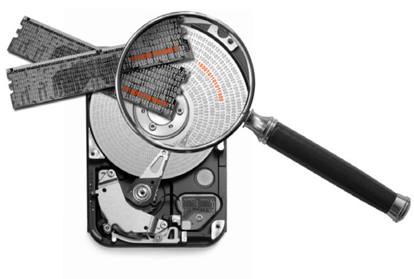
AccessData

# Triage



User Guide

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| | |
|---|---|
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| | |
|---|---|
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**TABLE Contact-2** AD Customer & Technical Support Contact Information (Continued)

| | |
|---|---|
| *After Hours Support*: | Monday through Friday, 5:00 PM to 1:00 AM (UK/ London), except corporate holidays.<br>*Voice*: 801.377.5410 Option 5*. |
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# Contact Information for Professional Services

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**TABLE Contact-3** AccessData Professional Services Contact Information

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| | North America: 801.377.5410 |
| | North America Toll Free: 800-489-5199, option 7 |
| | International: +1.801.377.5410 |
| Email | *adservices@accessdata.com* |

# Table of Contents

# Introduction

## About AD Triage

AD Triage is designed to collect and review data/artifacts from a live or powered down target system and facilitate the transfer of that data to an administrator system. An AD1 logical image of the system's artifacts can then be written to the destination of your choice. From there, the data can be decrypted and imported into the administrator's interface for further review and reporting or can be consumed by FTK for more advanced analysis.

## Components of AD Triage

AD Triage is made up of two interfaces, the *Admin* interface, and the *Collection* interface. The *Admin* interface is what you install on your machine. You will use this interface to review and store all the data that you collect.

The *Collection* interface is what you boot to on the target system. You can use this interface to collect and export data to a USB device or a specified computer on the same network as the target system.

# Installation

This chapter contains all the information you need to install AD Triage. The Triage Admin console and Triage Receiver are installed separately. You can install these separately so that you can have the Receiver on a different computer than the Admin console.

## Prerequisites

Before you install AD Triage, you must have the following items:

- A CodeMeter dongle that is licensed for AD Triage (see Appendix A Managing Security Devices and Licenses (page 66))
- CodeMeter Runtime 4.2 installed on your system
- Microsoft .NET 3.5 SP1

### Software Requirements

To run AD Triage, in addition to the hardware requirements, you need the following:

- An additional license with separate installation.
- Microsoft Windows OS platform on which AD Triage operates as a standalone product.
- AccessData FTK installed on your machine (if you intend to add the imaged data to a case for further investigation).

Images created by AD Triage are AccessData-proprietary AD1-type images. AD1 images can be imported back into AD Triage, and can be added as evidence to a case in any AD FTK-core product.

### Hardware Requirements

AD Triage requires the following additional hardware:

- USB ports on your machine.
- CodeMeter USB or Virtual CmStick (with current licenses installed).
- A USB device for each profile you create in AD Triage.

## Installing AD Triage Admin Console

**To install AD Triage Admin Console**

1. Insert installation disk into the CD/DVD drive.

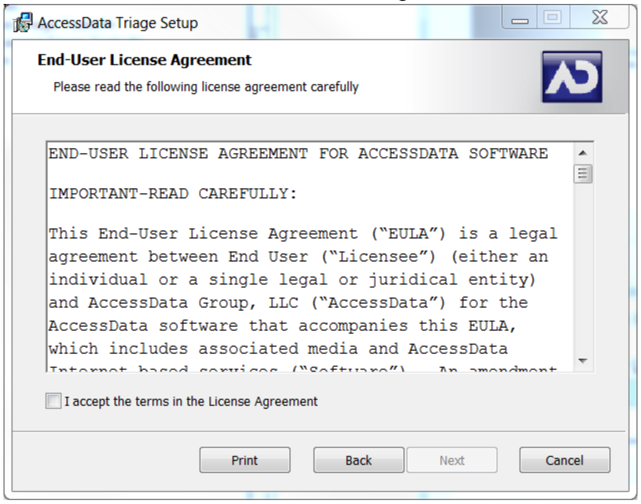
**FIGURE 2-1** Autorun Screen


2. Click **Install Triage Admin**.

**FIGURE 2-2** Welcome Screen

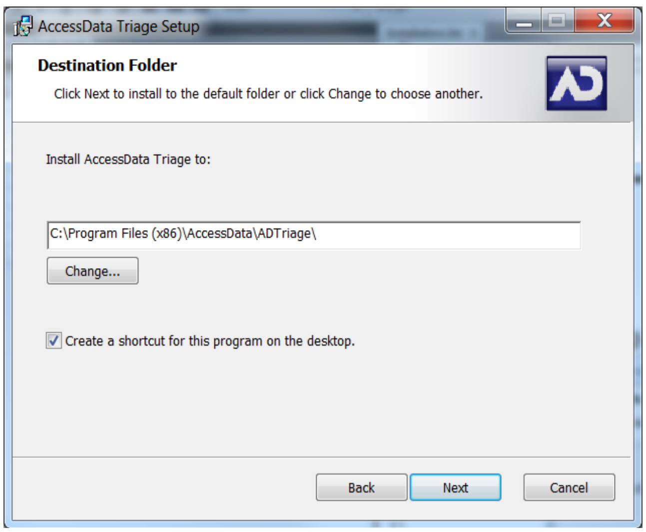

3. In the *Installation Wizard*, click **Next**.

**FIGURE 2-3** End-User License Agreement



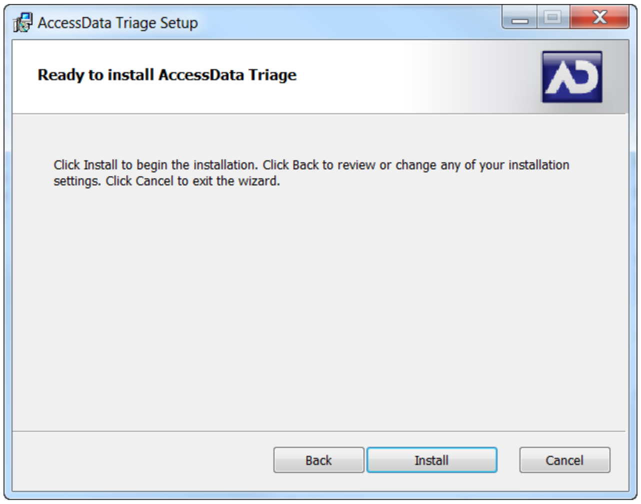

4. Check the **I accept the terms in the License Agreement** and click **Next**.

**FIGURE 2-4** Select Installation Folder Screen



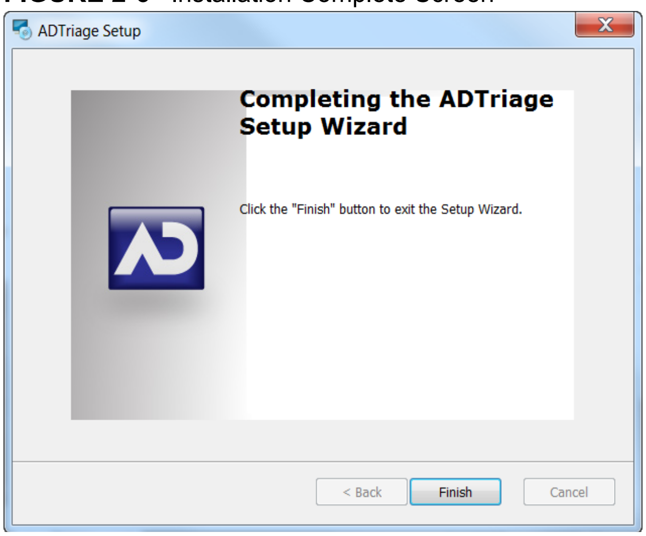

5. Browse to the location where you want to save your program files.
6. Check **Create a shortcut for this program on the desktop** if you want a Triage icon on your desktop, and click **Next**.

**FIGURE 2-5** Confirm Installation Screen




7. Click **Install** to begin the installation.

**FIGURE 2-6** Installation Complete Screen



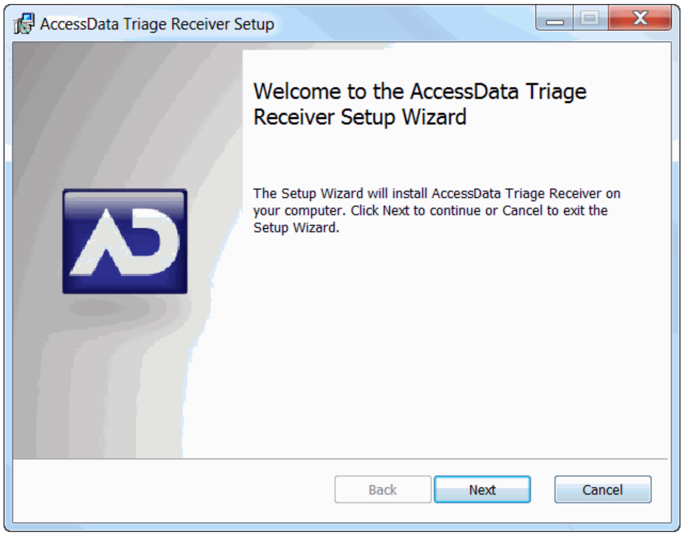

8. Click **Finish** to close the installation wizard.

# Installing AD Triage Receiver

### To install AD Triage Receiver

1. Insert installation disk into the CD/DVD drive.
2. In the autorun screen, click **Install Triage Receiver**.

**FIGURE 2-7** Welcome Screen

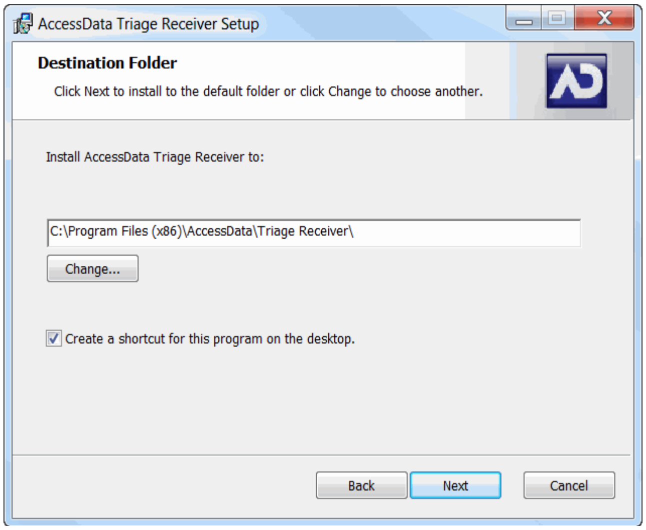



3. In the installation wizard, click **Next**.

**FIGURE 2-8** End-User License Agreement

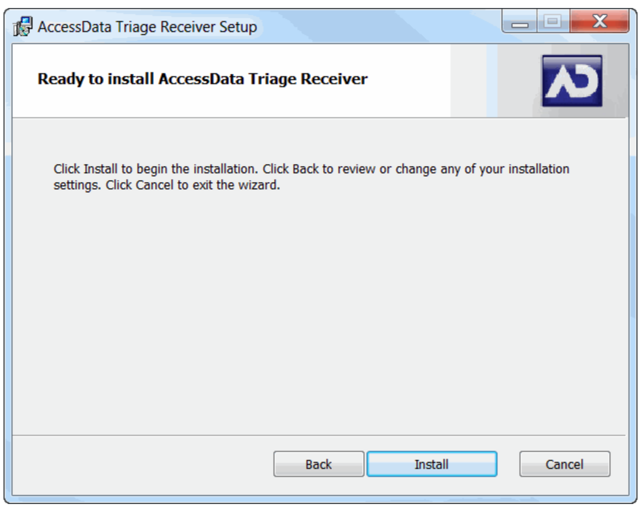

4. Check the **I accept the terms in the License Agreement** and click **Next**.

**FIGURE 2-9** Select Installation Folder Screen



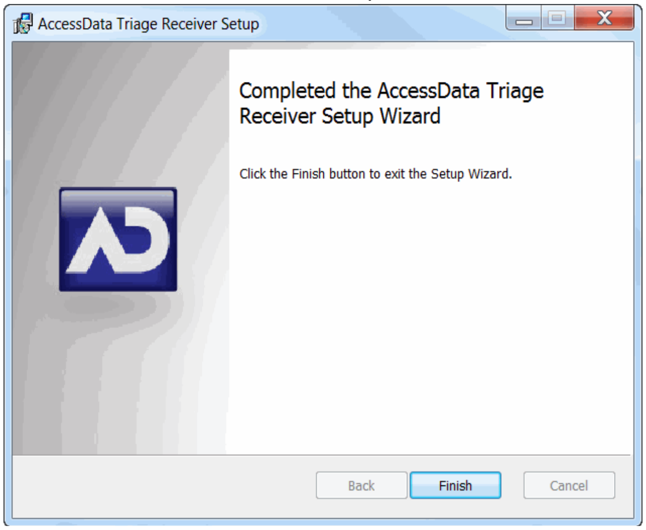

5. Browse to the location where you want to save your program files.
6. Check **Create a shortcut for this program on the desktop** if you want a Triage icon on your desktop, and click **Next**.

**FIGURE 2-10** Confirm Installation Screen




7. Click **Install** to begin the installation.

**FIGURE 2-11** Installation Complete Screen




8. Click **Finish** to close the installation wizard.

# Getting Started

This chapter introduces you to the features and interface of the *Admin* and *Collection* interfaces.

## Launching AD Triage Admin

**To launch AD Triage Admin**

❖ Do one of the following:

- Select **Start > Programs > AccessData > Triage > Triage Admin**.
- Click the **AD Triage** button on the desktop .
  The *Triage Admin* window opens.

## Launching Triage Receiver

**To launch the Triage Receiver**

❖ Do one of the following:

- Select **Start > Programs > AccessData > Triage Receiver > Triage Receiver**.
- Click the **Triage Receiver** button on the desktop .
  The *Triage Receiver* window opens.

## Admin User Interface Overview

This section describes the elements of the *Admin* console. Use the following sections as a reference when using the *Admin* interface.

### Triage Admin Main Window

The *Triage Admin* main window is the first thing you see when you open Triage (see Launching AD Triage Admin (page 9)). You can use the *Admin* main window to set up devices, create custom collection agent profiles, customize filters for profiles, manage licenses, and manage saved collections. Use the following figure and table to understand the elements found in the *Triage Admin* main window.

**FIGURE 3-1** Triage Admin Main Window


**TABLE 3-1** Elements of the Triage Admin Main Window

| Interface Element | Description |
|---|---|
| Devices Tab | The following options are available on the Devices tab:<br>● Standard Triage Device (see Default Collector Wizard Dialog (page 24))<br>● Custom Triage Device (see Custom Collector Wizard Dialog (page 25))<br>● Manage Triage Devices (see Manage Triage Devices Dialog (page 26)) |
| Configure Tab | The following options are available on the Profiles tab:<br>● Manage Profiles (see About Triage Profiles (page 35))<br>● Manage Custom Filters (see About Custom Filters (page 55))<br>● RegEx Groups (seeDefault Collector Wizard Dialog (page 24))<br>● Keyword Groups (see Illicit Images Filter (page 20))<br>● Hash Groups (see Hash Filter Dialog (page 23)) |
| Admin Tab | The following options are available on the Admin tab:<br>● Manage Saved Collections (see Manage Collections Dialog (page 10))<br>● Manage Licenses (see Manage Licenses Dialog (page 12)) |

# Manage Collections Dialog

Open the *Manage Collections* dialog by clicking the **Manage Saved Collections** button on the *Admin* tab. Use the following figure and table to understand the elements in the *Manage Collections* dialog.

**FIGURE 3-2** Manage Collections Dialog

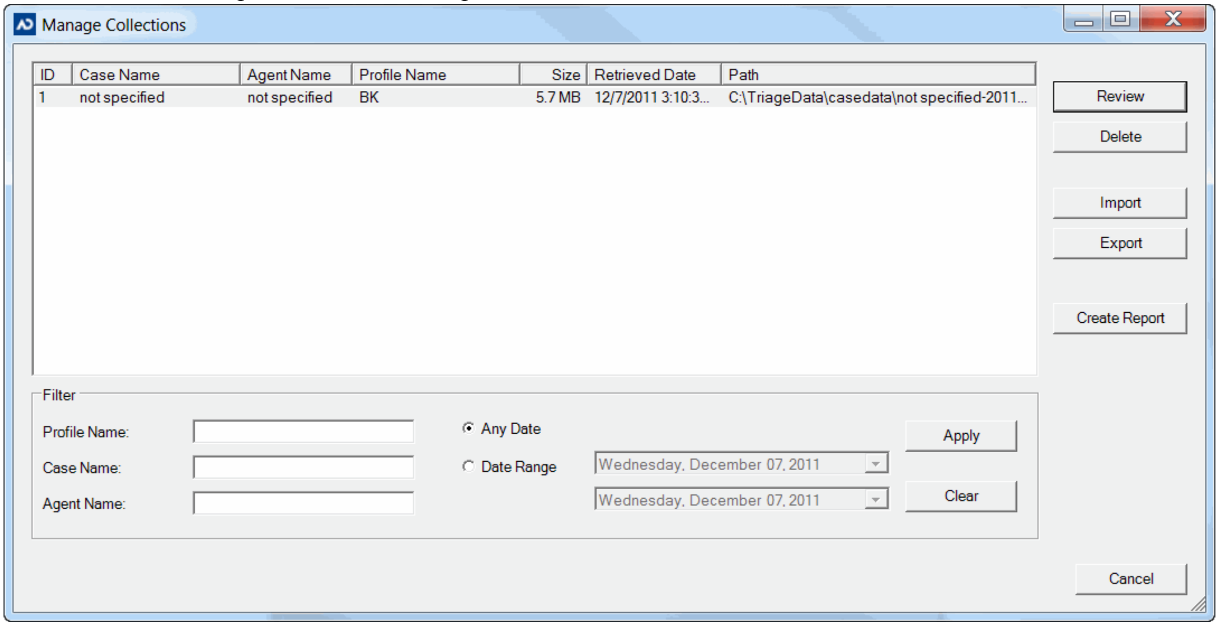



**TABLE 3-2** Elements of the Manage Collections Dialog

| Interface Element | Description |
|---|---|
| Manage Collections Pane | Lists recent actions performed in the *Triage Admin* main window. Click the column headings to sort by column. Double-click the ID number to open the evidence file. |
| Review Button | Click to open the *Recover Evidence* dialog (see Reviewing Saved Collections (page 50)). |
| Generate Report Button | Click to open the *Generate Reports* dialog (see Generating Reports for Saved Collections (page 51)). |
| Import Button | Click to import a collection from file or remote location. (see Importing a Saved Collection (page 62)). |
| Export Button | Click to create an AD1 image of the evidence (see Exporting Saved Collections (page 61)). |
| Delete Button | Click to delete the selected evidence from the profile (Deleting a Saved Collection (page 62)). |
| Profile Name Field | Enter text to filter the *Manage Collections* pane by the *Profile Name* column. |
| Case Name Field | Enter text to filter the *Manage Collections* pane by the *Case Name* column. |
| Agent Name Field | Enter text to filter the *Manage Collections* pane by the *Agent Name* column. |
| Clear Button | Click to remove filters and return to the default collection view. |
| Any Date Radio Button | Select to filter without a date range selected. |
| Date Range Radio Button | Select to filter the *Manage Collections* pane by selected date range. |
| Apply Button | Click to filter the *Manage Collections* pane by the criteria you entered. |
| Cancel Button | Click to close the Manage Collections dialog. |

# Manage Licenses Dialog

Open the *Manage Licenses* dialog by clicking the **Manage Licenses** button on the *Admin* tab. Use the following figure and table to understand the elements in the *Manage Licenses* dialog.

**FIGURE 3-3** Manage Licenses Dialog

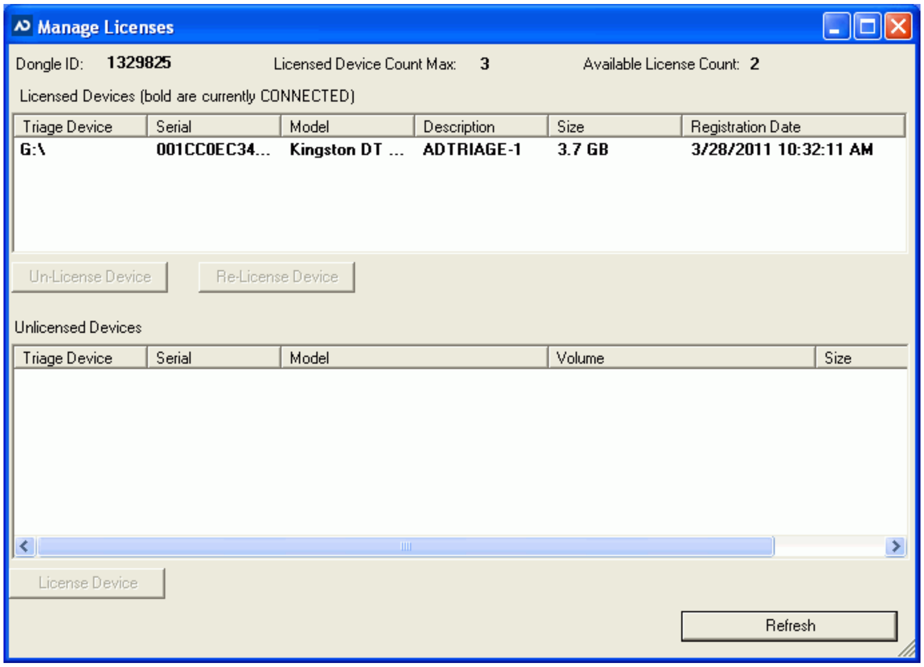



**TABLE 3-3** Elements of the Manage Licenses Dialog

| | |
|---|---|
| Dongle ID | Lists the number for the codemeter used for AD Triage. |
| Licensed Device Count Max | Lists the number of licenses for separate devices. Only visible if you signed up for a limited amount of device licenses, but unlimited amount of recoveries. |
| Available License Count | Lists the number of licenses still available for use. Only visible if you signed up for a limited amount of device licenses, but unlimited amount of recoveries. |
| Upper Device Pane | Lists the devices currently in use. |
| Un-License Device Button | Click to remove the license from the selected device. |
| Re-License Device Button | Click to reattach a license to the selected device. |
| Lower Device Pane | Lists un-licensed devices that are connected to the computer. |
| License Device Button | Click to attach a license to the selected device (see Managing Licenses (page 38)). |
| Refresh Button | Click to refresh the lists of devices. |

# Manage Profiles Dialog

Open the *Profiles* dialog by clicking the **Manage Profiles** button on the *Configure* tab. Use the following figure and table to understand the elements in the *Profiles* dialog.

**FIGURE 3-4** Manage Profiles Dialog

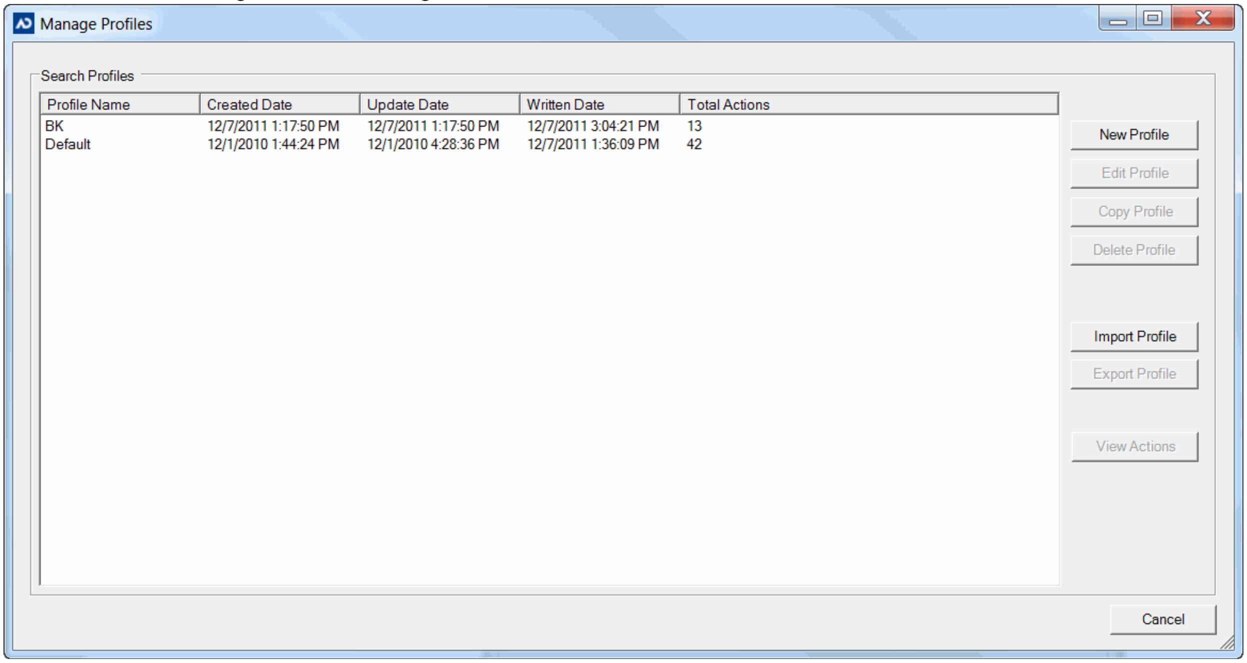



**TABLE 3-4** Elements of the Profile Dialog

| | |
|---|---|
| Profile Pane | Lists the current profiles. |
| Copy Profile Button | Click to copy the selected profile. |
| Edit Profile Button | Click to edit the selected profile. |
| Delete Profile Button | Click to delete the selected profile. |
| New Profile Button | Click to create a new profile (see Creating a Profile (page 35)). |
| Import Profile Button | Click to import a profile from file. |
| Export Profile Button | Click to export the currently selected profile. |
| View Actions | Click to view the actions assigned to the currently selected profile. |
| Cancel | Click to close the *Manage Profiles* dialog. |

# Manage Custom Filters Dialog

Open the *File Filtering* dialog by clicking the **Manage Custom Filters** button on the *Configure* tab. Use the following figure and table to understand the elements in the *File Filtering* dialog.

**FIGURE 3-5** Manage Filtering Dialog

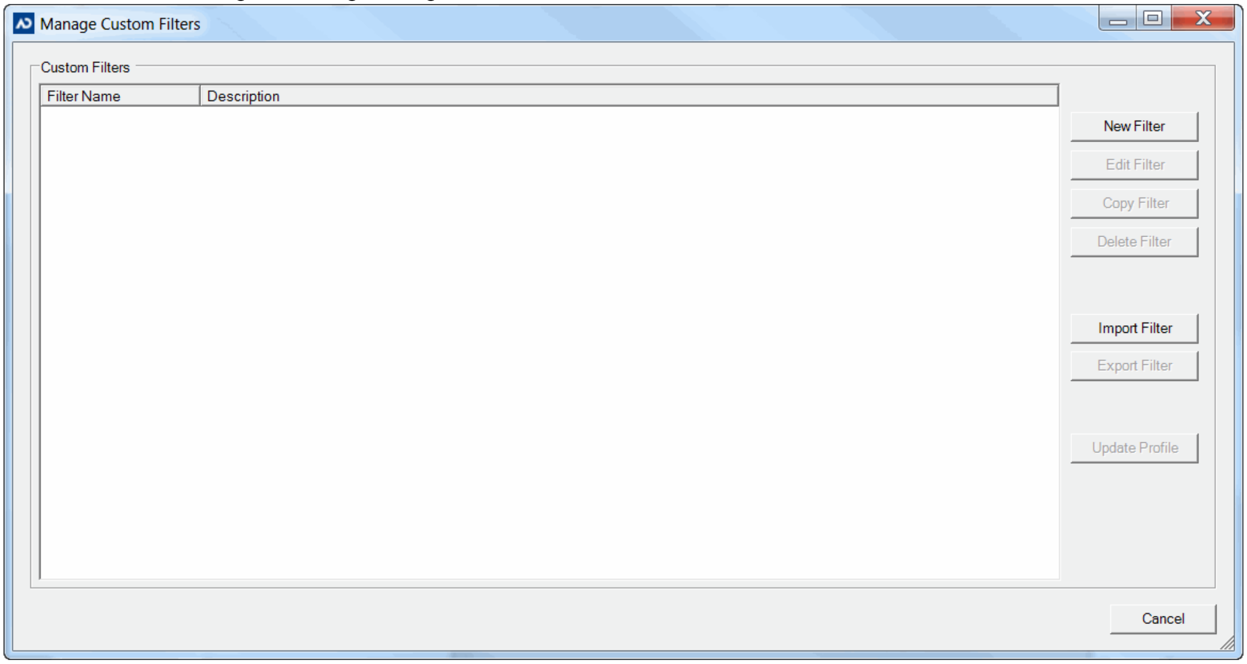



**TABLE 3-5** Elements of the File Filtering Dialog

| Interface Element | Description |
|---|---|
| Existing Filters Pane | Lists the existing filters. Click the column header to sort the list by that column. |
| New Filter Button | Click to create a new custom filter (see Creating a Custom Filter (page 56)). See New Filters Wizard on page 14. |
| Delete Filter Button | Click to delete the selected filter. |
| Update Profile Button | Click to add the selected filter to a profile. |
| Copy Filter Button | Click to copy the selected filter. |
| Edit Filter Button | Click to edit the selected filter. |
| Import Filter Button | Click to import a filter from a file. |
| Export Filter Button | Click to export the selected filter. |

# New Filters Wizard

If you click the **New Filter** button in the *Manage Custom Filters* dialog, the *Custom Filter* wizard opens. The screens that appear within the wizard differ depending on the criteria that you select.

See About Custom Filters on page 55.

This section covers the following filter screens:

- File Size: See File Size Filter on page 15.
- Date Time: See File Date Filter on page 16.
- Extensions: See Extensions Filter on page 18.
- Path: See Path Filter on page 19.

- Illicit Images: See Illicit Images Filter on page 20.

## File Size Filter

The file size filter in the *Custom Filters* wizard can be used to perform actions that have to do with the size of files. Access this screen by checking **File Size** in the *Select Criteria* screen.

**FIGURE 3-6** File Size Filter Screen

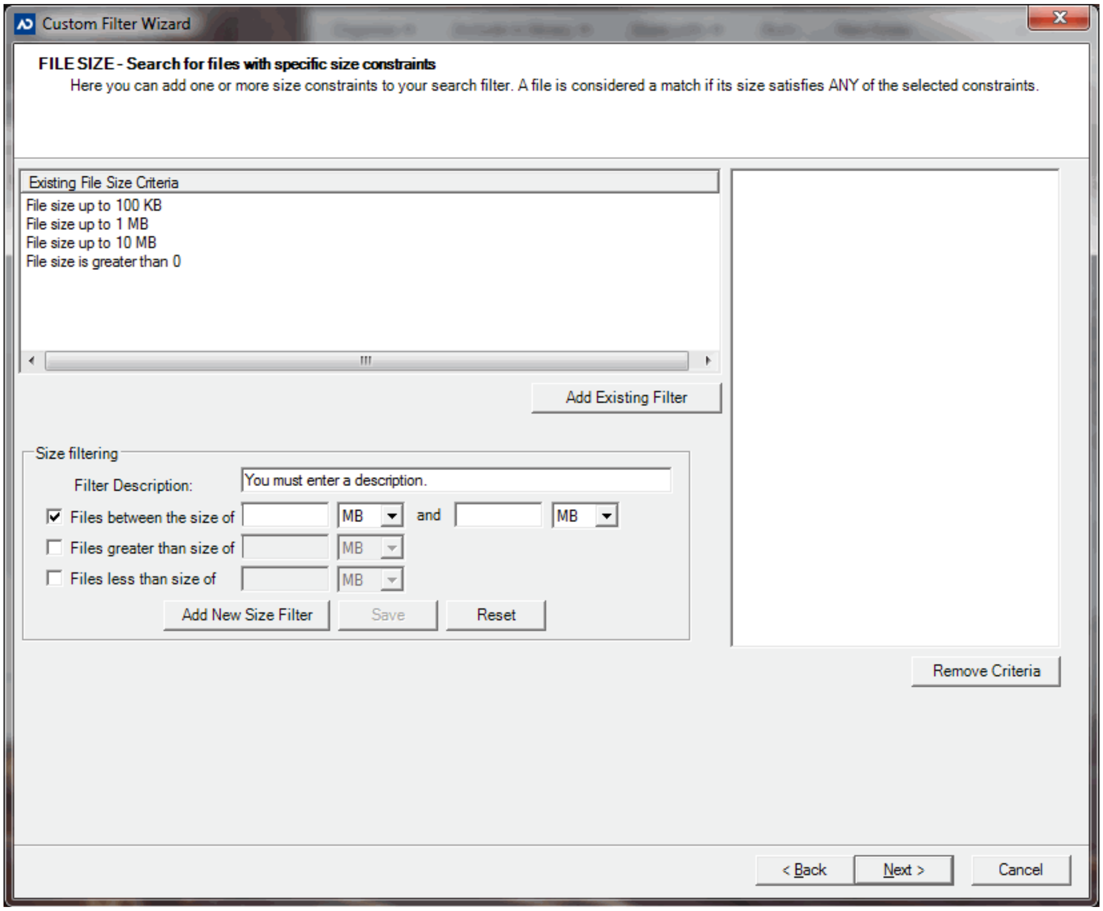



**TABLE 3-6** Elements of the File Size Screen

| Element | Description |
|---|---|
| Existing File Size Criteria Pane | Lists the default file size filters. |
| Add Existing Filter Button | Click to add the selected filter from the Existing File Size Criteria pane to the profile. |
| Filter Description Field | Enter a description for your custom file size filter. |
| File Between the Size of | Enter a least and most value to create a filter that searches in a file size range. |
| File Greater than Size of | Enter a numerical value and select a byte value to create a filter that searches for files bigger than the value you entered. |
| Files Less than Size of | Enter a numerical value and select a byte value to create a filter that searches for files smaller than the value you entered. |
| Add New Size Filter Button | Click to add your file size criteria to the profile. |

**TABLE 3-6** Elements of the File Size Screen (Continued)

| Element | Description |
|---|---|
| Save Button | Click to save changes to filters already added in the criteria pane. You can change default filters and save them as a new filter, but it does not overwrite the default filter globally. |
| Reset Button | Click to reset your custom filter changes. |
| Remove Criteria Button | Click to remove the selected criteria from the profile. |
| Back Button | Click to go back to the previous screen in the wizard. |
| Next Button | Click to go to the next screen in the wizard. |
| Cancel Button | Click to close the wizard. |

## File Date Filter

The file data filter in the *Custom Filters* wizard can be used to perform actions that have to do with the size of files. Access this screen by checking **Date Time** in the *Select Criteria* screen.

**Note:** If you are searching, using the *Date Time* filter and have a very small window of time that occurs outside of the DST shift it, your search results will not get things that are within the hour shift.

**FIGURE 3-7** File Date Filter

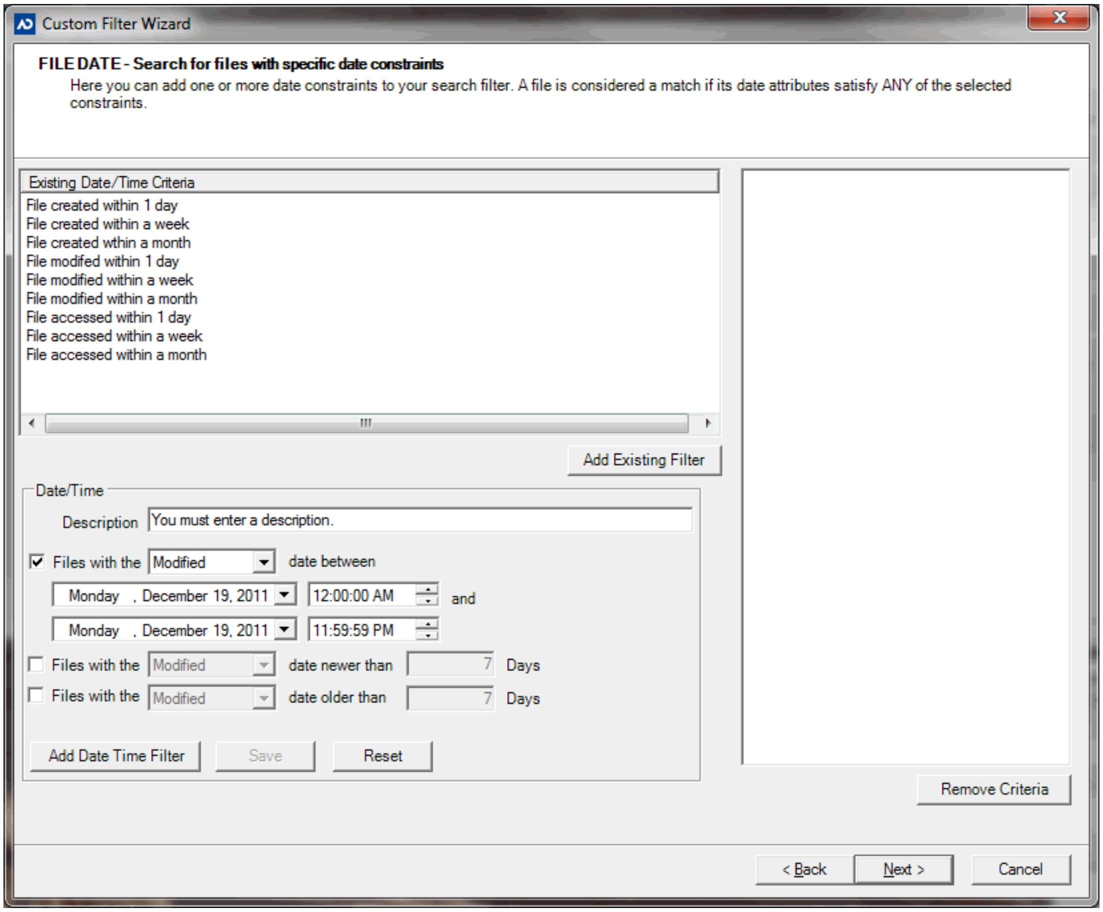



**TABLE 3-7** Elements of the File Date Screen

| Element | Description |
|---|---|
| Existing Date Time Criteria Pane | Lists the default date time filters. |
| Add Existing Filter Button | Click to add the selected filter from the *Existing Date Time Criteria* pane to the profile. |
| Description Field | Enter a description for the custom date time filter. |
| Files with the (status) between | Check this, select a status from the drop-down, and select a date and time range to create a filter to search for files created/modified/accessed between the dates you selected. |
| Files with the (status) date newer than (number) days | Check this, select a status, and enter a numerical value to create a filter to search for files created/modified/accessed in the indicated number of days or less. |
| Files with the (status) date older than (number) days | Check this, select a status, and enter a numerical value to create a filter to search for files created/modified/accessed older than the indicated number of days. |
| Add Date Time Filter Button | Click to add the date time criteria to the profile. |
| Save Button | Click to save changes to filters already added in the criteria pane. You can change default filters and save them as a new filter, but it does not overwrite the default filter globally. |
| Reset Button | Click to reset your custom filter changes. |
| Remove Criteria Button | Click to remove the selected criteria from the profile. |

**TABLE 3-7** Elements of the File Date Screen

| **Element** | **Description** |
|---|---|
| Back Button | Click to go back to the previous screen in the wizard. |
| Next Button | Click to go to the next screen in the wizard. |
| Cancel Button | Click to close the wizard. |

## Extensions Filter

The extensions filter in the *Custom Filters* wizard can be used to perform actions that have to do with the size of files. Access this screen by checking **Extensions** in the *Select Criteria* screen.

**FIGURE 3-8** Extensions Filter

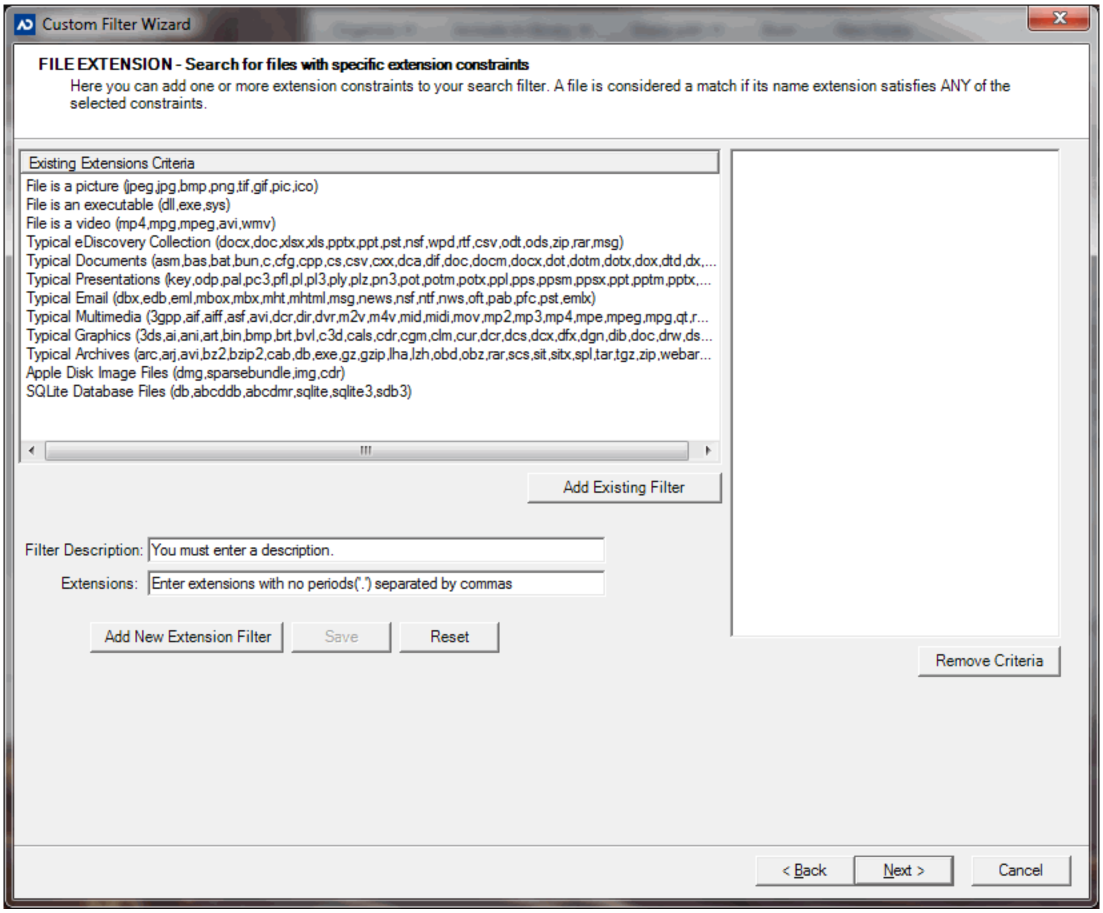



**TABLE 3-8** Elements of the Extensions Filter

| **Element** | **Description** |
|---|---|
| Existing Extensions Criteria Pane | Lists the default extension filters. |
| Add Existing Filter Button | Click to add the selected filter from the *Existing Extension Criteria* pane to the profile. |
| Filter Description Field | Enter a description for your custom filter. |

**TABLE 3-8** Elements of the Extensions Filter

| Element | Description |
|---|---|
| Extensions Field | Enter the extensions for which you want to search with no periods and separated by commas. |
| Add New Size Filter Button | Click to add your file size criteria to the profile. |
| Save Button | Click to save changes to filters already added in the criteria pane. You can change default filters and save them as a new filter, but it does not overwrite the default filter globally. |
| Reset Button | Click to reset your custom filter changes. |
| Remove Criteria Button | Click to remove the selected criteria from the profile. |
| Back Button | Click to go back to the previous screen in the wizard. |
| Next Button | Click to go to the next screen in the wizard. |
| Cancel Button | Click to close the wizard. |

## Path Filter

The path filter in the *Custom Filters* wizard can be used to perform actions that have to do with the size of files. Access this screen by checking **Paths** in the *Select Criteria* screen.

**FIGURE 3-9** File Path Filters Screen

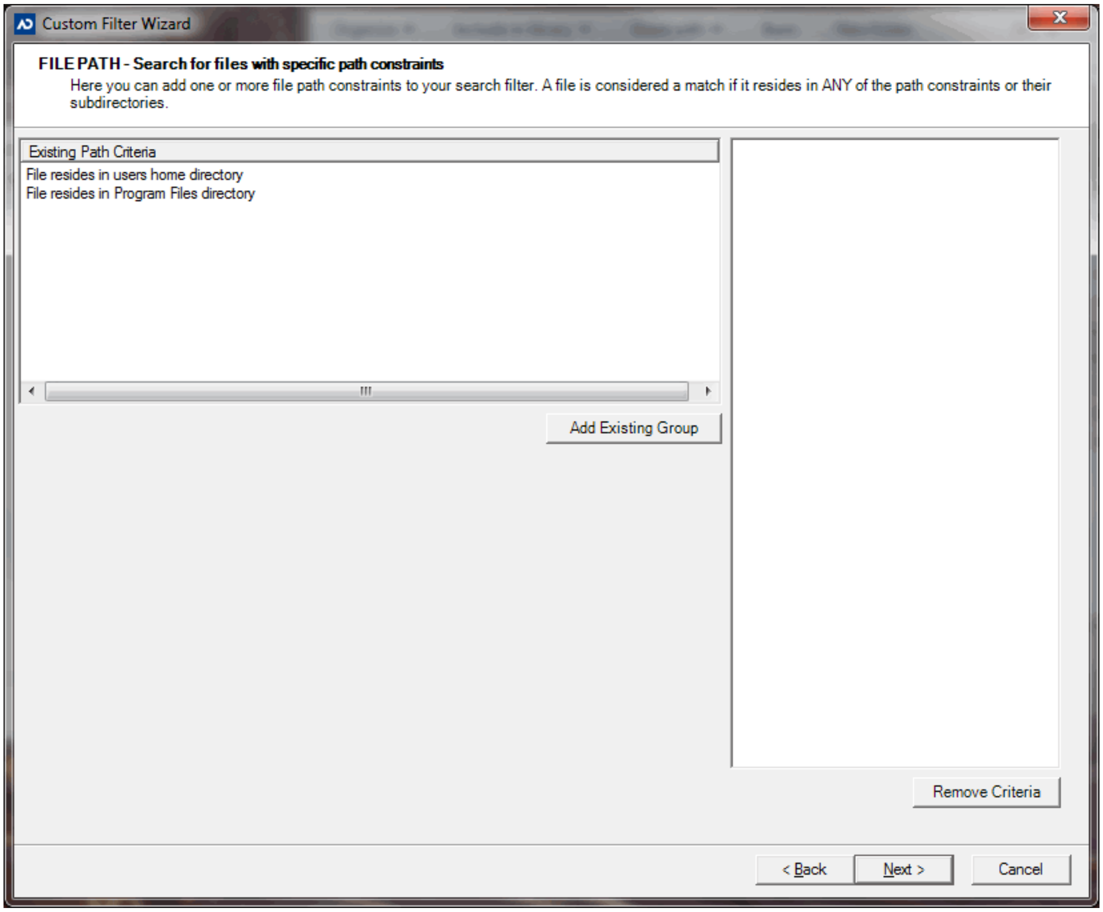



**TABLE 3-9** Elements of the File Path Screen

| Element | Description |
|---|---|
| Existing Path Criteria Pane | Lists the default path filters. |
| Add Existing Group Button | Click to add the selected filter from the *Existing Path Criteria* pane to the profile. |
| Remove Criteria Button | Click to remove the selected criteria from the profile. |
| Back Button | Click to go back to the previous screen in the wizard. |
| Next Button | Click to go to the next screen in the wizard. |
| Cancel Button | Click to close the wizard. |

## Illicit Images Filter

The illicit images filter in the *Custom Filters* wizard can be used to perform actions that have to do with the size of files. Access this screen by checking **Illicit Images** in the *Select Criteria* screen.

**FIGURE 3-10** Illicit Images Screen

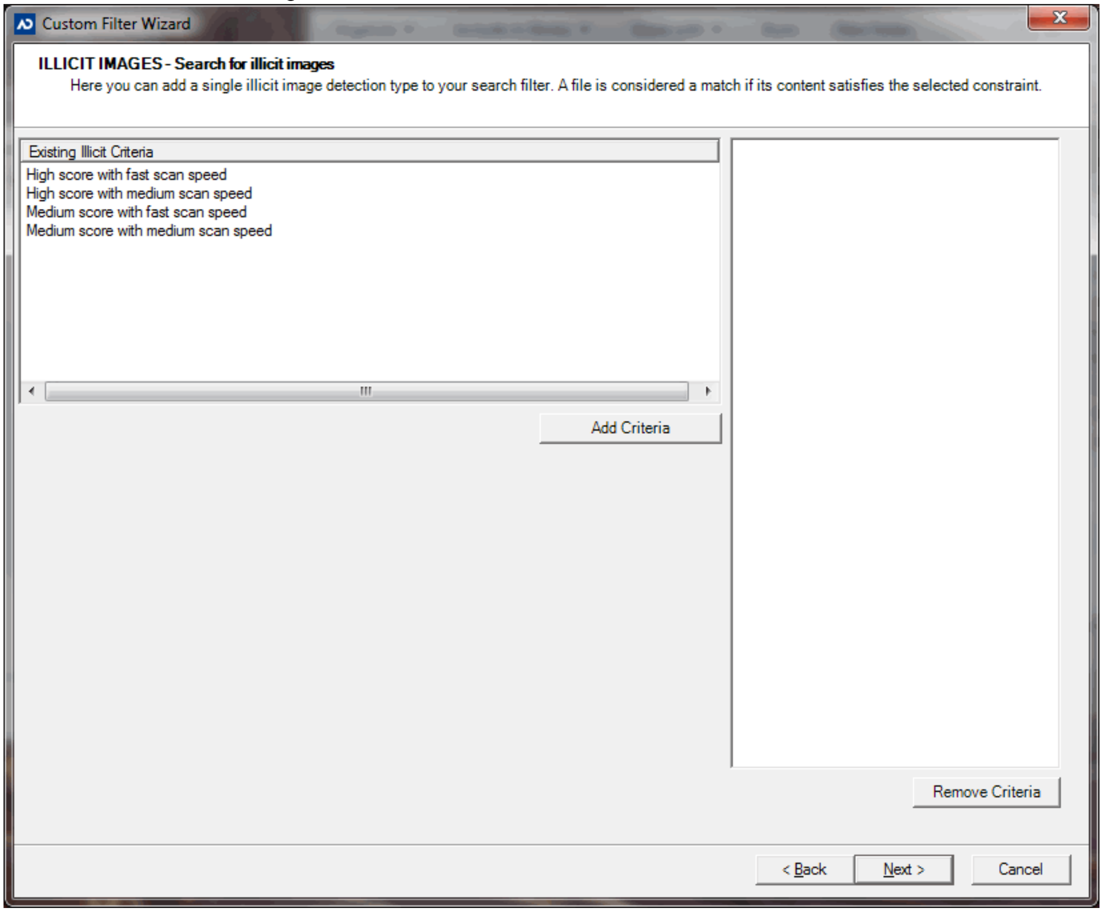



**TABLE 3-10** Elements of the Illicit Images Screen

| Element | Description |
|---|---|
| Existing Illicit Criteria Pane | Lists the default illicit filters. |
| Add Criteria Button | Click to add the selected filter from the *Existing Illicit Criteria* pane to the profile. |
| Remove Criteria Button | Click to remove the selected criteria from the profile. |
| Back Button | Click to go back to the previous screen in the wizard. |
| Next Button | Click to go to the next screen in the wizard. |
| Cancel Button | Click to close the wizard. |

# Regular Expression Dialog

Open the *Regular Expression* dialog by clicking the **RegEx Groups** button on the *Configure* tab. Use the following figure and table to understand the elements in the *Regular Expression* dialog.

**FIGURE 3-11** Regular Expression Dialog

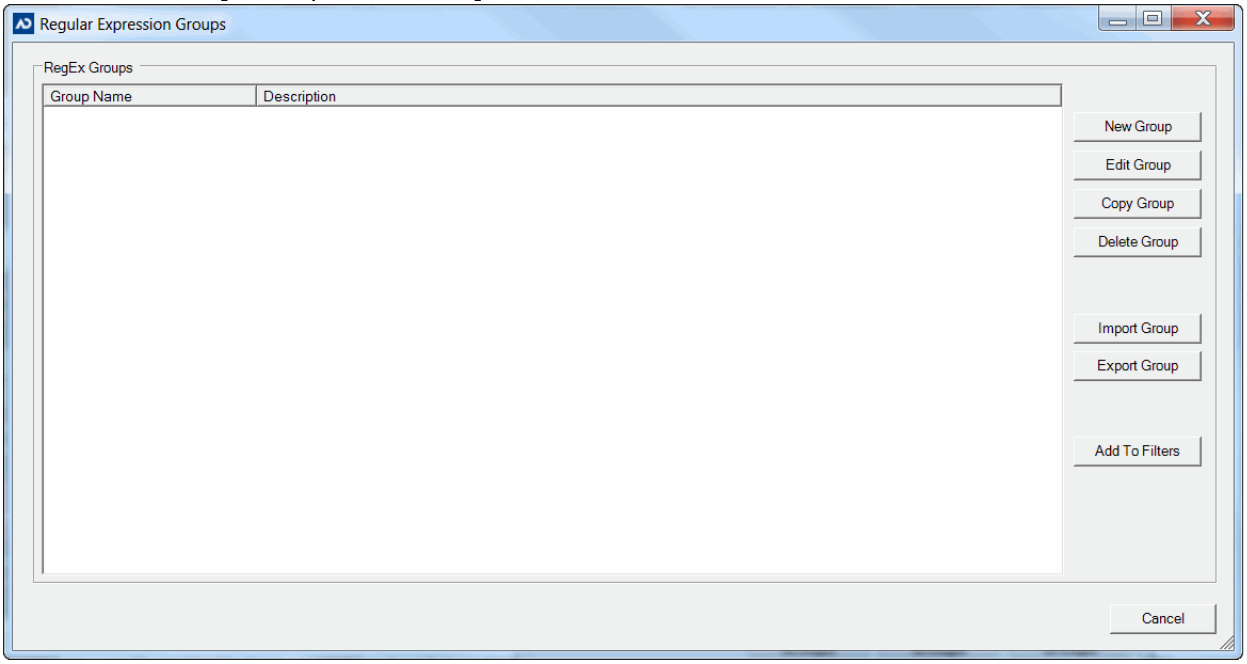



**TABLE 3-11** Elements of the Regular Expression Dialog

| Interface Element | Description |
|---|---|
| Regular Expression Pane | Lists existing groups. |
| Copy Group Button | Click to copy the selected group. |
| Edit Group Button | Click to edit the selected group. |
| Import Group Button | Click to import a group from file. |
| Export Group Button | Click to export the selected group to a file. |
| Add to Filters Button | Click to add filters to the selected group. |
| Delete Group Button | Click to delete the selected group. |
| New Group Button | Click to create a new Regular Expression group (see Creating a Regular Expression Group (page 60)). |

# Keywords Dialog

Open the *Keywords* dialog by clicking the **Keyword Groups** button on the *Configure* tab. Use the following figure and table to understand the elements in the *Keywords* dialog.

**FIGURE 3-12** Keywords Dialog

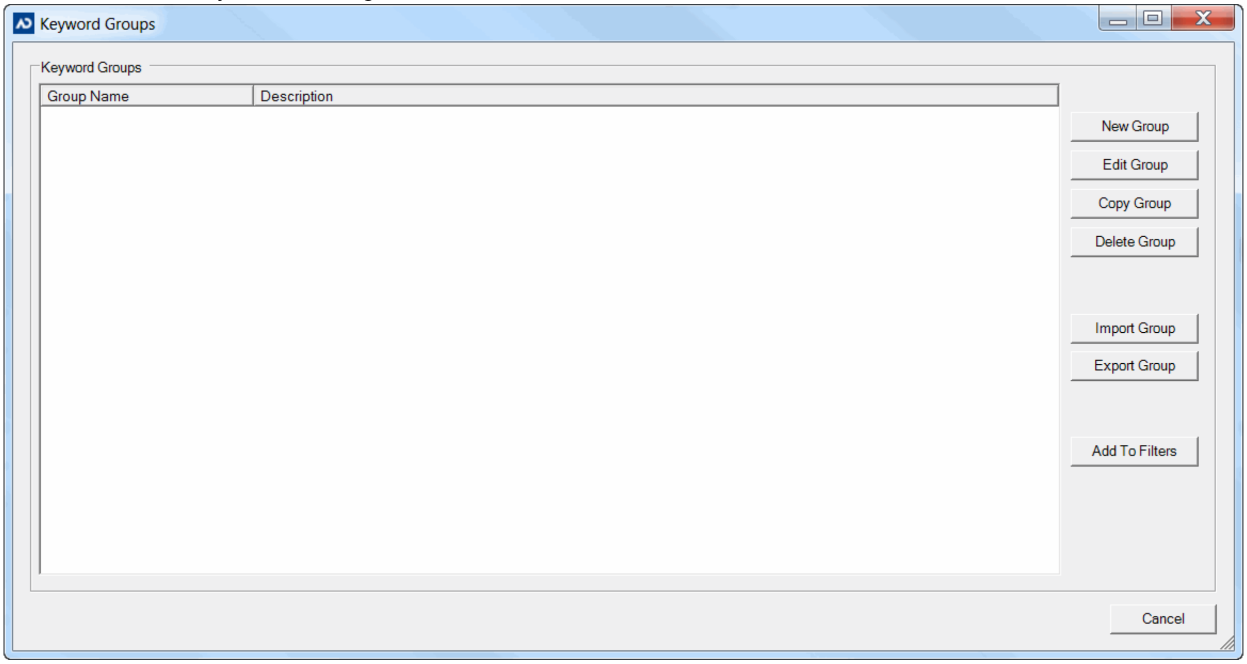



**TABLE 3-12** Elements of the Keywords Dialog

| Interface Element | Description |
|---|---|
| Keywords Pane | Lists existing filters. |
| Copy Group Button | Click to copy the selected group. |
| Edit Group Button | Click to edit the selected group. |
| Import Group Button | Click to import a filter from file. |
| Export Group Button | Click to export a group to a file. |
| Add to Filter Button | Click to add filters to the selected group. |
| Delete Group Button | Click to delete the selected group. |
| New Group Button | Click to create a new Keyword group. (see Creating a Keyword Group (page 59)) |

# Hash Filter Dialog

Open the *Hash Filter* dialog by clicking the **Hash Groups** button on the *Configure* tab. Use the following figure and table to understand the elements in the *Hash Filter* dialog.

**FIGURE 3-13** Hash Filter Dialog

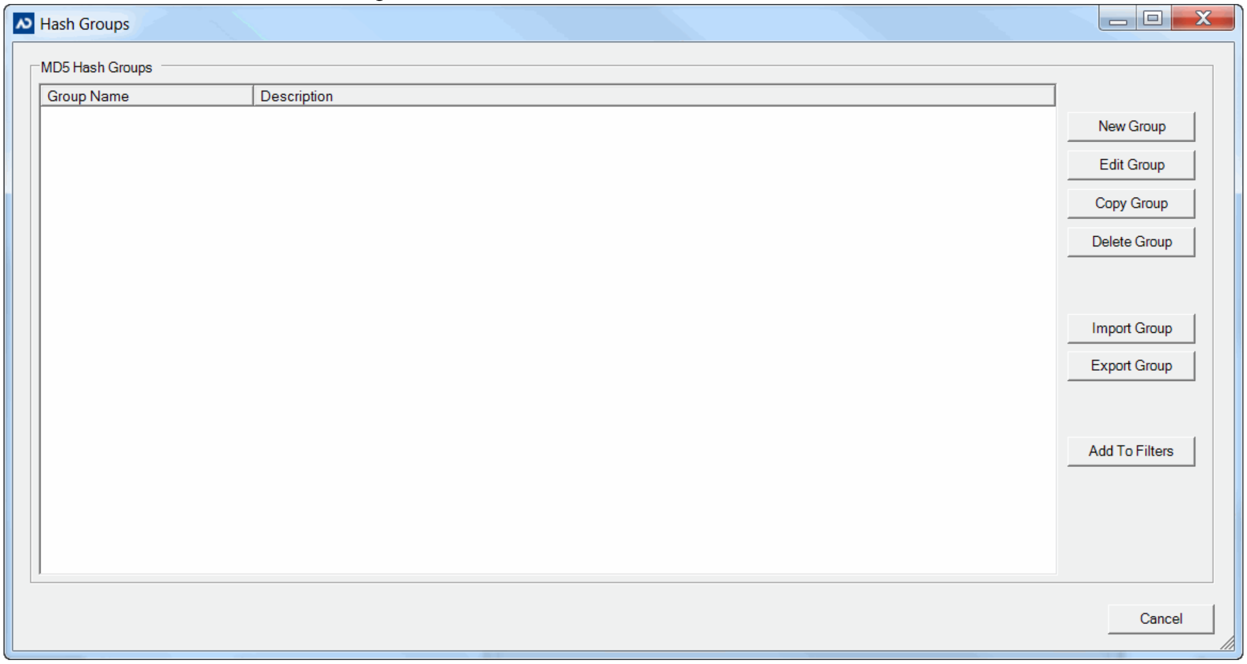



**TABLE 3-13** Elements of the Hash Filter Dialog

| Interface Element | Description |
|---|---|
| Hash Filter Pane | Lists existing groups. Click the column header to sort the list by that column. |
| Copy Group Button | Click to copy the selected group. |
| Edit Group Button | Click to edit the selected group. |
| Import Group Button | Click to import a group from an existing file. |
| Export Group Button | Click to export the selected group to a file. |
| Add to Filters Button | Click to add filters to the selected group. |
| Delete Group Button | Click to delete the selected group. |
| New Group Button | Click to create a new Hash Filter Group (see Creating a Hash Group (page 59)). |

# Default Collector Wizard Dialog

Open the *Default Collector Wizard* dialog by clicking the **Standard Triage Device** button on the *Devices* tab of the *Admin* window. Use this dialog to apply the Default profile to a licensed USB device (see Creating a Standard Triage Device (page 40)). Use the following figure and table to understand the elements in the *Default Collector Wizard* dialog.

**FIGURE 3-14** Default Collector Wizard Dialog

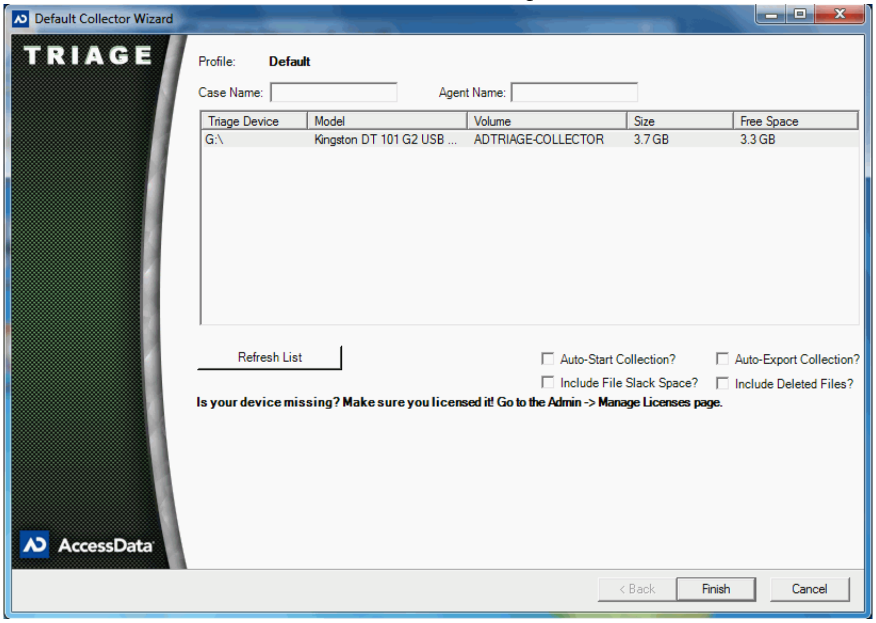


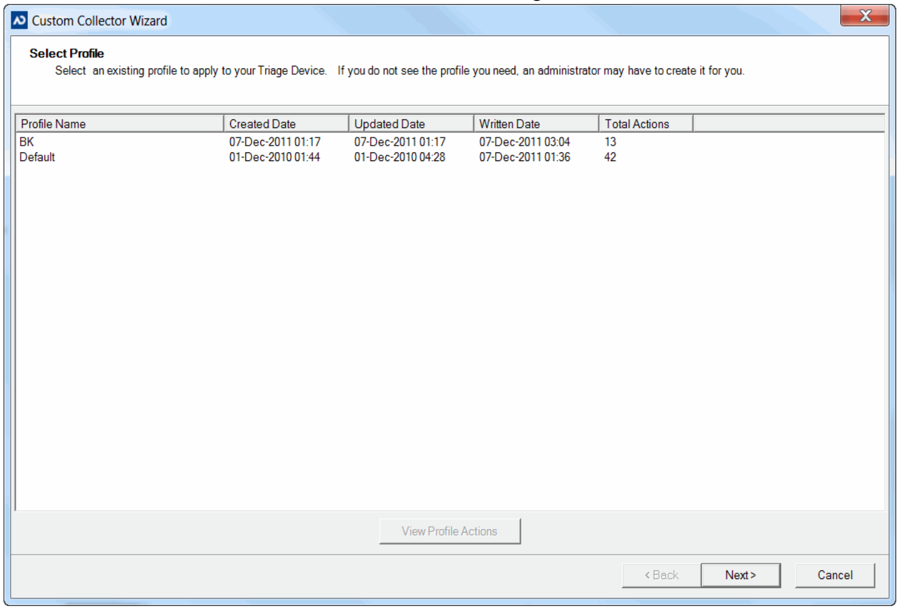

**TABLE 3-14** Elements of the Default Collector Wizard Dialog

| Interface Element | Description |
|---|---|
| Case Name Field | Enter the name of the case (optional). |
| Agent Name Field | Enter the name of the agent (optional). |
| Select USB Device Pane | Select the USB to which you want apply the Default profile. |
| Refresh List Button | Click to refresh the list of available devices. |
| Auto-Start Collection Check Box | Check to automatically start collection when booting to the target system. |
| Auto-Export Collection Check Box | Check to automatically export collected data to the USB device. |
| Include File Slack Space | Check to include slack-space on files during collection. |
| Include Deleted Files | Check to include deleted files during collection. |
| Finish Button | Click to make the selected USB device a Triage device. |

# Custom Collector Wizard Dialog

Open the *Custom Collector Wizard* dialog by clicking the **Custom Triage Device** button on the *Devices* tab of the Admin window. Use this wizard to apply one of your custom profiles to a licensed USB device (see Creating a Standard Triage Device (page 40)).

**FIGURE 3-15** Custom Collector Wizard Dialog




# Manage Triage Devices Dialog

Open the *Manage Triage Devices* dialog by clicking the **Manage Triage Devices** button on the *Devices* tab of the *Admin* window. Use this window to save collected evidence, review collected evidence, generate reports, and delete collected evidence (see Saving Collected Data (page 48)). Use the following figure and table to understand the elements in the *Manage Triage Devices* dialog.

**FIGURE 3-16** Manage Triage Devices Dialog

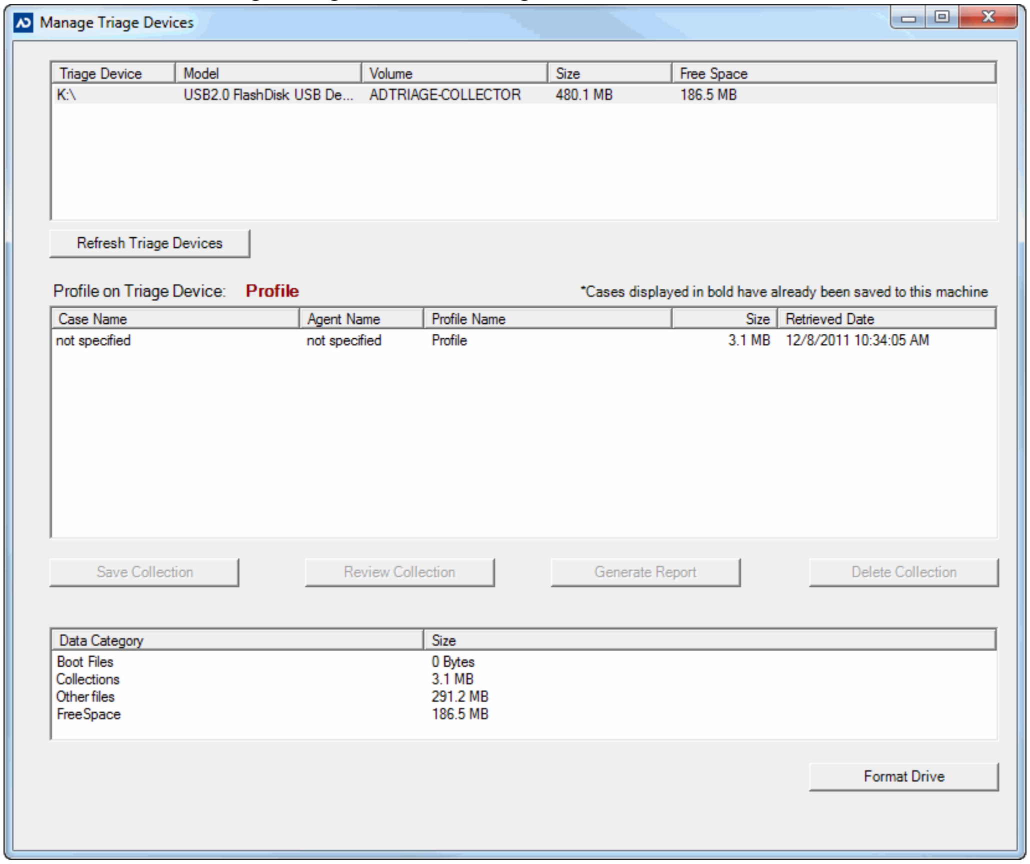



**TABLE 3-15** Elements of the Manage Triage Devices Dialog

| Element | Description |
|---|---|
| Devices Pane | Lists the connected Triage USB Devices. |
| Refresh Triage Devices Button | Click to refresh the Devices pane. |
| Profile on Triage Device | Lists the name of the profile on the selected Triage device. |
| Collection Pane | Lists the Case Name, Agent Name, Profile Name, Collection Size, and Collection Retrieved Date for each collection on the selected Triage device. |
| Save Collection Button | Click to save the selected collection in the Triage files. |
| Review Collection Button | Click to review the selected collection. |
| Generate Report Button | Click to generate a report of the selected collection. |
| Delete Collection Button | Click to delete the selected collection from the USB device. |
| Evidence Pane | Lists file sizes for the selected USB device. |
| Format Drive Button | Click to reformat the selected USB device. This will delete all existing data on the device. |
| License Count | This will appear at the bottom of the dialog if you signed up for an unlimited amount of devices license, but a limited amount of recoveries. The count of total and available licenses are listed here. |

# Collection Interface Overview

The *Collection* interface is the what you see when you are collecting data on a target system. You can either boot this interface from a shutdown system or launch the interface from a Triage USB device on a live system. Use the following sections as a guide when working with the *Collection* interface.

About Collecting Data on a Target System (page 43)

Collecting Data from a Live System (page 43)

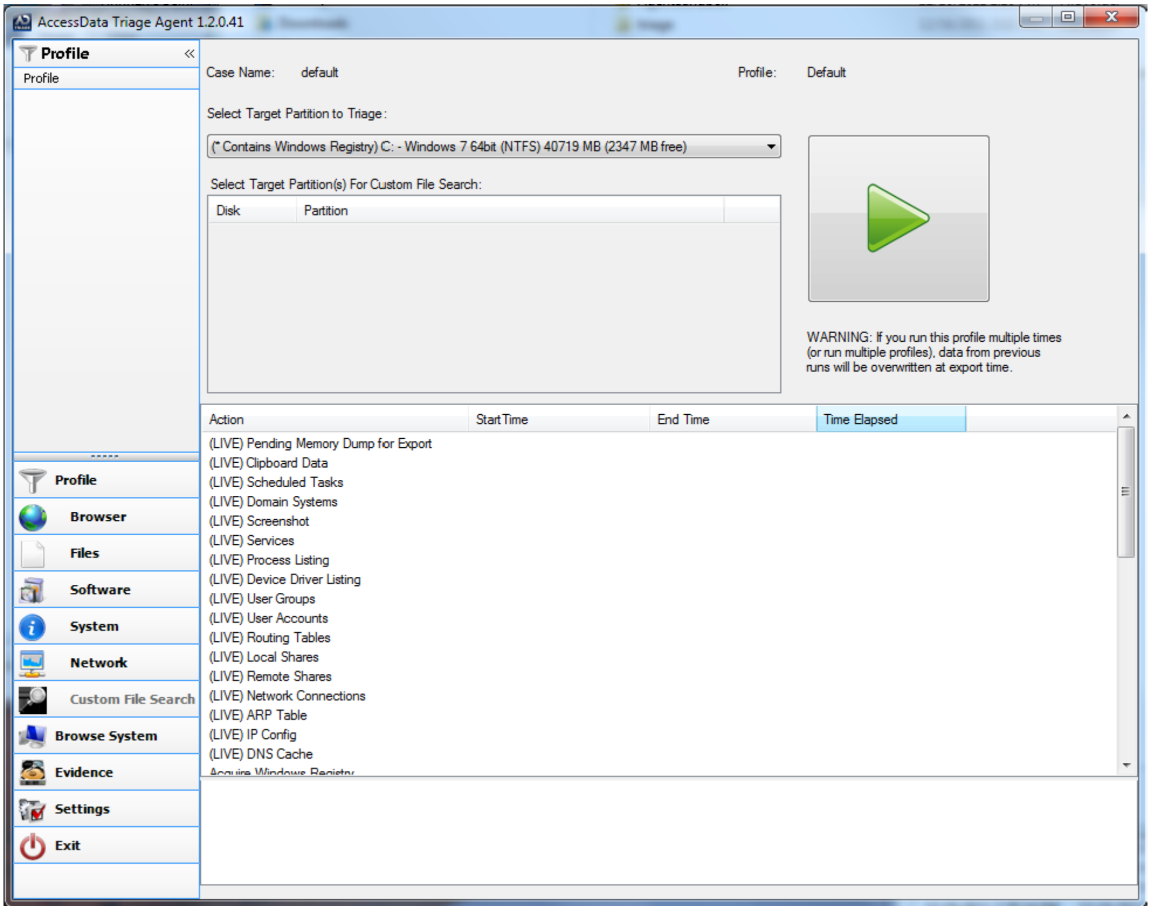
Booting AD Triage on a Target System (page 43)

Automatically Collecting Data on a Shut Down Target System (page 44)

Manually Collecting and Exporting Data on a Target System (page 44)

Use the following figure and table to understand the elements of the Triage *Collection* interface.

**FIGURE 3-17** Collection Interface Profile Tab




The tabs of the *Collection* interface can appear in the following colors:

- Black: Indicates that collection has not yet begun.
- Orange: Indicates that collection is in process.
- Green: Indicates that collection is complete.
- Red: Indicates that user action is still required.

**TABLE 3-16** Elements of the Collection Interface

| Element | Description |
|---|---|
| Case Name | Name saved to the Triage USB device when it was created. |
| Profile | Name of the profile applied to the Triage USB device. |
| Select Target Partition to Triage | Expand drop-down to select a Windows system partition. |
| Play Button | Click to start collection. |
| Action Pane | Lists the actions that will be performed during collection. |
| Log of Profile Runs Pane | Lists the date and time information for actions performed during collection. |
| Browser Tab | Displays the status of collection of Browser files. |
| Files Tab | Displays the status of collection of computer files. |
| Software Tab | Displays the status of collection of software files. |
| System Tab | Displays the status of collection of system files. |
| Network | Displays the status of collection of network files. |
| Browse System Tab | Click to select specific collected data and create AD1 and RAW files. |
| Evidence Tab | Click to export collected data, or to view the status of exported collected data. |
| Settings Tab | Click to view and edit the settings of the *Collection* interface. |
| Exit | Click to close the *Collection* interface. |

# Browse System Tab

After you run a collection, you can select the Browse System tab in the Collection interface to browse the files of collected data and create AD1 and RAW files.

**FIGURE 3-18** Browse System Tab File List

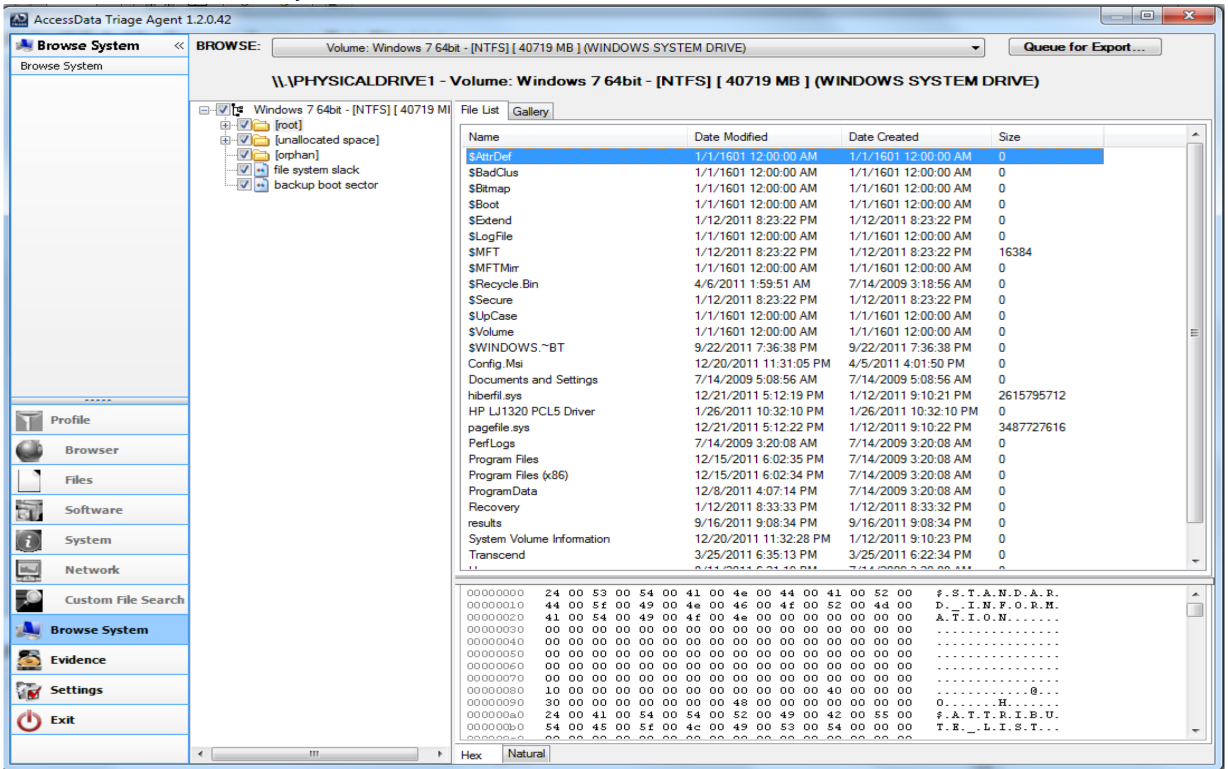



**FIGURE 3-19** Gallery View

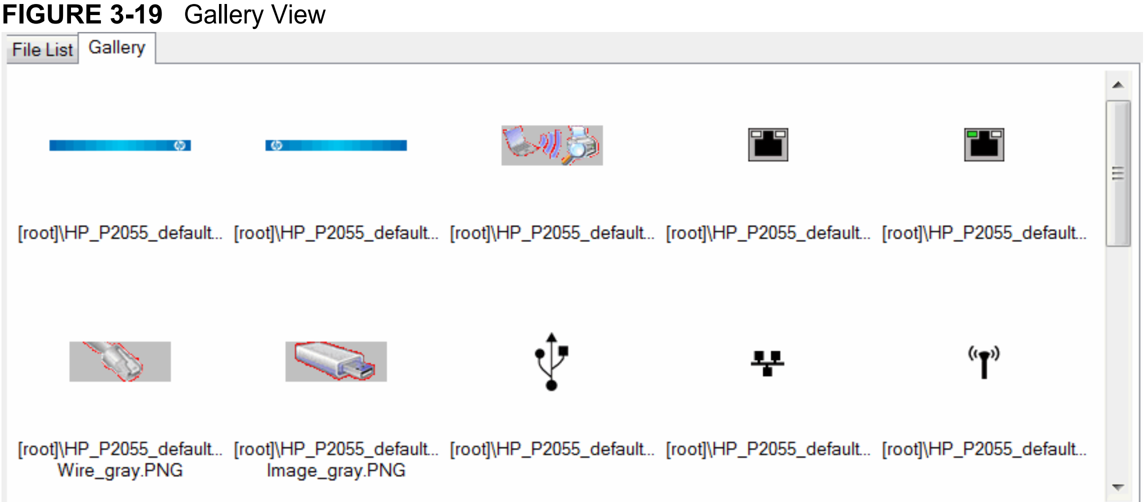



**TABLE 3-17** Elements of the Browse System Tab

| **Element** | **Description** |
|---|---|
| File Tree | Expand and collapse files to navigate through the collected files. Select a file to view the contents in the *File List* or *Gallery* tabs. Check a file to include it in your AD1 or RAW file for export. |
| File List Tab | Lists the items in the selected folder in the *File Tree*. |
| Gallery Tab | Displays thumbnails of the items in the selected folder in the *File Tree*. Right-click the thumbnail to change the size. |
| Hex Tab | Displays the hex for the selected file. |

**TABLE 3-17** Elements of the Browse System Tab (Continued)

| Element | Description |
|---|---|
| Natural Tab | Displays the natural view for the selected file. |
| Browse Drop-down | Expand to select the partition in which you want to browse. |
| Queue for Export | Click to create an AD1 or RAW file containing the checked items from the File Tree. You can export these files from the *Evidence* tab. |

# Evidence Tab

After you have run the collection, you can click the **Evidence** tab to export collected data, or to view the status of exported collected data.

**FIGURE 3-20** Evidence Tab

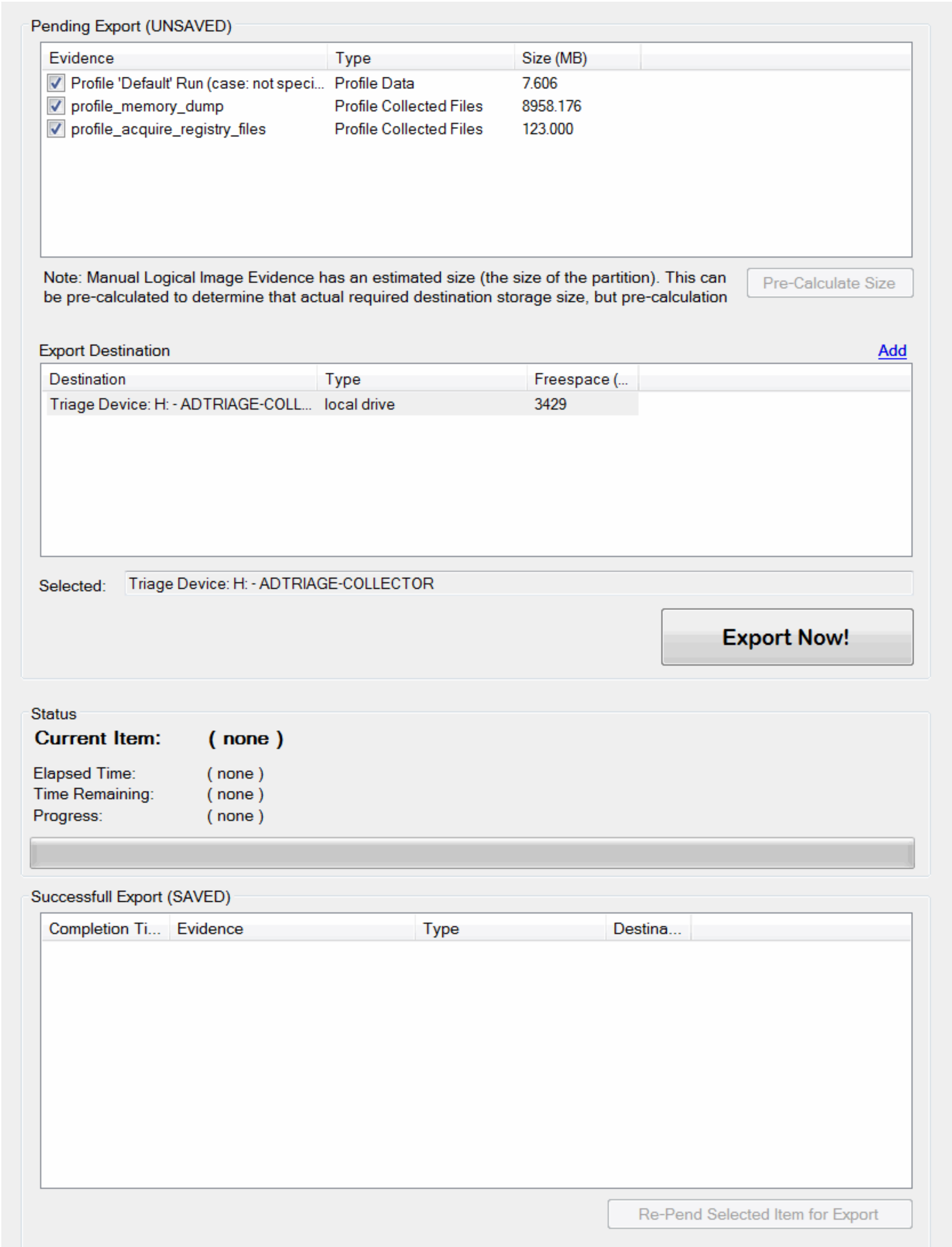



**TABLE 3-18** Elements of the Evidence Tab

| Element | Description |
|---|---|
| Pending Export Pane | Displays the items queued for export. Check the items that you want to export. |

**TABLE 3-18** Elements of the Evidence Tab

| Element | Description |
|---|---|
| Export Destination Pane | Displays the possible destinations for export. The Triage USB device that you booted from is the default location for export. |
| Add Link | Click to add more destinations for export. This includes mounting to a remote share and using the Triage Receiver. |
| Export! Button | Click to export the checked items in the *Pending Export* pane. |
| Status Group Box | Displays the status of the export. |
| Successful Export Pane | Displays the successfully exported items. |
| Re-Pend Selected Item for Export | Click if you want exported items to reappear in the *Pending Export* pane. |

# Settings Tab

Click the Settings tab to view and edit the settings of the *Collection* interface.

**FIGURE 3-21** Settings Tab

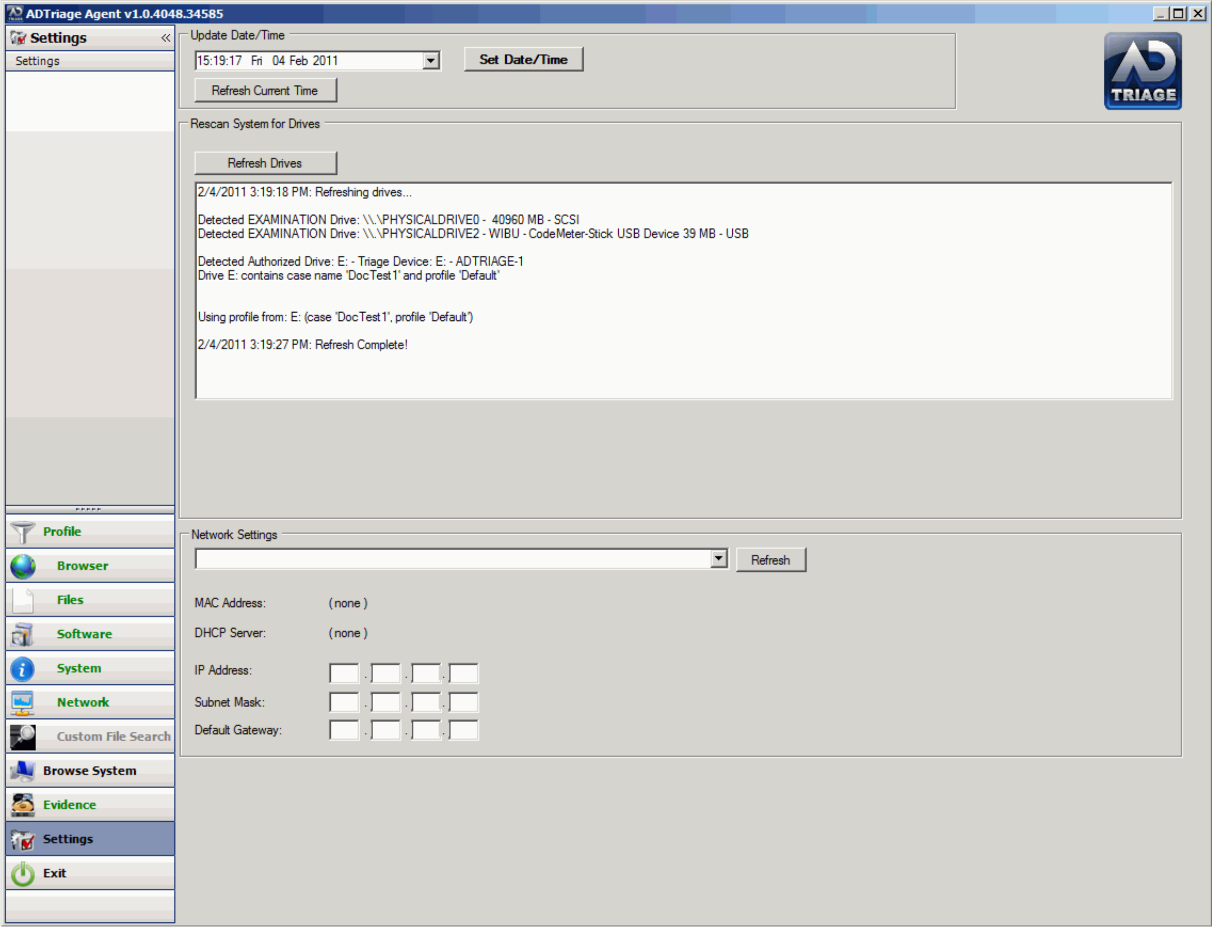



**TABLE 3-19** Elements of the Settings Tab

| Elements | Description |
|---|---|
| Date/Time Drop-down | Expand and select a date and time. |
| Set Date/Time Button | Click to set the date and time to what you selected in the Date/Time drop-down. |
| Refresh Drives Button | Click if the agent didn't recognize your Triage USB device. This refreshes the agent and searches for the drive again. |
| Network Settings Group Box | Use the items in this group box to set up the network for export. |

# Performing Basic Triage Tasks

This chapter explains the basic tasks that you can perform with Triage.

## About Triage Profiles

Triage profiles allow you to hold and track all the collections for a single case. You can create a new profile for every case and collect multiple target systems for each profile.

You can only have one profile on a USB device at a time. You must have a different USB device for every profile.

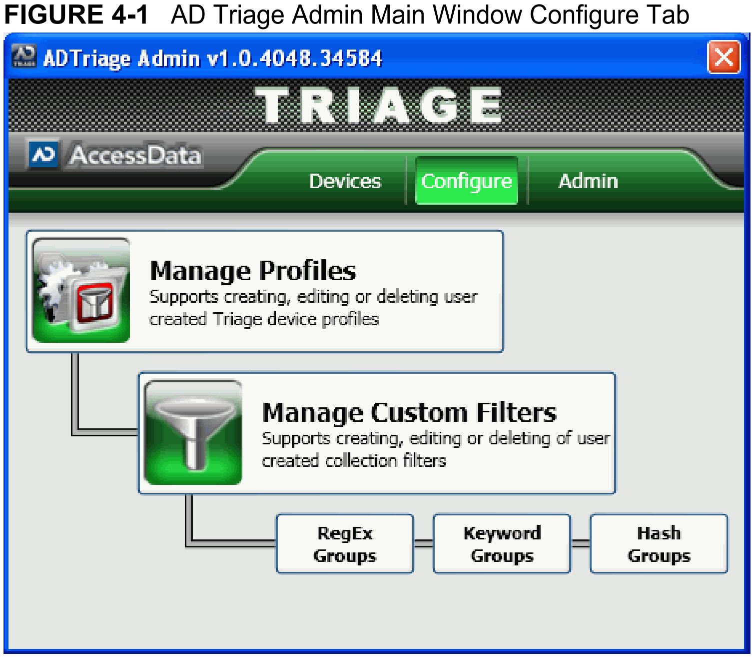
### Creating a Profile

Profiles are used to hold collections. Profiles can contain multiple collections. You can create a new profile for each of your cases.

**To create a profile**

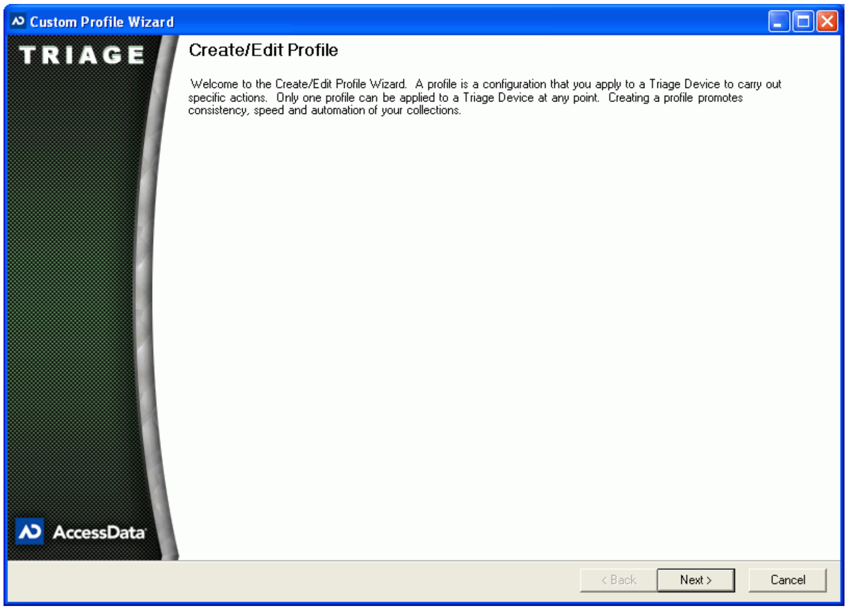
1. Open the *AD Triage Admin* main window (see Launching AD Triage Admin on page 9).
2. Select the **Configure** tab.

**FIGURE 4-1** AD Triage Admin Main Window Configure Tab



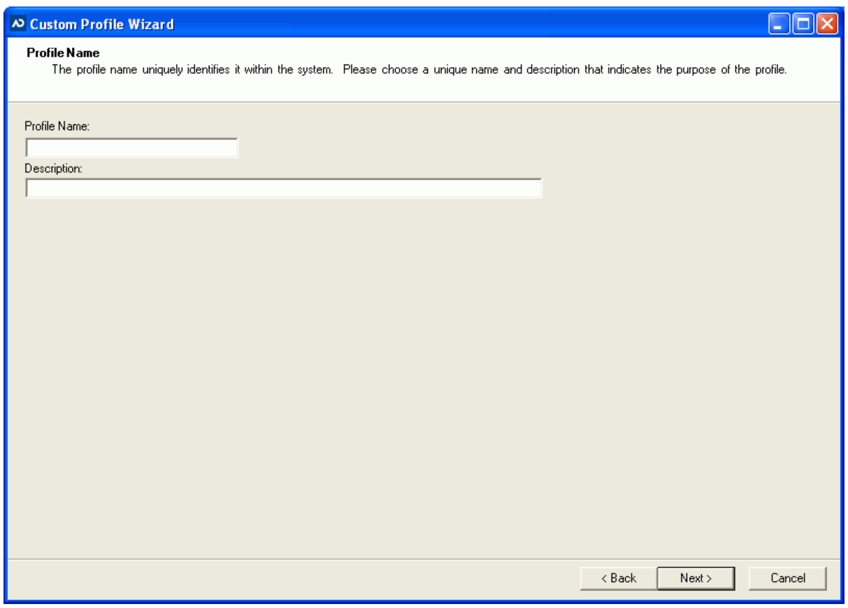

3. Click **Manage Profiles** (see Manage Profiles Dialog on page 12).
4. In the *Profiles* dialog, click **Create New Profile**.

**FIGURE 4-2** Custom Profile Wizard Welcome Screen



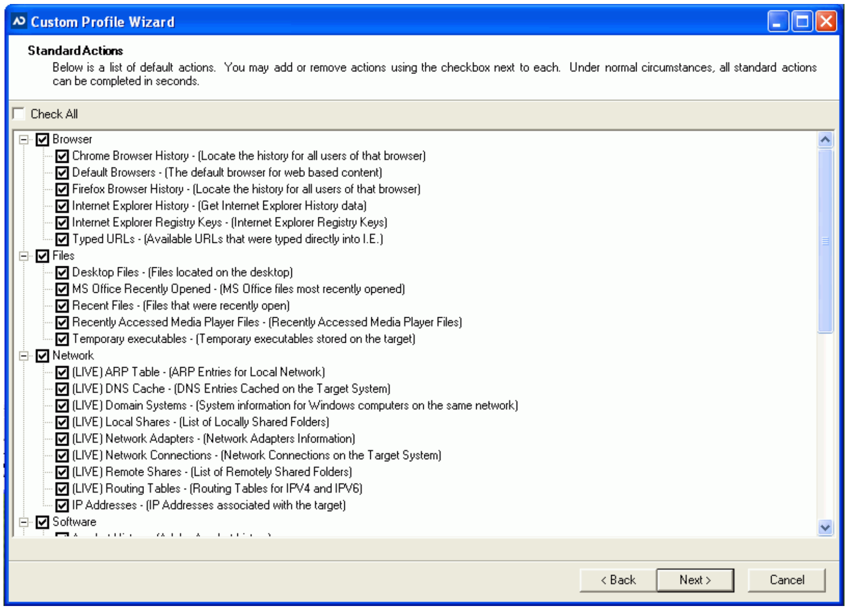

5. Click **Next**.

**FIGURE 4-3** Custom Profile Wizard Profile Name Screen




6. In the *Profile Name* screen, enter a name and description for the profile and then click **Next**.

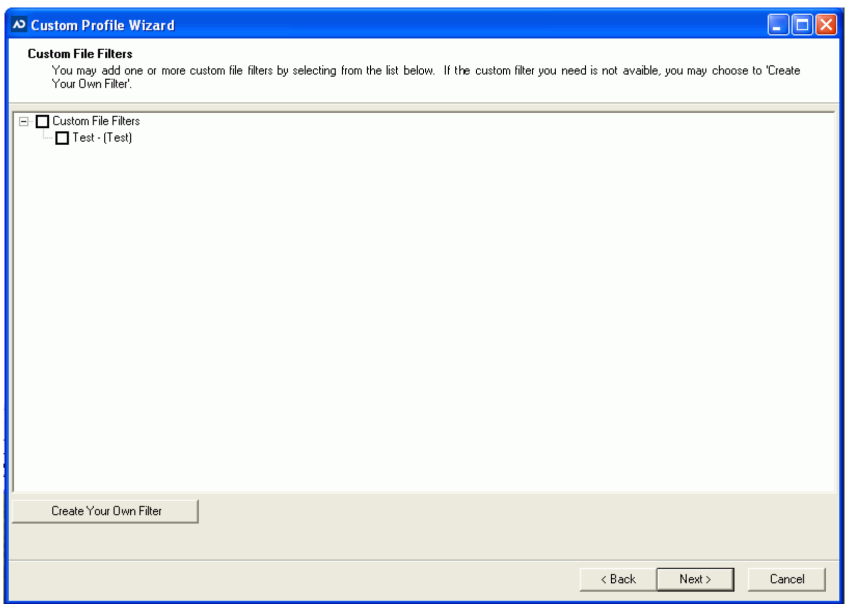
**FIGURE 4-4** Custom Profile Wizard Standard Actions Screen




7. In the *Standard Actions* screen, check the actions from the default list that you want the profile to perform during collection and then click **Next**.

**Note:** All standard actions are selected by default.

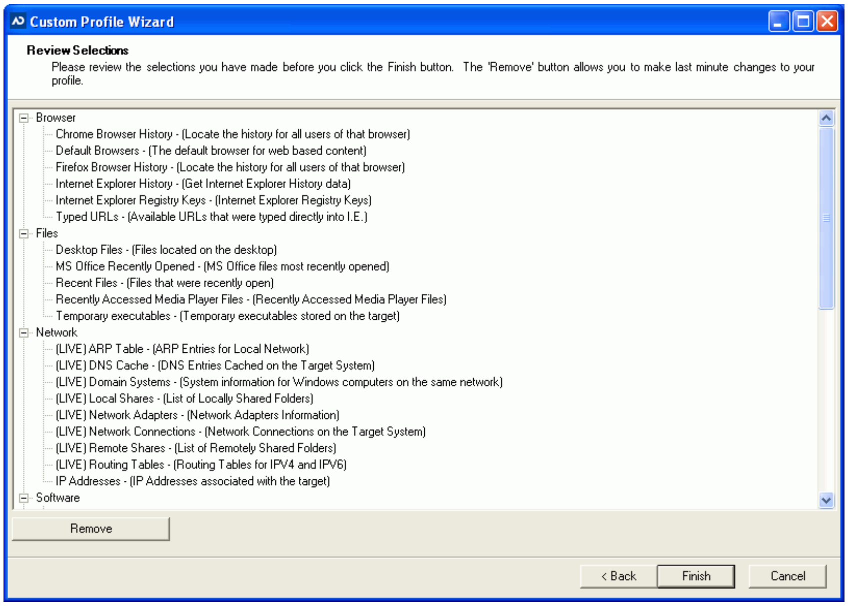
**FIGURE 4-5** Custom Profile Wizard Custom File Filters Screen




8. In the *Custom File Filters* screen, check the custom filters that you want the profile to apply during collection and then click **Next**.

**Note:** You may, at this time, create a custom filter by clicking the **Create Your Own Filter** button. See Creating a Custom Filter on page 56 for more information on how to do this.

**FIGURE 4-6** Custom Profile Wizard Review Selections Screen




9. In the *Review Selections* screen, review the actions you have selected to ensure that you want them applied to the profile. If you want to remove any of the actions, highlight the item and click the **Remove** button.
10. Click **Finish**.
11. Click **Yes**.

# Managing Licenses

Before you can apply a profile to a device for collection, you must first license the device. You can use one license per device and one profile per device.

See Appendix A Managing Security Devices and Licenses on page 66.

**Note:** Though you can only apply one profile to a device, devices can carry multiple collections.

Triage provides a single licensed USB device. There is no limit to number of collections or volume of data per collection

**Note:** Multiple licenses can be associated with a single admin console for large organizations

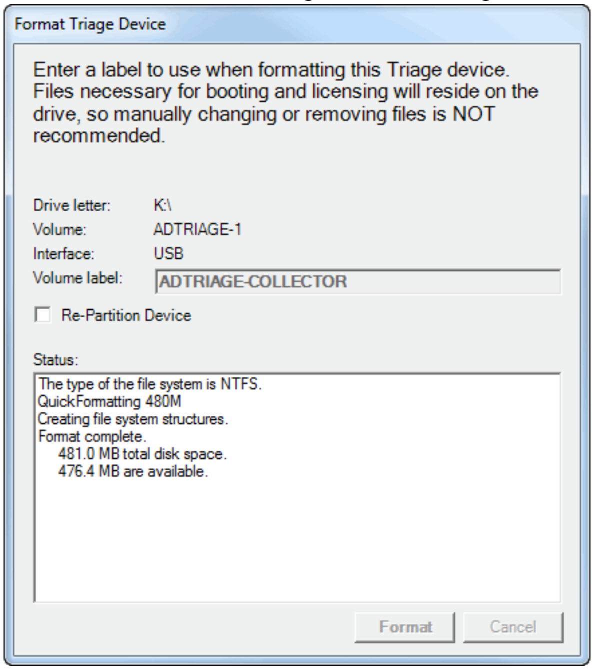
If you have a license that limits the number of USB devices you can license, the available license count appears at the top of the *Manage Licenses* dialog.

**Note:** If you run out of licenses for USB devices, contact the AccessData sales team for information on how to get more licenses.

### To license a device

1. On the *Admin* tab, click **Manage Licenses** (see Manage Licenses Dialog on page 12).
2. In the *Manage Licenses* dialog, select the device you want to license from the lower pane and click **License**.

**FIGURE 4-7** Format Triage Device Dialog




3. In the *Format Triage Device* dialog, name the USB device in the *Volume Label* field.
4. Click the **Format!** button.

   Triage will format the device. You can view the status of the device in the *Status* pane. If an error occurs, follow the steps in the *Status* pane and attempt the format again. Or, check **Also Re-Partition Device** and try to format the device again if formatting fails. Formatting does the following things to the USB device:

   - Formats the device as a single NTFS partition
   - Makes the device bootable
   - Adds a license file

**Important:** Formatting a USB device will remove all media currently on the device. Make sure that you don't have any wanted data on the USB device. You cannot save more than one profile to a USB device. Each profile must have its own device. However, you can collect multiple target systems to one USB device.

**Note:** Formatting the device makes the device bootable. So, when booting to a target system, you can boot to the USB device and it will run the Triage collection console. (See Booting AD Triage on a Target System on page 43 for more information on booting to a USB device.)

5. Click **OK**.

   The USB device should now appear in the upper license pane of the *Manage License* dialog.

# Creating a Triage USB Device

When you create a Triage USB device, you save the profile and all of the actions associated with the profile to the USB device. This allows you to collect data from a target system using the criteria you set up on the selected profile.

There are two types of Triage device creation:

- *Standard Triage Device*: This uses the Default profile automatically.
- *Custom Triage Device*: This allows you to select a profile to save to the device.

**Note:** You can only create Triage USB devices using devices that you have already licensed. See Managing Licenses on page 38 for information on how to license your device.

# Creating a Standard Triage Device

The *Standard Triage Device* option uses the Default profile when initializing the USB device. Any actions applied to the Default profile will be applied to the USB device. There can only be one profile on a device at a time. Putting a new profile on a device with an existing profile will delete any data you have on the device.

You can change the Default profile by using the *Manage Profiles* feature (see About Triage Profiles on page 35).

**Note:** Although you can edit the Default profile, you cannot change the name of the profile.

### To create a standard USB device

1. In the *AD Triage* main window, click on the **Devices** tab.
2. Click on the **Standard Triage Devices** button (see Default Collector Wizard Dialog on page 24).
3. In the *Default Collector Wizard* dialog, enter a **Case Name** and **Agent Name** (optional).
4. Select the USB device that you want to make into a Triage device.

**Note:** If you do not see the device that you are looking for, ensure that the device is attached to the computer. Then, ensure that the device is licensed (see Managing Licenses on page 38).

5. Check **Auto-start collection** if you want Triage to automatically collect data on the target system upon start up.

**Note:** When a user selects the Auto-Start option, and the target has multiple partitions, the Triage Agent will use the Registry from the partition with the most used space and will use all partitions when performing custom file searches.

6. Check **Auto-export** if you want Triage to automatically export collected data to the USB device.
7. Check **Include File Slack Space** to include slack-space on files during collection.
8. Check **Include Deleted Files** to include deleted files during collection.
9. Click **Finish**.

**Note:** If you already have a profile on the device, a message appears asking you if you want to copy over the existing profile. Click **Yes** to delete the existing profile on the device and apply the new one.

10. In the confirmation message that appears, click **OK**.

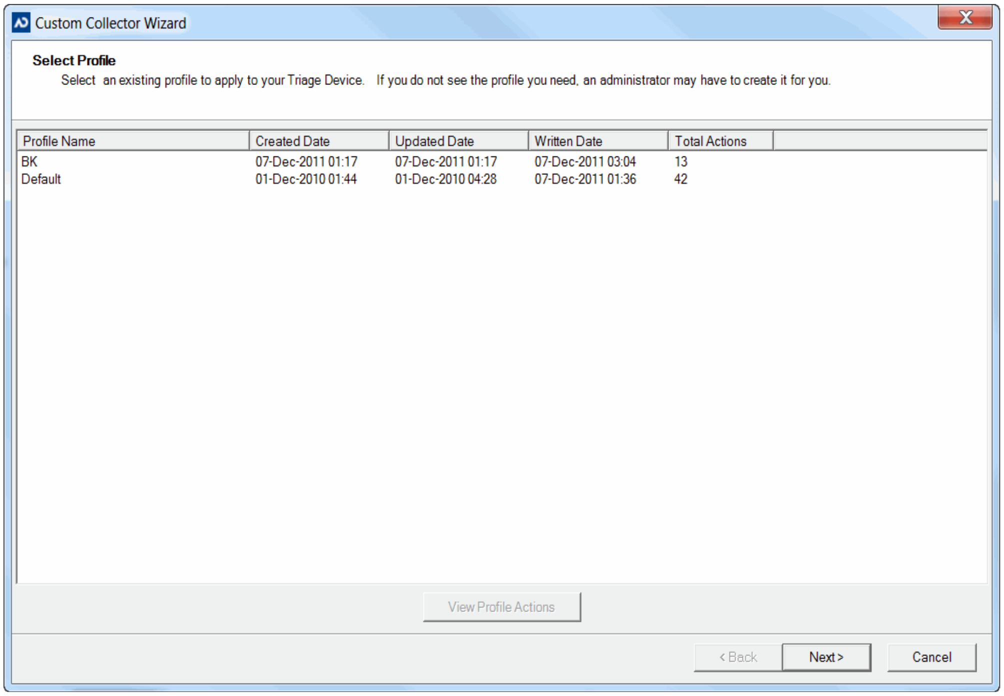
# Creating a Custom Triage Device

The Custom Triage Device option allows you to select a custom profile that you want to use for the USB device.

### To create a custom USB device

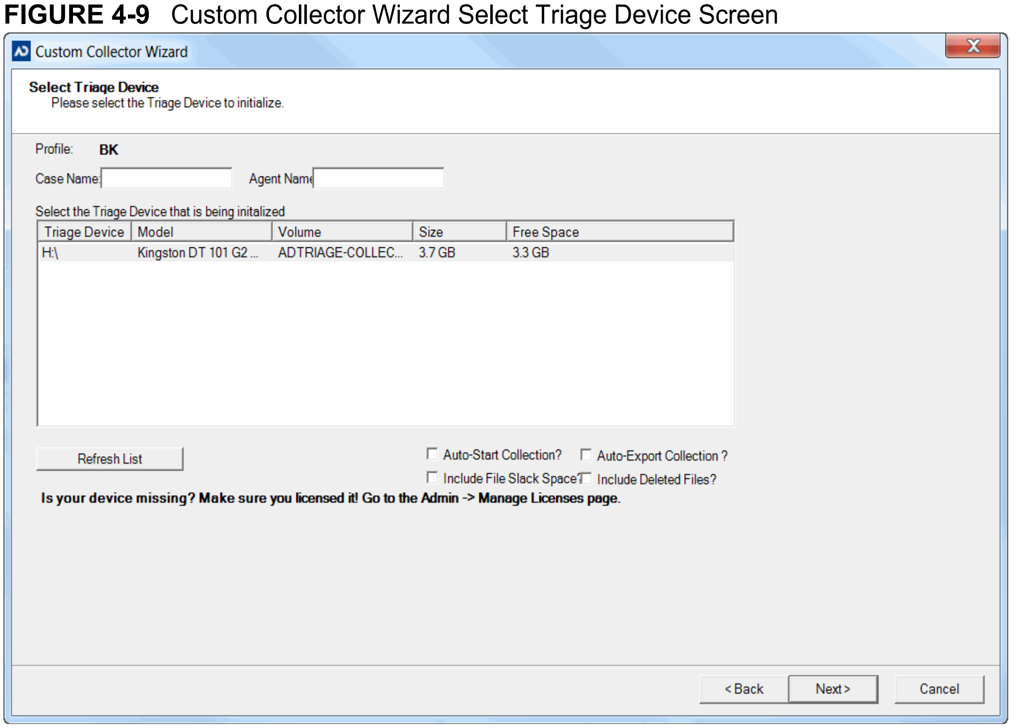
1. In the *AD Triage* main window, click on the **Devices** tab.
2. Click on the **Custom Triage Devices** button.

**FIGURE 4-8** Custom Collector Wizard Profile Screen




3. In the *Select Profile* screen, select the profile that you want to use during collection.
4. Click the **View Profile Actions** button to view the actions that the profile is assigned to perform. These actions are not editable in this screen. See Editing a Profile on page 54 for information on how to edit the actions in the profile.
5. Click **Next**.

**FIGURE 4-9** Custom Collector Wizard Select Triage Device Screen




6. In the *Select Triage Device* screen, enter a *Case Name* and *Agent Name* for the device.

7. Select the USB device that you want to make into a Triage device.

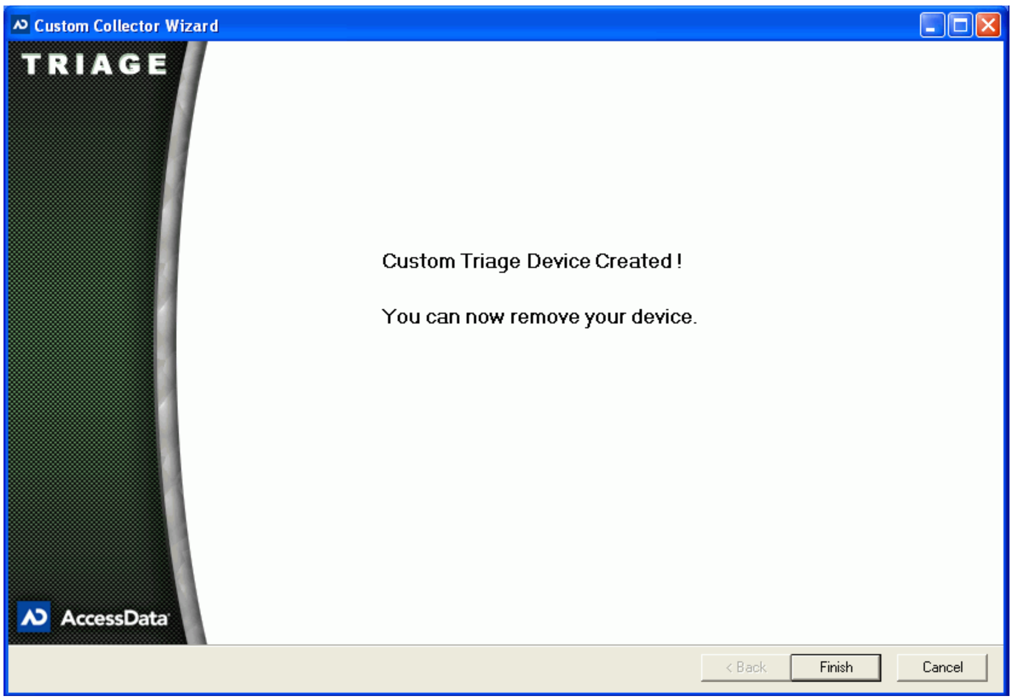
**Note:** If you do not see the device that you are looking for, ensure that the device is attached to the computer. Then, ensure that the device is licensed (see Managing Licenses on page 38).

8. Check to **Auto-start collection** if you want Triage to automatically collect data on the target system upon start up.

**Note:** When a user selects the Auto-Start option, and the target has multiple partitions, the Triage Agent will use the Registry from the partition with the most used space and will use all partitions when performing custom file searches.

9. Check **Auto-export** if you want Triage to automatically export collected data to the USB device.
10. Check **Include File Slack Space** to include slack-space during collection.
11. Check **Include Deleted Files** to include deleted files during collection.
12. Click **Next**.

**FIGURE 4-10** Custom Collector Wizard Finished Screen




13. Click **Finish**.

# Creating a Bootable Disc

If you are collecting data in the field, it is important to have not only a bootable USB device, but also a bootable copy of the Triage ISO on a disk. It is recommended that you use a disc burning application to burn the Triage ISO to a disc. Use the ADTriageBootable.iso (found on the disc you received with your software) to create a bootable disc.

# About Collecting Data on a Target System

When you collect data on a Target System, you must have a USB device that is formatted as a Triage USB device. You must perform the steps in Managing Licenses on page 38 and Creating a Triage USB Device on page 39 to have a USB device that will collect data on a target system.

Additionally, if you are collecting data in the field, it is recommended that you burn the Triage ISO to a disk, and use the disk in the event that you cannot boot to your USB device. See Creating a Bootable Disc on page 42.

Once you have completed those tasks, you are ready to collect data on a target system. Triage is designed to collect data from a shut down or live system.

To collect data from a live system, see Collecting Data from a Live System on page 43.

To perform a collection from a shut down system, you must first make the target system boot to the USB device or a bootable CD/DVD. See Booting AD Triage on a Target System on page 43 for information on how to boot to the USB or CD/DVD drive.

After you have set the target system to boot to the USB device or CD/DVD drive, you can then restart the system and collect data. See Automatically Collecting Data on a Shut Down Target System on page 44 for information on what occurs during automatic collection.

## Collecting Data from a Live System

You can use Triage to collect data from a live target system. To do this, you must have a bootable USB device or bootable Triage disk. Use the following sections for information on how to obtain these items:

Managing Licenses on page 38

Creating a Triage USB Device on page 39

Creating a Bootable Disc on page 42

**To collect data on a live system**

1. Insert the Triage USB device into target system.
2. Do one of the following:
   - In the Windows prompt, select to run **AD Triage**.
   - Open the devices folder and run the **TriageAgent**.
3. In the Collection window, perform one of the following tasks:
   - Data will automatically be collected and exported if you selected Auto-Start Collection and Auto-Export Collection. See Automatically Collecting Data on a Shut Down Target System on page 44.
   - Manually collect the data from the target system. See Manually Collecting and Exporting Data on a Target System on page 44.

## Booting AD Triage on a Target System

You can use Triage to collect data from a shut down system, but to do this, you will need to boot the system to a Triage USB device, or a Triage disk. Use the following sections for information on how to obtain these items:

Managing Licenses on page 38

Creating a Triage USB Device on page 39

Creating a Bootable Disc on page 42

This section describes how to set up the target system to boot to the USB device or disk.

**To boot AD Triage on a target system**

1. Insert the bootable disk or bootable USB device. (See Creating a Bootable Disc on page 42 for more information on how to make a bootable disk.)
2. Start the target system and enter the BIOS.

**Note:** On Intel system boards, press **F2** or **F12** during start up to enter the BIOS. On non-Intel systems, press **Delete** or **Esc** during start up to enter the BIOS.

3. Edit the BIOS boot sequence to one of the following:
   - Make the CD/DVD drive boot before the hard drive if you are booting using a disk.
   - Make the USB boot before the hard drive if you are booting using the USB device (see Managing Licenses on page 38 for making a bootable USB device).
4. Save and exit the BIOS.

**Note:** Press **CTRL > ALT > Delete** if the system has trouble booting. If this does not work, hold down the power button for 4 to 5 seconds.

# Automatically Collecting Data on a Shut Down Target System

The following steps occur after you have set the target system to boot to the USB device or CD/DVD drive, and you have restarted the target system:

1. The target system boots into Windows.
2. The AD Triage collection application launches.
3. AD Triage detects drives.
4. AD Triage collects the data for the profile on the USB device (if **Auto-Start Collection** was selected when creating a Triage USB).
5. AD Triage exports the data to the USB device (if **Auto-Export Collection** was selected when creating a Triage USB).
6. Close the *Collection* window and shut down the system.

# Manually Collecting and Exporting Data on a Target System

If you did not check to Auto-start collection when you created your Triage USB device, you will need to manually start collection when on the target system.

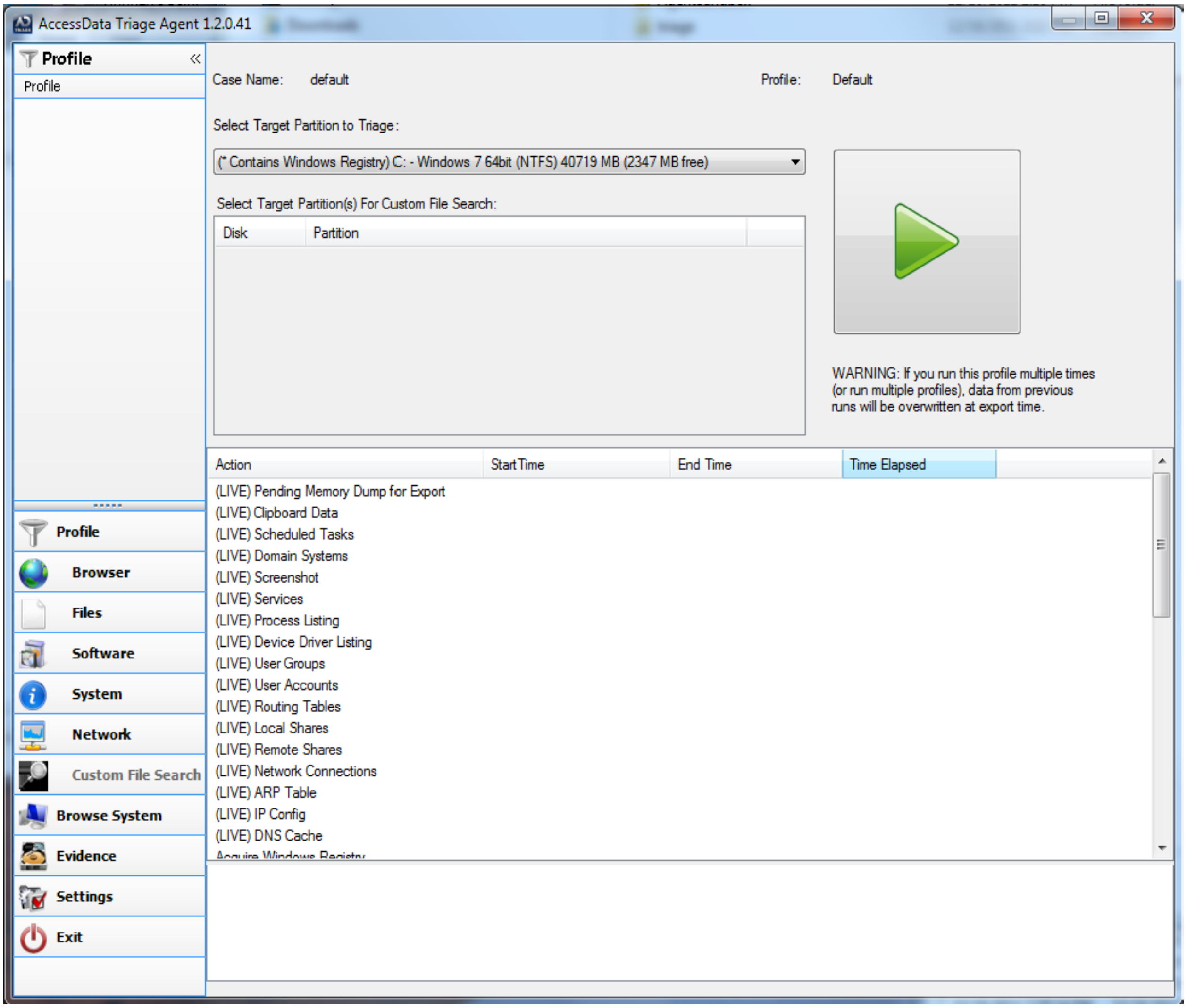
**To manually collect data from a target system**

1. After setting up the target system to boot to the USB device or CD/DVD drive, restart the computer.

   The *AD Agent* window opens.

**Note:** If the screen says that *No Profiles Were Found*, ensure that the licensed USB (with a profile on it) is connected and click the **Refresh Drives** button on the **Settings** tab.

**FIGURE 4-11** Collection Interface

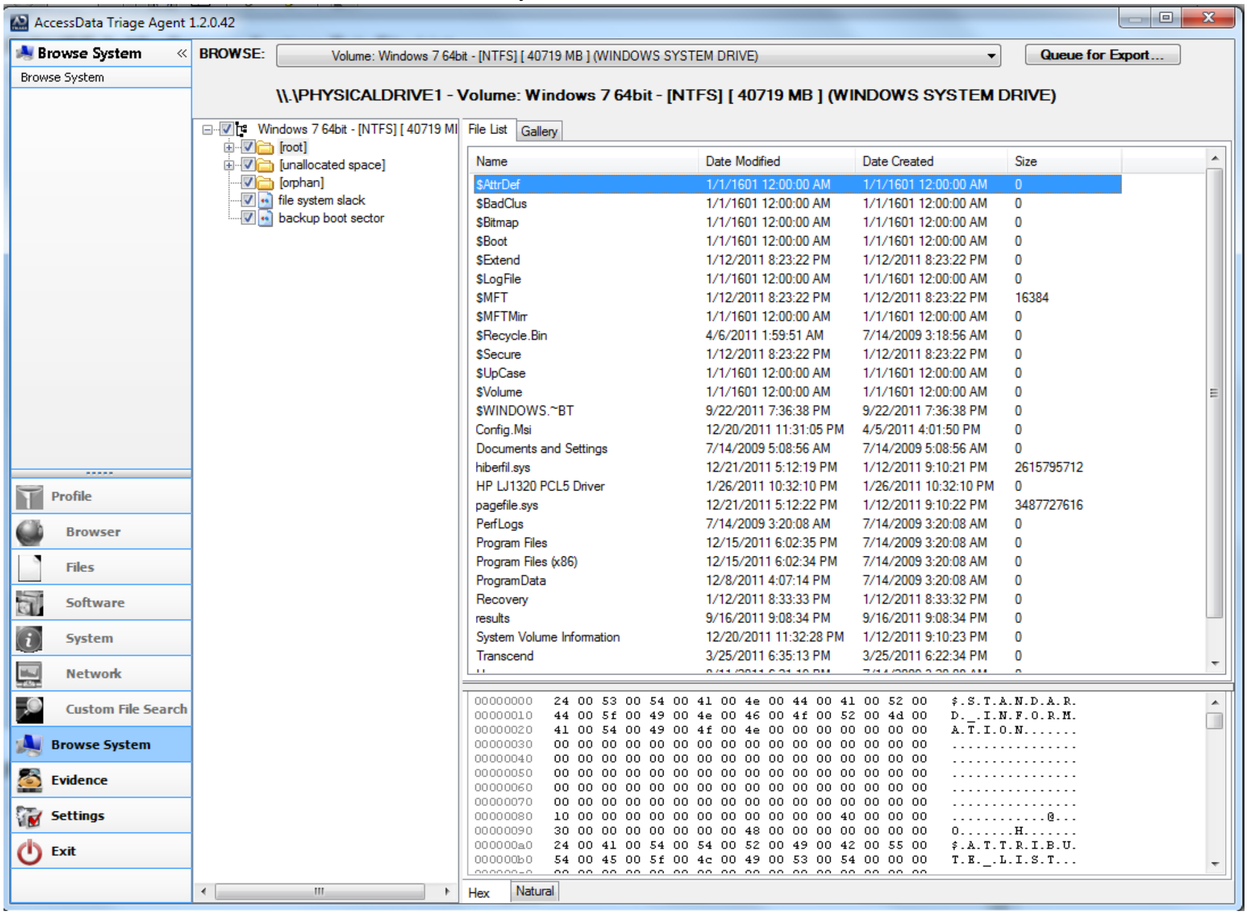



2. Click the **play** button on the *Profiles* tab.

   Collection begins. You can identify the progress of the collection by the colors of the words on the tabs. Green indicates that the action has been completed.

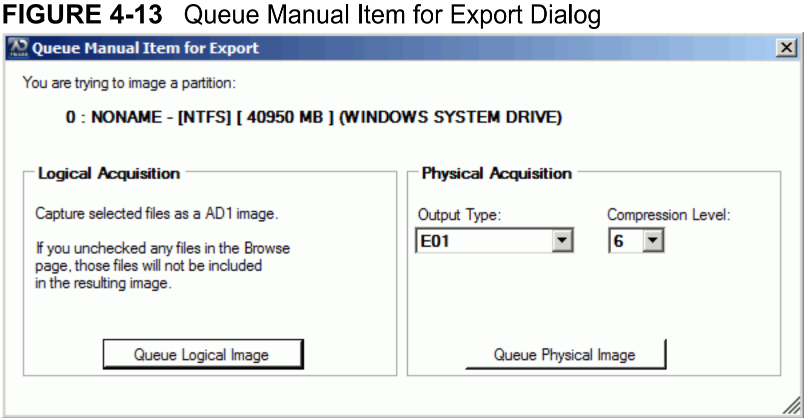
**Note:** If you checked to **Auto-Start Collection** when creating a Triage USB device, AD Triage will automatically collect data on the target system upon boot up. And the play button will not be available.

**FIGURE 4-12** Collection Interface Browse System Tab




3. After collection is complete, you can select the *Browse System* tab and check the specific system drives that you want to acquire. You can view files in the following views:
   - **File List**: Displays files in a list.
   - **Gallery**: Displays thumbnails of files.
4. Click **Queue for Export** (optional).

**FIGURE 4-13** Queue Manual Item for Export Dialog

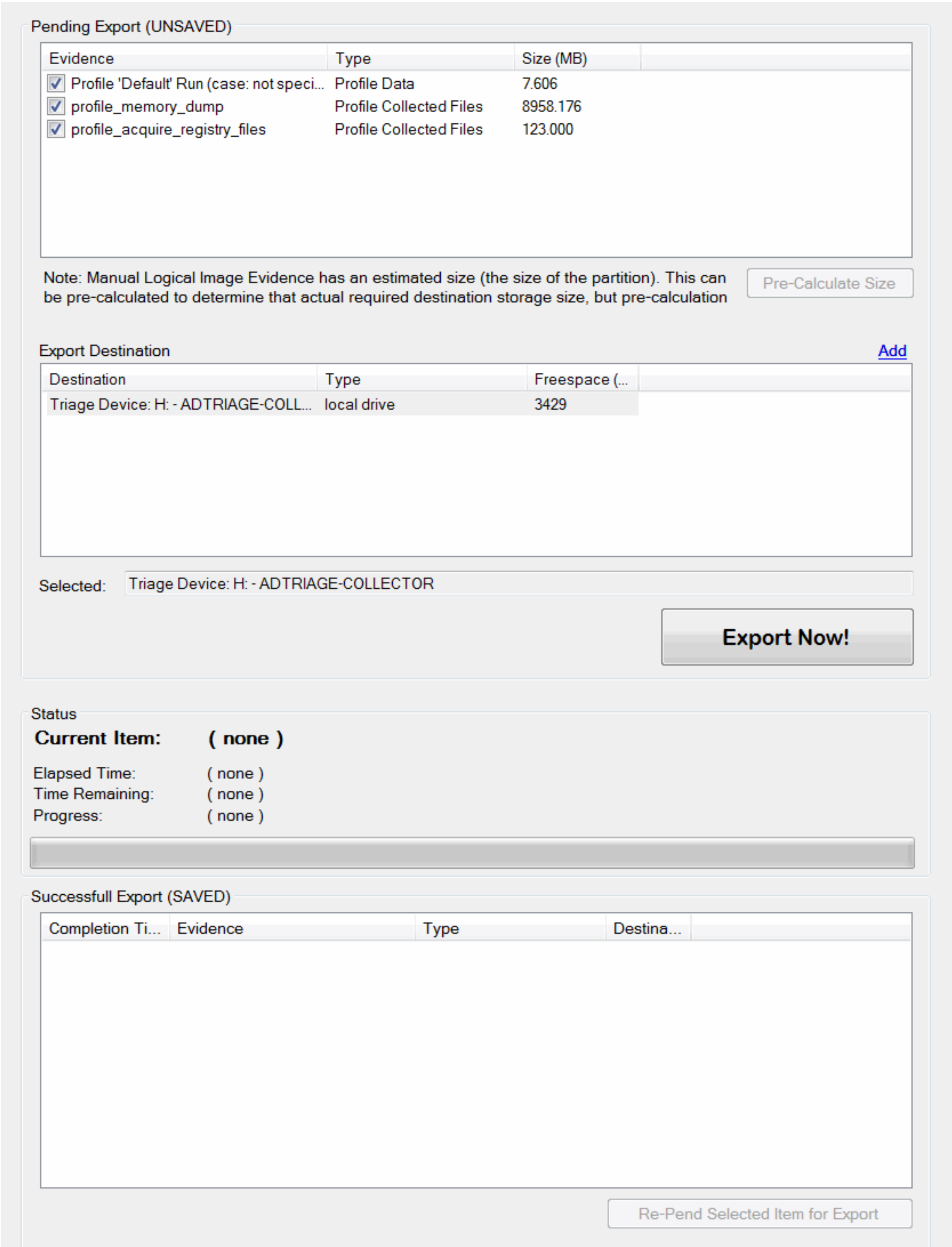



**4a.** In the *Queue Manual Item for Export* dialog, do one of the following (optional):
   - In the *Logical Acquisition* group box, click **Queue Logical Image** to capture the selected files as an AD1 image. Exit the dialog.

- In the *Physical Acquisition* group box, select the *Output Type* (E01, SMART, or RAW) and *Compression Level* that you want to acquire and click **Queue Physical Image** to create a physical evidence item. Exit the dialog.

**5.** If there is data that has not been exported, the *Evidence* tab appears in red. Click on the **Evidence** tab.

**FIGURE 4-14** Collection Interface Evidence Tab




**6.** All data that still needs to be exported appears in the *Pending Export* pane. Select the items you want to export, select the location where you want to export the data, and click **Export Now!**.

Collected data and AD1 files are exported to the selected device/location. Data that was successfully exported appears in the *Successfully Exported* pane. When all the evidence has been exported, the *Evidence* tab appears in green.

7. After you have exported your data, you can pre-calculate the estimated size of the export to determine the actual required destination storage size. But, pre-calculation can take a long time, so it should only be used when necessary. Click **Pre-Calculate Size** to perform this task.
8. Click **Re-pend Selected Item for Export** if you want exported items to reappear in the *Pending Export* pane.
9. Click **Exit** to close the *Collection* window. If you have not exported all your evidence, you will be alerted that you have pending evidence.
10. Shut down the system.

**Note:** Remember to reset the BIOS on the target system to boot from the hard drive first after you are done collecting data.

## Using Kanguru and IronKey Encrypted Devices

If you are using a Kanguru and IronKey encrypted device when collecting data, the process differs slightly from non-encrypted keys. To use an encrypted key on a shutdown system, you must boot from a burned CD.

### Collecting data using an encrypted key

1. Boot to the target system using a burned CD. See Creating a Bootable Disc on page 42.
2. Navigate to the helper application found on the cd-partition of the Kanguru or IronKey device and run it to decrypt the device.

**Note:** You may receive warning messages following this step, but the message will not prevent you from using the device. Close the message and continue to the next step.

3. Click **Rescan Drives**.
4. In the Triage Collection window, start the collection. See Manually Collecting and Exporting Data on a Target System on page 44.
5. After the collection is complete, click the **Settings** tab.
6. On the *Settings* tab, click **Run Program**.
7. Export the data to the device. See Manually Collecting and Exporting Data on a Target System on page 44.

# Saving Collected Data

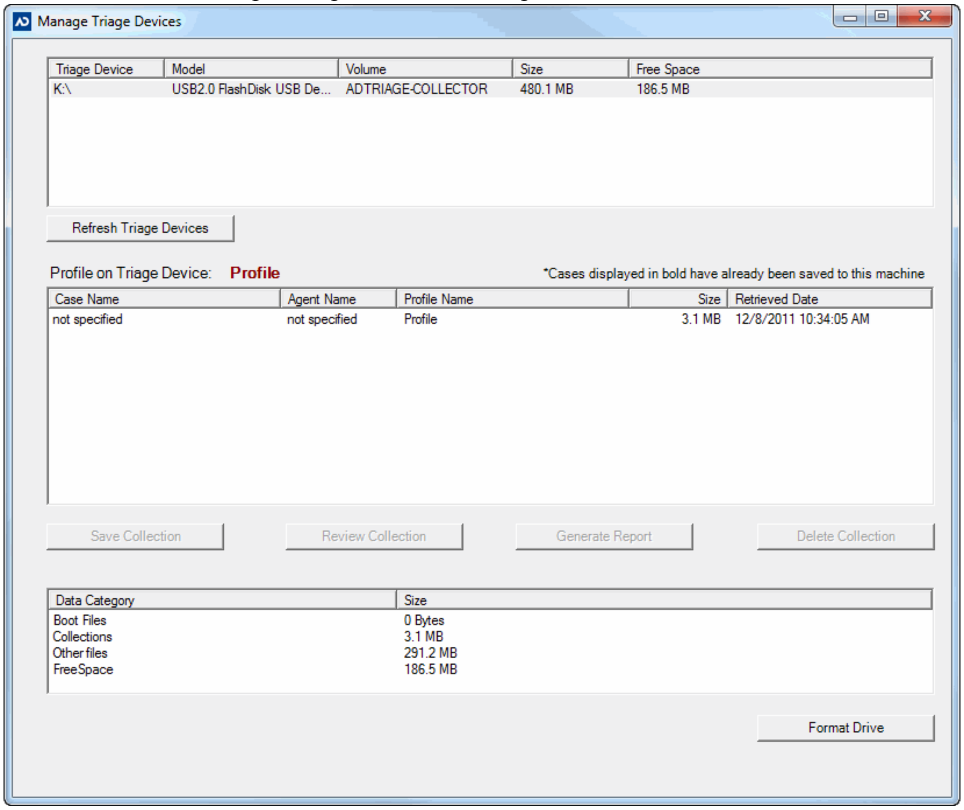
If you exported your collected data from a target system to your Triage USB device, you can save the data in Triage Admin, review the data, and generate reports.

Before saving a collection, ensure that you have enough available disk space on your Admin computer. If you do not have sufficient disk space, collections will not import completely.

### To save collected data

1. Ensure that the USB device is connected to the computer.
2. In the *Triage Admin* console, click the **Devices** tab.
3. Click **Manage Triage Devices**.

**FIGURE 4-15** Manage Triage Devices Dialog




4. Select the USB device that contains the collections that you want to save from the upper pane.
5. Collections appear in the middle pane, select the collection that you want to save.

**Note:** You can review collections, generate reports and delete collections from this dialog. More information on performing these tasks are covered in Managing Saved Collections on page 49.

6. Click **Save Collection**.
7. In the Save Collection dialog, browse to the location where you want the case data to save.
   The collection is saved in the designated location.
8. Close the dialog.

# Managing Saved Collections

Once you have saved your collected data, you can then review it, generate reports, and export the collection from the *Manage Collections* dialog. You can view a list of all the saved collections in the *Manage Collections* dialog. This section will help you filter and manage all your saved collections.

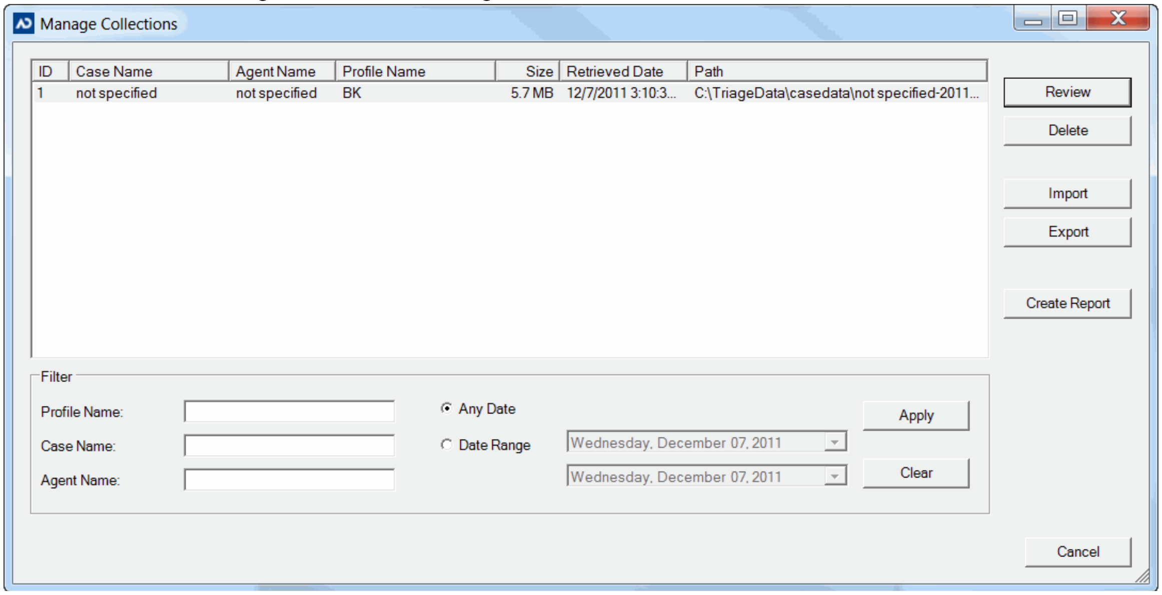
## Filtering Saved Collections

The list of collections in the *Manage Collections* dialog is a list of ALL the collections saved to AD Triage. If you are looking for a specific collection, you may need to filter the list to find the collection you are looking for.

### To filter saved collections

1. In the *Admin* console, click the **Admin** tab (see Triage Admin Main Window on page 9).
2. Click the **Manage Saved Collections** button.

FIGURE 4-16 Manage Collections Dialog




3. In the *Manage Collections* dialog, you can filter the list of collections by specifying the name of the profile, the name of the case, the name of the agent, and/or a specified date range. Enter your filtering criteria and click **Search**.
4. Once you have found the collection(s) you are looking for, you can perform the following actions:
   - Review the collection Reviewing Saved Collections on page 50
   - Generate a report Generating Reports for Saved Collections on page 51
   - Export the collection Exporting Saved Collections on page 61
   - Delete the collection Deleting a Saved Collection on page 62
   - Import a collection Importing a Saved Collection on page 62

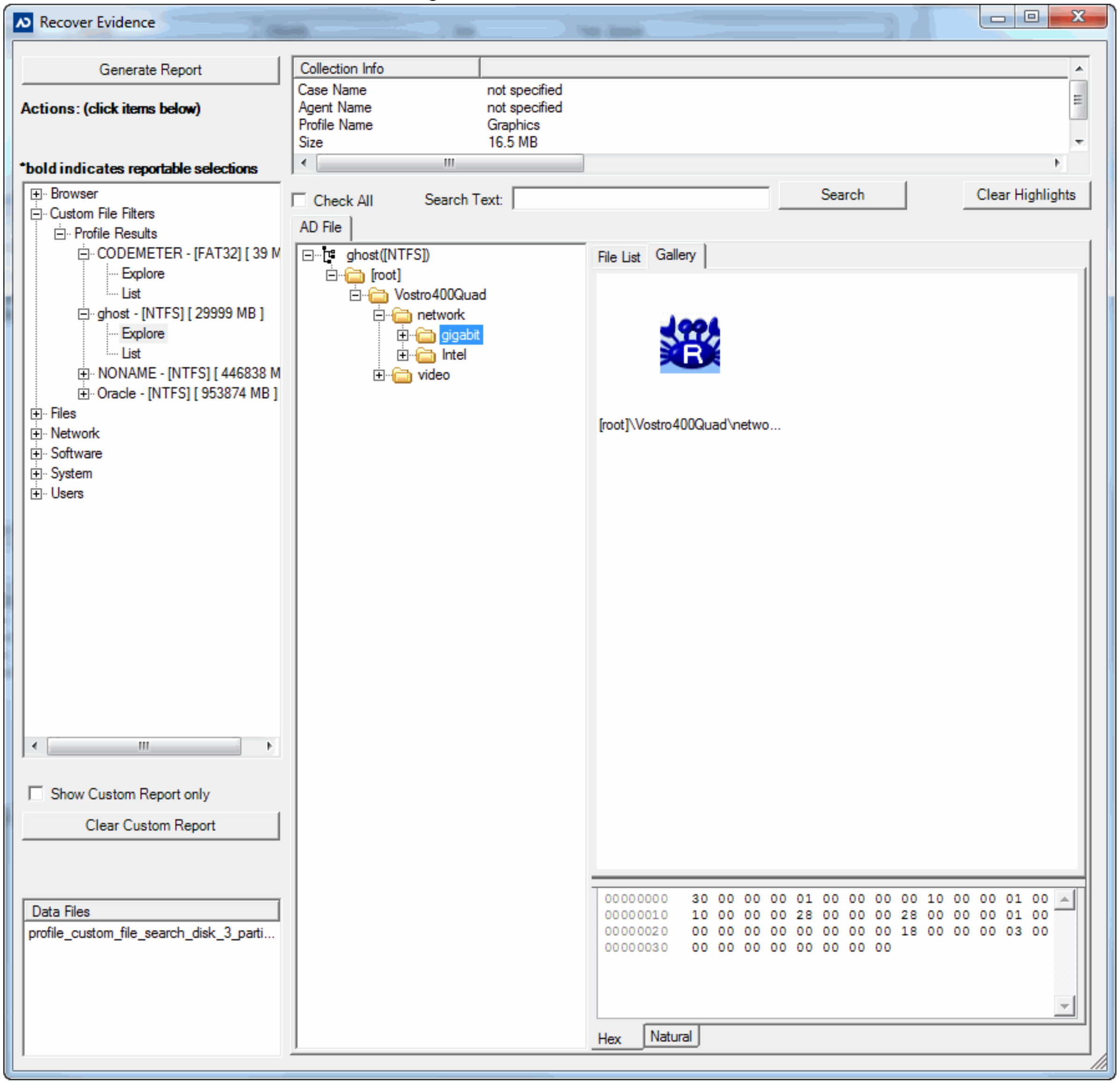
# Reviewing Saved Collections

Once you have found the collection/s you are looking for in the *Manage Collections* dialog using the filters (see Filtering Saved Collections on page 49), you can then review the collected data.

### To review saved collections

1. In the *Manage Collections* dialog, select the collection that you want to review (see Filtering Saved Collections on page 49).
2. Click **Review Collection**.

**FIGURE 4-17** Recover Evidence Dialog




3. In the *Recover Evidence* dialog, use the left panes to navigate the collected data and the AD files created during collection. Check the files that you would like to include in a custom report.

**Note:** If using Gallery View, you can right-click the thumbnail and change the size if desired.

4. Click **Generate Report** to create a report of the collection, then follow the steps found in Generating Reports for Saved Collections on page 51.

5. Close the *Recover Evidence* dialog.

# Generating Reports for Saved Collections

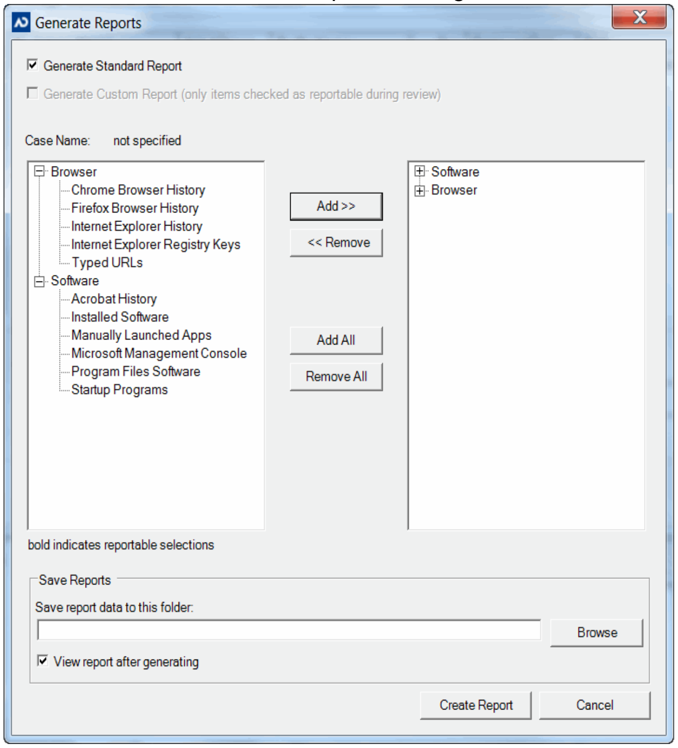
Once you have found the collection/s you are looking for in the *Manage Collections* dialog using the filters (see Filtering Saved Collections on page 49), you can then generate a report of the collected data.

### To generate a report for a saved collection

1. In the *Manage Collections* dialog, select the collection for which you want to generate a report (see Filtering Saved Collections on page 49).

2. Click **Generate Report**.

**FIGURE 4-18** Generate Reports Dialog




3. Check whether you want to generate a *Standard* or *Custom Report*.
4. Highlight the collected data that you want to include in your report and click **Add**.

**Note:** Items in bold are those items that you selected when you reviewed your data.

5. **Browse** to the location where you would like to save the generated report.
6. Check **View report after generating** to open the report after it has been generated.
7. Click **Generate Report**.
8. Click **OK**.

   If you checked to view the report, it opens in an internet browser.

# Performing Advanced Triage Tasks

This chapter describes advanced tasks that can be performed using AD Triage.

## Advanced Profile Tasks

In addition to creating a new profile (Creating a Profile (page 35)), you can also perform the following tasks:

- Copy a Profile Copying a Profile (page 53)
- Edit a Profile Editing a Profile (page 54)
- Delete a Profile Deleting a Profile (page 55)

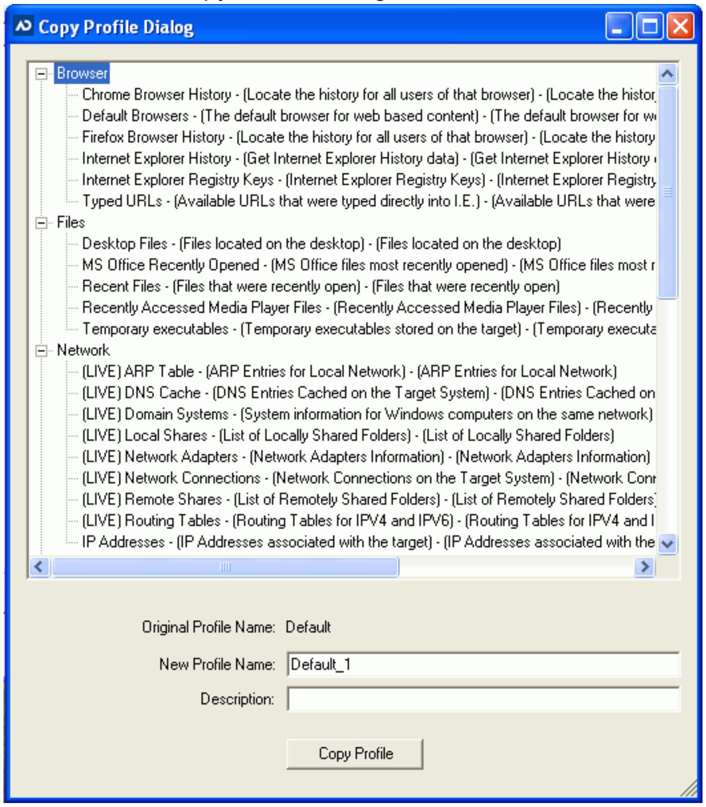
### Copying a Profile

If you want to create a profile that is very similar to an existing profile, but you don’t want to have to go through the process of creating a new profile, you can use the copy profile feature.

**To copy a profile**

1. Open the *AD Triage Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Profiles** (see Manage Profiles Dialog (page 12)).
4. In the *Profile* dialog, select the profile that you want to copy and then click **Copy Profile**.

**FIGURE 5-1** Copy Profile Dialog




5. In the *Copy Profile* dialog, review the actions for the profile and enter a **New Profile Name** and **Description**.
6. Click **Copy Profile**.
7. Click **OK**.

# Editing a Profile

You may want to edit an existing profile to remove or add actions to the profile.

**Note:** You can edit the actions of the *Default* profile, but you cannot edit the profile name.

### To edit an existing profile

1. Open the *AD Triage Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Profiles** (see Manage Profiles Dialog (page 12)).
4. In the *Profile* dialog, select the profile that you want to edit and click **Edit Profile** (see Custom Profile Wizard Welcome Screen (page 36)).
5. Click **Next** (see Custom Profile Wizard Profile Name Screen (page 36)).
6. Edit the **Profile Name** or **Description** if desired, and click **Next** (see Custom Profile Wizard Standard Actions Screen (page 37)).
7. Edit the standard actions that you want included with the profile and click **Next** (see Custom Profile Wizard Custom File Filters Screen (page 37)).
8. Edit the custom file filters that you want included with the profile and click **Next** (see Custom Profile Wizard Review Selections Screen (page 38)).

9. Review the actions applied to the profile and click **Finish**.
10. Click **Yes**.

## Deleting a Profile

If you want to remove a profile from Triage, you can delete it as long as it is not the default profile.

### To delete a profile

1. Open the AD Triage *Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Profiles** (see Manage Profiles Dialog (page 12)).
4. In the *Profile* dialog, select the profile that you want to delete and click **Delete Profile**.
5. Click **Yes**.

## Exporting a Profile

You can export a profile to a file that can then be imported to a different computer with Triage Admin on it.

### To export a profile

1. Open the AD Triage *Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Profiles** (see Manage Profiles Dialog (page 12)).
4. In the *Profile* dialog, select the profile that you want to export and click **Export Profile**.
5. Click **Yes**.
6. Browse to the location where you want to save the profile and click **Save**.
7. Click **OK**.

## Importing a Profile

You can import a profile that has been exported from the Triage Admin console.

### To import a profile

1. Open the AD Triage *Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Profiles** (see Manage Profiles Dialog (page 12)).
4. In the *Profile* dialog, click **Import Profile**.
5. Browse to the location of the profile and click **Open**.

# About Custom Filters

In the *AD Triage Admin* console, you can create custom filters, create and add custom conditions to the filters, and add your custom filters to profiles as actions to be performed during collection.

**Note:** Triage only supports binary / plain text keyword searching. Which means any compound or compressed file will most likely not produce the desired results since these files are searched from a binary perspective. FTK supports archive expansion and filtered text searching of compound documents.

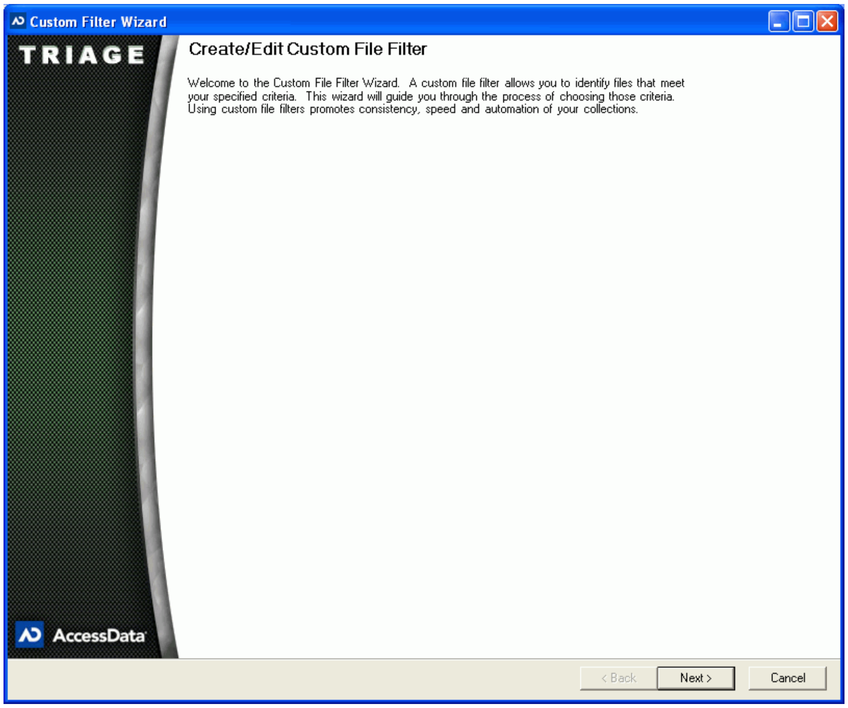
# Creating a Custom Filter

Custom filters look for files that contain specified attributes when collecting data. You can apply custom filters to profiles before creating a Triage device.

### To create a custom filter

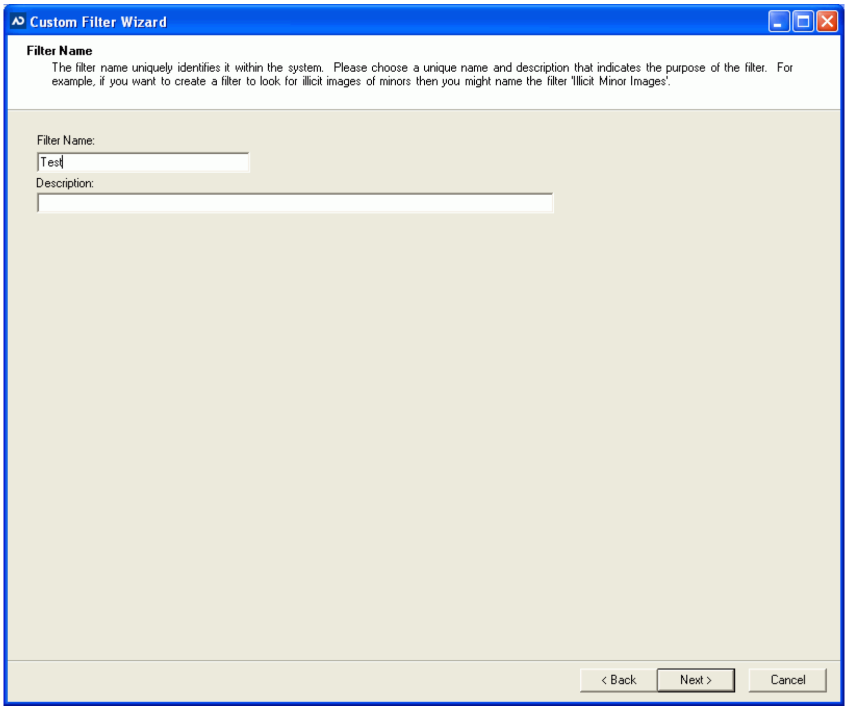
1. Open the *AD Triage Admin* main window (see Launching AD Triage Admin (page 9)).
2. Select the **Configure** tab (see AD Triage Admin Main Window Configure Tab (page 35)).
3. Click **Manage Custom Filters** (see Manage Custom Filters Dialog (page 13)).
4. In the *File Filtering* dialog, click **Create New Filter**.

**FIGURE 5-2** Custom Filter Wizard



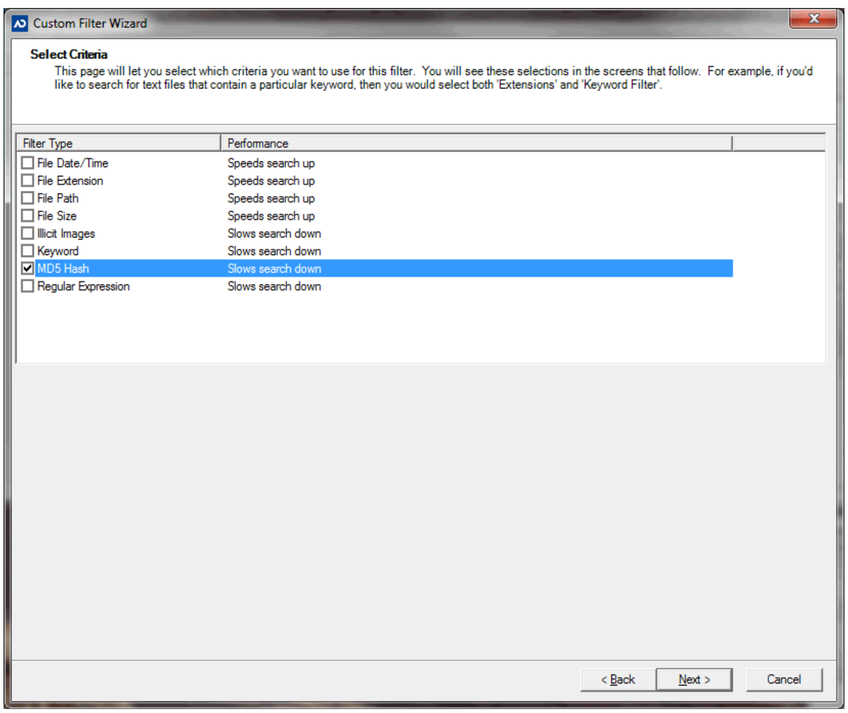

5. In the *Custom Filter Wizard*, click **Next**.

**FIGURE 5-3** Custom Filter Wizard Filter Name Screen



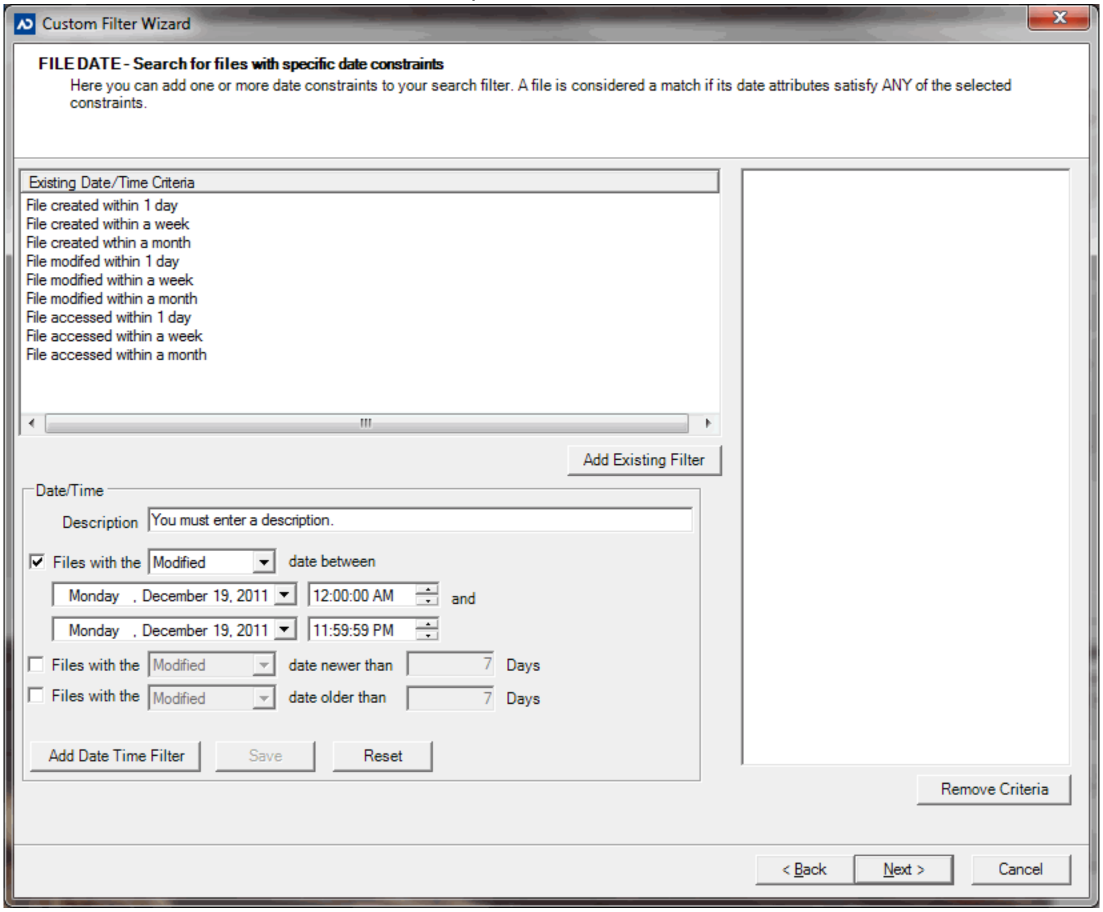

6. In the *Filter Name* screen, enter a name and description for the filter and then click **Next**.

**FIGURE 5-4** Custom Filter Wizard Select Criteria Screen




7. In the *Select Criteria* screen, check the types of groups you want included in your custom filter and then click **Next**.

**FIGURE 5-5** Custom Filter Wizard Groups Screen




8. Depending on the groups that you checked, the next screen allows you to add the specific criteria for each group to the custom filter. The following screens may appear:
   - Keyword (see Creating a Keyword Group (page 59))
   - Hash (see Creating a Hash Group (page 59))
   - Regular Expression (see Creating a Regular Expression Group (page 60))
   - File Size

   **Note:** When applying a *File Size* filter, the filter will search for the “Size on Disk” file capacity rather than the “Size” capacity when collecting data. Increase the size of your file search accordingly to accommodate this.

   - Date Time
   - Extensions
   - Path
   - Illicit Images

**Note:** Multiple conditions added under a single group name are considered an “OR” condition. Each separate group name added is considered an “AND” condition.

9. Add your criteria for each group and click **Next** until you reach the *Review Custom File Filter Constraints* screen.
10. Click **Finish**.
11. Click **OK**.

**Note:** To add the filter to a profile, click the **Update Profile** button on the *File Filtering* dialog.

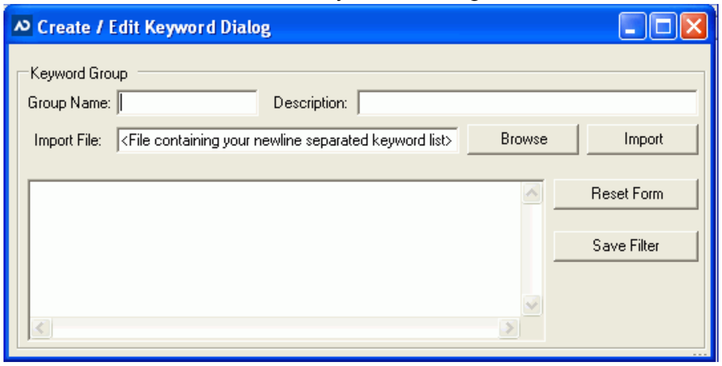
# Creating a Keyword Group

The keyword feature allows you to create a keyword group that can then be added to a custom filter. Keyword conditions search for a specific word or term in the body of files and in the file name. When performing a keyword search, the system will return any file that contains the search term without word boundries.

### To create a new keyword group

1. In the *Configure* tab, click **Keyword Groups** (seeKeywords Dialog (page 22)).
2. In the *Keywords* dialog, click **Create New Group**.

**FIGURE 5-6** Create/Edit Keyword Dialog




3. Enter a **Group Name** and **Description**.
4. (Optional) Enter an **Import File** path or browse to a file that contains the keywords you want to add to the group. Once found, click **Import** to add the keywords to the list.
5. Enter the keywords you want added to the condition in the keyword pane.

**Note:** Enter each keyword search term on its own line.

6. Click **Save Filter**.
7. Click **OK** to add the keyword to the existing filters list.
8. Click **Yes** to create another keyword group or **No** to close the dialog.
9. Add the group to a filter by following the steps in Creating a Custom Filter (page 56).

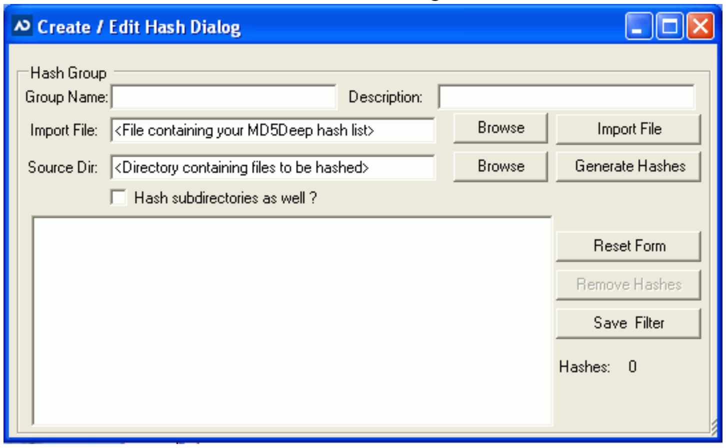
# Creating a Hash Group

The Hash feature allows you to create a hash group that can then be added to a custom filter. Hash conditions search for specified hashes during collection.

### To create a hash group

1. In the *Configure* tab, click **Hash Groups** (seeHash Filter Dialog (page 23)).
2. In the *Hash Filter* dialog, click **Create New Group**.

**FIGURE 5-7** Create/Edit Hash Dialog




3. In the *Create/Edit Hash* dialog, enter a **Group Name** and **Description** for the group.
4. Click the Import File **Browse** button to browse to the known file on your system. Then, click **Import File** to add the file to the *Hash* pane.
5. Click the Source Dir **Browse** button to browse to the directory containing files to be hashed.
6. Check the **Hash Subdirectories as well** check box to include child files for the selected known file.

**Note:** Selecting a known file greatly increases the speed of the hashing when collecting data.

7. Click **Generate Hashes** to add the hashes to the *Hash* pane.

**Note:** Clicking the **Reset Form** button clears all the fields in the dialog.

8. Click **Save Filter**.
9. Click **Yes**.
10. Click **Yes** again if you want to create a new *Hash* group or **No** to return to the *Hash Filter* dialog.
11. Add the group to a filter by following the steps in Creating a Custom Filter (page 56).

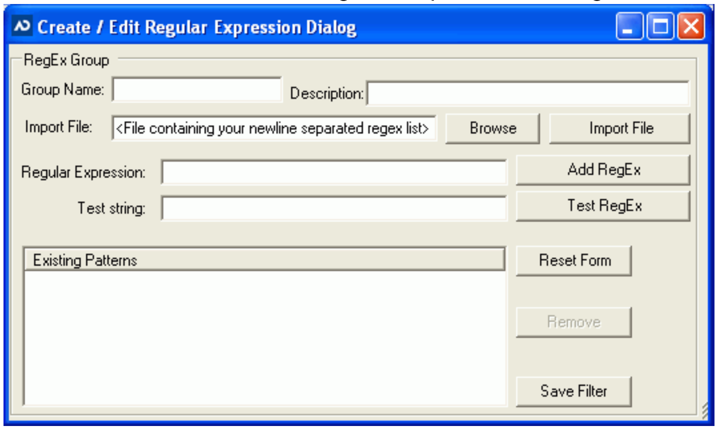
# Creating a Regular Expression Group

The *Regular Expression* feature allows you to create a regular expression condition that can then be added to a custom filter. Regular expression conditions search for a specified expression during collection.

### To create a regular expression group

1. In the *Configure* tab, click **RegEx Groups** (seeIllicit Images Filter (page 20)).
2. In the *Regular Expression* dialog, click **Create New Group**.

**FIGURE 5-8** Create/Edit Regular Expression Dialog




3. In the *Create/Edit Regular Expression* dialog, enter a **Group Name** and **Description** for the group.
4. Click the Import File **Browse** button and select a known file. Then, click **Import File** to add the regular expression to the *Regular Expression* pane.
5. Enter an expression in the **Regular Expression** field.
6. Enter a **Test String** for the regular expression.
7. Click **Test Regular Expression** button to test if the expression matches the string.
8. Click **Add Regular Expression**.

**Note:** Clicking the **Reset Form** button clears all the fields in the dialog.

9. Click **Save Filter**.
10. Click **Yes**.
11. Click **Yes** again if you want to create a new *Hash* group or **No** to return to the Hash Filter dialog.
12. Add the group to a filter by following the steps in Creating a Custom Filter (page 56).

# Advanced Saved Collections Tasks

Once you have saved a collection, you can use the Manage Saved Collections feature to perform the following advanced tasks:

- Export Saved Collections Exporting Saved Collections (page 61)
- Delete Saved Collections Deleting a Saved Collection (page 62)
- Import Saved Collections Importing a Saved Collection (page 62)

## Exporting Saved Collections

Once you have found the collection/s you are looking for in the *Manage Collections* dialog using the filters (see Filtering Saved Collections (page 49)), you can then export the collection to a designated location. This makes a copy of the collection and saves it in the location you select. You can then use the exported file and import it into another *AD Triage Admin* system for others to review.

### To export a saved collection

1. On the *Admin* tab of the *Admin* console, click **Manage Saved Collections** (see Manage Collections Dialog (page 10)).

2. In the *Manage Collections* dialog, select the collection that you want to export (see Filtering Saved Collections (page 49)).
3. Click **Export Collection.**
4. Browse to the location where you want to save the exported file.
5. Click **OK**.

## Deleting a Saved Collection

Once you have found the collection/s you are looking for in the *Manage Collections* dialog using the filters (see Filtering Saved Collections (page 49)), you can then delete the collected data from your saved collection file. This will not remove the collected data from the USB device that it originated from.

### To delete a saved collection

1. On the *Admin* tab of the *Admin* console, click **Manage Saved Collections** (see Manage Collections Dialog (page 10)).
2. In the *Manage Collections* dialog, select the collection that you want to delete (see Filtering Saved Collections (page 49)).
3. Click **Delete Collection**.
4. Click **OK**.

## Importing a Saved Collection

If you want to import a collection that is saved from another *Triage Admin* console or if you want to recover a collection that is saved on a remote share, you can use the *Import Collection* feature. Import Collection auto detects whether the case data is encrypted

### To import a saved collection

1. On the *Admin* tab of the *Admin* console, click **Manage Saved Collections** (see Manage Collections Dialog (page 10)).
2. In the *Manage Collections* dialog, click **Import Collection**.
3. Browse to the location of the file or remote directory that you want to import and click **OK**.

**Note:** To import data from a remote directory, the directory must have the following folder structure: triage > remote > casedata. Triage will not recognize directories that have an altered folder structure naming convention.

4. In the *Import Collection* dialog, select the collection(s) that you want to import and click **Import Collections**.
5. In the message box that appears, click **Yes**.

   The collection is added to your saved collections.

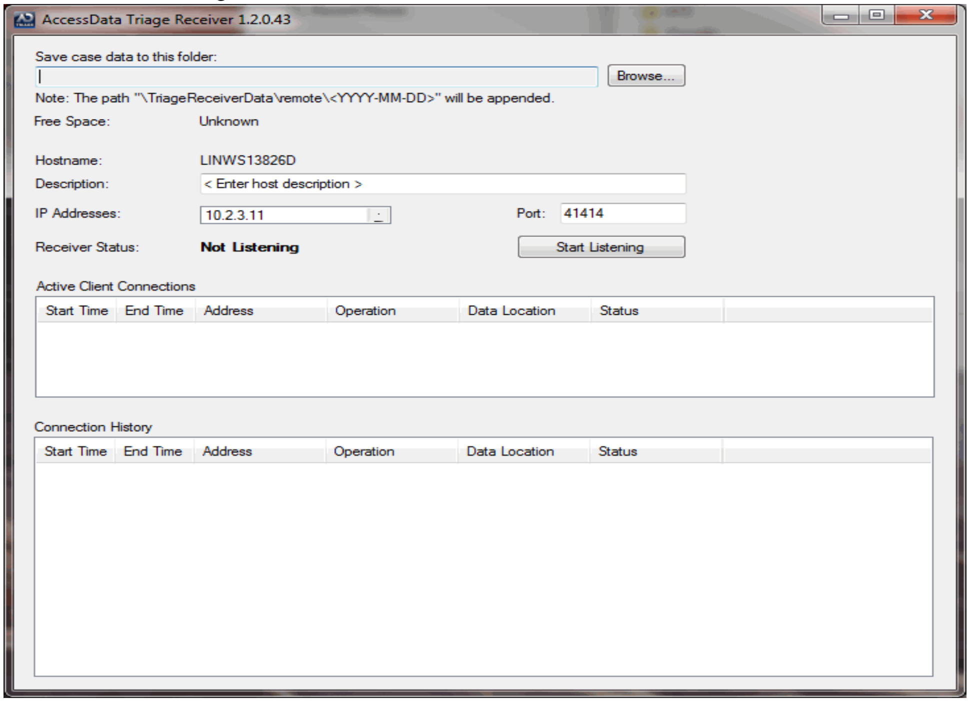
# Using the Triage Receiver

The *Triage Receiver* can be used to export collected data directly from the target system to a designated location on the same network, using the *Triage Receiver*.

### To export data to a designated location

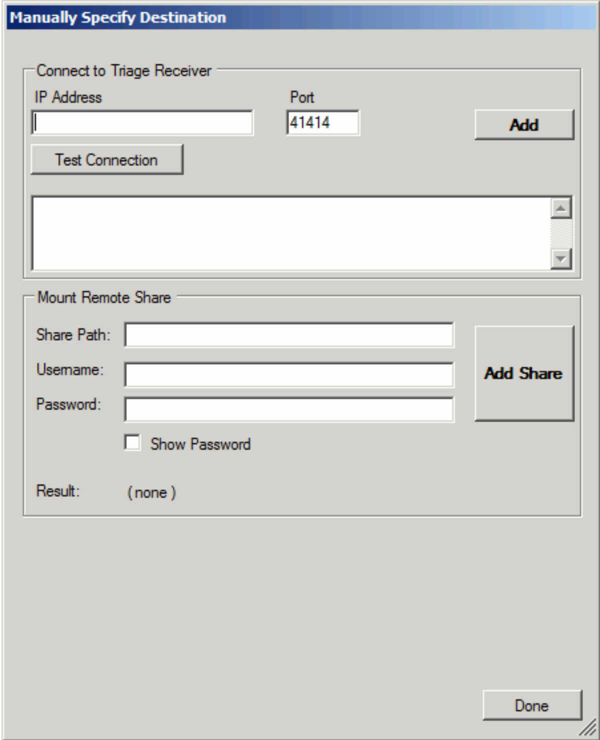
1. Select **Start > Programs > AccessData > ADTriage >TriageReceiver.exe.**

**FIGURE 5-9** Triage Receiver Window




2. In the *Triage Receiver*, click the **Data Destination Folder** browse button.
3. Select the location where you want to save the collection.
4. Click the **Start Listening** button.
5. Collect data from the target system, but do not export it yet (see Manually Collecting and Exporting Data on a Target System (page 44)).
6. In the *Collection* interface, click the **Evidence** tab.
7. Click the **Add** link.

**FIGURE 5-10** Manually Specify Destination Dialog




8. Enter the **IP Address** of the computer where you want to export the collection.
9. Enter the **Port** number where you want to export the collection.
10. Click **Test Connection**.
    The pane below the *Test Connection* button displays whether or not the connection is a success. You can also see the connection status in the *Triage Receiver* window.
11. If the test connection worked, click **Add**.
12. Click **Done**.
13. Select the computer in the *Select Destination* pane.
14. Click **Export Now!**

    The data is exported to the location that you designated.

**Note:** To import the collection into the Triage Admin console, see Importing a Saved Collection (page 62).

# Mounting to a Remote Share

When you are manually specifying a destination to export your collection, you can mount exported data to a remote share before bringing the data into the Admin console.

### To mount collected data to a remote share

1. Run the *Triage Collection* interface on the target system with your Triage USB device (see Manually Collecting and Exporting Data on a Target System (page 44)).
2. Collect data from the target system, but do not export it yet (see Manually Collecting and Exporting Data on a Target System (page 44)).
3. In the *Collection* interface, click the **Evidence** tab.
4. Click the **Manually Specify Remote Destination** link.

5. Enter the Share Path of the remote share folder where you want to export the collection.
6. Click **Add Share**.

# Appendix A Managing Security Devices and Licenses

This chapter expands on the licensing information needed to run AccessData products, including AccessData product licenses, Virtual CodeMeter activation, and Network License Server configurations.

# AccessData Product Licenses

This section acquaints you with managing AccessData product licenses. Here you will find details regarding the LicenseManager interface and how to manage licenses and update products using LicenseManager.

## Installing and Managing Security Devices

Before you can manage licenses with LicenseManager, you must install the proper security device software and/or drivers. This section explains installing and using the Wibu CodeMeter Runtime software and USB CmStick, as well as the Keylok USB dongle drivers and dongle device.

## Installing the Security Device

As discussed previously, AccessData products require a licensing security device that communicates with the program to verify the existence of a current license. The device can be the older Keylok dongle, or the newer WIBU-SYSTEMS (Wibu) CodeMeter (CmStick). Both are USB devices, and both require specific software to be installed prior to connecting the devices and running your AccessData products. You will need:

- The WIBU-SYSTEMS CodeMeter Runtime software with a WIBU-SYSTEMS CodeMeter (CmStick), either the physical USB device, or the Virtual device.
- The WIBU-SYSTEMS CodeMeter Runtime software, and the AccessData Dongle Drivers with a Keylok dongle

**Note:** Without a license security device and its related software, you can run PRTK or DNA in Demo mode only.

The CmStick or dongle should be stored in a secure location when not in use.

You can install your AccessData product and the CodeMeter software from the shipping CD or from downloadable files available on the AccessData website at www.accessdata.com.

Click **Support > Downloads**, and browse to the product to download. Click the download link and save the file locally prior to running the installation files.

### Installing the CodeMeter Runtime Software

When you purchase the full PRTK package, AccessData provides a USB CmStick with the product package. The green Keylok dongles are no longer provided, but can be purchased separately through your AccessData Sales Representative.

To use the CmStick, you must first install the CodeMeter Runtime software, either from the shipping CD, or from the setup file downloaded from the AccessData Web site.

## Locating the Setup File

To install the CodeMeter Runtime software from the CD, you can browse to the setup file, or select it from the Autorun menu.

### To download the CodeMeter Runtime software

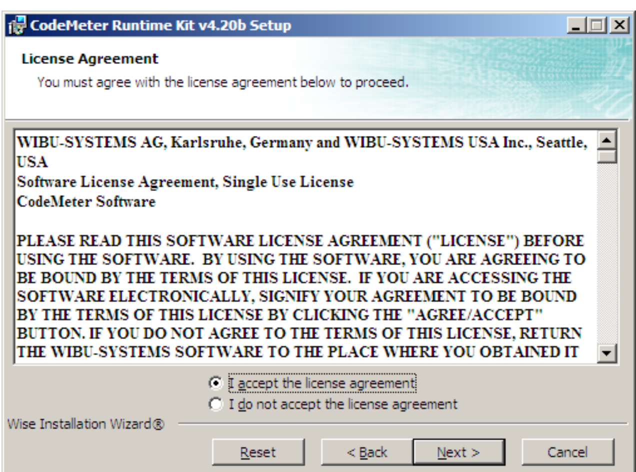
1. Go to [www.accessdata.com](www.accessdata.com) and do the following:
2. Click **Support** > **Downloads**.
3. Find one of the following, according to your system:
   - CodeMeter Runtime 4.20b (32 bit)
     MD5: 2e658fd67dff9da589430920624099b3
     (MD5 hash applies only to this version)
   - CodeMeter Runtime 4.20b (64 bit)
     MD5: b54031002a1ac18ada3cb91de7c2ee84
     (MD5 hash applies only to this version)
4. Click the **Download** link.
5. Save the file to your PC and run after the download is complete.

When the download is complete, double-click on the **downloaded file.**

### To run the CodeMeter Runtime Setup

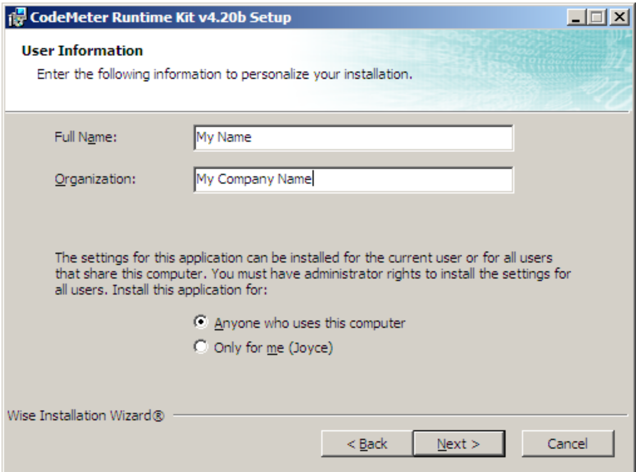
1. Double-click the **CodeMeterRuntime[*32 or 64*]_4.20b.exe.**
2. In the Welcome dialog, click **Next**.
3. Read and accept the License Agreement

**FIGURE A-1** CodeMeter Runtime Setup: License Agreement.



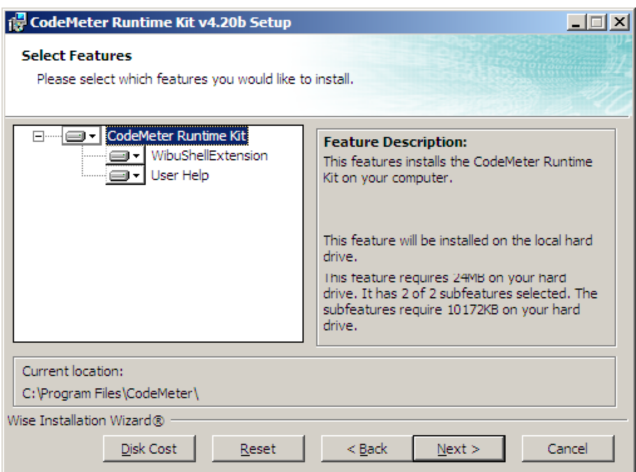

4. Click **Next**.
5. Enter User Information.

**FIGURE A-2** CodeMeter Runtime Setup: User Information



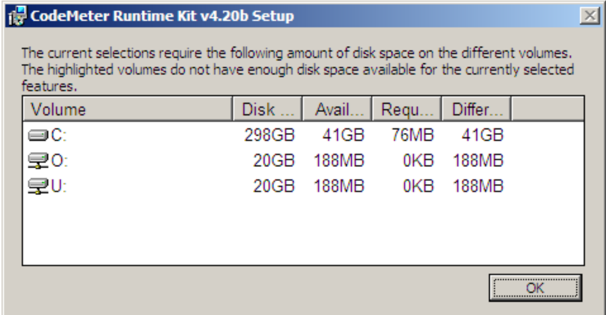

6. Specify whether this application should be available only when you log in, or for anyone who uses this computer.
7. Click **Next**.

**FIGURE A-3** CodeMeter Runtime Setup: Select Features



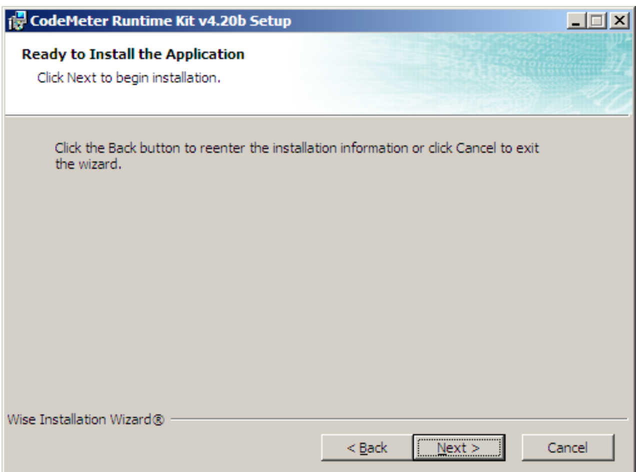

8. Select the features you want to install.
9. Click Disk Cost to see how much space the installation of CodeMeter software takes, and drive space available This helps you determine the destination drive.

**FIGURE A-4** CodeMeter Runtime Setup: Disk Cost




10. Click *OK*.
11. Click **Next**.

**FIGURE A-5** CodeMeter Runtime Setup: Ready to Install




12. When you are satisfied with the options you have selected, click **Next**.

**FIGURE A-6** CodeMeter Runtime Setup: Successfully Installed


13. Installation will run its course. When complete, you will see the “CodeMeter Runtime Kit v4.20b has been successfully installed” screen. Click **Finish** to exit the installation.

### The CodeMeter Control Center

When the CodeMeter Runtime installation is complete, the CodeMeter Control Center pops up. This is a great time to connect the CmStick and verify that the device is recognized and is Enabled. Once verified, you can close the control center and run your AccessData product(s).

When the software is installed, but the CmStick is not connected, you will see a system tray icon that looks like this:

When the software is installed, and the CmStick is connected and recognized, you will see a system tray icon that looks like this:

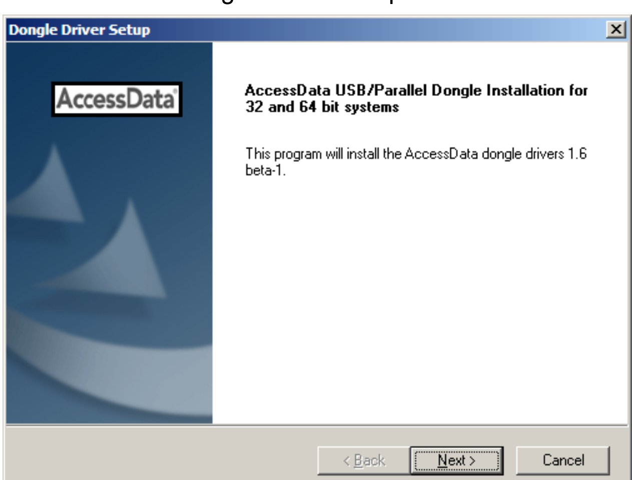
For the most part there is nothing you need to do with this control center, and you need make no changes using this tool with very few exceptions. If you have problems with your CmStick, contact AccessData Support and an agent will walk you through any troubleshooting steps that may need to be performed.

## Installing Keylok Dongle Drivers

**To install the Keylok USB dongle drivers**

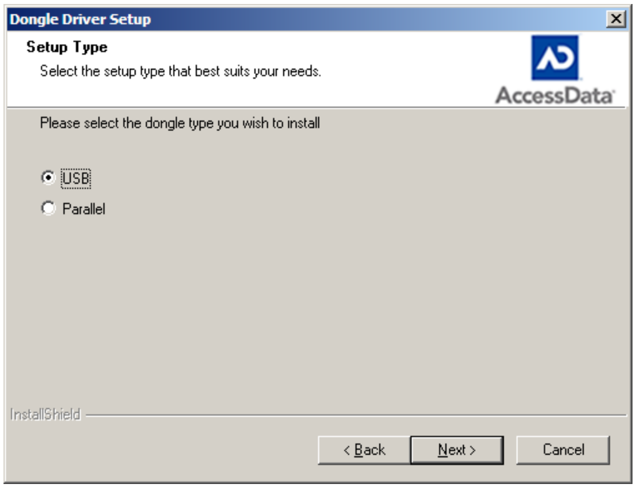
1. Choose one of the following methods:
   - If installing from CD, insert the CD into the CD-ROM drive and click **Install the Dongle Drivers.**
     If auto-run is not enabled, select **Start** > **Run**. Browse to the CD-ROM drive and select `Autorun.exe`.
   - If installing from a file downloaded from the AccessData Web site, locate the `Dongle_driver_1.6.exe` setup file, and double-click it.

**FIGURE A-7** Dongle Driver Setup



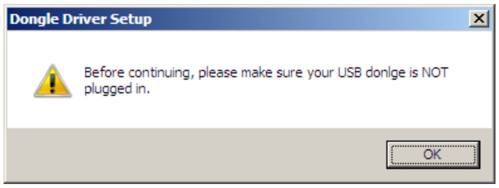

2. Click **Next.**

**FIGURE A-8** Dongle Driver Setup: Choose Setup Type for Dongle




3. Select the type of dongle to install the drivers for.
4. Click **Next**.

**FIGURE A-9** Dongle Driver Setup: Ensure USB Device is not Plugged In



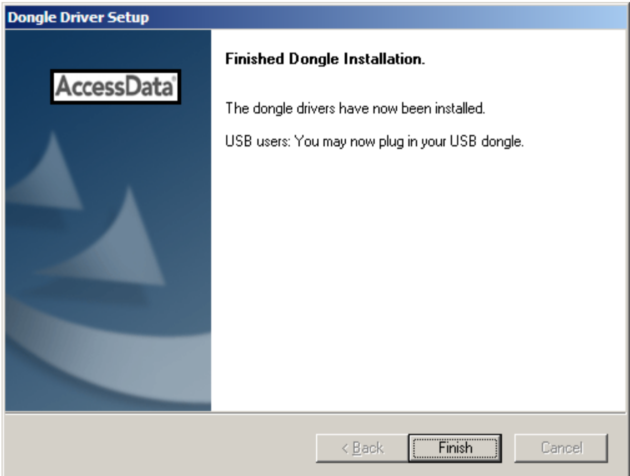

5. If you have a USB dongle, verify that it is not connected.
6. Click **OK**.

   A message box appears telling you that the installation is progressing.

**FIGURE A-10** Setup Progress Message Box.


7. When you see the Dongle Driver Setup window that says, “Finished Dongle Installation,” click **Finish**.

**FIGURE A-11** Dongle Driver Setup: Finished




8. Connect the USB dongle. Wait for the Windows Found New Hardware wizard, and follow the prompts.

**Important:** If the Windows Found New Hardware wizard appears, complete the wizard. Do not close without completing, or the dongle driver will not be installed.

## Windows Found New Hardware Wizard

When you connect the dongle after installing the dongle drivers, you should wait for the Windows Found New Hardware Wizard to open. It is not uncommon for users to disregard this wizard, and then find that the dongle is not recognized and their AccessData software will not run.

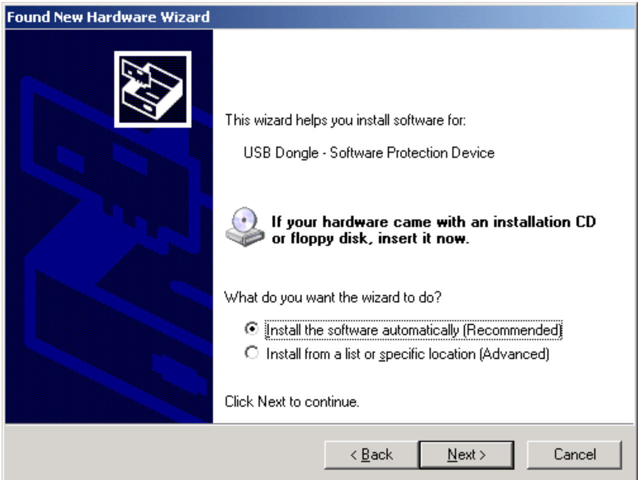
### To configure the dongle using the Found New Hardware Wizard

1. When prompted whether to connect to Windows Update to search for software, choose, “No, not this time.”

**FIGURE A-12** Found New Hardware Wizard: Welcome


2. Click **Next**.
3. When prompted whether to install the software automatically or to install from a list of specific locations, choose, “Install the software automatically (Recommended).”

**FIGURE A-13** Found New Hardware Wizard: Install Automatically




4. Click **Next.**
5. Click **Finish** to close the wizard.

**FIGURE A-14** Found New Hardware Wizard: Complete


Once you have installed the dongle drivers and connected the dongle and verified that Windows recognizes it, you can use LicenseManager to manage product licenses.

# Installing LicenseManager

LicenseManager lets you manage product and license subscriptions using a security device or device packet file.

### To download the LicenseManager installer from the AccessData web site

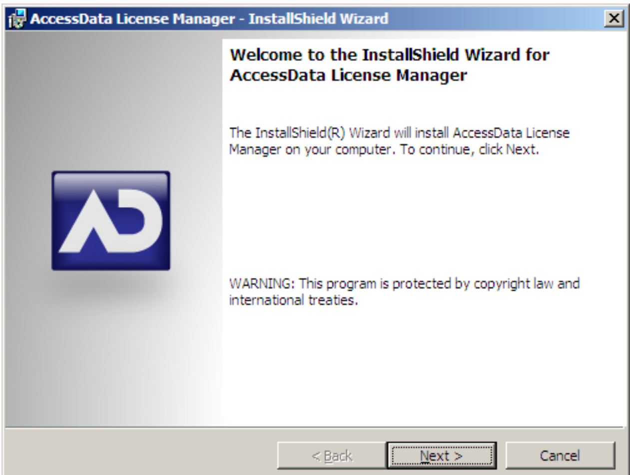
1. Go to the AccessData download page at: http://www.accessdata.com/downloads.htm.
2. On the download page, click the **LicenseManager Download** link.
3. Save the installation file to your download directory or other temporary directory on your drive.
   **3a.** The current version information is as follows:

- License Manager version 3.1.1 (LicenseManager_3.1.1.exe)
- Release Date: March 25, 2010
- MD5: 2e645ca8b0ca57aafbc156213be2147f (for this version only)

### To install LicenseManager

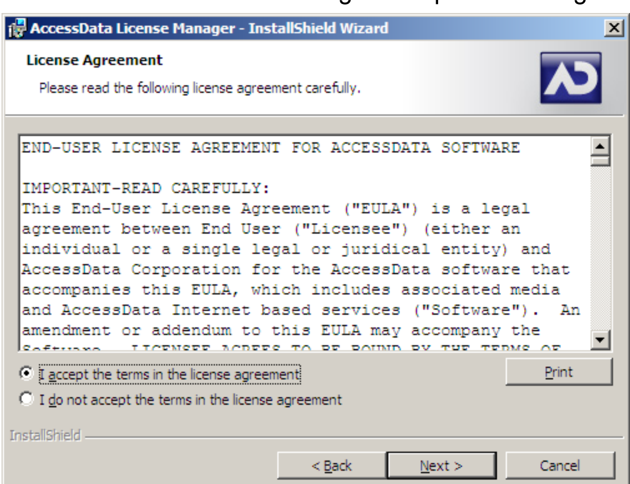
1. Navigate to, and double-click the installation file.
2. Wait for the *Preparing to Install* processes to complete.
3. Click **Next** on the Welcome screen

**FIGURE A-15** LicenseManager Setup: Welcome.




4. Read and accept the License Agreement
5. Click **Next**.

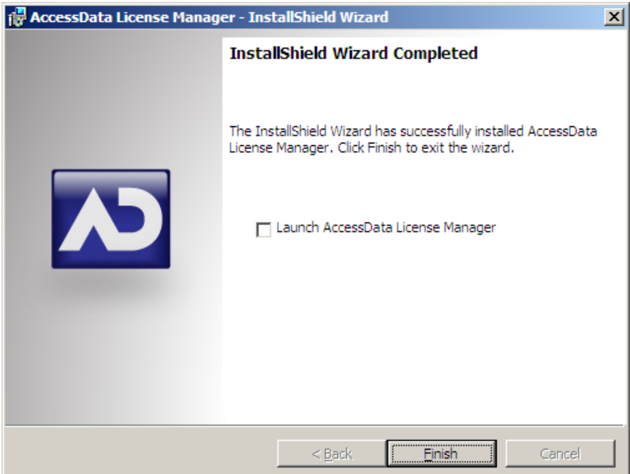
**FIGURE A-16** LicenseManager Setup: License Agreement.




6. Accept the default destination folder, or select a different one.
7. Click **Next**.
8. In the Ready to Install the Program dialog, click **Back** to review or change any of the installation settings. When you are ready to continue, click **Install**.
9. Wait while the installation completes.

10. If you want to launch LicenseManager after completing the installation, mark the **Launch AccessData LicenseManager** check box.

**FIGURE A-17** LicenseManager Setup: Completed




11. Select the **Launch AccessData LicenseManager** check box to run the program upon finishing the setup.
12. Click **Finish** to finalize the installation and close the wizard.

# Starting LicenseManager

### To launch LicenseManager

1. Launch LicenseManager in any of the following ways:
    - Execute LicenseManager.exe from C:\Program Files\AccessData\Common Files\AccessData LicenseManager\.
    - Click **Start > All Programs > AccessData > LicenseManager > LicenseManager.**
    - Click or double-click (depending on your Windows settings) the **LicenseManager** icon on your desktop .
    - From some AccessData programs, you can run LicenseManager from the **Tools > Other Applications** menu. This option is not available in PRTK or DNA.

When starting, LicenseManager reads licensing and subscription information from the installed and connected WIBU-SYSTEMS CodeMeter Stick, or Keylok dongle.

### If using a Keylok dongle, and LicenseManager either does not open or displays the message, “Device Not Found”

1. Make sure the correct dongle driver is installed on your computer.
2. With the dongle connected, check in Windows Device Manager to make sure the device is recognized. If it has an error indicator, right click on the device and choose Uninstall.
3. Remove the dongle after the device has been uninstalled.
4. Reboot your computer.
5. After the reboot is complete, and all startup processes have finished running, connect the dongle.
6. Wait for Windows to run the Add New Hardware wizard. If you already have the right dongle drivers installed, do not browse the internet, choose, “No, not this time.”
7. Click **Next** to continue.

8. On the next options screen, choose, “Install the software automatically (Recommended)
9. Click **Next** to continue.
10. When the installation of the dongle device is complete, click Finish to close the wizard.
11. You still need the CodeMeter software installed, but will not need a CodeMeter Stick to run LicenseManager.

**If using a CodeMeter Stick, and LicenseManager either does not open or displays the message, “Device Not Found”**

1. Make sure the CodeMeter Runtime 4.20b software is installed. It is available at www.accessdata.com/support. Click Downloads and browse to the product. Click on the download link. You can **Run** the product from the Website, or **Save** the file locally and run it from your PC. Once the CodeMeter Runtime software is installed and running, you will see a gray icon in your system tray: .
2. Make sure the CodeMeter Stick is connected to the USB port. When the CmStick is then connected, you will see the icon change to look like this: .

If the CodeMeter Stick is not connected, LicenseManager still lets you to manage licenses using a security device packet file if you have exported and saved the file previously.

**To open LicenseManager without a CodeMeter Stick installed**

1. Click **Tools** > **LicenseManager**.
   LicenseManager displays the message, “Device not Found”.
2. Click **OK**, then browse for a security device packet file to open.

**Note:** Although you can run LicenseManager using a packet file, AccessData products will not run with a packet file alone. You must have the CmStick or dongle connected to the computer to run AccessData products that require a license.

# Using LicenseManager

LicenseManager provides the tools necessary for managing AccessData product licenses on a WIBU-SYSTEMS CodeMeter Stick security device, a Keylok dongle, a Virtual Dongle, or in a security device packet file.

LicenseManager displays license information, allows you to add licenses to or remove existing licenses from a dongle or CmStick. LicenseManager, and can also be used to export a security device packet file. Packet files can be saved and reloaded into LicenseManager, or sent via email to AccessData support.

In addition, you can use LicenseManager to check for product updates and in some cases download the latest product versions.

LicenseManager displays CodeMeter Stick information (including packet version and serial number) and licensing information for all AccessData products. The Purchase Licenses button connects directly to the AccessData website and allows you to browse the site for information about products you may wish to purchase. Contact AccessData by phone to speak with a Sales Representative for answers to product questions, and to purchase products and renew licenses and subscriptions.

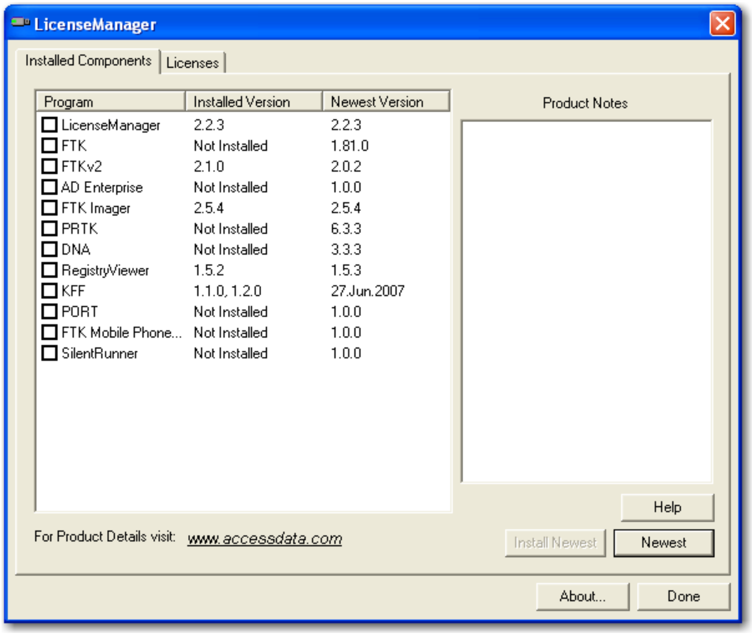
# The LicenseManager Interface

The LicenseManager interface consists of two tabs that organize the options in the LicenseManager window: the Installed Components tab and the Licenses tab.

### The Installed Components Tab

The Installed Components tab lists the AccessData programs installed on the machine. The Installed Components tab is displayed in the following figure.

**FIGURE A-18** LicenceManager Installed Components




The following information is displayed on the Installed Components tab:

**TABLE A-1** LicenseManager Installed Components Tab Features

| Item | Description |
|---|---|
| Program | Lists all AccessData products installed on the host. |
| Installed Version | Displays the version of each AccessData product installed on the host. |
| Newest Version | Displays the latest version available of each AccessData product installed on the host. Click **Newest** to refresh this list. |
| Product Notes | Displays notes and information about the product selected in the program list. |
| AccessData Link | Links to the AccessData product page where you can learn more about AccessData products. |

The following buttons provide additional functionality from the Installed Components tab:

**TABLE A-2** LicenseManager Installed Components Buttons

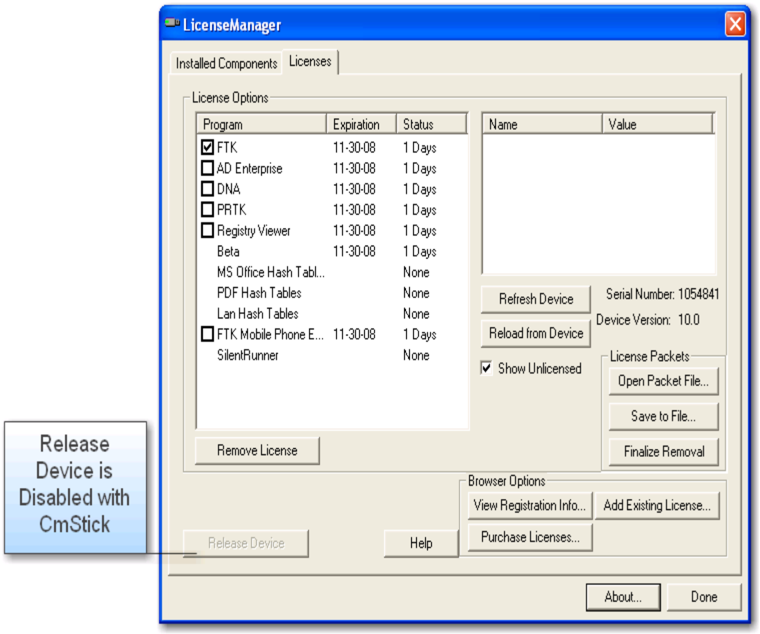
| Button | Function |
|---|---|
| Help | Opens the LicenseManager Help web page. |
| Install Newest | Installs the newest version of the programs checked in the product window, if that program is available for download. You can also get the latest versions from our website using your Internet browser. |
| Newest | Updates the latest version information for your installed products. |
| About | Displays the About LicenseManager screen. Provides version, copyright, and trademark information for LicenseManager. |
| Done | Closes LicenseManager. |

Use the Installed Components tab to manage your AccessData products and stay up to date on new releases.

## The Licenses Tab

The Licenses tab displays CodeMeter Stick information for the current security device packet file and licensing information for AccessData products available to the owner of the CodeMeter Stick, as displayed in the following figure.

**FIGURE A-19** LicenseManager Licenses Tab




The Licenses tab provides the following information:

**TABLE A-3** LicenseManager Licenses Tab Features

| Column | Description |
|---|---|
| Program | Shows the owned licenses for AccessData products. |
| Expiration Date | Shows the date on which your current license expires. |
| Status | Shows these status of that product's license:<br>● **None**: the product license is not currently owned<br>● **Days Left**: displays when less than 31 days remain on the license.<br>● **Never**: the license is permanently owned. This generally applies to Hash Tables and Portable Office Rainbow Tables. |
| Name | Shows the name of additional parameters or information a product requires for its license. |
| Value | Shows the values of additional parameters or information a product contained in or required for its license. |
| Show Unlicensed | When checked, the License window displays all products, whether licensed or not. |

The following license management actions can be performed using buttons found on the License tab:

**TABLE A-4** License Management Options

| Button | Function |
|---|---|
| Remove License | Removes a selected license from the Licenses window and from the CodeMeter Stick or dongle. Opens the AccessData License Server web page to confirm success. |
| Refresh Device | Connects to the AccessData License Server. Downloads and overwrites the info on the CodeMeter Stick or dongle with the latest information on the server. |
| Reload from Device | Begins or restarts the service to read the licenses stored on the CodeMeter Stick or dongle. |
| Release Device | Click to stop the program reading the dongle attached to your machine, much like Windows' Safely Remove Hardware feature. Click this button before removing a dongle. This option is disabled for the CodeMeter Stick. |
| Open Packet File | Opens Windows Explorer, allowing you to navigate to a .PKT file containing your license information. |
| Save to File | Opens Windows Explorer, allowing you to save a .PKT file containing your license information. The default location is My Documents. |
| Finalize Removal | Finishes the removal of licenses in the unbound state. Licenses must be unbound from the CmStick or dongle before this button takes effect. |
| View Registration Info | Displays an HTML page with your CodeMeter Stick number and other license information. |
| Add Existing License | Allows you to bind an existing unbound license to your CodeMeter Stick, through an internet connection to the AccessData License Server. |
| Purchase License | Brings up the AccessData product page from which you can learn more about AccessData products. |
| About | Displays the About LicenseManager screen. Provides version, copyright, and trademark information for LicenseManager. |
| Done | Closes LicenseManager. |

## Opening and Saving Dongle Packet Files

You can open or save dongle packet files using LicenseManager. When started, LicenseManager attempts to read licensing and subscription information from the dongle. If you do not have a dongle installed, LicenseManager lets you browse to open a dongle packet file. You must have already created and saved a dongle packet file to be able to browse to and open it.

### To save a security device packet file

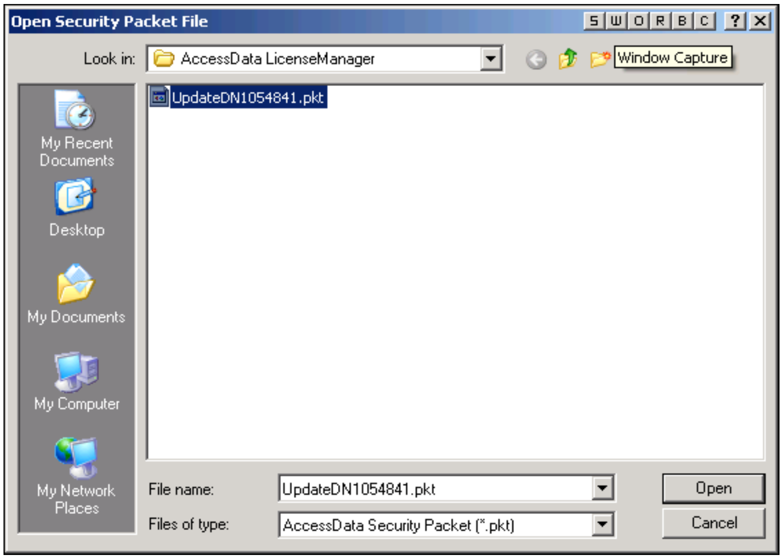
1. Click the **Licenses** tab, then under License Packets, click **Save to File**.
2. Browse to the desired folder and accept the default name of the PKT file; then click **Save**.

**Note:** In general, the best place to save the PKT files is in the AccessData LicenseManager folder. The default path is **C:\Program Files\AccessData\Common Files\AccessData LicenseManager**.

### To open a security device packet file

1. Select the **Licenses** tab.
2. Under License Packets, click **Open Packet File**.
3. Browse for a dongle packet file to open. Select the file and click **Open**.

**FIGURE A-20** LicenseManager Open Packet File




# Adding and Removing Product Licenses

On a computer with an Internet connection, LicenseManager lets you add available product licenses to, or remove them from, a dongle.

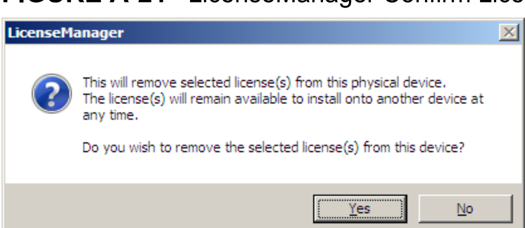
To move a product license from one dongle to another dongle, first remove the product license from the first dongle. You must release that dongle, and connect the second dongle before continuing. When the second dongle is connected and recognized by Windows and LicenseManager, click on the Licenses tab to add the product license to the second dongle.

## Removing a License

**To remove (unassociate, or unbind) a product license**

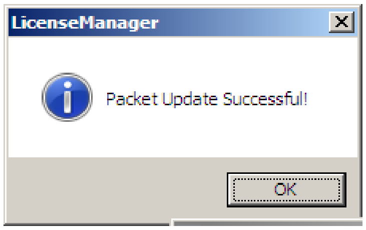
1. From the Licenses tab, mark the program license to remove.
   This action activates the Remove License button below the Program list box.
2. Click **Remove License** to connect your machine to the AccessData License Server through the internet.
3. When you are prompted to confirm the removal of the selected license(s) from the device, click **Yes** to continue, or **No** to cancel.

**FIGURE A-21** LicenseManager Confirm License Release




4. Several screens appear indicating the connection and activity on the License Server, and when the license removal is complete, the following screen appears.

**FIGURE A-22** LicenseManager Packet Update Successful




5. Click **OK** to close the message box.

   Another internet browser screen appears from LicenseManager with a message that says, “The removal of your license(s) from Security Device was successful!” You may close this box at any time.

## Adding a License

### To add a new or released license

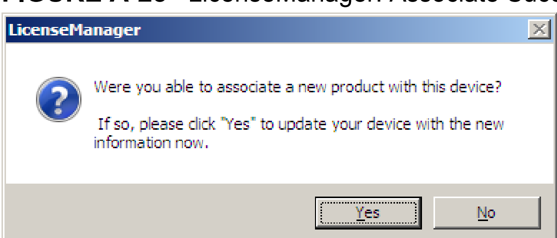
1. From the Licenses tab, under Browser Options, click **Add Existing License.**

   The AccessData LicenseManager Web page opens, listing the licenses currently bound to the connected security device, and below that list, you will see the licenses that currently are not bound to any security device. Mark the box in the Bind column for the product you wish to add to the connected device, then click **Submit**.

2. An AccessData LicenseManager Web page will open, displaying the following message, “The AccessData product(s) that you selected has been bound to the record for Security Device *nnnnnnn* within the Security Device Database.

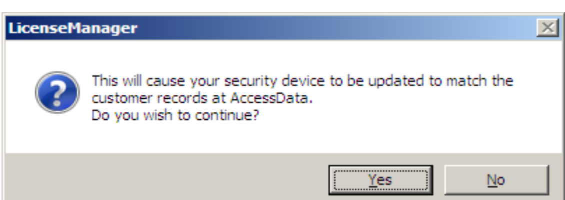
   “Please run LicenseManager’s “Refresh Device” feature in order to complete the process of binding these product license(s) to this Security Device.” You may close this window at any time.

**FIGURE A-23** LicenseManager: Associate Successful?




3. Click **Yes** if LicenseManager prompts, “Were you able to associate a new product with this device?”
4. Click **Refresh Device** in the Licenses tab of LicenseManager. Click **Yes** when prompted.

**FIGURE A-24** LicenseManager: Continue Updating Security Device?




You will see the newly added license in the License Options list.

## Adding and Removing Product Licenses Remotely

While LicenseManager requires an Internet connection to use some features, you can add or remove licenses from a dongle packet file for a dongle that resides on a computer, such as a forensic lab computer, that does not have an Internet connection.

If you cannot connect to the Internet, the easiest way to move licenses from one dongle to another is to physically move the dongle to a computer with an Internet connection, add or remove product licenses as necessary using LicenseManager, and then physically move the dongle back to the original computer. However, if you cannot move the dongle—due to organization policies or a need for forensic soundness—then transfer the packet files and update files remotely.

### Adding a License Remotely

#### To remotely add (associate or bind) a product license

1. On the computer where the security device resides:
   - **1a.** Run LicenseManager.
   - **1b.** From the **Licenses** tab, click **Reload from Device** to read the dongle license information.
   - **1c.** Click **Save to File** to save the dongle packet file to the local machine.
2. Copy the dongle packet file to a computer with an Internet connection.
3. On the computer with an Internet connection:
   - **3a.** Remove any attached security device.
   - **3b.** Launch LicenseManager. You will see a notification, "No security device found".
   - **3c.** Click *OK*.
   - **3d.** An "Open" dialog box will display. Highlight the PKT file, and click **Open**.
   - **3e.** Click on the **Licenses** tab.
   - **3f.** Click **Add Existing License.**
   - **3g.** Complete the process to add a product license on the Website page.
   - **3h.** Click **Yes** when the LicenseManager prompts, "Were you able to associate a new product with this dongle?"
   - **3i.** When LicenseManager does not detect a dongle or the serial number of the dongle does not match the serial number in the dongle packet file, you are prompted to save the update file, `[serial#].wibuCmRaU`.
   - **3j.** Save the update file to the local machine.
4. After the update file is downloaded, copy the update file to the computer where the dongle resides:
5. On the computer where the dongle resides:
   - **5a.** Run the update file by double-clicking it. (`[serial#].wibuCmRaU` is an executable file.)
   - **5b.** After an update file downloads and installs, click *OK.*
   - **5c.** Run LicenseManager.
   - **5d.** From the Licenses tab, click **Reload from Device** to verify the product license has been added to the dongle.

### Removing a License Remotely

#### To remotely remove (unassociate, or unbind) a product license

1. On the computer where the dongle resides:

**1a.** Run LicenseManager.

**1b.** From the Licenses tab, click **Reload from Device** to read the dongle license information.

**1c.** Click **Save to File** to save the dongle packet file to the local machine.

**2.** Copy the file to a computer with an Internet connection.

**3.** On the computer with an Internet connection:

**3a.** Launch LicenseManager. You will see a notification, “No security device found”.

**3b.** Click *OK*.

**3c.** An “Open” dialog box will display. Highlight the **.**PKT file, and click **Open**.

**3d.** Click on the Licenses tab.

**3e.** Mark the box for the product license you want to unassociate; then click **Remove License.**

**3f.** When prompted to confirm the removal of the selected license from the dongle, click **Yes**.

**3g.** When LicenseManager does not detect a dongle or the serial number of the dongle does not match the serial number in the dongle packet file, you are prompted save the update file.

**3h.** Click **Yes** to save the update file to the local computer.

**3i.** The Step 1 of 2 dialog details how to use the dongle packet file to remove the license from a dongle on another computer.

**3j.** Save the update file to the local machine.

**4.** After the update file is downloaded, copy the update file to the computer where the dongle resides.

**5.** On the computer where the dongle resides:

**5a.** Run the update file by double-clicking it. This runs the executable update file and copies the new information to the security device.

**5b.** Run LicenseManager

**5c.** On the Licenses tab, click **Reload from Device** in LicenseManager to read the security device and allow you to verify the product license is removed from the dongle.

**5d.** Click **Save to File** to save the updated dongle packet file to the local machine.

**6.** Copy the file to a computer with an Internet connection.

# Updating Products

You can use LicenseManager to check for product updates and download the latest product versions.

## Checking for Product Updates

To check for product updates, on the Installed Components tab, click **Newest**. This refreshes the list to display what version you have installed, and the newest version available.

## Downloading Product Updates

To install the newest version, mark the box next to the product to install, then click **Install Newest**.

**Note:** Some products, such as FTK 2.x, Enterprise, and others, are too large to download, and are not available. A notification displays if this is the case.

#### To download a product update

1. Ensure that LicenseManager displays the latest product information by clicking the Installed Components tab. Click **Newest** to refresh the list showing the latest releases, then compare your installed version to the latest release.

   If the latest release is newer than your installed version, you may be able to install the latest release from the AccessData website.
2. Ensure that the program you want to install is not running.
3. Mark the box next to the program you want to download; then click **Install Newest**.
4. When prompted, click **Yes** to download the latest install version of the product.

   **4a.** If installing the update on a remote computer, copy the product update file to another computer.
5. Install the product update. You may need to restart your computer after the update is installed.

## Purchasing Product Licenses

Use LicenseManager to link to the AccessData website to find information about all our products.

Purchase product licenses through your AccessData Sales Representative. Call 801-377-5410 and follow the prompt for Sales, or send an email to sales@accessdata.com.

**Note:** Once a product has been purchased and appears in the AccessData License Server, add the product license to a CodeMeter Stick, dongle, or security device packet file by clicking **Refresh Device**.

## Sending a Dongle Packet File to Support

Send a security device packet file **only** when specifically directed to do so by AccessData support.

#### To create a dongle packet file

1. Run LicenseManager
2. Click on the Licenses tab.
3. Click **Load from Device**.
4. Click **Refresh Device** if you need to get the latest info from AD’s license server.
5. Click **Save to File**, and note or specify the location for the saved file.
6. Attach the dongle packet file to an email and send it to:
   support@accessdata.com.