exterro®
Legal GRC Software

FTK SUITE 7.6 SP5 – UPGRADE GUIDE

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Overview

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 Legal GRC 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 users with step-by-step instructions required to initiate the automated installation of the FTK Suite 7.6 SP5 patch.

FTK 7.6 - Patching Process

Which components should this patch be applied to?

- Exterro FTK Suite 7.6 and later.
    - o FTK/FTK Lab/FTK Enterprise/FTK Central/FTK Plus
- Exterro AD Connector Service
- Collab
- Distributed Processing Manager
- Processing Engine

Warnings:

- The patch must be applied to all components within an environment. Failure to adhere to these requirements may result in unexpected and critical errors.
- The latest Site Server must be installed post-patch to ensure full compatibility with agents.

Prerequisites

The following prerequisites should be ensured to complete the patching process in a seamless manner:

- The latest Windows updates must be installed prior to any patch.
- Restart the environment/instance/computer before you apply the patch. This ensures that all the background processes are stopped before the patch is applied.
- The patch must be executed as an Administrator.
- Ensure FTK Suite 7.6 or 7.6 SP1/SP2/SP3/SP4 has been installed on the target machine before you apply the patch. Patches are cumulative, so users are not required to chronologically install patches and can install the latest patch available (SP5).

⚠️ **Warning:** If the User Account Control (UAC) is enabled, all prompts must be agreed to by clicking on **Yes**.

Patch Installation

Note: Ensure this patch is applied to all machines in the environment. This includes machines with FTK, FTK Lab, FTK Enterprise, FTK Plus or FTK Central as well as any machine being used as a Distributed Processing Manager, Distributed Processing Engine or Exterro AD Connector Service.

Warning: Users are advised to install the patch on all processing engines before any distributed processing managers to avoid any connection issues.

Steps:

1. Navigate to **Forensic_Tools_7.6.0_SP5.exe.**
2. Right click on the file and select **Run as Administrator**.
    ▪ The prompt below will be displayed, and the executable will begin to extract its contents ready for the patching process to begin.

3. Click **Apply Patch**.
4. Review and accept the **EULA**. Click **Continue**.

5. Click **OK** to begin the patching process.

- The **patching process** will begin.
- During the patching process, users may be prompted to forcefully stop a service which may still be in use. It is imperative that these services are stopped to ensure a successful patch.
- The installer will verify the storage requirements for specific components. Ensure these requirements are adhered to and accepted during the installation.
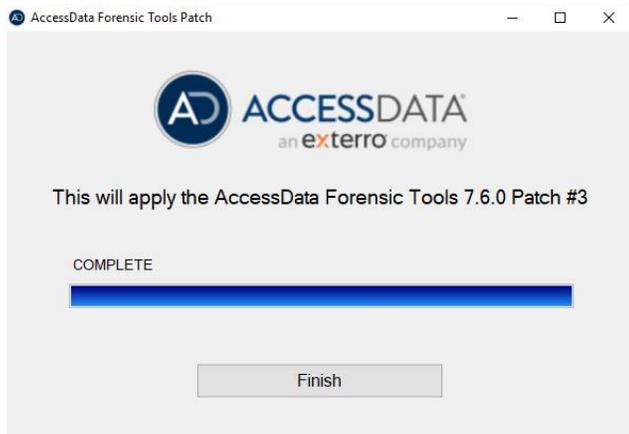
The installer will automatically be closed after the patching process is complete.

Notes:

- During this process, the patcher will check for dependencies and other components that require patching. This validation is performed for the components such as AccessData Evidence Processing Engine, Exterro Forensic Tools, Exterro FTK Plus, etc. Users must ensure this patch installer is run on distributed machines.
- It is recommended to restart the system once the patching process is completed.

Database Schema Upgrade

Once the 7.6 SP5 patch has been installed on all related components, users are required to update the schema of their existing application database/cases.

Database schema upgrades will be completed automatically for users running FTK and FTK Lab, once the application has been opened post patch installation.

> **Note:** Before attempting any validations and upgrades, it is important to ensure the Exterro Self Host Service has been stopped. This can be done using Windows Services. Once validations and the upgrade have completed, users can start the service again.

- Users of FTK Central or FTK Enterprise are advised to refer to the Upgrading Database Schema Manually section (FTK Central and FTK Enterprise).
- Users of FTK or FTK Lab are advised to refer to the Upgrading Database Schema Automatically section (FTK and FTK Lab).

Database Validation

Steps:

1. On the application server, navigate to the Forensic Tools "bin" folder.

    ▪ <Drive:>\Program Files\AccessData\Forensic Tools\7.6\bin

2. Open **DBConfig.exe** as an Administrator.

3. Locate and click on the existing database that is being used.
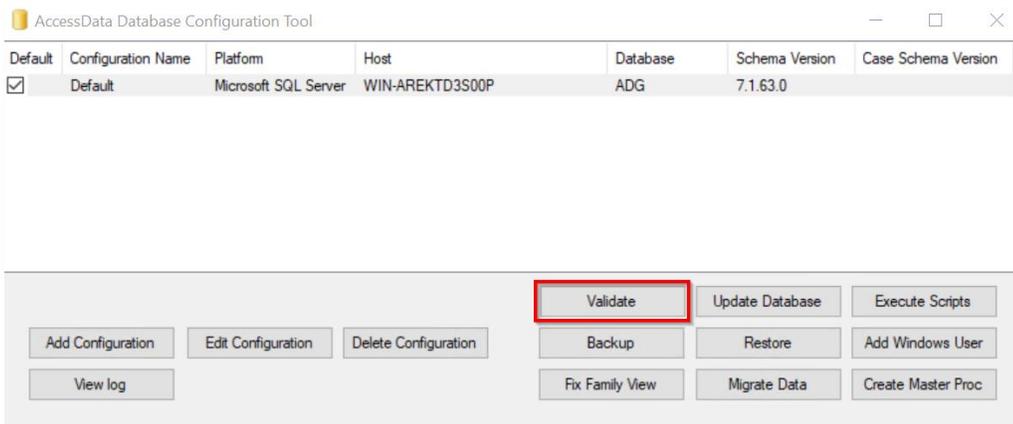
7. Click **Validate**.

8. Click **Check Common Options**.

9. Select an **Authentication Mode**.

10. Click **Validate**.

    • Database Validate Successful should appear.

⚠️ **Warning**: Do not proceed if successful message is not displayed. Do inform Exterro team with an unsuccessful validation message to support@exterro.com.

Upgrading Database Schema Manually (FTK Central & FTK Enterprise)

Steps:

1. If the **AccessData Database Configuration Tool** window isn't already open, open **DBConfig.exe** as
   Administrator.
   - <Drive:>\Program Files\AccessData\Forensic Tools\7.6\bin

2. If a desired database is not already listed, click **Add Configuration**.

3. Complete the following, then click **Connect**:
   - **Database Type:** MSSQL or Postgres
   - **Server Name : Port:** Database location in the format host:port (Port is only needed when using a non-
     default port).

4. Highlight a desired database and click **Update Database**.
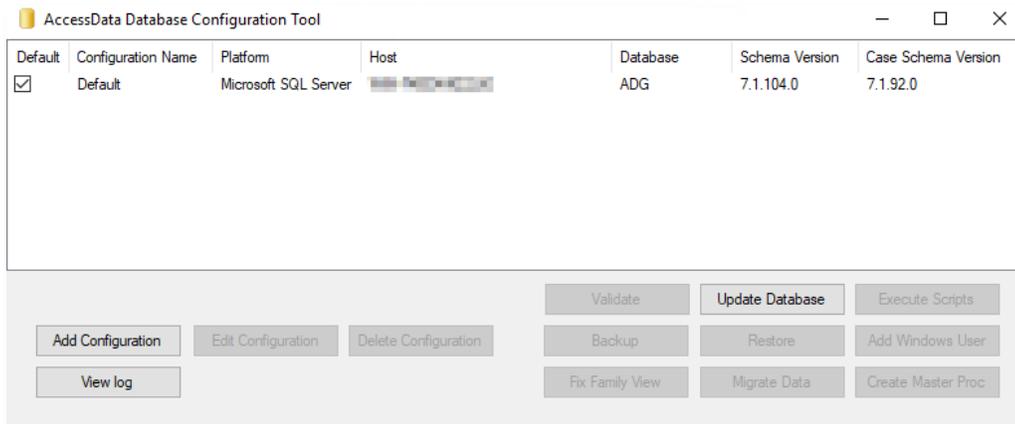
5. Select a backup path, set an authentication mode, and click **Update**.

> **Note:** The account running the database service must have full permissions to the selected Backup Path. If Exterro Forensic Tools is installed on a different server than the database, the Backup Path must be a UNC path that both the Forensic Tools Server and Database Server can access.
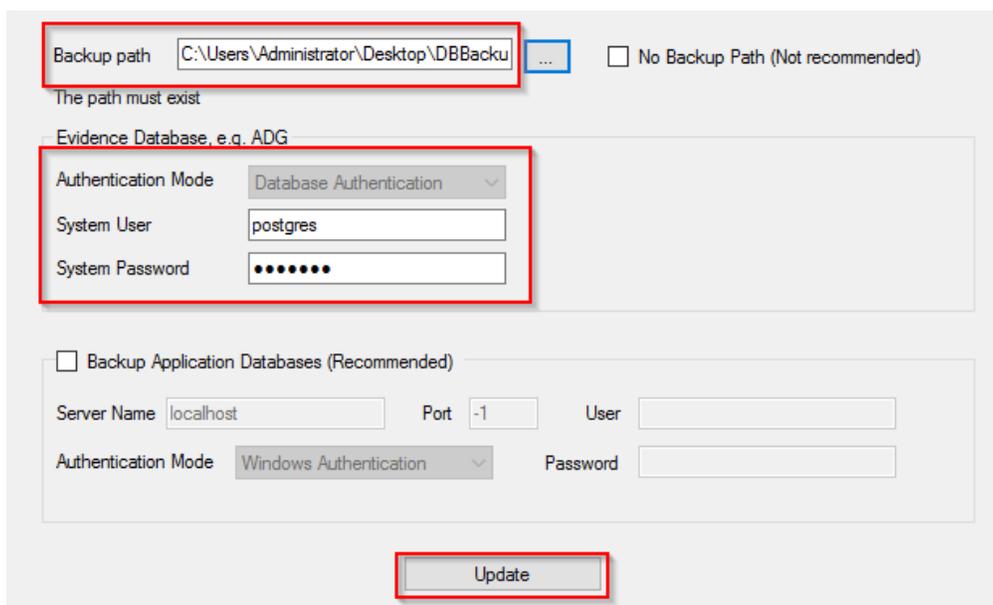
6. After the update completes, ensure the **Default** box is checked next to the entry for a desired database and the **Schema Version** is **7.1.104.0** and **Case Schema Version** is **7.1.105.0**.
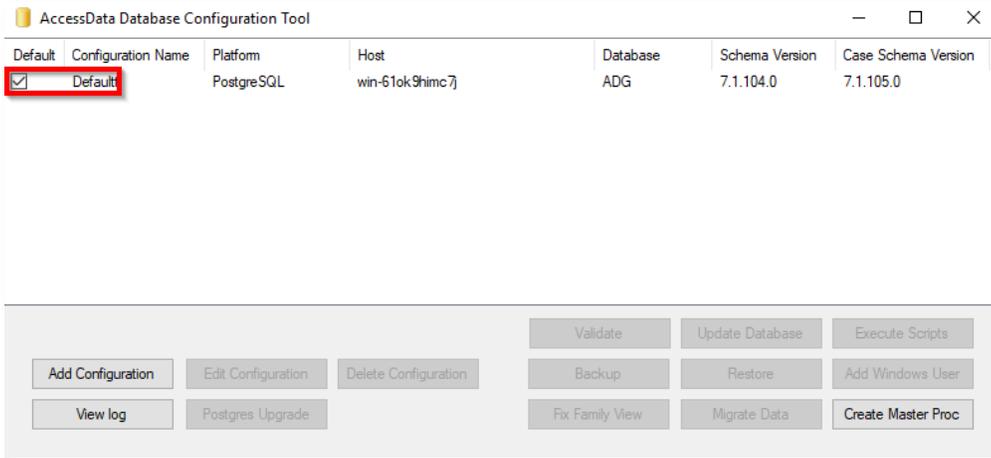
7. Close the **AccessData Database Configuration Tool** window and reboot the computer.

Upgrading Database Schema Automatically (FTK and FTK Lab)

Users that do not follow the manual process of upgrading the database schema using DBConfig can follow the steps below.

Steps:

1. Open **FTK, FTK Lab or FTK Enterprise**.
2. Enter administrator **login credentials**.
   - A database schema upgrade prompt will appear.

Please confirm

Your Database needs to be updated to work with this version of Lab. Updating will mean older versions of Lab and other compatible AD products will no longer work with this database. Would you like to update now?

Yes   No
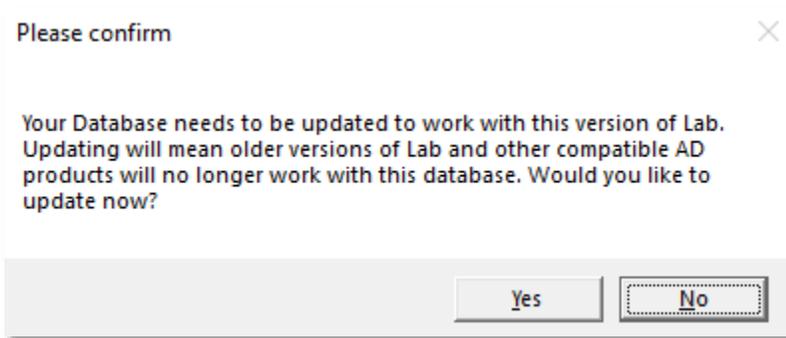
3. Click **Yes**.
4. Enter the **database administrator** login credentials and click **OK**.
   - The database schema upgrade will begin. The application may look like it has crashed but it is currently waiting for the database schema upgrade to complete.

Please Authenticate

Please enter your database administrative username and password:

Username: (e.g., "postgres" for PostgreSQL)
sa

Password:

OK   Cancel
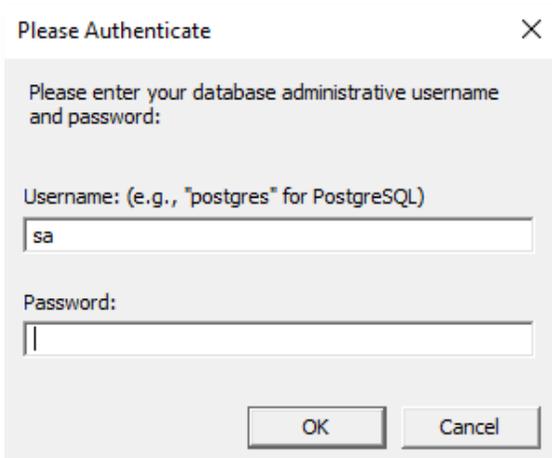
5. When the database schema has been upgraded, the application will responsive and available to use.

Site Server Update (FTK Central & FTK Enterprise Installations)

The patching process will not update the existing Site Server installation and as a result users may face compatibility issues with agents.

Updating Site Server

The following steps must be followed on all machines running a Site Server:

Steps:

1. Uninstall the Site Server using **Add or Remove Programs** in System Settings.
2. Navigate to the **Site Server Results** directory.
   - Delete the contents of this folder.
3. Navigate to **AccessData_Site_Server.exe.**
   - The latest Site Server can be downloaded here.
4. Right click on the file and select **Run as Administrator**.
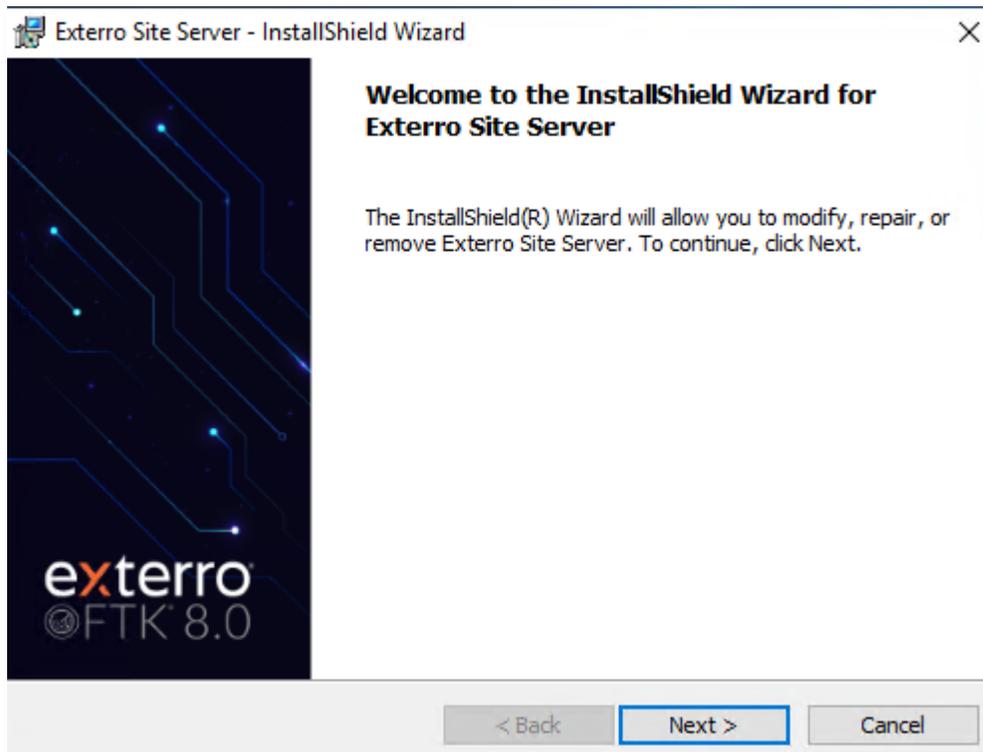
5. Click **Next**.

6. Review and accept the **EULA**. Click **Next**.

7. Select the installation directory used prior to uninstalling.

8. Select the Specific User Account and enter the required credentials.

9. Click **Next**.

10. Click **Install**.

11. Click **Finish**.

12. Open the **Site Server Configurator**.

13. Enter the PostgreSQL **System Password**.

14. Reselect the desired **Results folder** using the file explorer (…).

   ▪ **Alternatively,** add/delete a trailing backslash \ at the end of the path.

15. Click **Apply**.

   ▪ The service must restart, any working jobs may have to be restarted.

16. Click **OK**.

   ▪ It is recommended to reboot the system once the installation has been completed.

New Installation Verification

Once the installation is completed, users can confirm the new version installation by viewing the new version number on the title bar of the application window (as highlighted in the image shown below).

You are recommended to check for the installed version of the respective application from the Control Panel.
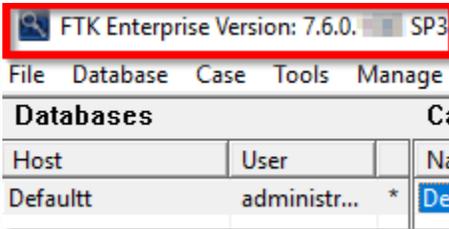
Additionally, please ensure both **Schema Version** has been updated to **7.1.104.0** and **Case Schema Version** has been updated to **7.1.105.0** within DBConfig.

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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