

# **EnCase™ Forensic CE 22.3**

## **Release Notes**

Product Released: 2022-07-29

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# 1 Introduction

These Release Notes provide an overview of EnCase Forensic 22.3, including new features, delivery information, and supported platforms.

OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check OpenText My Support (<https://support.opentext.com>) for any patches or documentation updates that may have been posted after the initial release of this product.

## 1.1 Release Notes revision history

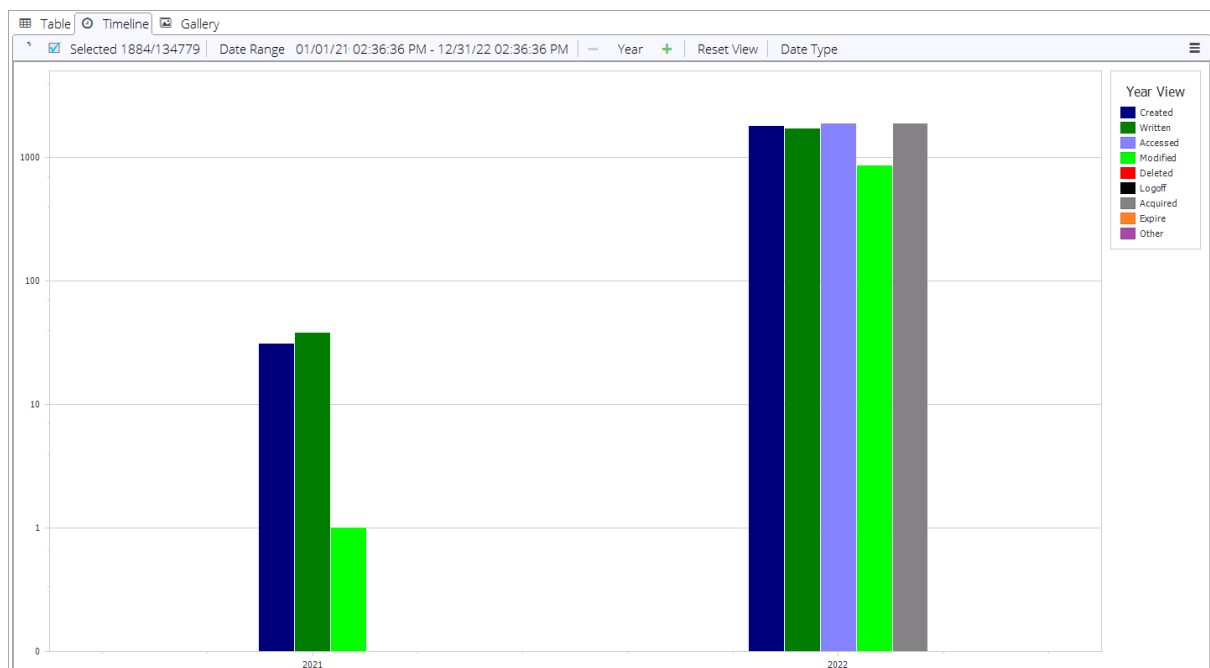
Revision date	Sections revised	Description of revisions
2022-07-29	First release.	All new content.

# 2 New features

This section provides an overview of EnCase Forensic 22.3 new features.

## 2.1 New timeline view

The timeline feature in EnCase Forensic has been completely updated and modernized. Select files in the Tree or Table view and switch to the Timeline view to see the selected evidence in the new Timeline format. Users can drill down on the data, adjust the date range, and customize which data types are displayed. Hover over a column to get a count of data types in that date bucket. Timeline



data can be selected and bookmarked. The new Timeline view has numerous, flexible ways of viewing and presenting data visually. See the *EnCase Forensic User Guide* for more information.

## 2.2 AFF4 logical write support

EnCase Forensic now supports logical evidence file creation in AFF4-L format.

The following compression options are available:

- Disabled (no compression)
- Snappy
- LZ4
- Deflate
- Deflate (Zhlub)

The following algorithms are supported for creating linear hashes:

- MD5
- SHA1
- SHA256
- SHA512
- Blake2b512

EnCase Forensic users have access to advanced AFF4 settings via Registry Key Overrides as well. Advanced features include:

- Bevy Size - chunk storage segment size for AFF4's Image Stream.
- Chunk Size - chunk (or block) size in KB utilized for data storage.
- Cache Capacity - maximum number of chunks to hold in AFF4 read cache.
- Compress Level - specify the compression level for Deflate algorithm.
- Image Size Threshold - file size limit for small files.
- Thread Count - maximum number of worker threads.
- Pyaff4 Workaround - Third party tools (like *wingmen* and *pyaff4*) have various limitations and expect AFF4 images to be written in a certain way. If the image generated by EnCase is to be used with one of these tools, activate this option and set the value according to the list.

## 2.3 Read and parse physical AFF4 evidence files

EnCase Forensic can now read and parse physical AFF4 evidence files. Zip containers and directory containers (\*.aff4 and \*.turtle extensions) are supported. Multi-volume parsing (\*.A01, \*.A02, ...) is supported.

## 2.4 Updates to Pathways

The Pathways workflow tool in EnCase Forensic has been substantially updated. Pathways are now more modular, making it easier to share Pathways between users.

## 2.5 Parse evidence from Facebook information file

You can now use EnCase Forensic to collect and parse evidence from a user's Facebook information file. The Facebook information file is a JSON file generated by Facebook via a user's account. It is a

collection of a user's photo albums, comments, messages, and posts. Access this functionality via EnCase Forensic **Add Evidence > Acquire > Storage**. The evidence is output into a logical evidence file.

## 2.6 Collect from Slack workplace communication tool

You can now use EnCase Forensic to collect evidence from the Slack workspace communication tool. Both group and direct messages are available for collection. Evidence can be filtered by date and the collected evidence can be examined in the Artifacts or Social Media Artifacts tabs of EnCase Forensic. You can also perform a preview instead of collecting into an evidence file. Access Slack collection via EnCase Forensic **Add Evidence > Acquire > Storage**. The evidence is output to a logical evidence file.

## 2.7 New macOS agent installer.sh script

The macOS agent can be installed by using `installer.sh` script available in addition to `installer.zip`. To use the script, copy `installer.sh` file to the target machine `/tmp` folder, set execute permission for the script and run it as a root.

## 2.8 Internet artifacts: updated Safari browser support

EnCase Forensic has updated support for internet browser artifact acquisition from the Apple Safari web browser, version 70.0.3538.67.

## 2.9 Updated language support

The EnCase Forensic user interface has been updated for the following languages:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Spanish
- Turkish

These language versions of EnCase Forensic are available for download on OpenText My Support.

## 2.10 Copy files from EnCase review package

The EnCase Evidence Viewer included with EnCase Forensic now allows users to select any file and copy it out of a review package.

## 2.11 Java Runtime Edition updated

EnCase Forensic now includes Java Runtime Edition 18.0.1.1.

## 2.12 Mobile enhancements

The Permissions Details grid is added for data received during the logical acquisition from the iOS devices and iOS backup import. The Permissions Details grid contains information about the permission modification date and reason.

## 2.13 Online help improvements

When accessing EnCase Forensic online help, *EnCase SAFE User Guide* and *EnCase Artifact Reference Guide* are now available to users in a convenient tabbed format. Simply click on the corresponding tab from the online help page to access these guides.

## 2.14 EnCase Artifact Reference Guide updates

The *EnCase Artifact Reference Guide* contains all new artifacts introduced in the 22.3 release as well as previously published artifacts. The *EnCase Artifact Reference Guide* is available as online help and as a download on OpenText My Support. This comprehensive guide contains information on the artifacts collected using EnCase Forensic.

## 3 Mobile application data acquisition

EnCase Forensic allows you to acquire parsed mobile application data. The parsed application data includes grids with types of data corresponding to its application, such as Contacts, Conversation, Downloads, History, and more. Parsed data can be collected from either the device acquisition or the cloud acquisition.

Application	iOS	Android	BlackBerry 10 Backup	Cloud Data Import
Amazon Alexa	✗	✗	✗	✓
BB Messenger	✗	✗	✓	✗
Chrome	✓	✓	✗	✗
DJI Go	✓	✗	✗	✗
Dolphin browser	✓	✗	✗	✗
Dolphin X browser	✓	✗	✗	✗
Evernote	✓	✗	✓	✗
Facebook	✓	✓	✗	✓

Application	iOS	Android	BlackBerry 10 Backup	Cloud Data Import
Facebook Messenger	✓ (iOS 7.x and higher)	✓	✗	✗
Firefox	✓	✓	✗	✗
Fitbit	✗	✓	✗	✗
Gmail	✓	✗	✗	✓
Google Maps	✓	✓	✗	✓
Google Drive	✗	✗	✗	✓
iCloud Backup*	✗	✗	✗	✓
Instagram	✗	✓	✗	✗
Jott Messenger	✓	✓	✗	✗
KIK	✓	✓	✗	✗
LinkedIn	✓	✓	✗	✗
Mail.ru	✓	✗	✗	✗
Opera	✗	✓	✗	✗
Opera Touch	✓	✗	✗	✗
Pinger	✗	✓	✗	✗
Skype	✓	✓	✓	✗
Snapchat	✗	✓	✗	✗
Telegram	✗	✓	✗	✗
TextFree	✓	✓	✗	✗
TextPlus	✓	✓	✗	✗
TigerConnect	✓	✗	✗	✗
TikTok	✓	✗	✗	✗
Tinder	✓	✓	✗	✗



Application	iOS	Android	BlackBerry 10 Backup	Cloud Data Import
Twitter	✓	✗	✗	✓
Viber	✓	✗	✗	✗
Vkontakte	✓	✓	✗	✗
VoiceMail	✓	✗	✗	✗
Waze	✓	✗	✗	✗
WeChat	✗	✓	✓	✗
WhatsApp	✓	✓	✓	✗
Whisper	✓	✓	✗	✗
Yik Yak	✓	✗	✗	✗

\* iCloud Backup is not a parsed application but is included here because it is accessed via Cloud Data Import.

## 4 SAFE version

Use the latest version of SAFE 22.3 with this product. The latest version of the SAFE is available from OpenText My Support.

## 5 Product licensing

The CodeMeter product licensing client for EnCase Forensic is v7.30a.

The CodeMeter license server is the current, supported product licensing mechanism for EnCase products. The legacy License Manager application used by some existing customers is still supported, but will be deprecated in a future release.

Documentation for License Manager can be found in the *SAFE 20.4 User Guide*.

EnCase Forensic and EnCase Endpoint Investigator 22.3 users:

- **New and current users**

If you are a new user, or do not use the legacy License Manager.

- Use CodeMeter license server. Refer to your product's 22.3 user guide for instructions on installing and configuring the CodeMeter license server.
- Refer to the *SAFE 22.3 User Guide* for information about SAFE and agent deployment.

- **Legacy License Manager users**

If you currently use License Manager, you may continue to use License Manager until it is fully deprecated, or you can migrate to CodeMeter license server.

- If you want to stop using License Manager, refer to your product's 22.3 User Guide for instructions on installing the CodeMeter license server.

- If you do not want to stop using License Manager at this time, refer to the *SAFE 20.4 User Guide* for information about License Manager. Refer to the *SAFE 22.3 User Guide* for all information about the SAFE and agent deployment.
- CodeMeter licensing server is not compatible with EnCase Forensic versions older than v20.x. If you intend to use EnCase Forensic versions older than 20.x, consider keeping enough licenses for your needs with your existing License Manager server.

## 6 Packaging and documentation

Downloads and documentation for EnCase Forensic are available on OpenText My Support (<https://support.opentext.com>). Documentation for this product includes:

- *EnCase Forensic User Guide*
- *EnCase Artifact Reference Guide*
- *SAFE User Guide*

## 7 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

### 7.1 Supported Operating Systems

EnCase Forensic works on machines running the following operating systems:

- Microsoft Windows 8.1, Windows 10 versions 1607, 1703, 1709, 1803, 1809, 1903, 1909, 2004, 21H1, 21H2, Windows 11
- Microsoft Windows Server 2012 and 2012 R2, Windows Server 2016, Windows Server 2019, Windows Server 2022

Minimum and suggested system requirements for this product are provided in the “System Requirements” section of the *EnCase Forensic User Guide*.

The Java Runtime Edition included with EnCase Forensic is now 18.0.1.1.

### 7.2 Target machine operating systems

Agents are deployed on target machines and can be used to search the following operating systems:

Target Operating System	Versions	Processor	Logical & Physical Acquisition	Memory Acquisition
AIX	6.1, 7.1	64-bit	Yes	No
HPUX	11.0, 11.1x, 11.2x	32-bit, 64-bit	Yes	No
Linux Kernels	2.6.4 or higher with procs	x86, x64, ARM, ARM64, IBM Z	Yes	No
macOS	10.12 – 12 <sup>1,2</sup>	x64, ARM64 (v11.x and higher only)	Yes	10.12 – 10.14
Red Hat Enterprise Linux	6, 7, 8, 8.1	x86, x64	Yes	7, 8, 8.1
Solaris	10 – 11.4	SPARC64	Yes	No
Windows	7 SP1, 8, 8.1	x86, x64	Yes	Yes
Windows 10	1507 – 21H2, IoT Core	x86, x64, ARM, ARM64 (limited)	Yes	1507 – 21H2, IoT Core <sup>3</sup>
Windows 11	21H2	x86, x64	Yes	Yes
Windows Server	2008, 2008 R2, 2012, 2012 R2, 2016, 2019, 2022	x86, x64	Yes	Yes

<sup>1</sup> macOS 12 can only be previewed with Live Directory Preview.

<sup>2</sup> There are other limitations related to agent deployment on macOS devices. Refer to the Known issues section for more information.

<sup>3</sup> Support for Windows 10 ARM64 is limited. Memory acquisition is not supported and snapshot does not include open files, handles, and DLLs.

### 7.2.1 McAfee ePolicy Orchestrator (ePO) integration

McAfee ePolicy Orchestrator administrators can use ePO to deploy EnCase agents to ePO-managed nodes. Versions 4.5, 4.6, 5.1, and 5.3 are supported.

## 7.3 Supported file systems

EnCase Forensic can read and acquire from the following file systems.

APFS	CDFS	EXFAT	EXT2	EXT3	EXT4
------	------	-------	------	------	------

FAT	FAT12	FAT16	FAT32	HFS	HFS+
HFSX	HPFS	HPUXFS	JFS	JFS2	NETWARE
NTFS	REISER	SOLZFS	SUN	UDF	UFS
UFS2	VXFS	XFS	YAFFS2	ZFS	

## 7.4 Third party systems

System	Description
Project VIC data model	1.2

## 7.5 Encryption support

Vendor	Product	Supported versions	64-bit support
Apple	Apple File System (APFS) Encryption	10.15	Yes
Check Point	Endpoint Security Suite (Full Disk Encryption)	6.3.1 up to 7.4, 8.0 (for Windows and Macintosh computers). 80.64 - 80.94 (Windows only).	Yes
Credant	Mobile Guardian (subsumed by Dell)	5.2.1, 5.3, 5.4.1, 5.4.2, 6.0 through 6.8, 7.3	Yes
Dell	Data Protection Enterprise Edition	8.3, 8.5, 8.12, 8.13, 8.15, 8.16, 8.17.2	Yes
Dell	Full Disk Encryption	8.17, 10.7, 10.8	Yes
GuardianEdge	Encryption Plus/Anywhere	7 and 8	No
GuardianEdge	Hard Disk Encryption	9.1.5, 9.2.2, 9.3.0, 9.4.0, 9.5.0, 9.5.1	Yes
McAfee	Endpoint Encryption (formerly SafeBoot)	4, 5, 6, 7, 7.1, 7.2 (for Windows and Macintosh computers)	Yes
Microsoft	BitLocker and BitLocker To Go	Windows Vista (Enterprise and Ultimate), Windows 7, 8, 10, Windows Server 2008.	Yes

Vendor	Product	Supported versions	64-bit support
Sophos	SafeGuard Easy and Enterprise (formerly Utimaco)	4.5, 5.5, 5.6, 6.0	Yes - SafeGuard Easy No - Enterprise
Symantec	PGP Whole Disk Encryption	9.8, 9.9, 10, 10.1, 10.2, 10.3	Yes
Symantec	Endpoint Encryption	7.0.2, 7.0.3, 7.0.4, 7.0.5, 7.0.6, 7.0.7, 7.0.8, 8.0, 8.2, 8.2.1, 9.1, 11.1.1, 11.1.3, 11.2, 11.3	Yes
Vera	Vera for Files	2.1	Yes
WinMagic	SecureDoc Full Disk Encryption and Self-Encrypting Drives	4.5-8.6	Yes

## 7.6 Cloud service support

EnCase Forensic can acquire user email and related items from the following online email services:

- Microsoft Exchange Server 2013 or Later
- Microsoft Exchange Server on Office 365
- Google Workspace

EnCase Forensic can acquire files from the following online file storage and sharing services:

- Amazon S3
- Box
- Dropbox
- Google Workspace
- Microsoft Azure Blob
- Microsoft SharePoint 2013 or Later
- Microsoft SharePoint Office 365
- Microsoft SharePoint Office 365 OneDrive

EnCase Forensic can acquire files from the following online messaging services:

- Microsoft Teams
- Slack

EnCase Forensic can acquire files from the following online social sharing services:

- Facebook
- Instagram
- Twitter

## 7.7 USGCB compliance

EnCase Forensic has been validated as USGCB compliant using the following version of NIST VHD images:

2/27/17 (for Windows 7 only)

EnCase Forensic was tested using Retina Network Security Scanner, which is a NIST validated USGCB scanner ([http://usgcb.nist.gov/usgcb/microsoft\\_content.html](http://usgcb.nist.gov/usgcb/microsoft_content.html)).

## 8 Fixed issues

Issue number	Issue description
AGENT-6173	An issue with the Solaris 9, 10, and 11 EnCase agent that resulted in the display of both device and symbolic links has been fixed. Now, the device is shown only once.
AGENT-6285	An issue with SAFE installation that could prevent all EnCase Agent Management components from being upgraded has been resolved.
AGENT-6335	In an Azure VM deployment, an issue that prevented the EnCase Agent Management (AMP) component from automatically restarting following deallocation/reallocation has been fixed.
AGENT-6636	An issue with the SAFE 22.1 EnCase Agent Management Platform (AMP) that prevents the AMP service from automatically starting in Azure environments following deallocation and reallocation has been fixed.
AGENT-6637	The EnCase Forensic Remote Job Monitor would display a "DownloadError" message if an attempt was made to upgrade a SAFE to v22.1 while a job was being dispatched. This issue has been fixed.
AGENT-6685	An issue with SAFE that prevented non-keymaster users from viewing Network Plugin Repository plugins has been fixed. Users can now view the plugins regardless of role permission. The ability to edit the plugin list remains unchanged: only those users with the <b>Manage Network Plugin Repository</b> role permission can edit plugins.
AGENT-6862	An issue that caused the Windows agent installer to install the incorrect agent on ARM64 machines has been fixed.
FOR-27553	When creating a snapshot of macOS devices EnCase Forensic now display the name of the Monterey operating system. Previously, this version of macOS was not displayed.

Issue number	Issue description
FOR-30355	An issue with the display of application details (such as, application name, icon, and version), has been fixed for the Application List grid received during the iOS Backup import.
FOR-30355	An issue with the missing Application Permissions grid has been fixed for iOS Backup import.
GUIDTS-1969	In EnCase Forensic, erratic application behavior could occur if a user clicked the <b>Next Hit</b> button to move through raw text search hits in the view pane, if the pane was undocked. This issue has been fixed.
GUIDTS-4647	An issue that prevented EnCase Forensic from completing a mobile acquisition when System Locale settings were set to Chinese (Simplified, China) has been fixed.
GUIDTS-4777	An issue where EnCase Forensic would not display the <b>Tools &gt; Options &gt; Do not verify evidence when opened</b> check box for all versions of the application has been fixed. The option to turn off evidence verification is now universally available.
GUIDTS-4948	The export progress bar has been fixed and extraneous options have been removed from the review package export dialog in EnCase Forensic.
GUIDTS-4959	An issue with the EnCase Evidence Viewer application that rendered files in the Report Name field as a clickable hyperlink has been fixed. The file name is now rendered as regular text like other fields.
GUIDTS-4982	An issue was fixed in which running conditions containing multiple functions and criteria in EnCase Forensic, deselecting items at the child level and running the condition again could return unexpected results.
GUIDTS-4983	An issue that prevented third-party tools from conducting high-volume I/O operations when interacting with the VFS module in EnCase Forensic has been fixed.
GUIDTS-5005	An issue with EnCase Portable that resulted in hash matched files not being collected has been fixed.
GUIDTS-5489	An issue in EnCase Forensic that prevented bookmarked table data from displaying in reports has been fixed.
GUIDTS-5524	An issue was identified in EnCase Forensic when bookmarking raw text in Hex/Text view. The area selected by the user is not highlighting and the bookmarked area is not indicated. This issue has been fixed.

## 9 Known issues

Issue number	Found in	Description
AGENT-6301	22.1	CodeMeter licensing was upgraded to v7.30a with the EnCase Forensic 22.1 release. CodeMeter is not compatible with Microsoft Windows 7. EnCase Forensic 22.1 can be installed on Windows 7 machines; however, the installer will throw an error and the CodeMeter component will not be installed. If using the installer to upgrade EnCase Forensic 22.1 from a previous version, the error will still be displayed, and CodeMeter 7.30a will not be installed. The application will attempt to use the previous most recent version of CodeMeter for licensing.
AGENT-6551	22.1	When using Live Directory preview on macOS systems to view protected folders (Desktop, Documents, Downloads, etc.), the EnCase macOS agent (enmacos) requires full disk access permission. This can be set either via MDM profile if the agent is deployed through MDM or by adding the enmacos agent to the following allow list: <b>System Preferences &gt; Security and Privacy &gt; Privacy &gt; Full Disk Access</b> .
DOC-3109	22.1	Media analysis module performance is degraded on systems that do not have a minimum of 4GB of RAM per logical core. For further guidance on optimizing memory usage for the Media analysis module and the Evidence Processor, see Knowledge Base article, <a href="#">KB20533873</a> .
FOR-25948	22.1	In this release, the new Windows registry keys added to System Info Parser in EnCase Forensic 21.4 have been moved from the <b>Auto Start</b> folder to the <b>Other</b> folder. Registry keys are viewed and selected by clicking on the System Info Parser link in the EnCase Processor Options dialog, viewing the Advanced tab on the dialog, and opening a folder. In EnCase Forensic 22.1, the new keys will appear in the <b>Other</b> folder only for evidence not processed in a previous version. For evidence processed with version 21.4, these keys appear in the <b>Auto Start</b> folder. Once evidence is processed, keys selected from a particular folder would be found under the corresponding folder in the Artifacts tab.
DOC-3021	21.4	The additional Windows Registry keys parsed by EnCase Forensic 21.4 System Info Parser are located in the AutoStart folder. These will be placed in the appropriate Registry Commands subfolder in a future release.



Issue number	Found in	Description
FOR-24486	21.4	When users open a case processed by an earlier version of EnCase Forensic the case will not contain newer registry keys unless processed again with EnCase Forensic 21.4.
GUIDTS-4747	21.4	When acquiring evidence to .Ex01 the <b>Restart Acquisition</b> option is selectable. but this function does not support .Ex01 file formats. Attempting to restart acquisition of an .Ex01 file using this function will not succeed.
AGENT-5363	21.2	<p>The EnCase agent installed on macOS 11 (Big Sur) is installed without kernel extensions and can make snapshots, logical acquisitions, and previews. The EnCase agent installed on macOS 11 cannot acquire physical memory, physical devices, or access locked or mounted devices.</p> <p>The EnCase agent installed on macOS 10.15 and earlier is installed with kernel extensions and can acquire physical memory, physical devices, and access locked or mounted devices on macs unless the machine is equipped with a T2 encryption chip. Macs equipped with the T2 encryption chip cannot perform physical disk acquisitions.</p>
FOR-22695	21.2	When using three periods (...) to enter a date range in EnCase Forensic, running a condition removes one of the periods, resulting in an error. A workaround is to select the <b>Prompt for value</b> checkbox on the Terms tab of your condition. When the condition is run, adding the period where EnCase has removed it will run the condition without error.
FOR-21258	21.1	In some situations when running the Chinese Simplified version of EnCase, the display text may not render properly. Installing the Arial Unicode MS font and setting it in <b>Tools &gt; Options &gt; Fonts</b> will resolve the issue.
GUIDTS-4268	21.1	EnCase Forensic does not support opening more than ten concurrent cases. Opening more than ten concurrent cases causes the recently opened case list to cycle through the cases, preventing the user from selecting the first opened case.
FOR-19247	20.4	Under certain circumstances, EnCase Forensic can fail to parse ZFS volumes on identical devices.
FOR-19252	20.4	Under certain circumstances, EnCase Forensic can fail to parse ZFS volumes in virtual environments when using GPT partitions.

Issue number	Found in	Description
FOR-19968	20.4	The OneDrive preview feature does not support bookmarking. If you want to bookmark an item, you must acquire it first, then bookmark it.
FOR-20225	20.4	In some cases, installing EnCase Forensic on a system that already has EnCase Forensic installed will generate a file lock error on <code>enportv.sys</code> . This can prevent EnCase fonts from loading properly. Restarting the system after installation resolves the issue.
FOR-20283	20.4	In some circumstances, installing HASP drivers can cause certain Windows 10 machines to deliver a stop error. As a result, the HASP driver installation has been unchecked by default. If you still use a HASP dongle, OpenText recommends replacing it with either CodeMeter or an electronic license. Contact OpenText Customer Service for a replacement.
GUIDTS-2998	20.4	An issue in EnCase Forensic was identified that prevents indexing of East Asian characters. Searching for more than a single character does not return results.
AGENT-4536	20.3	The EnCase agent is not supported on target machines with ARM processors running Windows 10 S mode.
FOR-19065	20.3	Some APFS snapshots on physical images are not added to the evidence view after processing. This is a result of system changes during acquisition that render the snapshot invalid.
AGENT-4120	20.2	Physical acquisition of a Macintosh device with a T2 chip is possible but unusable since keys are stored in the T2 chip and the acquired image cannot be decrypted. The workaround is to do a logical acquisition on the device.
DOC-2410	20.2	Support for McAfee Drive Encryption up to version 7.2.9.14 works in offline mode (using the XML file). However, online credentials validated on the live server do not decrypt the evidence. The current workaround is to manually export the XML file from the server and use this file for offline decryption.
FOR-17297	20.2	When collecting from a Macintosh running APFS, acquiring a device before an encryption process is completed can lead to partially encrypted entries that are unreadable in EnCase Forensic. It is recommended acquiring a device after the encryption process is complete.

Issue number	Found in	Description
FOR-17894	20.2	When running the Recover Folders option in the Evidence Processor, the entry count in the Recovering notification is incorrect because it does not include counts from alternate data streams. The correct count is displayed elsewhere in the application, where alternate data streams are included.
GUIDTS-3542	20.2	On some workstations with restrictive Windows policies, EnCase Forensic may be prevented from loading a font used in the application UI. If you encounter a missing font in the UI, a solution is available in the following KB article on OpenText My Support: <a href="https://knowledge.opentext.com/knowledge/cs.dll/kcs/kbarticle/view/KB14814908">https://knowledge.opentext.com/knowledge/cs.dll/kcs/kbarticle/view/KB14814908</a> .
FOR-15542	8.10	Indexes generated with previous versions of EnCase Forensic (v8.09 and earlier) are incompatible with EnCase Forensic v8.10. If you want to view indexed data in EnCase Forensic v8.10, you must re-index it.
FOR-16248	8.10	EnCase Forensic v8.10 installation fails on machines running Windows 10, version 1507. Installation of EnCase Forensic v8.10 works on Windows 10 versions that are more recent than version 1507.
FOR-16505	8.10	When a user provides secure storage credentials for a McAfee full disk encrypted physical evidence containing partitions, and then reacquires it, the newly acquired evidence will contain decrypted data. However, the new evidence will contain the McAfee partition that designates the other partitions as still encrypted, and it is this McAfee partition that EnCase Forensic uses to flag the other partitions as encrypted. This results in EnCase Forensic repeatedly prompting the user for credentials. If the user then cancels the credential dialog, EnCase Forensic will read the decrypted data as if there was no encryption.
Mobile Acquisition - Android	8.10	Android 9 is partially acquired by the physical plugin.
Mobile Acquisition - Android Logical	8.10	"Connection was broken" appears for ZTE Z799 Android 6.0.1 device during logical acquisition.
Mobile Acquisition - Cloud Import	8.10	Authentication in Google Locations fails with Invalid Credentials error.

Issue number	Found in	Description
Mobile Acquisition - Cloud Import	8.10	Authentication has failed for Twitter cloud import with "Invalid credentials" error.
Mobile Acquisition - Cloud Import	8.10	iCloud Backup - Authentication fails with Invalid credentials error.
Mobile Acquisition - iPhone Physical	8.10	Physical Acquisition by DFU mode fails with error.
FOR-14141	8.09	When selecting an APFS container in the Network Preview Screen, the data on the APFS volume needs to be frozen before previewing or collecting it. A small snapshot file is created that remains on the device until the parsing of the data is complete, at which point the snapshot is removed. The Allow Live APFS Snapshot global option enables this snapshot to be created; the option is selected by default and cannot be cleared without incurring unreliable and inconsistent results.
FOR-14076	8.09	Copying files from a result set that contains entries from an APFS volume may fail. If this occurs, an error displays, stating you only have permission to process a certain number of the selected files. This behavior does not happen consistently, and does not happen when copying files from entries, or when copying files from other file systems.
FOR-14067	8.09	Viewing indexed items selected by Item Type may display inconsistent results.
FOR-14062	8.09	Under certain conditions, jobs may fail when reprocessing APFS evidence.
FOR-14049	8.09	Encrypted APFS volumes will not parse on two devices if a correct password is entered for one device and an incorrect password is entered for the other.
FOR-14040	8.09	After creating a raw text bookmark, selecting an entry, and then selecting hash/sig on that entry, EnCase Forensic may crash when clicking the refresh button.
FOR-14032	8.09	For an encrypted APFS volume, clicking Rescan directly does not parse the volume if more than three incorrect passwords have been centered consecutively.

Issue number	Found in	Description
FOR-14023	8.09	When repeatedly viewing certain indexed items, EnCase Forensic may crash. This behavior is infrequent.
FOR-14006	8.09	When processing evidence, the Index option in the view menu can sometimes incorrectly display as enabled or disabled.
FOR-13924	8.09	When using the default disk allocation of 10% for enhanced agent jobs on VMs or small disks, the job may fail. Changing the default to be >20% or making the segment size smaller will help prevent this issue.
FOR-13772	8.09	When reprocessing a version 8.08 case using thumbnails and hash options, the wrong hash value is displayed. If this happens, delete the cache and process the evidence again from the beginning.
FOR-11505	8.08	Non-English builds of EnCase Forensic are not supported on 32-bit operating systems.
FOR-11549	8.08	In Japanese, Chinese, and Korean builds of EnCase Forensic running on Windows 10, paths are not displayed correctly because of an underlying font issue. To work around this issue, install the Arial Unicode MS font from Microsoft.
FOR-12474	8.08	When previewing and acquiring process memory from targets running macOS 10.6 and 10.10, EnCase Forensic returns all zeros.
FOR-12677	8.08	Vera encrypted files inside of an unencrypted .ZIP file are not decrypted when Vera decryption is set to Offline Mode.
FOR-10826	8.07	Due to the structure of APFS containers and volumes, navigation of APFS devices in disk view can appear confusing when moving across clusters.
FOR-10958	8.07	When dropping APFS evidence into EnCase Forensic, the data fails to load if you process the evidence before opening it. The workaround is to open the evidence first and then process it.
FOR-11089	8.07	Because EnCase Forensic parses macOS APFS volumes directly, the timestamp values of files match those found in the terminal command line rather than the corresponding timestamp values displayed in the Finder.
FOR-9404	8.06	When you process evidence with the <b>Expand compound files</b> option selected, file transcripts cannot be directly viewed within the compound file. You must select an individual file within the archive file to view a transcript of that file.

Issue number	Found in	Description
FOR-9507	8.06	Compound words containing any of the following three stop words (period/dot, underscore, single quote) do not highlight the entire word in highlight view. For example, a search for the word, <code>primary</code> , would only highlight the word <code>primary</code> in <code>primary.user@email.com</code> , but not the text after the period, <code>.user@email.com</code> . This issue only affects highlighting. Search and indexing are unaffected by this highlighting issue.
FOR-7547	8.05	Triage reports will not show bookmarks created using <b>Bookmark Page as Image</b> .
FOR-7559	8.05	EnCase Forensic does not support outputting mobile acquisition to a UNC path ( <code>\\server\folder</code> ).
FOR-7577	8.05	EnServer will not install on a Windows 7 64-bit VMWare workstation without .NET Framework 4.6 installed.

## 10 Download documentation from OpenText My Support

You can access all your product documentation from the OpenText My Support website, including release notes, user guides, and other resources.

To download documentation from the OpenText My Support website:

1. Using a web browser with access to the internet, navigate to <https://support.opentext.com>. The OpenText Connect sign in page appears.

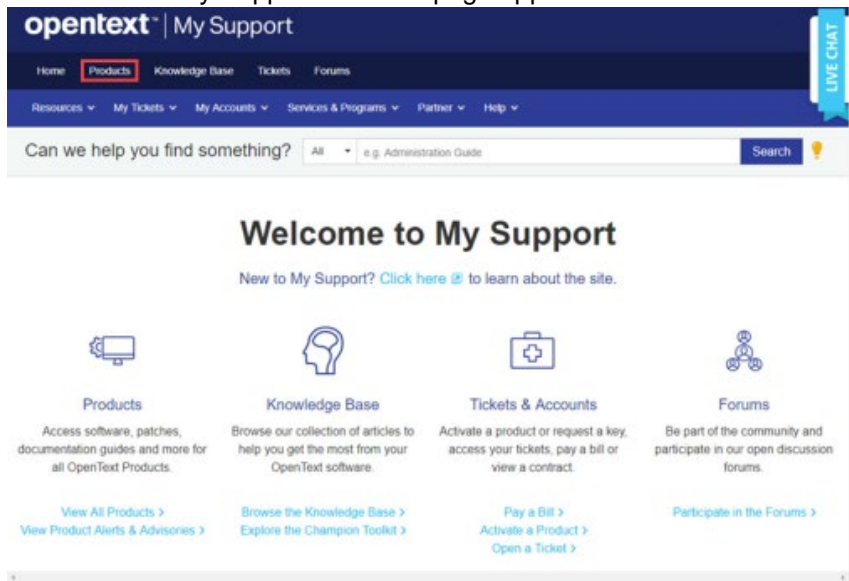
The screenshot shows the OpenText Connect website interface. At the top, there is a navigation bar with the OpenText logo and links for Products & Solutions, Services, Support, and About. A search bar is also present. Below the navigation bar, the main heading is "OpenText Connect" with a welcome message: "Welcome to OpenText Connect, the entry point for access to My Support, Communities and exclusive thought-leadership content." The page is divided into two main sections: "Sign in" and "Register".

The "Sign in" section includes the text "Already a member? Sign in below." and fields for "Email" and "Password". There is a checkbox for "Remember me on this computer." and a blue "Login" button. Below the button are links for "Forgot your password?" and "Need help?".

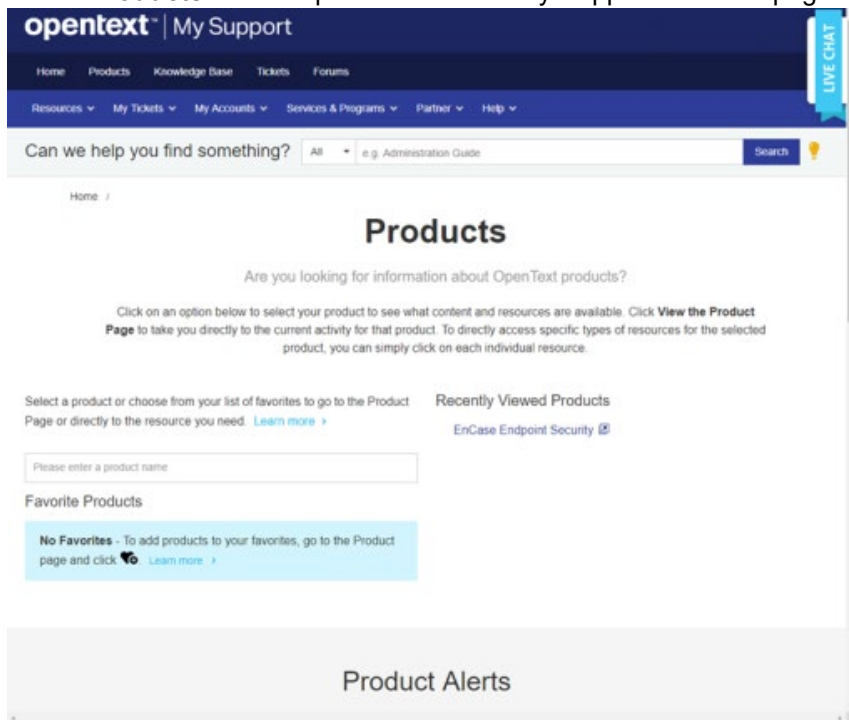
The "Register" section includes the text "Not registered with OpenText?" and fields for "Email", "Password", and "Confirm password". There is a blue "Create account" button. Below the button is a note: "OpenText will not share your information with any third party. View our privacy policy."

At the bottom of the page, there are three links: "Latest blogs", "Learn more", and "Contact OpenText".

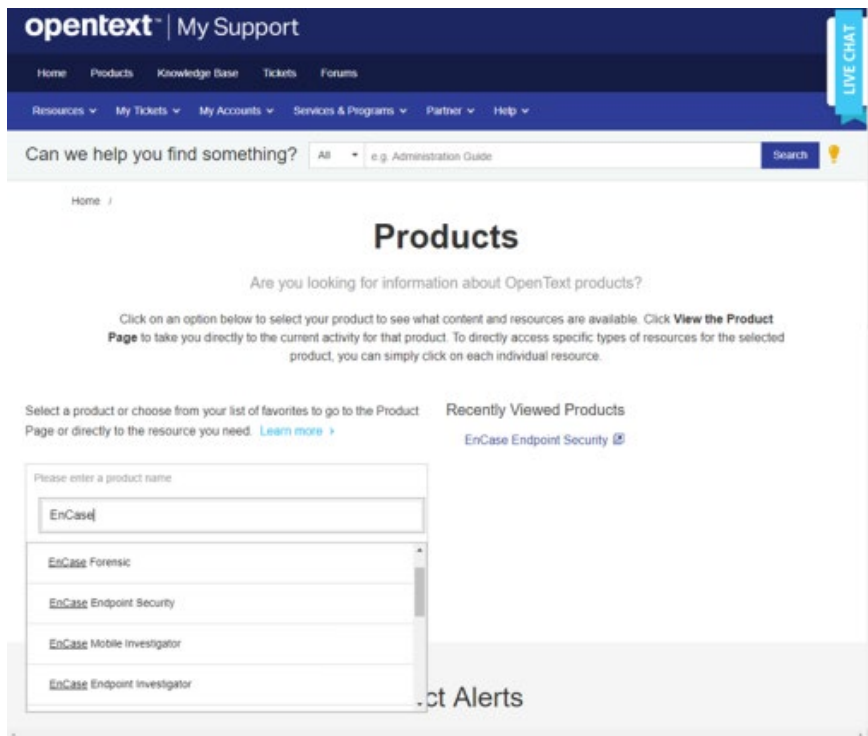
2. Enter your email and password in the Sign in box and click **Login** or, if you have not registered with OpenText, enter your email and password in the Register box and click **Create account**. The My Support welcome page appears.



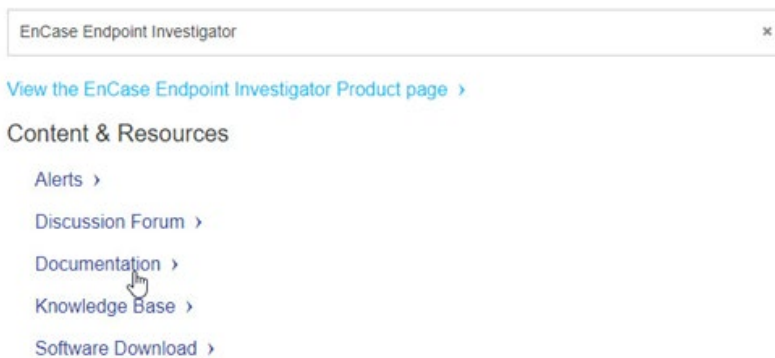
3. Select **Products** on the top menu bar. The My Support Products page appears.



4. In the search box, enter the name of the product for which you want to download documentation.

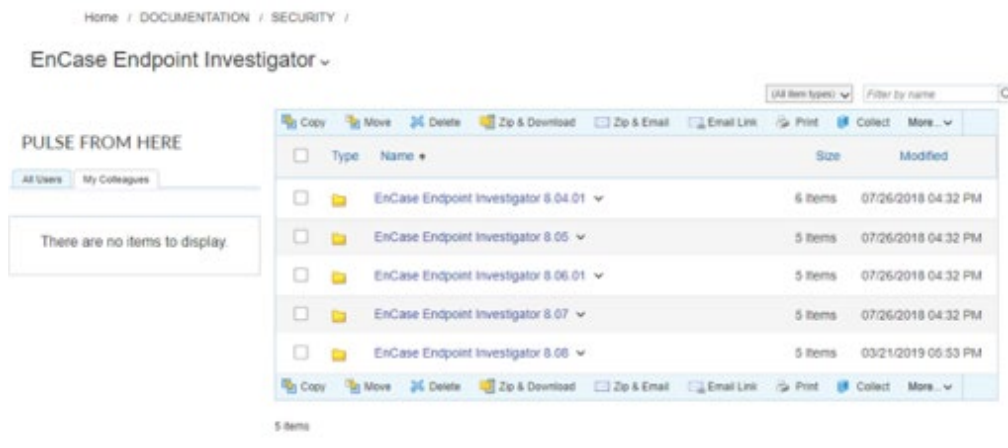


5. Select the product from the list. The **Contents and Resources** section is displayed below the search bar.

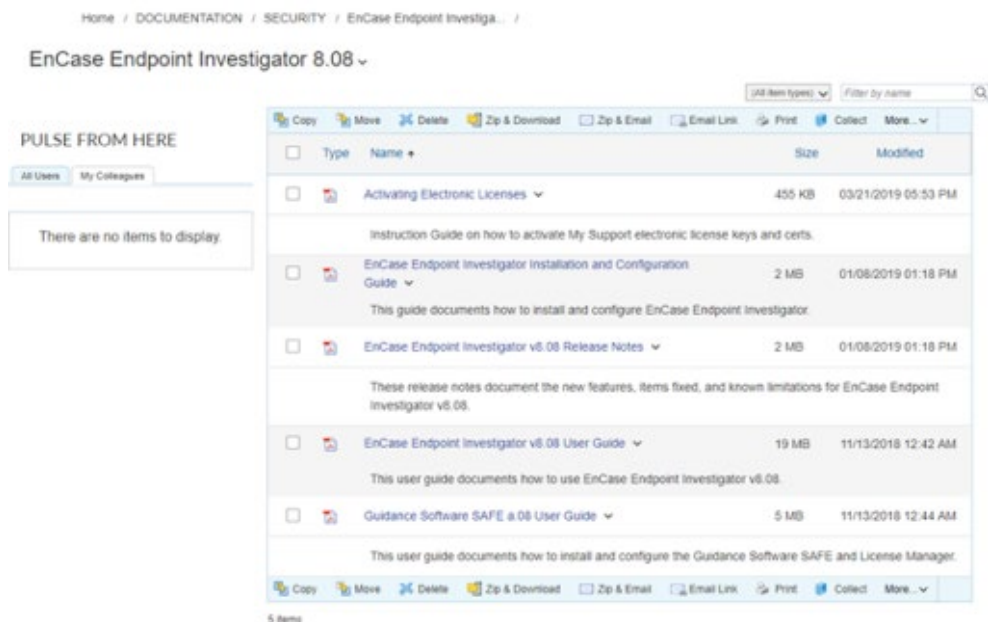




6. Select the **Documentation** link. The product page displays folders with current and recent version numbers.



7. Select the product folder with the desired version number. A document folder for the product is displayed.



8. Click on the desired document to download.



### Note

We recommend bookmarking the product folder page so you can easily return to the page as needed to download additional documentation. Account authentication is required to access the page.

# 11 Contact information

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For more information, visit [www.opentext.com](http://www.opentext.com)

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