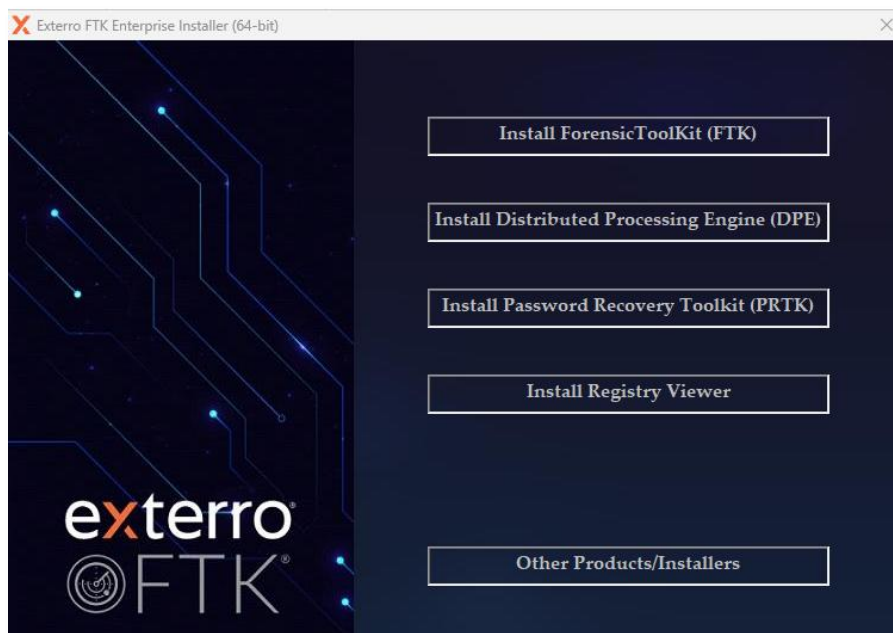
3. Do one of the following to start with the installation:
 - A. Right-click on the **autorun** file and select **Run as administrator**.



- i. Click 'Yes' in the User Account control page.



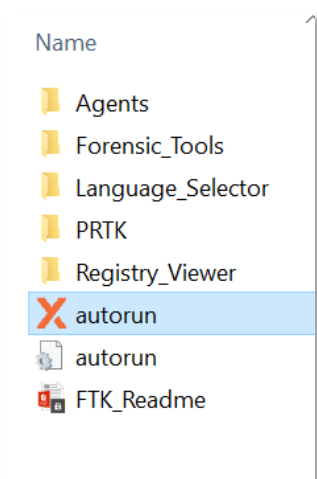
- The following **Forensics Tools Installer** page will be displayed.



- ii. Click on the **Install Forensics Tools 64-bit** option to start the installation process.

(or)

- B. Navigate to the **Forensic_Tools** folder.

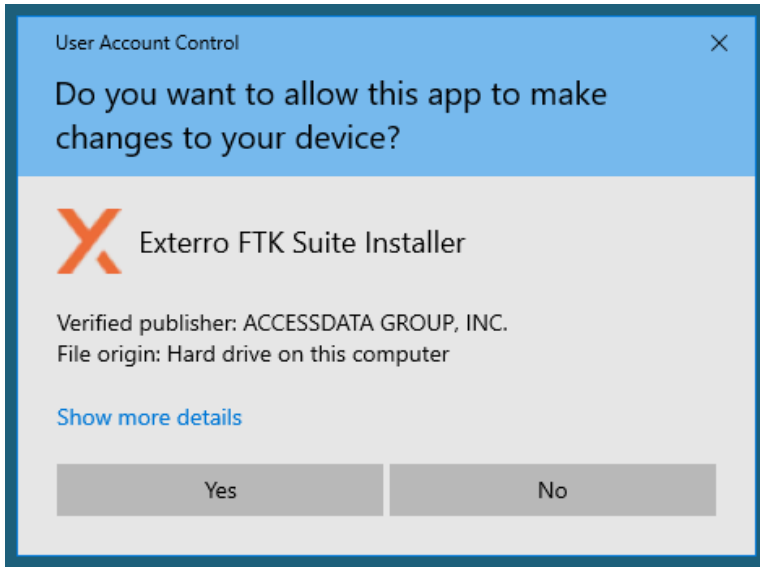


- The following components will be listed:

Name	Date modified	Type	Size
CodeMeterRuntime_8.20	7/7/2026 2:00 AM	File folder	
Exterro Connectors	7/7/2026 2:00 AM	File folder	
Exterro Evidence Processing Engine	7/7/2026 2:00 AM	File folder	
Exterro Forensic Tools	7/7/2026 2:00 AM	File folder	
Exterro License Manager	7/7/2026 2:00 AM	File folder	
Exterro PostgreSQL	7/7/2026 2:00 AM	File folder	
Prerequisite-Microsoft DotNET Framework 4.8	7/7/2026 2:00 AM	File folder	
Prerequisite-Microsoft Visual C++ 2015-2022 R...	7/7/2026 2:00 AM	File folder	
Prerequisite-Python 3.13.11	7/7/2026 2:00 AM	File folder	
Exterro FTK Suite Installer	7/6/2026 11:40 AM	Application	110.159 KB

Open
Run as administrator

- I. Right-click on the **Exterro FTK Suite Installer** file and select **Run as Administrator** to grant the elevated system privileges necessary for installation.
 - A Windows User Account Control prompt will appear on your desktop asking: *"Do you want to allow this app to make changes to your device?"*



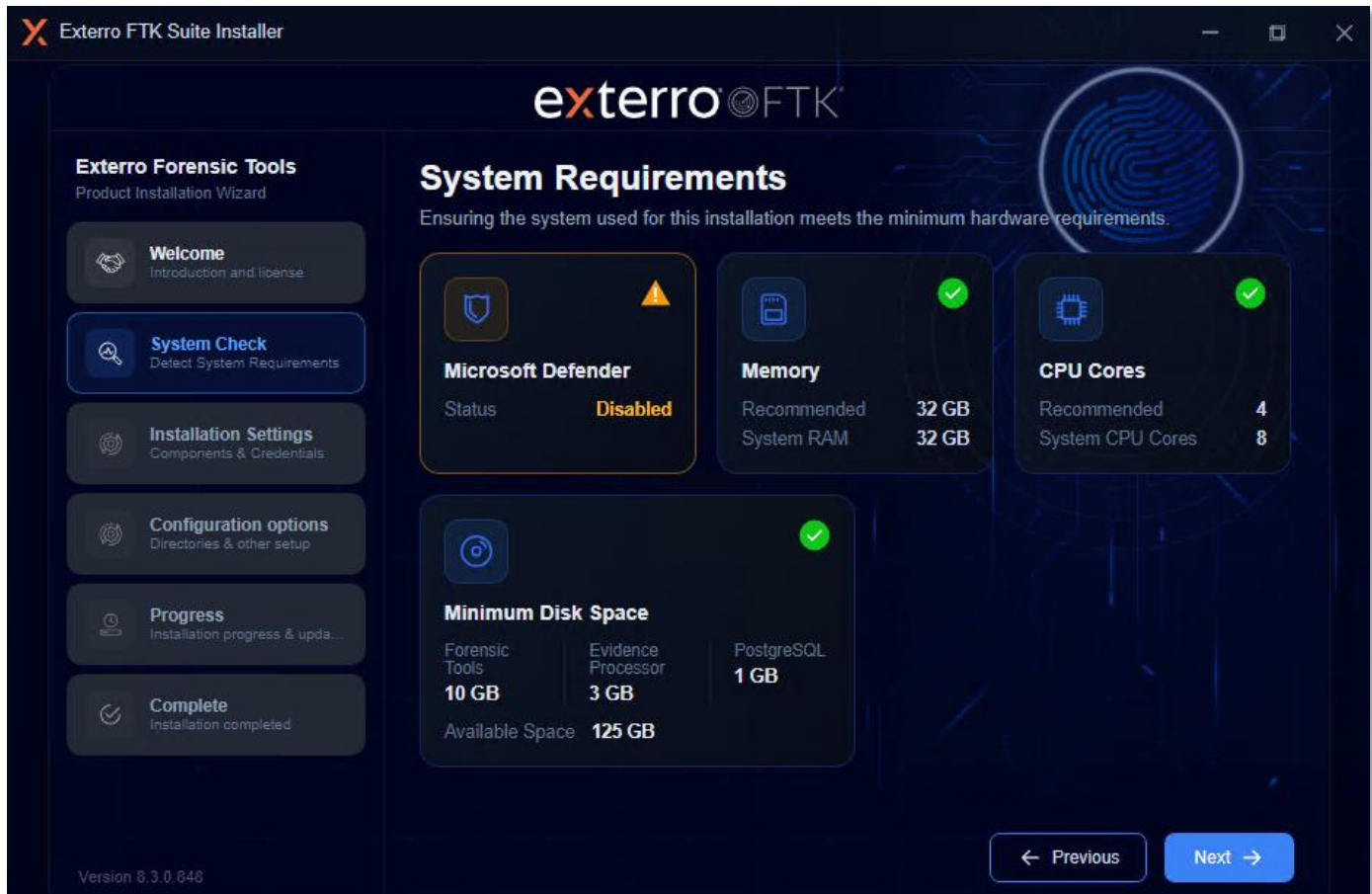
4. Click **Yes** to bypass the security check and launch the main installation wizard.

- The **Exterro FTK Suite Product Installation Wizard** screen will be displayed.



5. Read through the provided *Exterro Master Software License Agreement*.
6. Select the radio button labeled **I accept the terms in the license agreement**.
7. Click the **Next** button located at the bottom right corner of the window.

- The installer will automatically perform an environmental check on your machine's hardware and dependent software packages.



8. Review the diagnostic status checklist carefully:

- **Microsoft Defender Integration:** Confirms active state.
- **System Memory (RAM):** Ideally 32 GB minimum. If your system flags a warning (e.g., 30 GB detected), note that it will not block installation but may limit processing speeds.
- **CPU Cores:** Recommended 4 System CPU Cores.
- **Available Disk Space:** Validates allocation for Forensic Tools (10 GB), Evidence Processor (3 GB), and PostgreSQL (1 GB).

Note: If your operating system has pending file actions from background installations, a yellow alert dialog box may interrupt the deployment sequence.

- The warning will note that pending actions can lead to standard MSI errors (such as Error 1603).
 - It is strongly recommended to restart the machine before resuming the upgrade, or click **Next** to bypass the prompt and proceed directly with the setup.
9. Once you confirm your hardware complies, click **Next**.
- The **Installation Settings** page is displayed.



FTKC Server Components:

10. Select the server components to be installed.

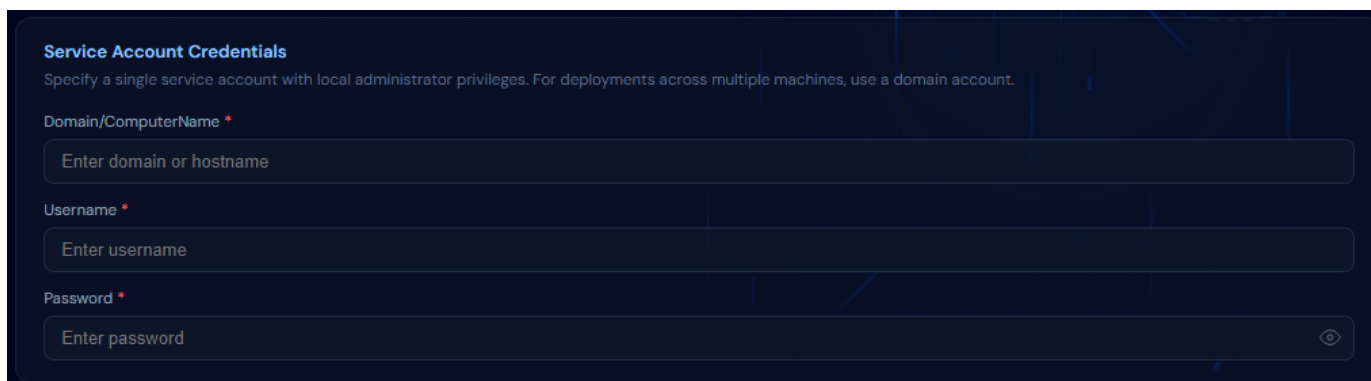


The screenshot shows a software installation window with three tabs: "FTKC Server Components" (selected), "FTK Client", and "Other FTK Products". Under the "FTKC Server Components" tab, there are three checkboxes, all of which are checked:

- ☒ FTK Central ⓘ
- ☒ Distributed Processing Engine (DPE)
- ☒ PostgreSQL 18.4 (for case DBs and/or Processing Manager DBs)

11. Specify the service account details:

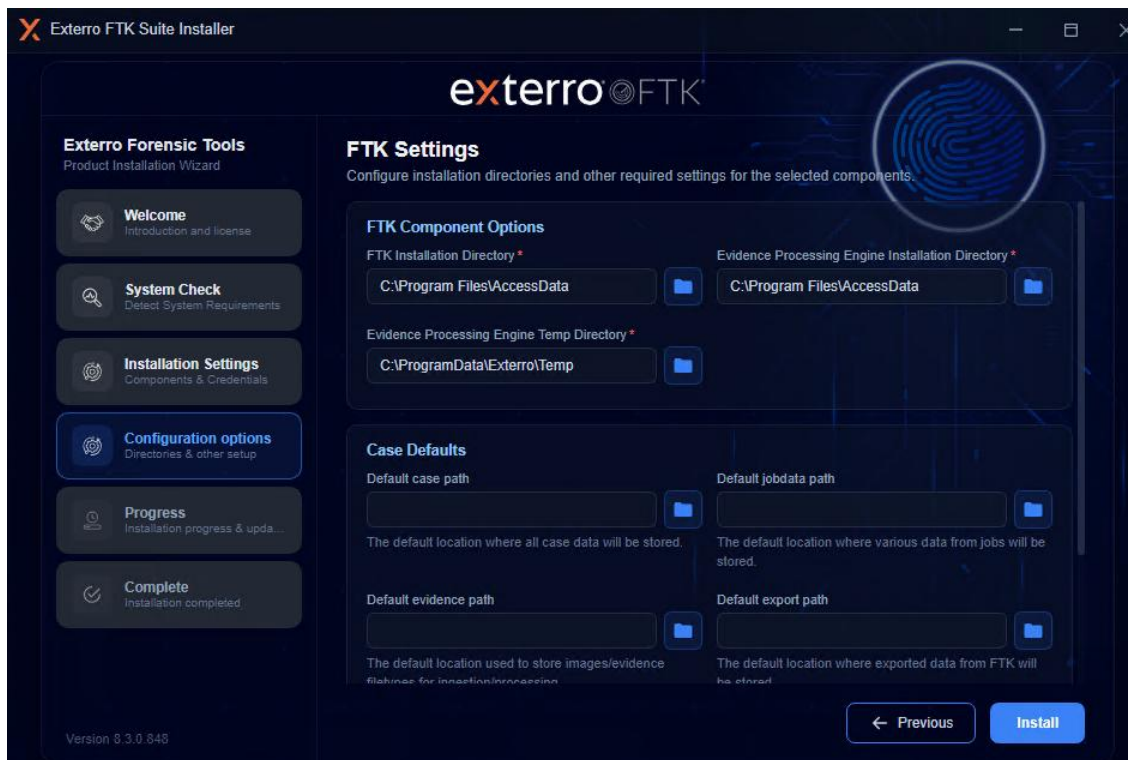
- **Domain/ComputerName:** Enter the Active Directory domain name or the local hostname of the machine.
- **Username:** Enter the username of the service account that has local administrator privileges.
- **Password:** Enter the password associated with the specified service account username.



The screenshot shows a "Service Account Credentials" form. At the top, it says "Specify a single service account with local administrator privileges. For deployments across multiple machines, use a domain account." Below this, there are three input fields, each with a red asterisk indicating it is required:

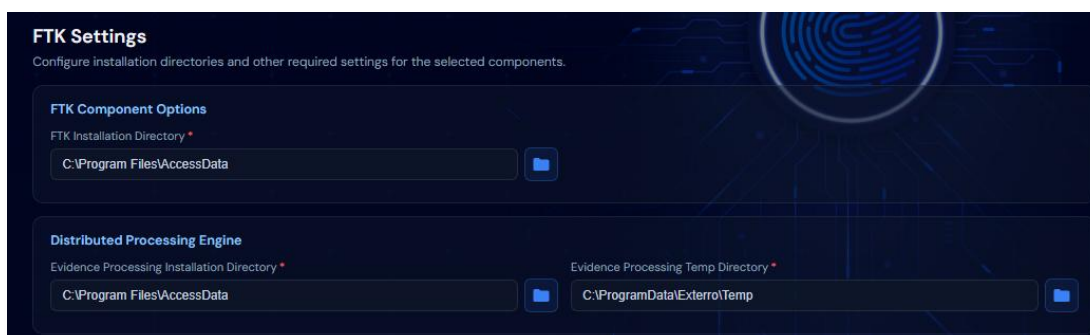
- Domain/ComputerName ***: A text box with the placeholder "Enter domain or hostname".
- Username ***: A text box with the placeholder "Enter username".
- Password ***: A password field with the placeholder "Enter password" and a toggle icon (an eye) on the right to show or hide the password.

- Once all the provided information is validated, the **Configuration Information** section will be displayed.



FTK Settings:

- Configure your target environment parameters:
 - Target Directories:** Review and alter default paths for the *FTK Application*, *Distributed Processing Engine*, and *Evidence Processing Engine Temp* scratchpad folder.



PostgreSQL Database:

The setup wizard automatically detects existing environments. If an existing PostgreSQL backend is found (such as PostgreSQL 14.0.0), an informational banner will display stating that PostgreSQL 18 will be installed alongside it on a separate port.

Configure the following PostgreSQL database settings:

- **Username:** Displays the default administrative user for the database (e.g., postgres). This field is read-only.
- **Password:** Enter a secure password for the PostgreSQL database administrative user.
- **Port Number:** Specify the port number for the database network traffic. The installer will automatically check port availability and display a confirmation (e.g., *Port 5433 is available*).
- **PostgreSQL Installation Directory:** Click the folder icon to browse and select the directory where the PostgreSQL binaries and program files will be installed.
- **PostgreSQL Data Path:** Specify the directory where the actual PostgreSQL database will be stored.

The screenshot shows the 'PostgreSQL Database' configuration window. At the top, a blue banner with an information icon states: 'PostgreSQL 14.0.0 detected. PostgreSQL 18 will be installed alongside it on a separate port. Configure the directories and port below for the new installation.' Below this, the configuration fields are as follows:

Field	Value
Username	postgres
Port Number	5433
Port 5433 is available.	
Password	*****
PostgreSQL Installation Directory	C:\Program Files\AccessData

At the bottom right, there are two buttons: 'Previous' (disabled) and 'Install' (active).

Default Case Path:

Configure the default directories where the application will store and manage case-related files, evidence, and system data. You can specify local disk paths or network shared folders (UNC paths).

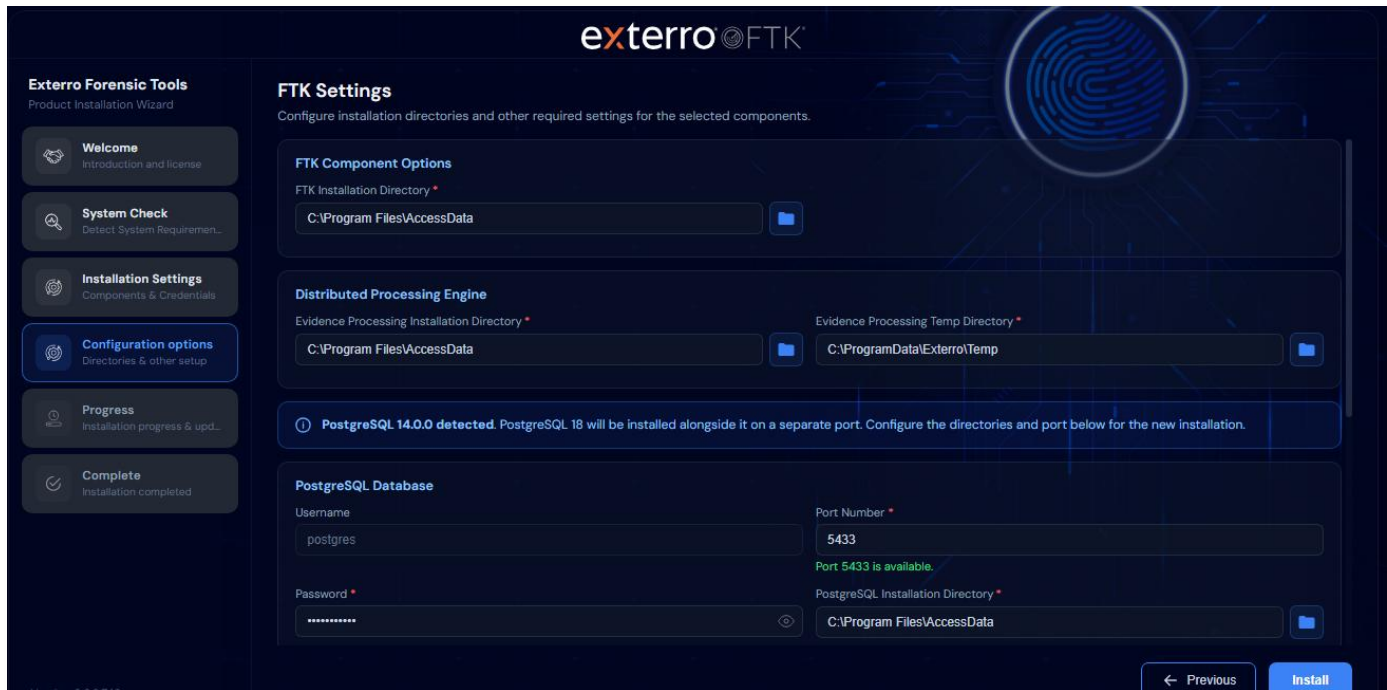
- **Default case path:** Specify the main directory where case files and databases will be created by default.
Example: C:\Cases or \\server\share\Cases
- **Default evidence path:** Specify the default location for storing and accessing added evidence files.
Example: C:\Evidence or \\server\share\Evidence
- **Default job data path:** Specify the directory where active job configurations, processing data, and temporary execution files are kept.
Example: C:\JobData or \\server\share\JobData
- **Default export path:** Specify the default destination directory where exported reports, carved data, or production files will be saved.
Example: C:\Export or \\server\share\Export

The screenshot shows a configuration window titled "Default Case Path". It contains four input fields, each with a folder icon to its right for browsing. The fields are: "Default case path" with the example "e.g. C:\Cases or \\server\share\Cases", "Default jobdata path" with the example "e.g. C:\JobData or \\server\share\JobData", "Default evidence path" with the example "e.g. C:\Evidence or \\server\share\Evidence", and "Default export path" with the example "e.g. C:\Export or \\server\share\Export".

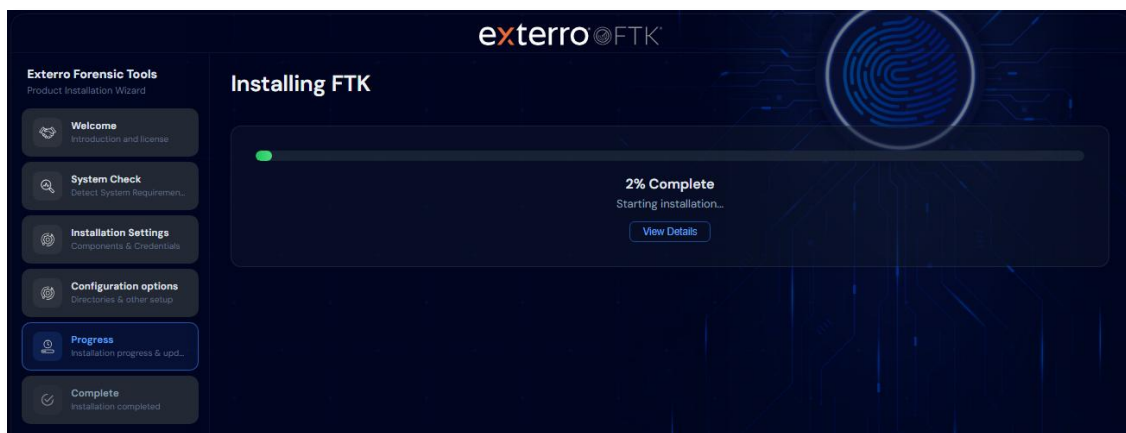
- **Antivirus Exclusions:** Ensure that the option **Add antivirus exclusions (recommended)** is checked to stop real-time scanners from locking critical analytical tables.

The screenshot shows a configuration window titled "Other Options". It contains a single checked checkbox labeled "Add antivirus exclusions (recommended)". Below the checkbox is a note: "Uncheck this option to prevent the installer from adding antivirus exclusions".

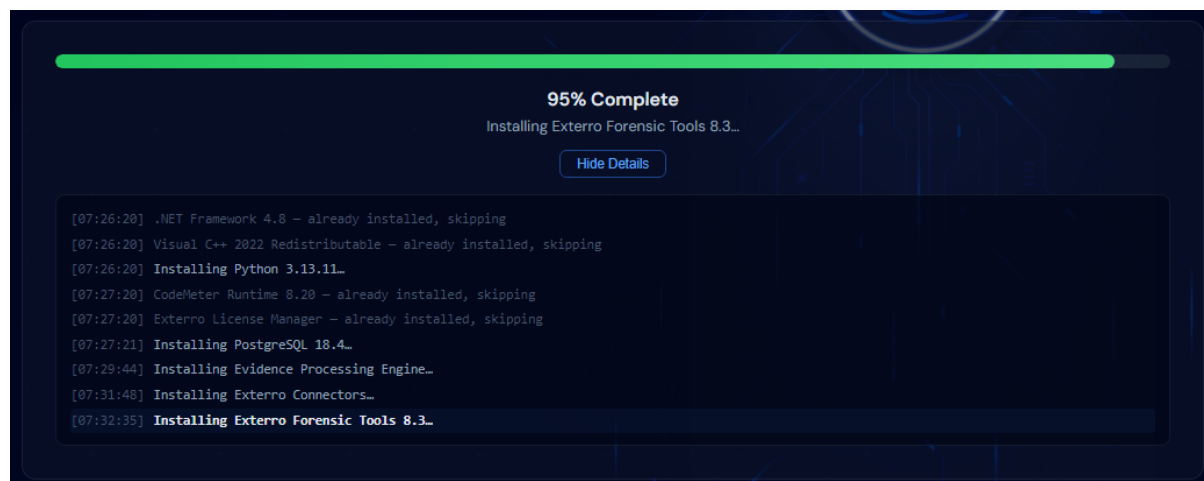
2. Click **Install** to start processing the binaries.



- The installation wizard will now cycle through copying configurations and registry keys. Monitor the primary status indicators as they move through various completion stages (e.g., *Installing Distributed Processing Engine*, *Installing PostgreSQL*).



- To see granular background operations, click on the **View Details** toggle switch.



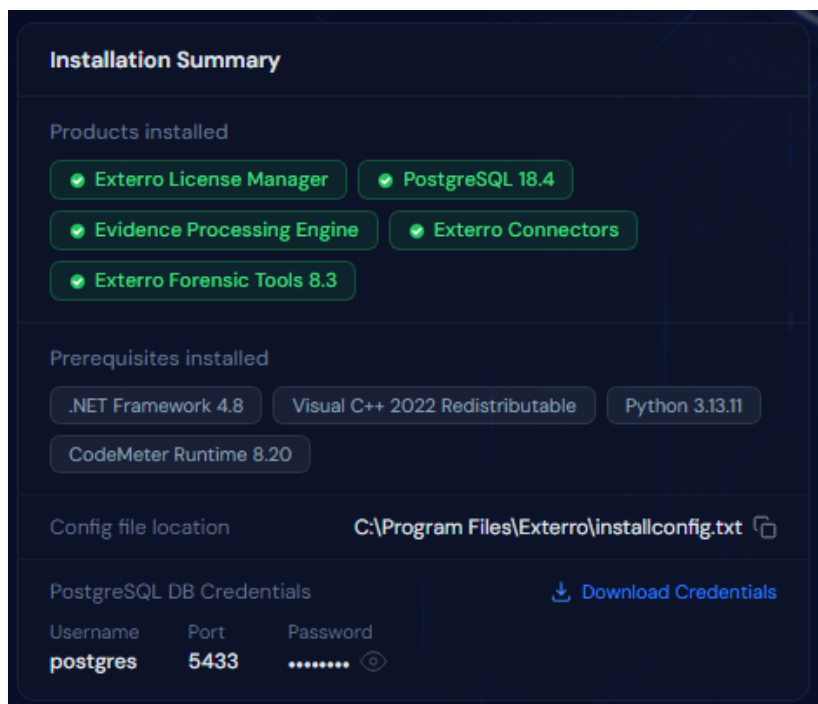
Important Note regarding Command Prompt windows: During network security or database token generation, an administrative Command Prompt (cmd.exe) console window will open multiple times. **Do not close, alter, or press any keys within this console.** Allow it to execute and terminate automatically.

- Once all modules are successfully copied, the final screen of the installer suite will be displayed.



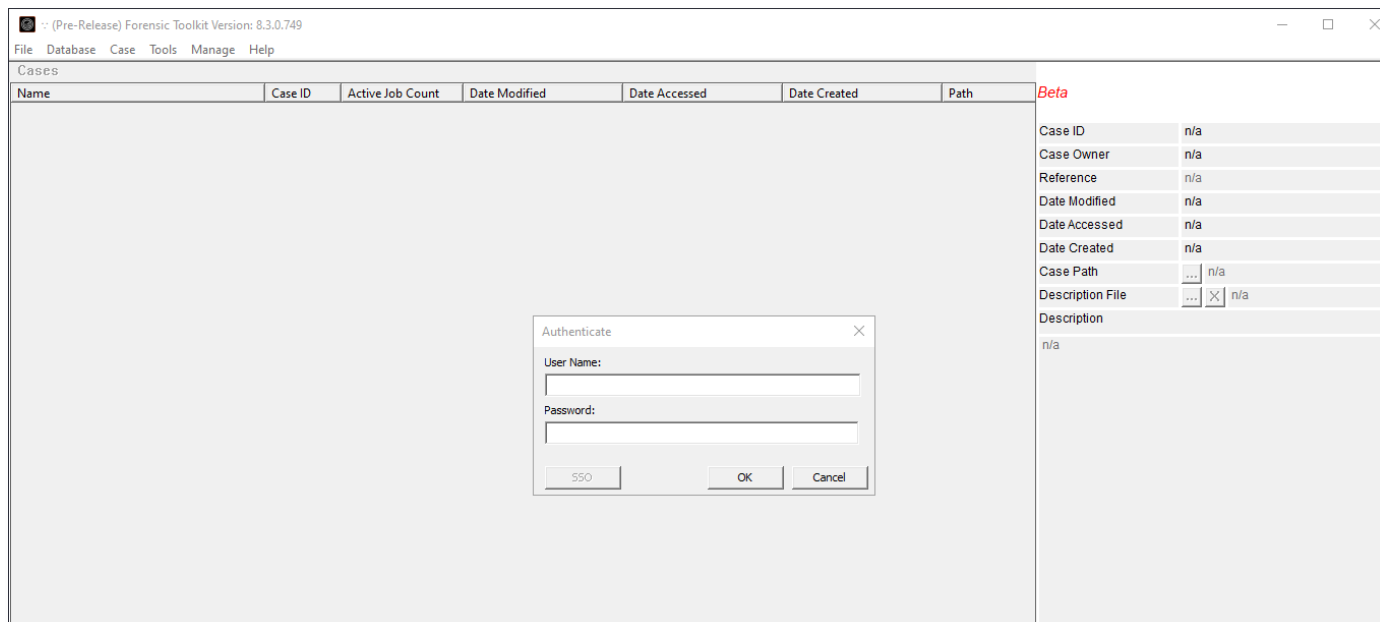
Installation Summary:

- Review the structural summaries, which show your assigned default database routing ports (e.g., Username: **postgres**, Port: **5433**).

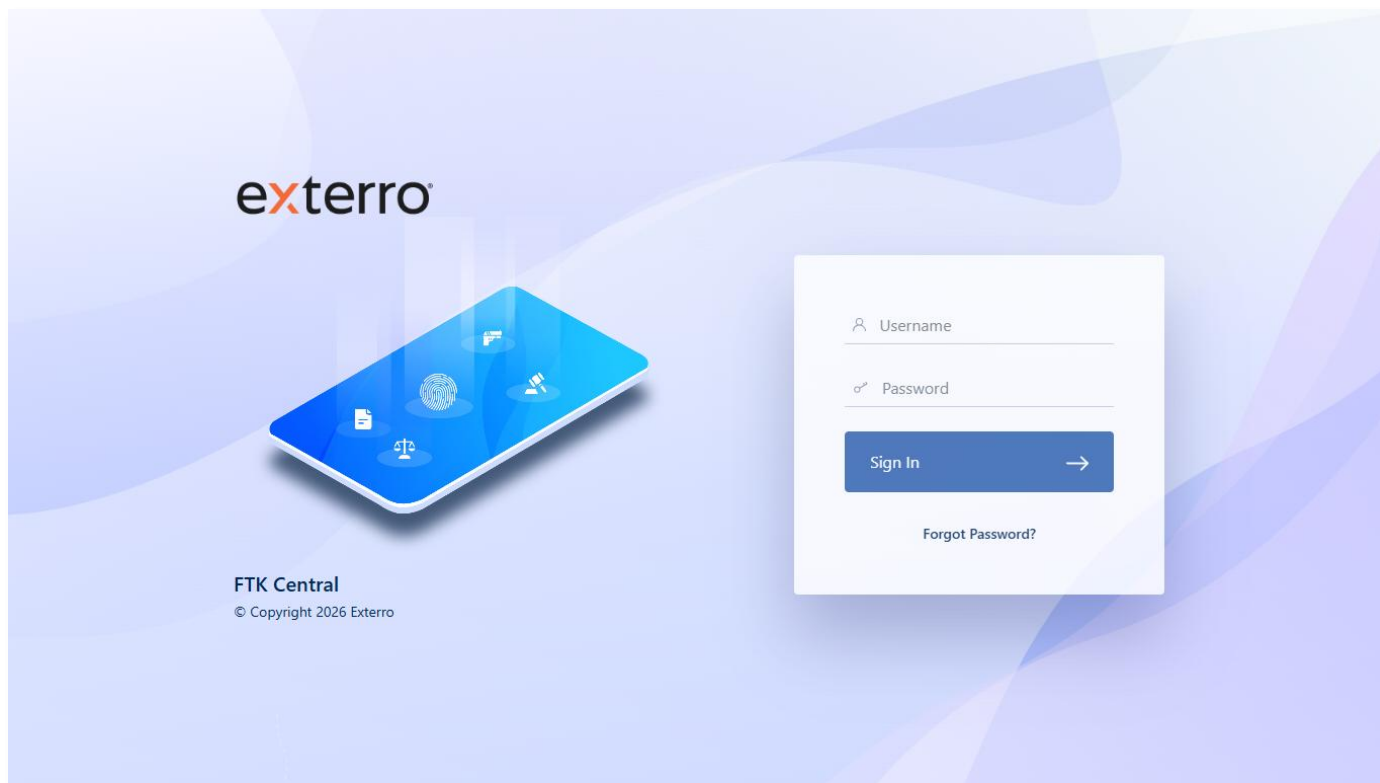


Once all the configuration are completed, proceed to **Launch FTK** (for Desktop application) or click **Close** and navigate to the web page of FTK Central from your browser.

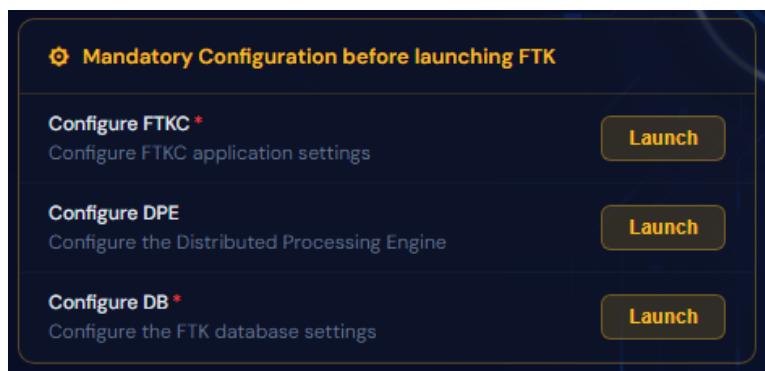
- For Desktop application:



- FTK Central application in a browser window:



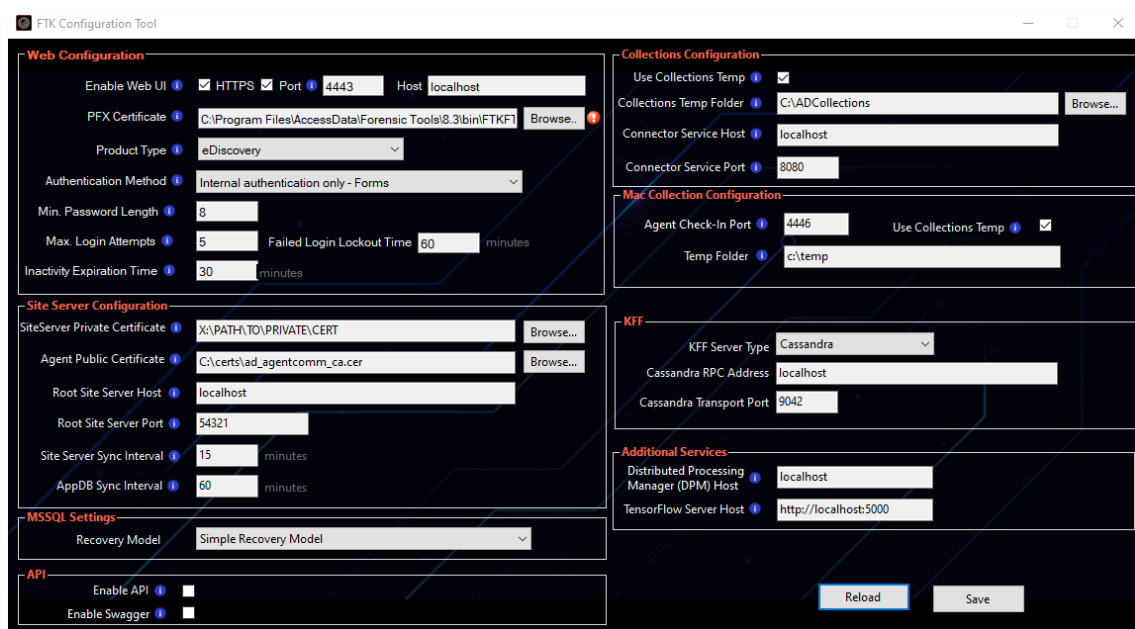
1.1 Mandatory Configuration before launching FTK:



1.1.1 Configuring FTKC

Steps:

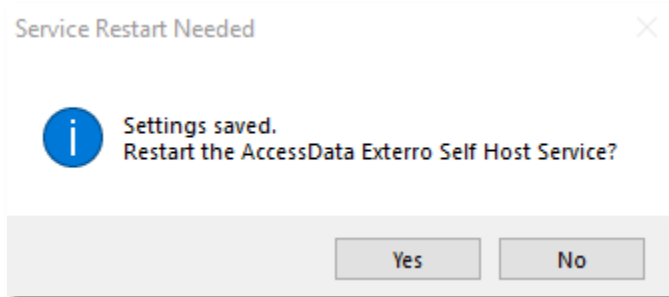
1. Click on the Launch button.
 - The **FTK Configuration Tool** is displayed.



Note: The values are auto-populated based on default settings. Modify the values of the properties for the **ADG.WeblabSelfHost.exe.Config** file, if required.

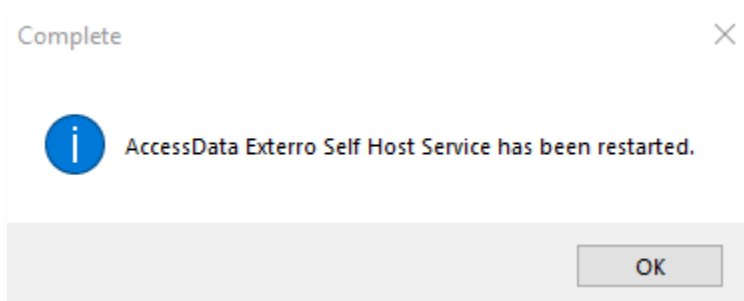
2. Once the values are provided, click **Save**.

- The **Service Restart Needed** pop-up is displayed.



3. Click **Yes**.

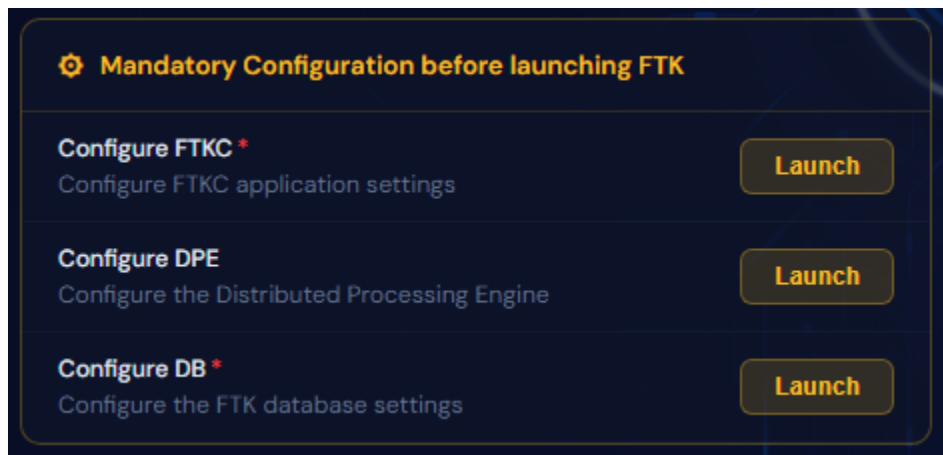
- The **Complete** pop-up is displayed.



4. Click **Ok** and close the FTK Configuration Tool page.

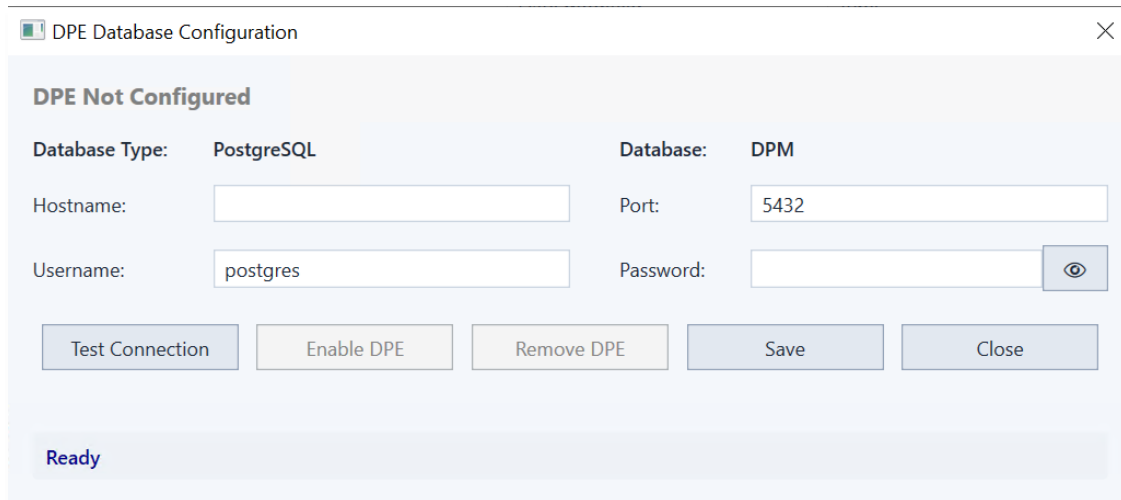
1.1.2 Configuring DPE

The **DPE Database Configuration** page allows you to link the Distributed Processing Engine (DPE) to its database backend.



Steps:

1. Click on the **Launch** button.
 - The **DPE Database Configuration** page is displayed.



2. Fill in the required configuration values under the **Database Configuration** section:
 - **Host Name:** Enter the IP address or Computer Name (Fully Qualified Domain Name - FQDN) of the server where PostgreSQL is hosted. If PostgreSQL is installed on the same machine, enter **localhost**.
 - **Port:** Enter the port number used by the PostgreSQL database instance. (The default port is 5432).

- **Database Name:** Enter the specific database name designated for the Distributed Processing Manager (e.g., DPM).
 - **User Name:** Enter the administrative database user account name (e.g., postgres).
 - **Password:** Enter the password associated with the specified database username. You can click the eye icon to toggle password visibility.
3. Click on **Test Connection**.
- Once the connectivity is successful, a connection success indication is displayed at the bottom.

DPE Database Configuration

DPE Enabled

Database Type: PostgreSQL Database: DPM

Hostname: localhost Port: 5433

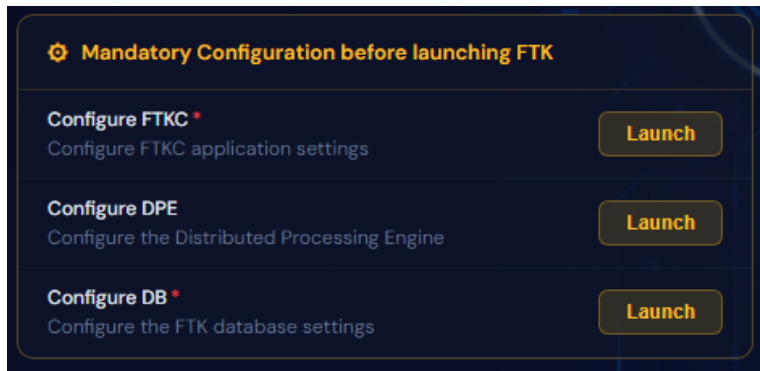
Username: postgres Password: [masked] [eye icon]

Test Connection Disable DPE Remove DPE Save Close

Configuration updated successfully at 11:32:17

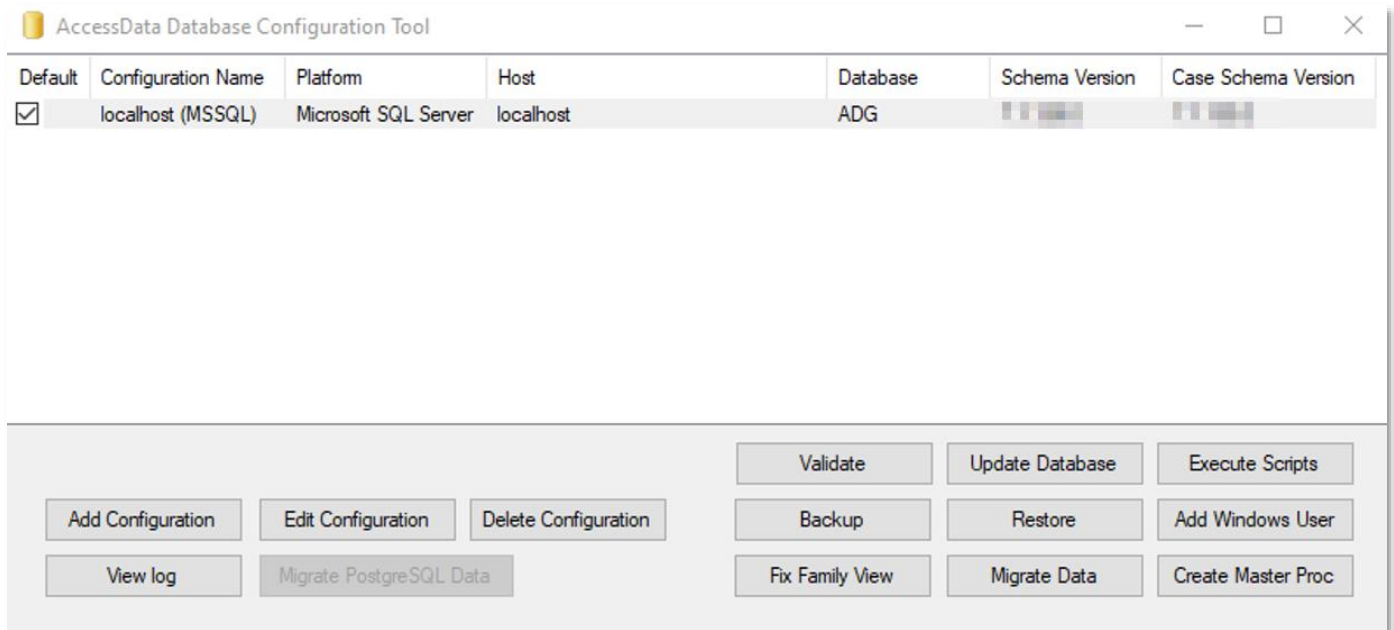
4. Click **Save**.
5. Once the connectivity is saved, a update success indication is displayed at the bottom.
6. Click **Close**.

1.1.3 Configuring DB



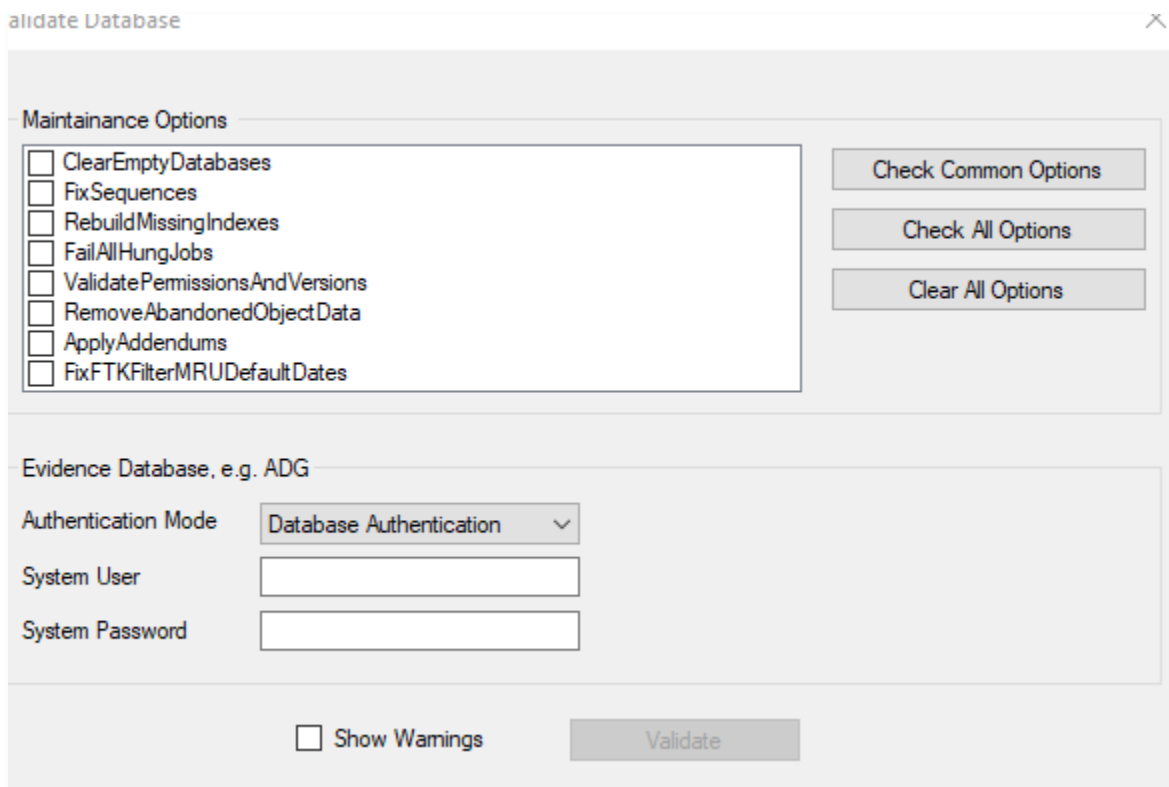
Steps:

1. Click on the **Launch** button.
 - The **AccessData Database Configuration Tool** is displayed.



2. Click **Validate**.

- The **Validate Database** pop-up is displayed.



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:

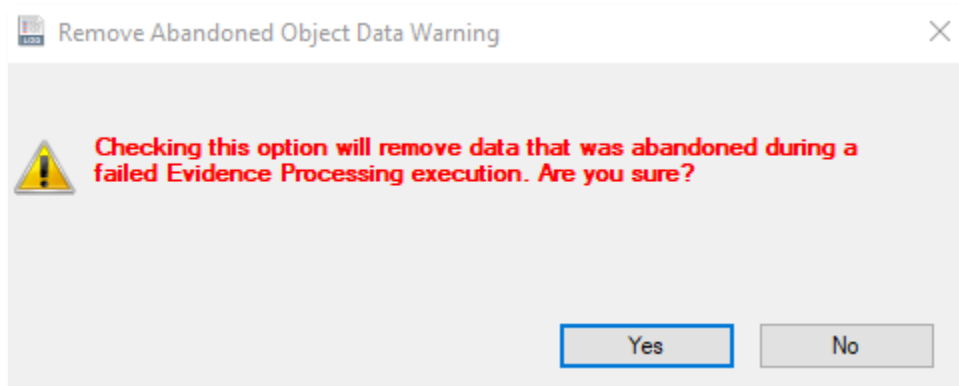
System Password:

☐ Show Warnings

Validate

3. Click **Check All Options**.

- The below warning pop-up is displayed.



Remove Abandoned Object Data Warning

 Checking this option will remove data that was abandoned during a failed Evidence Processing execution. Are you sure?

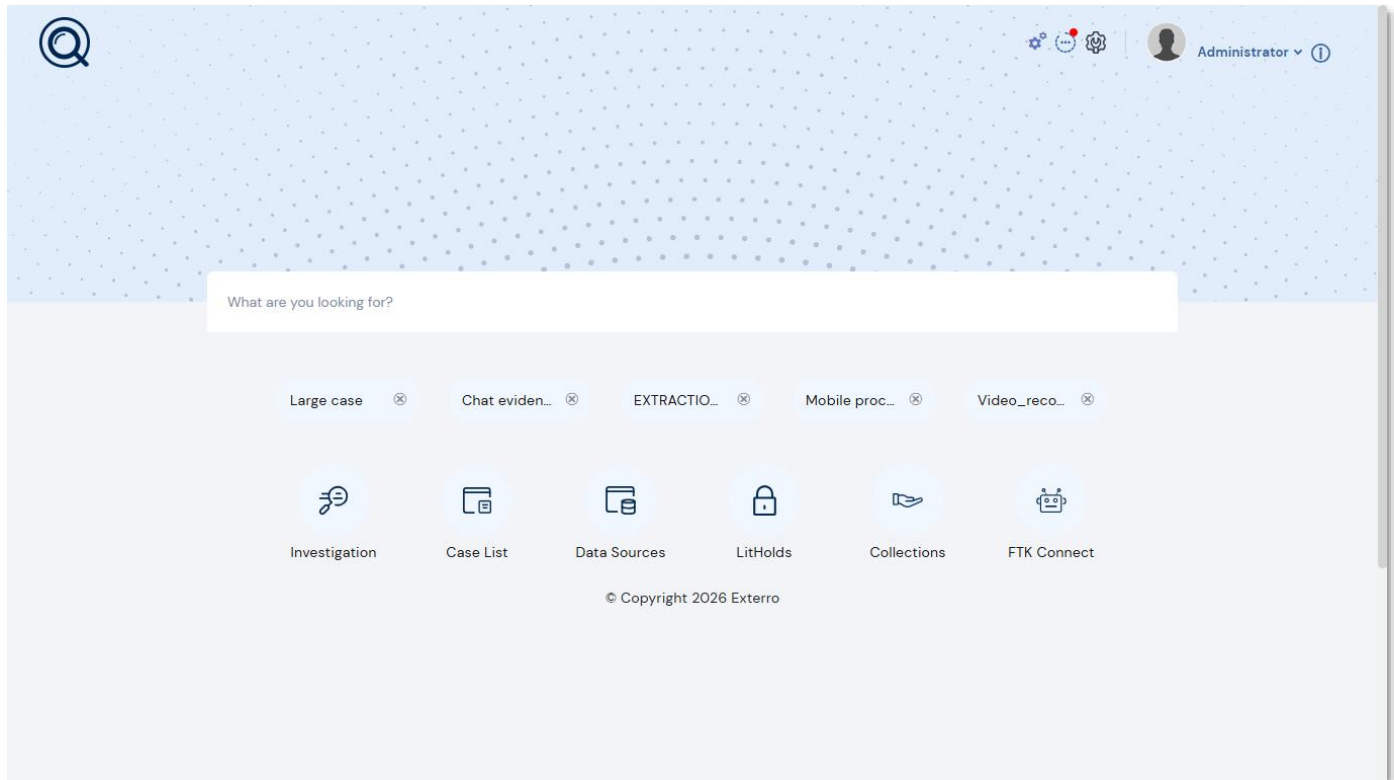
Yes No

4. Click **Yes**.

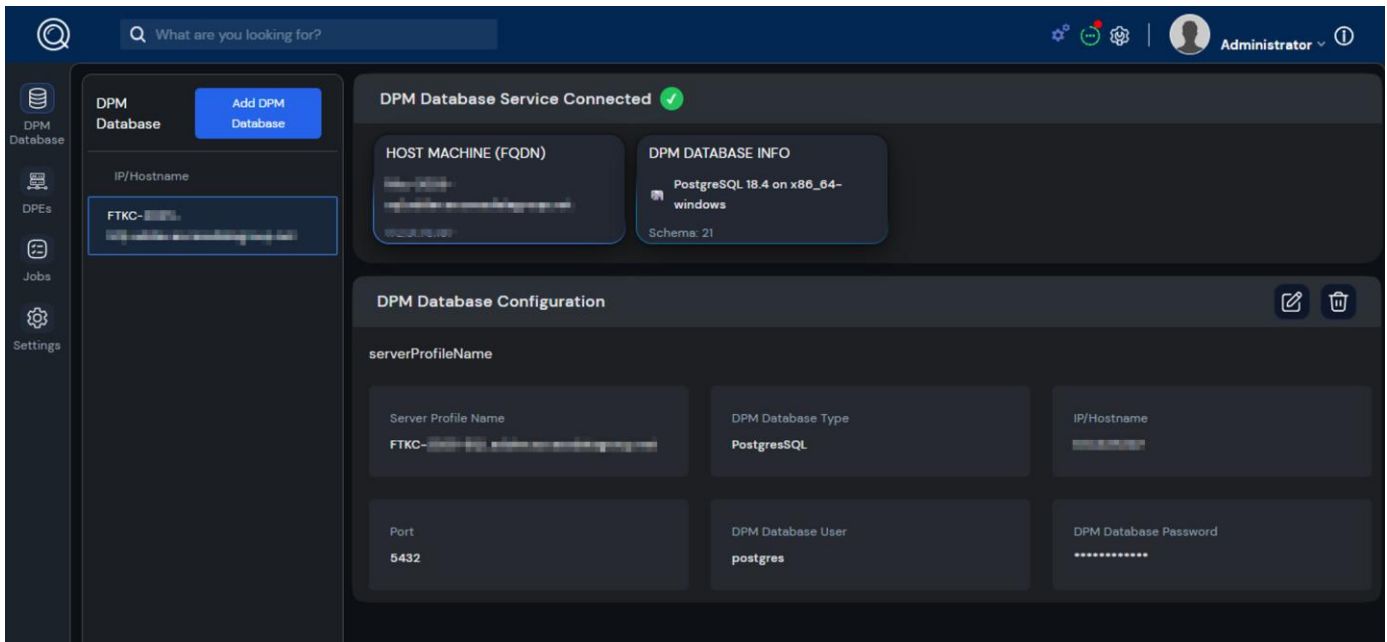
1.1.4 Configuring DPM/DPE Monitor

Steps:

1. From the home page of FTK Central application, click on the **DPM/DPE Monitor Settings** icon.



- The **DPM Database** settings page is displayed.



2. Click on **Add DPM Database**.

- The **Add DPM Database** page is displayed.

The screenshot shows the 'Add DPM Database' dialog box. It has a title bar with a close button (X). The dialog contains two columns of input fields. The left column has 'DPM Database Profile Name' (with a sub-label 'Database Profile Name'), 'IP / Hostname' (with a sub-label 'Enter IP / Hostname'), and 'DPM Database User' (with the value 'postgres'). The right column has 'DPM Database Type' (with the value 'PostgreSQL'), 'Port' (with the value '5432'), and 'DPM Database Password' (with a sub-label 'Enter Password'). At the bottom left is an 'Initialize DPM Database' button. At the bottom right are 'Cancel' and 'Add' buttons.

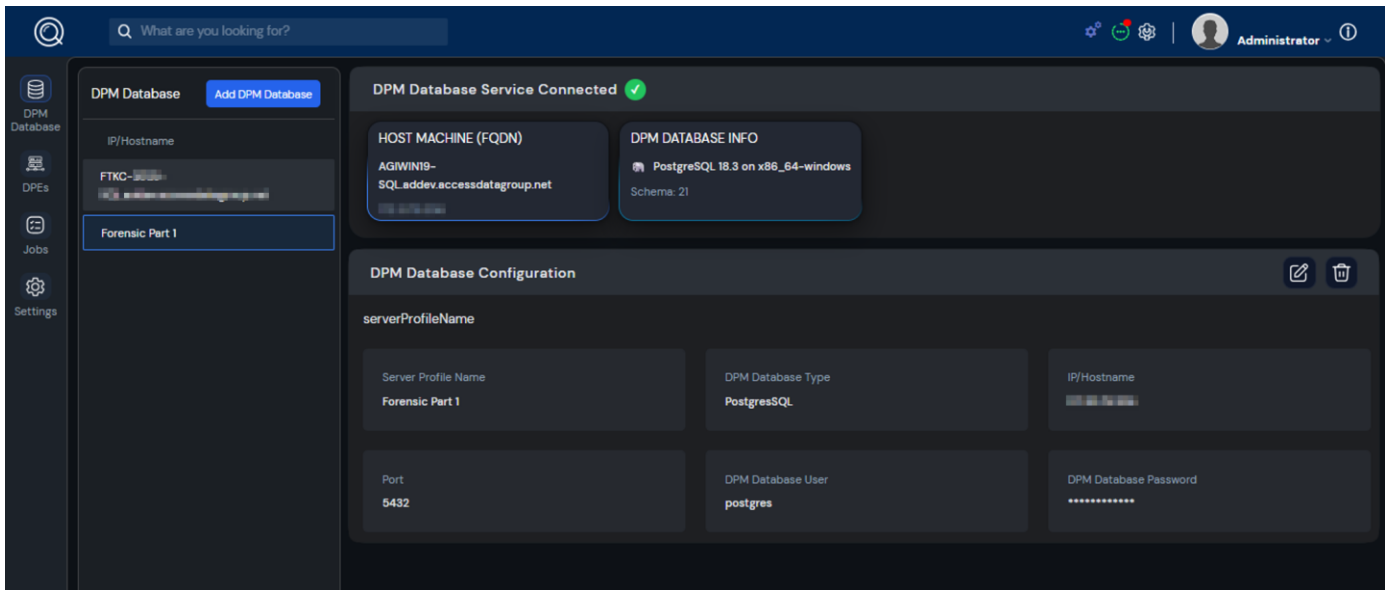
3. Fill in the database values, and click on **Initialize DPM Database**.

The screenshot shows a dialog box titled "Add DPM Database". It contains the following fields and buttons:

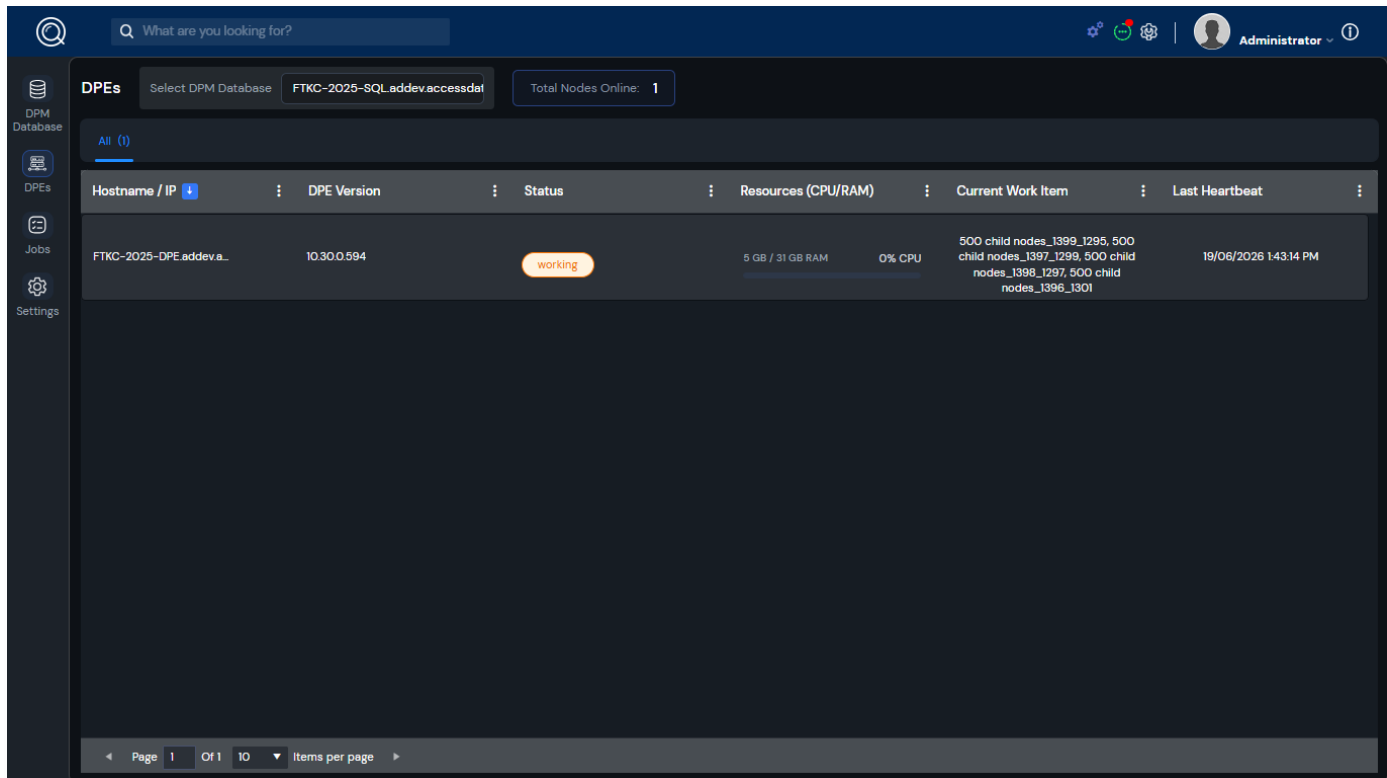
- DPM Database Profile Name:** Forensic Part 1
- DPM Database Type:** PostgreSQL
- IP / Hostname:** (empty)
- Port:** 5432
- DPM Database User:** postgres
- DPM Database Password:** (masked with asterisks)
- Buttons:** Initialize DPM Database, Cancel, Add

- A success message will be displayed as DPM Database is validated successfully.
4. Click **Add**.

- The newly added DPM Database will be listed in the section.



5. You can navigate to the DPEs settings and view its information.



6. Click on the respective DPE to view its details.

The screenshot displays the Exterro FTK Suite 8.3 web interface. The top navigation bar includes a search bar, system status icons, and a user profile for 'Administrator'. The left sidebar contains navigation links for 'DPM Database', 'DPEs', 'Jobs', and 'Settings'. The main content area is titled 'DPEs' and shows a table of DPEs. A single DPE is listed with the following details:

Hostnam...	DPE Version	Status	Resources (...)	Current Wo...	Last Heartb...
FTKC-2025-DPE.addev...	10.30.0.594	working	5 GB / 31 GB RAM 0% CI	500 child nodes_1399_1295, 500 child nodes_1397_1299, 500 child nodes_1398_1297, 500 child nodes_1396_1301	19/06/2026 1:43:14 PM

Below the table, pagination information indicates 'Page 1 Of 1' and 'Items per page'. On the right side, a 'DPE Details' panel provides further information:

- Hostname / IP:** FTKC-2025-DPE.addev.accessdatagroup.net (working)
- C: Drive:** 41 GB 299 GB
- D: Drive:** 3 GB 500 GB
- Job Details:**
 - Current:** 500 child nodes_1399_1295, 500 child nodes_1397_1299, 500 child
 - Work Item:** nodes_1398_1297, 500 child nodes_1396_1301
 - Case ID:** 68
 - Case Name:** 500 child nodes
 - Job ID:** 8fd5f2d7-5662-49ae-80da-67dd0ecba0f4
 - Job Name:** Indexer
 - Evidence Name:** 1399
 - Last Heartbeat:** 19/06/2026 1:43:14 PM

1.2 FTK Client

Configure this section to install an **FTK Desktop Client** that will connect to an existing FTK Central environment.

- **FTK Central Server URL:** Enter the FTK Central WebURL of the existing server where FTK Central is hosted.
- **FTK Central Port:** Enter the communication port used by FTK Central. *(The default port is 4443).*
- **Run as non-administrator:** Select this checkbox if you intend to use FTK purely for review purposes and not for processing evidence. Leaving this unchecked installs the client with administrative processing capabilities.
- **Installation directory:** Click the folder icon to browse and select the path where the FTK Desktop Client application files will be installed. *(The default path is C:\Program Files\AccessData).*
- **Other Options (Add antivirus exclusions):** Keep this checkbox selected to automatically add required antivirus exclusions for the application. Uncheck this option if your organization prefers to manage antivirus exclusions manually.

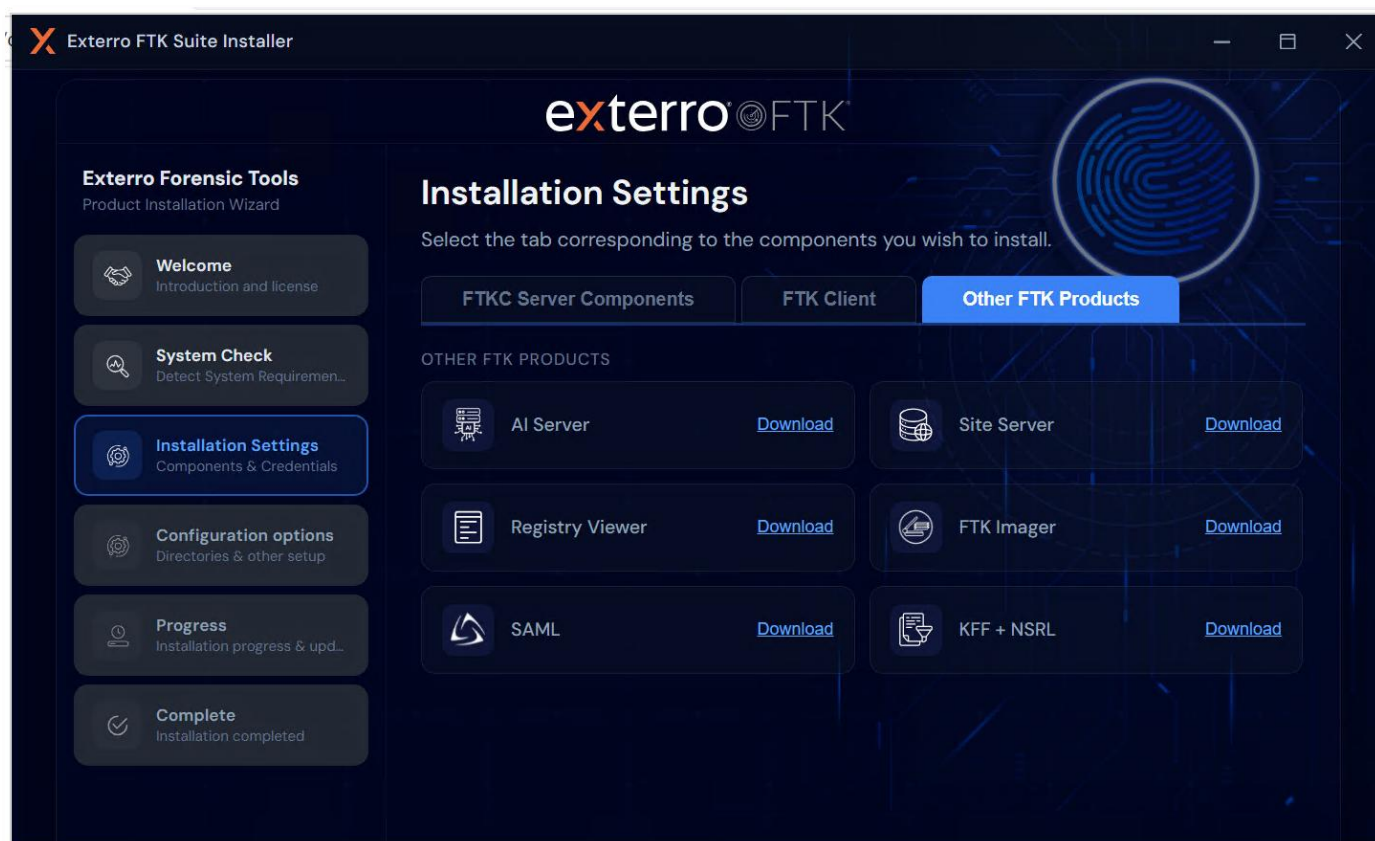
Steps:

1. Click **Install** once the configuration details are provided.

The screenshot shows the 'FTK Client' tab in the FTK Suite installation wizard. The window has a dark blue background with a circuit-like pattern. At the top, there are three tabs: 'FTKC Server Components', 'FTK Client' (which is selected and highlighted in blue), and 'Other FTK Products'. Below the tabs, a message states: 'Use this to install an FTK Desktop Client that will connect to an existing FTK Central environment.' The configuration fields include: 'FTK Central Server Hostname/IP' with a text box containing 'e.g. 192.168.1.100 or server.domain.com'; 'FTK Central Port' with a text box containing '4443'; a checkbox for 'Run as non-administrator' which is currently unchecked, with a note '(Select this option only if you intend to use FTK for review purposes and not for evidence processing)'; 'Installation directory' with a text box containing 'C:\Program Files\AccessData' and a folder icon button; and 'Other Options' with a checked checkbox for 'Add antivirus exclusions (recommended)' and a note 'Uncheck this option to prevent the installer from adding antivirus exclusions'. At the bottom right, there are two buttons: 'Previous' and 'Install'.

1.3 Other FTK Products

Note: If you require supplementary toolkits from the suite, select the **Download** buttons alongside the listed components.



2 Installing Exterro AWS Service for Local Uploads and Downloads

Note: Upgrading to the latest version of the Exterro AWS service is mandatory. The updated version uses port 5001, which may conflict with the AI server service.

Uninstall Previous Versions (Before Upgrading):

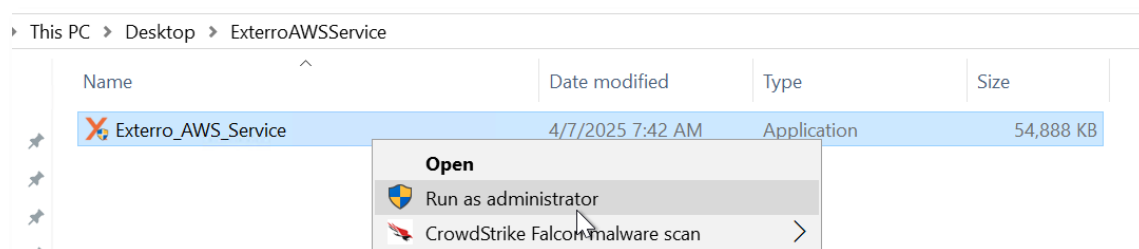
Before installing the latest Exterro AWS service, ensure that any existing version is uninstalled:

1. Open **Control Panel > Programs > Programs and Features**.
2. Locate the current **Exterro AWS service** in the list.
3. Right-click on it and select **Uninstall**.

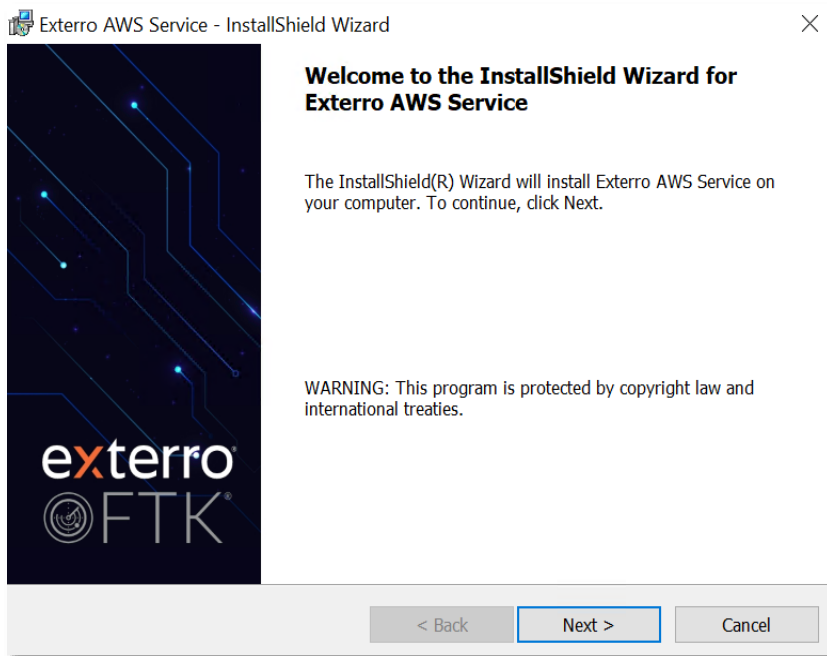
Follow the steps below to install the Exterro AWS Service for local uploads and downloads from AWS S3:

Steps:

1. Download the Exterro AWS service Installer package provided by the Exterro Team.
2. Open the downloaded folder and right-click on the **Exterro_AWS_Service.exe** file and select **Run as Administrator**.

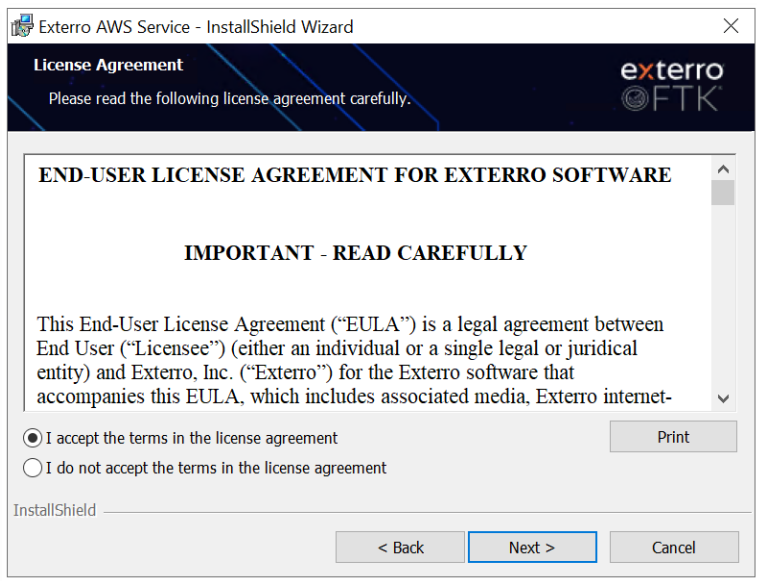


- The Installation page is displayed.



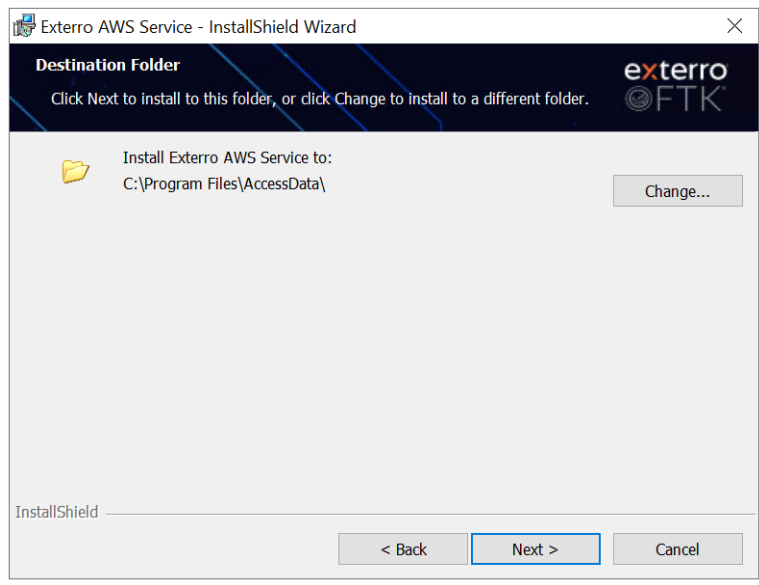
3. Click **Next**.

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



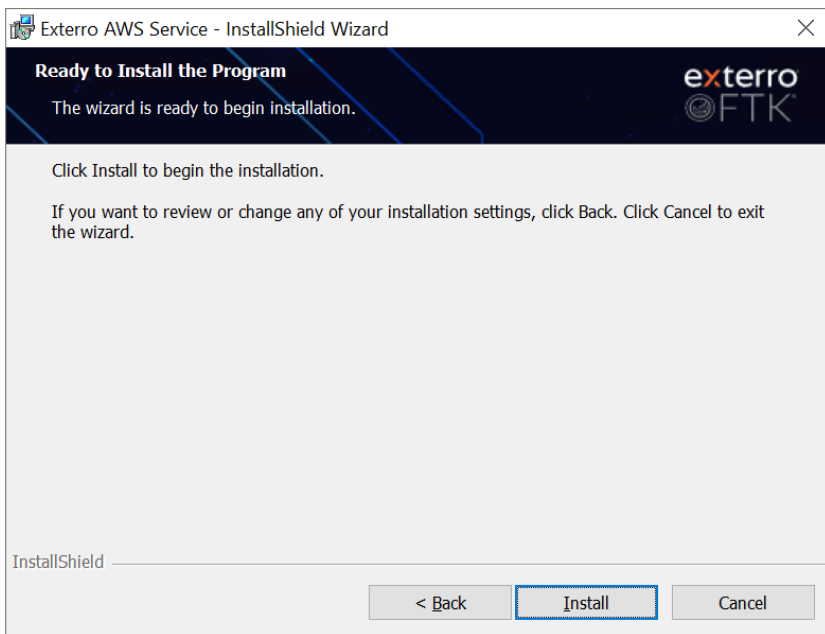
4. Accept the EULA terms and click **Next**.

- The **Installation Directory** page is displayed.



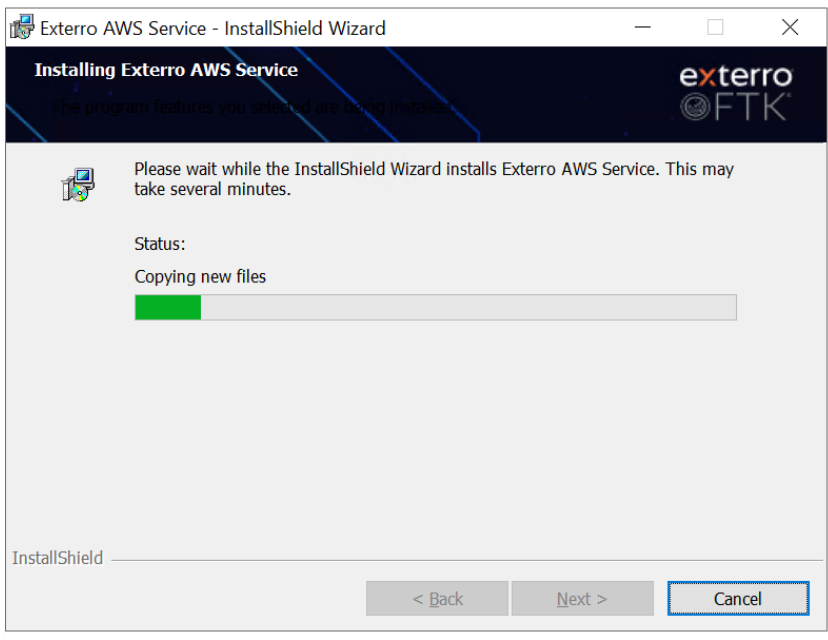
5. Select the Installation directory and click **Next**.

- The **Ready to Install** page is displayed.

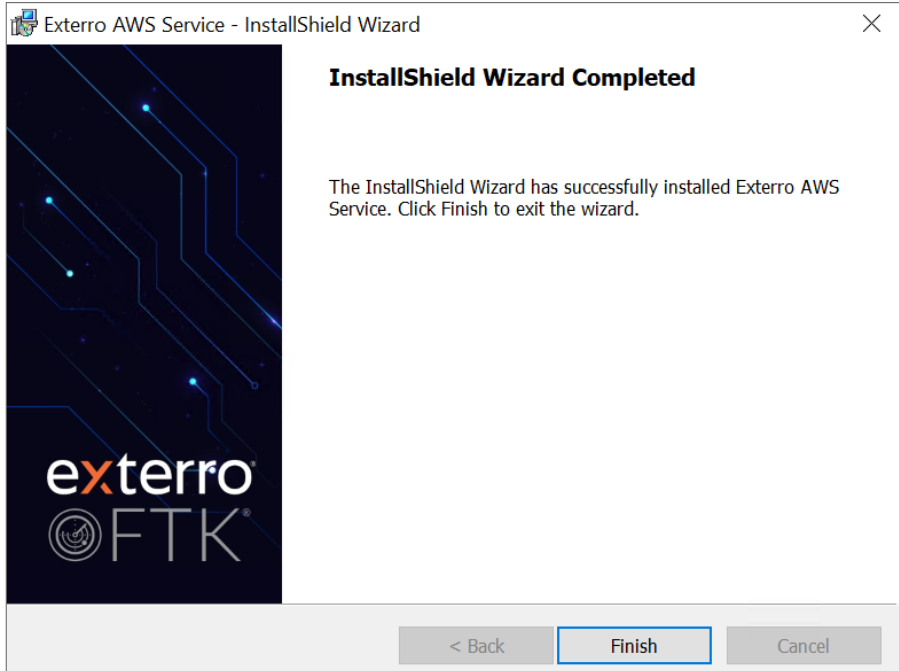


6. Click **Install**.

- The following page is displayed.



7. Monitor the Installation progress and click **Finish** once the installation is completed.



Port Used: 5001

Service URL Configuration:

```
<add key="CloudUploadServiceUrl" value="http://localhost:5001" />
```



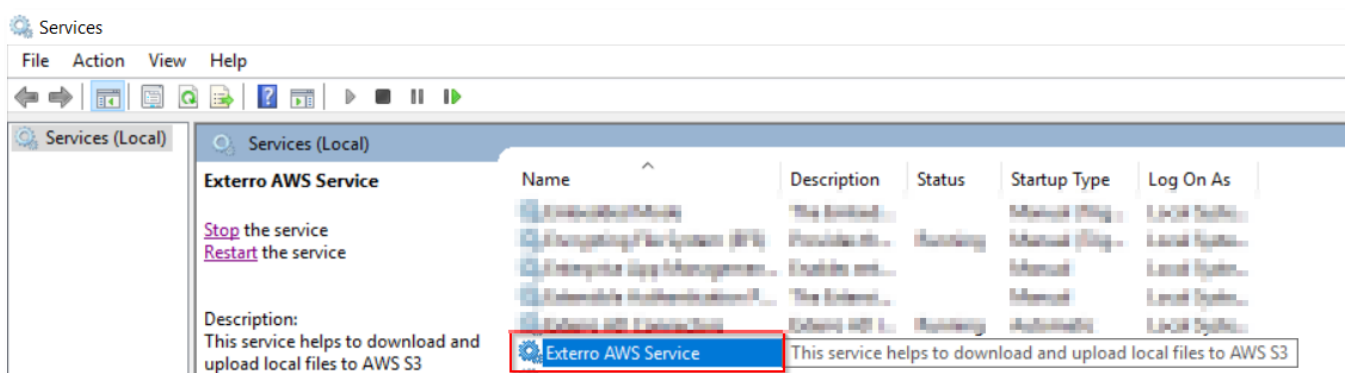
Note: After the installation is completed, verify that the Exterro AWS Service application is upgraded to their latest version by navigating to **Start > Control Panel > Programs > Programs and Features**.

Application	Version
Exterro AWS Service	1.0.0.12

Note: Use the below steps to verify and ensure that the service is running.



- i. Open the **Services** window.
- ii. Press **Win + R**, type **services.msc**, and click **Enter**.
- iii. In the **Services** window, scroll through the list to locate the service.
- iv. Verify the **Status** column as **Running**.



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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