

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.
 - 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 Externo 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.

AccessData Forensic Tools Patch			×
This will apply the AccessData Forensic Tools	7.6.0 Pa	tch #5	5
Apply Patch			
Cancel			

- 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.

AccessData Forensic Tools Patc	h			×
A	ACCESSDATA an exterro company			
This will apply the	AccessData Forensic Tools	7.6.0 Pa	tch <mark>#</mark> 3	5
COMPLETE			_	
	Finish			

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

ault	Configuration Name	Platform	Host	Database	Schema Version	Case Schema Versio
	Default	Microsoft SQL Server	WIN-AREKTD3S00P	ADG	7.1.63.0	
				Validate	Update Database	Execute Scripts
Ad	ld Configuration	Edit Configuration	Delete Configuration	Validate Backup	Update Database Restore	Execute Scripts Add Windows User

- 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 nondefault port).

	_
Configuration Name Default	_
Database Type Postgres	~
Server Name : Port localhost	~
Database Name / SID ADG	
Database Schema ADG7x1	
Authentication Mode AccessData Default Password	\sim
Create Database	
Authentication Mode Database Authentication	\sim
System User postgres	
System Password	
✓ Install WordNet Cloud Install	
Application Admin Administrator	
Confirm Password	
Transfer From	
Version AccessData Database 7.1	\sim
Connect Cancel	



4. Highlight a desired database and click **Update Database**.

📒 Acc	– 🗆 X							
Default	Configuration Name	Platform	Host	Database	Schema Version	Case Schema Version		
\checkmark	Default	Microsoft SQL Server	ADG 7.1.104.0 7.1.92.0		ADG 7.1.104.0		ADG 7.1.104.0	
				Validate	Update Database	Execute Scripts		
Ad	d Configuration	Edit Configuration	Delete Configuration	Backup	Restore	Add Windows User		
	View log			Fix Family View	Migrate Data	Create Master Proc		

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.

Backup path C:\Us	ers \Administrator \Desktop \DBBacku
The path must exist	
Evidence Database, e	.g. ADG
Authentication Mode	Database Authentication \sim
System User	postgres
System Password	
🔲 Paaluus Aaaliaatia	Detelores (Decomposided)
	I Databases (Recommended)
Server Name localho	st Port -1 User
Authentication Mode	Windows Authentication V Password
Authentication Mode	Windows Authentication V Password
Authentication Mode	Windows Authentication V Password



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.

UUIL	Configuration Name Default	Platform Postgre SQL	Host win-61ok9himc7j	Database ADG	Schema Version 7.1.104.0	Case Schema Version 7.1.105.0
				Validate	Update Database	Execute Scripts
Add	Configuration	Edit Configuration	Delete Configuration	Backup	Restore	Add Windows User

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 <u>manual process</u> 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 we Updating will mean older versions of Lab products will no longer work with this da update now?	ork with this ver and other comp tabase. Would y	sion of Lab. vatible AD you like to
	<u>Y</u> es	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 <u>here</u>.
- 4. Right click on the file and select **Run as Administrator**.

Exterro Site Server - InstallSi	hield Wizard X
	Welcome to the InstallShield Wizard for Exterro Site Server
exterro @FTK 8.0	The InstallShield(R) Wizard will allow you to modify, repair, or remove Exterro Site Server. To continue, click Next.
	< Back Next > Cancel

5. Click Next.

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- 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.

KTK Enterprise Version: 7.6.0.								
File	Database	Cas	se.	Tools	Μ	lana	ige	
Databases Ca								
Host	t		Us	er			Na	
Defa	ultt		ad	lministr		*	De	

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 Externo. For usage questions, please check with your organization's internal application administrator. Alternatively, you may contact your Externo Training Manager or other Externo account contact directly.

For technical difficulties, support is available through support@exterro.com.

Contact: Exterro, Inc. 2175 NW Raleigh St., Suite 400 Portland, OR 97210. Telephone: 503-501-5100 Toll Free: 1-877-EXTERRO (1-877-398-3776) Fax: 1-866-408-7310 General E-mail:info@exterro.com Website: www.exterro.com

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