

OpenText™ Forensic TX1 Imager

User Guide

This guide presents a wide range of technical information and procedures for using the OpenText™ Forensic TX1 Imager.

ISTX250400-UGD-EN-1

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ISTX250400-UGD-EN-1

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It is also valid for subsequent software releases unless OpenText has made newer documentation available with the product, on an OpenText website, or by any other means.

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Chapter 1

Preface

This guide presents a wide range of technical information and procedures for using the OpenText™ Forensic TX1 Imager. It includes the following chapters:

- **“Overview”**: Provides general information about this product, as well as unpacking, starting up, and navigating the touchscreen display, and reading the LEDs.
- **“Configuring the OpenText Forensic TX1 Imager”**: Provides system overview information, as well as procedures for configuring and connecting this product.
- **“Using the OpenText Forensic TX1 Imager”**: Provides detailed information and procedures for its operation.
- **“Adapters”**: Describes the adapters that extend the drive acquisition options and destination drive capabilities of the OpenText Forensic TX1 Imager.
- **“Specifications and troubleshooting”**: Provides a brief list of potential problems and solutions. For more complete and current troubleshooting information, as well as answers to frequently asked questions (FAQ), go to OpenText My Support <https://support.opentext.com>.

1.1 Drive capacity and transfer rate measurement conventions

The computer industry generally adheres to two different conventions for definitions of the terms megabyte (MB) and gigabyte (GB). For computer RAM, 1 MB is defined as $2^{20} = 1,048,576$ bytes and 1 GB is defined as $2^{30} = 1,073,741,824$ bytes. For drive storage, 1 MB is defined as $10^6 = 1,000,000$ bytes and 1 GB is defined as $10^9 = 1,000,000,000$ bytes. These two conventions are known as powers of two and powers of ten respectively. Microsoft deviates from the hard drive capacity measurement convention and uses the powers of two convention for its operating systems.

OpenText Forensic Equipment products report drive capacities and transfer rates according to the industry standard powers of ten convention. In OpenText TX1 screens, reports, and documentation, a 4 GB hard drive stores up to 4,000,000,000 bytes; a hard drive with a 150 MB/sec transfer rate transfers 150,000,000 bytes per second.

Chapter 2

Overview

The OpenText Forensic TX1 Imager is a powerful, yet intuitive, forensic imager that offers superior local and networked imaging performance with no compromises. The touchscreen user interface is easy to use and provides a familiar user experience similar to modern tablets and smartphones.

This product is custom built for forensics and provides many standard and advanced features that serve the specialized needs of digital forensics and incident response practitioners, including:

- Acquisition of PCIe, USB 3.0, SATA, SAS, FireWire, IDE, and network shares (iSCSI and CIFS).



Note: PCIe and IDE adapters (sold separately) are required to image these drive types.

- Output to USB 3.0, SATA, SAS, and network shares (iSCSI and CIFS).
- The ability to target file-based evidence with a powerful logical imaging function, including an intelligent, easy to use search engine with wildcard support and industry standard file outputs (Lx01 and metadata csv files).
- The ability to save, import, and export logical imaging search criteria.
- The ability to detect iOS- and Android-based mobile devices (including tablets) and acquire backup files from them.
- The ability to automatically acquire any drives connected to the imager's source ports, based on predefined job settings.
- The ability to enable and configure 802.1X network authentication to strengthen network access security.
- The ability to export locally attached media as an iSCSI share for remote, network-based acquisition.
- Support for cableless, toolless, SATA or SAS destination drive connections via the optional drive bay (TX1-S1), which also provides drive cooling.
- The ability to duplicate a source drive to up to four destination drives.
- Destination drives that can be a mix of directly connected drives and network shares.
- The ability to run multiple jobs in parallel of any type (clone, physical image, or logical image) to any available destination media.
- The ability to run up to two forensic jobs simultaneously at full speed, and to add additional jobs to the queue and reorder them.

- The ability to pause and resume imaging jobs, including resumption from power loss and certain types of job failures.
- The ability to prevent damage to disk drives by spinning them down, when they are ejected, prior to physical removal.
- The ability to power down the system after the last active job is complete.
- Browser-based remote user interface to any number of network-connected OpenText TX1 units, with the ability to directly download selected files to the remote system.
- User management – create, delete, and manage user profiles.
- Superior network imaging performance through a 10 gigabit Ethernet interface, with auto-negotiation for use with slower 1 gigabit Ethernet networks.
- Superior data transfer rates, even while performing calculations of MD5, SHA-1, and SHA-256 hash values on two active jobs.
- Viewing extensive drive detail, including partition and filesystem information and raw hex data.
- Detection and notification of many popular encryption types (whole disk and volume based), RAID types, proprietary self-encrypting drives, and Apple device Core Storage volumes.
- The ability to unlock Opal-compliant self-encrypting drives (SEDs) and BitLocker-encrypted drives/partitions, to enable unencrypted source media acquisition and as an alternative to OpenText encryption for destination/accessory port media.
- The ability to unlock APFS-encrypted volumes to enable unencrypted source media acquisition (source ports only).
- Browsing drive filesystems, with the ability to view image and text files directly in the touchscreen user interface.
- Extensive filesystem support - APFS, ExFAT, NTFS, EXT4, FAT(12/16/32), and HFS+.
- Whole disk, open standard, destination drive encryption using XTS-AES.
- Automatic blank checking of source and destination drives.
- Comprehensive destination/accessory drive wiping capabilities, including NIST 800-88 compliant wipes and the ability to specify a custom wipe pattern.
- HPA, DCO, and AMA support for the detection and handling of hidden/protected data areas on source drives. This includes standalone HPA/DCO/AMA disablement, DCO/AMA “shelving”, and trim support for the creation of a destination DCO or AMA.
- The ability to update system time via an NTP server.
- Detailed forensic logs for case documentation in text and HTML formats.

-
- The ability to filter the forensic log list to only show logs of interest based on specific case and/or drive information. The filtered logs can also be exported or deleted.
 - Regular and free firmware updates via *Tableau Firmware Update (TFU)* on a host system, via OpenText TX1 file browsing of any mounted filesystem (local drive or network share), or via the remote user interface.
 - Clearly labeled and color-coded source (write blocked) and destination (read/write) ports.
 - User interface localization support for German, English, Spanish French, Korean, Portuguese, Russian, Turkish, and Chinese languages, including virtual keyboard support for user inputs.

This product can operate as a standalone device, as shown in the following image.



Optionally, this product can operate with the destination imaging bay (TX1-S1), as shown in the following image.



The following image shows the product's left source (write blocked) side.



The following image shows the product's right destination (read/write) side.



2.1 Kit contents

OpenText TX1 ships in a boxed kit (with custom foam) that includes the following items.

Item	Model #	Quantity	Description
	TX1	1	OpenText Forensic TX1 Imager
	TX1 - S1	1	Optional destination drive bay for up to two 2.5" or 3.5" SATA or SAS drives
	TP6	1	Provides power to TX1, the optional TX1 - S1 Drive Bay, and most common combinations of source and destination drives. Uses a universal 3-prong style AC line cord and is compatible with 100-240V AC line voltages worldwide.
	TC4 - 8 - R3	4	Unified SATA/SAS signal and power to 8" SATA/SAS signal and 8" 3M power cable.
	TC - PCIE - 8	1	8" PCIe adapter cable. Must be used with an OpenText PCIe adapter.
	TPKG - VCT - 5	1	Five piece Velcro cable tie kit
	TPKG - CLOTH	1	Microfiber screen cleaning cloth

Item	Model #	Quantity	Description
		1	Quick Reference Guide

Do not discard the OpenText Forensic TX1 Imager foam packaging, as it is designed to fit several industry-standard hard sided carrying cases (for example, the Pelican 1500). If you received this kit in the cardboard box shipped by OpenText, you can reuse the stacking foam inserts in your own hard-sided case.

2.2 Navigating the touchscreen display

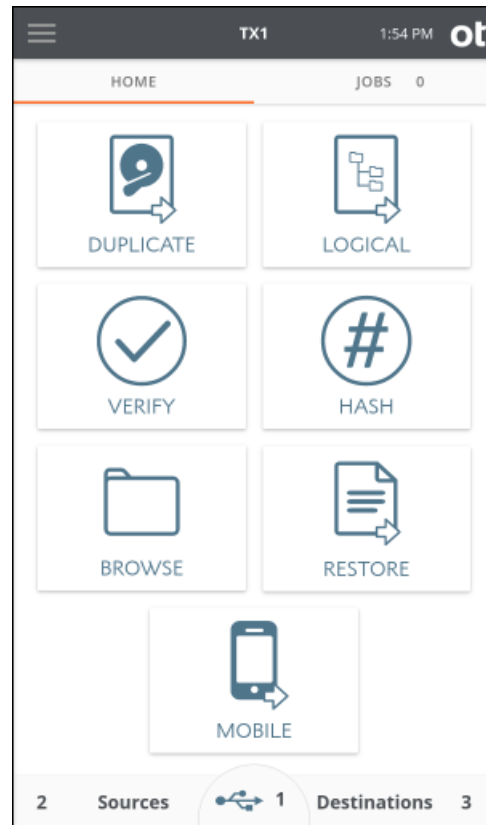
Use the touchscreen display to navigate within the user-friendly interface and choose or modify options. Use the touchscreen keyboard or a USB keyboard to enter alphanumeric text when prompted. See [“USB keyboard support” on page 22](#).

2.2.1 HOME screen

The **HOME** screen displays icons for initiating the following functions:

- Duplicate
- Logical
- Verify
- Hash
- Browse
- Restore
- Mobile

The following image shows the **HOME** screen, with two source, three destination, and one accessory drives attached.



Tap one of these icons to begin a job and enter the job setup screen. A job setup screen provides a stepper-based flow from which you can view default settings, enter job notes for your case, change settings, and start the job. Tap the left arrow in the job setup tab to navigate back to the previous screen or to the **Home** screen.

Across the top navigation bar there are buttons to quickly access the side navigation menu , the **HOME** screen, and view the current time. The **TX1** model name in the top navigation bar links to the **HOME** screen.

 **Note:** In the event of abnormal cooling conditions, a warning triangle will be shown in the top navigation bar, near the time. Such a warning will never be seen under normal operating conditions. Please refer to “[Troubleshooting common problems](#)” on page 204 for more information.

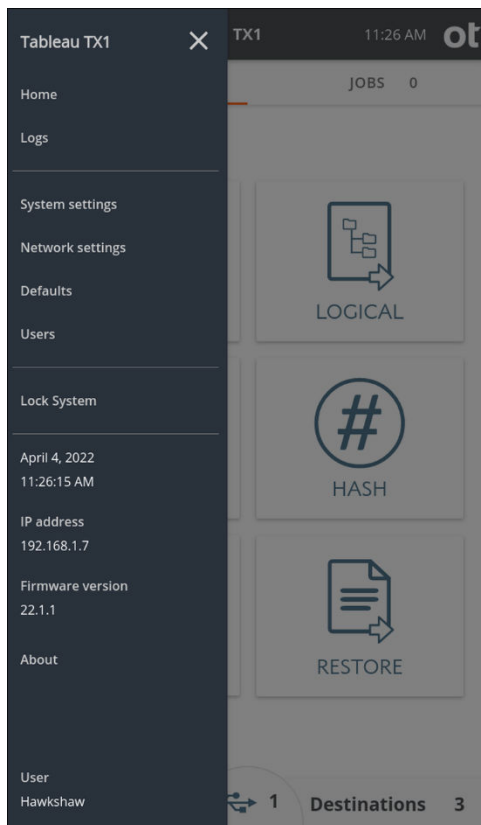
There are two tabs on the main screen: **Home** and **Jobs**. The **Home** tab shows the Home screen or one of the many other screens. The **Jobs** tab always shows the **Jobs** summary screen and the current number of total active and queued jobs.

The three buttons at the bottom of the **Home** screen are for **Sources**, **Accessory drives**, and **Destinations**. The number in each area represents the number of attached and detected drives (including mounted network shares). In addition to providing the drive count, these buttons can be tapped to display a summary list of available drives and allow access to further drive details, screens, and operations.

Note: The middle area of the bottom row of the Home screen (for USB Accessory drives) is only shown when a USB Accessory drive is connected.

2.2.2 Side navigation menu

The menu icon  in the top navigation bar displays the side navigation panel that provides a menu of additional options and information, as shown in the following image. For additional information on the items in this menu, see [“Configuration settings” on page 23](#).



2.2.3 Jobs tab

The **Jobs** tab provides a convenient way to keep track of your queued jobs, active jobs, and recent work done. It includes a counter in the top tab area. When OpenText TX1 is first powered on, the jobs counter is at 0. Once jobs are underway, each active or queued job will increment the counter.

The **Jobs** screen has four areas: **Automated Acquisition**, **Active Jobs**, **Queued Jobs**, and **Recent Jobs**.

The **Automated Acquisition** area will indicate if that mode is enabled. When enabled, the count of any duplication jobs run during that automated session will be

displayed. See [“Using the Automated Acquisition mode” on page 86](#) for more details on this valuable, time-saving feature.

Any active jobs will be shown in the **Active Jobs** area. After two active jobs are running, additional job requests are placed into the queue. **Queued Jobs** start as soon as one of the two active jobs is complete, or when the source or destination resource the job is waiting for becomes available. Likewise, as jobs are completed, they are moved to the **Recent** area, so that a user can see what has already completed.

Jobs are queued in the order they were entered. You can reorder queued jobs by dragging individual jobs to place them in the order you prefer. On the touchscreen, press and hold the drag icon  of the job you want to select, then drag the job to the desired position in the queue and release.

A fifth area, **Media Utilities**, displays media utility operations and only appears when a media utility operation is active. Media utility operations will move to the Recent area when they are complete. Media utilities cannot be queued like forensic jobs.

The following images show two examples of the **Jobs** tab in action.

TX112:45 PMot					TX112:46 PMot				
HOME		JOBS4			HOME		JOBS3		
Automated Acquisition					Automated Acquisition				
File type: Ex01		Jobs created: 3			File type: Ex01		Jobs created: 3		
Active Jobs (2/2)					Active Jobs (2/2)				
25	Hash	SATA/SAS 2	0%		25	Hash	SATA/SAS 2	0%	
26	Automated	SATA/SAS 1 to SATA/SAS 1	18%		28	Automated	USB to SATA/SAS 1	0%	
Queued Jobs					Queued Jobs				
27	Automated	Waiting for Job 25 SATA/SAS 2 to SATA/SAS 1			27	Automated	Waiting for Job 25 SATA/SAS 2 to SATA/SAS 1		
28	Automated	Waiting USB to SATA/SAS 1			Recent				
Recent					26	Automated	Paused SATA/SAS 1 to SATA/SAS 1	19%	
24	Hash	Ok SATA/SAS 2	100%		24	Hash	Ok SATA/SAS 2	100%	
23	Wipe	Ok SATA/SAS 2			23	Wipe	Ok SATA/SAS 2		
22	HPA/DCO/AMA disable	Ok SATA/SAS 1			22	HPA/DCO/AMA disable	Ok SATA/SAS 1		

In the first example on the left, there are two active jobs – a hash and an automated duplication job. There are two automated duplication jobs queued and waiting for resources to be able to start. Note the textured grab areas in the queued job tiles which can be used for drag-and-drop job reordering. In the **Recent** area there are three jobs, each of which completed successfully. Since jobs pending includes both active and queued jobs, the **Jobs** tab counter reads 4.

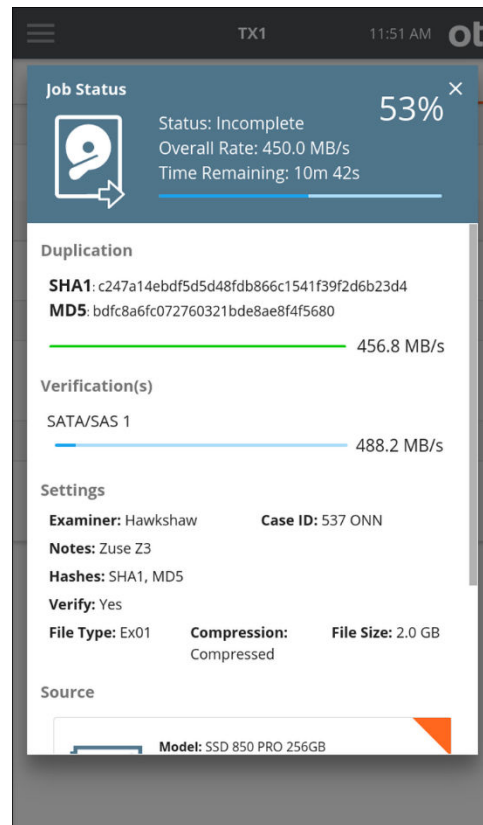
In the second example, Job 26 has moved from the **Active Jobs** area down to **Recent** (due to being paused), which allowed Job 28 to start as shown in the **Active Jobs** area. See [“Pausing and resuming a duplication job” on page 107](#) for more information regarding that feature.

There are several actions that can be taken on jobs from the **Jobs** tab, depending on both the state and type of the job. **Queued Jobs** and jobs shown in the **Recent** area can be deleted by tapping the **Delete** button  on the job row. Jobs in the **Active Jobs** area can be canceled by tapping the **Cancel** button . Imaging jobs in the **Active** area that are capable of being paused and resumed (of type E01, Ex01, DD, and DMG) can be paused by tapping on the **Pause** button , at which point the job will be moved to the **Recent** area with a status of Paused. Tapping the **Play** button  or tapping the **Resume Job** button in the header of the **Job Status** screen will display a **Resume Duplication** screen. See [“Pausing and resuming a duplication job” on page 107](#) for more information about pause and resume.

2.2.4 Job status

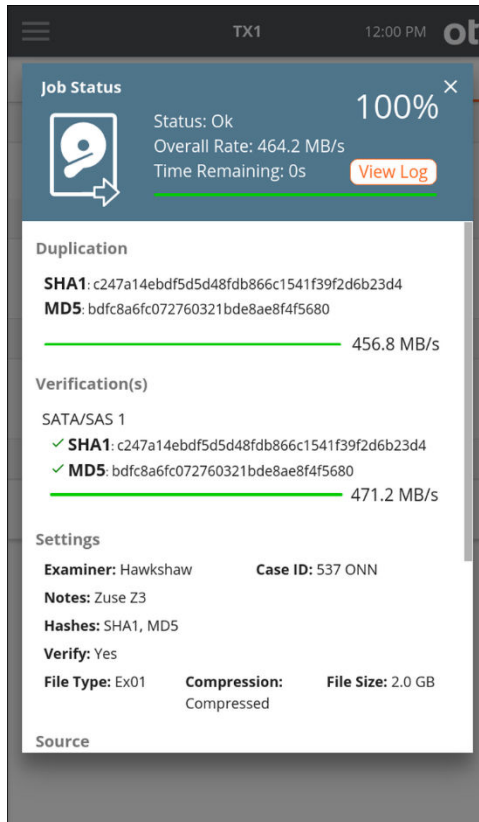
After a job starts, its **Job Status** screen is automatically displayed. This status screen shows the details of a given job, including a header with its status, overall data rate, time remaining, and percent complete. The lower area of the **Job Status** screen shows additional job details, including sub-step progress (for example, **Duplication** separate from **Verification** in a duplication/verification job), a settings summary, and a listing of the drives involved in the job. Tapping a drive tile opens a drive details screen, which provides a quick view of all the information available for the drive.

The following image shows an example of an active **Job Status** screen.



Note: The solid orange triangle in the corner of the drive tiles indicates that the drive is currently being used as part of an active job. This is shown regardless of the location of the drive tile and makes it easy to spot drives that are in use. Similarly, drives that are part of a queued but not yet active job will show as an orange border triangle with white in the middle.

Once a job has completed, the **Job Status** screen is displayed and shows the final status of that job, as illustrated in the following image. Completed jobs have a link to the log file for that job in the header area at the top of the status screen.



Clicking the **View Log** link immediately displays the detailed text log for that job. You can easily click back to the **Job Status** screen or close the log and return to the Home screen. The link back to the **Job Status** screen works regardless of the method used to get into the log details window. For example, if you had navigated to the log details for a given job through the side navigation menu **Logs** view, there will be a link at the bottom of the log to view the **Job Status** screen (**View Job**).

Note that the **Job Status** screen can also be viewed for completed jobs that are shown in the Recent area of the Jobs tab. Simply tap on the job row from the Recent jobs area and the final **Job Status** screen for that completed job is shown, including a link to the job log.

2.2.5 Quick Reference Guide

This product ships with a *Quick Reference Guide* that illustrates the drive connections, Status LED, power button, cable recommendations, and tips for getting started. Keep this card handy as you familiarize yourself with this product.

2.3 Reading the status LEDs

On/Off indicator LED: The illuminated power switch is located in the top-left corner of your device and it displays a white LED when the unit is on.

DC In LED: The TP6 power supply cable has a blue LED ring near the end of the barrel connector that indicates the TX1 power supply is receiving adequate DC input power.

Activity LED: The multi-color activity LED is located in the lower-right corner of your device. It is white when the unit is booting up, blinking white when a power issue is detected, off when the unit is idle, blue when an operation is in progress, blinking green when an operation completes successfully, and blinking red when an operation fails.

Network Interface LED: The 10 gigabit Ethernet connector is located on the back of your device and it has two LEDs. The following table provides details for interpreting the status of these network interface LEDs.

Status	Green LED (Indicates link status and blinks for activity)	Green/Yellow LED (Indicates link speed)
No Link	Off	Off
100 Mbps Link	On / Blink	Off
1 Gbps Link	On / Blink	Yellow
10 Gbps Link	On / Blink	Green

2.4 Interpreting audio feedback

This product plays one of two sounds that indicate status at the end of a job. A chime sound plays for a successful job, and a buzzer sound plays for a failed job. You can change the volume of the sounds or disable them from the **System Settings** submenu in the side navigation menu.

2.5 On-screen warnings

When necessary, this product provides on-screen warnings within various settings and operations screens of the user interface:

- Yellow warnings call the user's attention to a potential risk, but do not impede operations.
- Red warnings mean either that a selected setting cannot be accommodated, an operation has failed, or a potential exists for forensic evidence to be missed, such as when a DCO or AMA is detected and not removed.

Users are encouraged to pay attention to and read any displayed warnings when they appear, and proceed accordingly.

2.6 USB keyboard support

You can plug a standard USB keyboard into either USB accessory port on the front of your device. Some users find it more convenient to use an external keyboard to enter data instead of using the virtual touchscreen keyboard. Language localized keyboard support is limited to the virtual keyboard only.



Note: Wireless keyboards will also work with OpenText TX1. To use a wireless keyboard, plug the USB wireless adapter into either of the front USB accessory ports, and it should automatically pair with the keyboard and start working. There are many vendors of wireless keyboards and some may not be compatible with OpenText TX1. Contact OpenText Customer Support for wireless keyboard recommendations.

Chapter 3

Configuring the OpenText Forensic TX1 Imager

This chapter describes how to configure the OpenText Forensic TX1 Imager.

3.1 Startup sequence

When turned on, this product displays an initialization screen during the boot sequence. Once booted, OpenText TX1 displays the **HOME** screen and then sequentially powers on the connected drives.

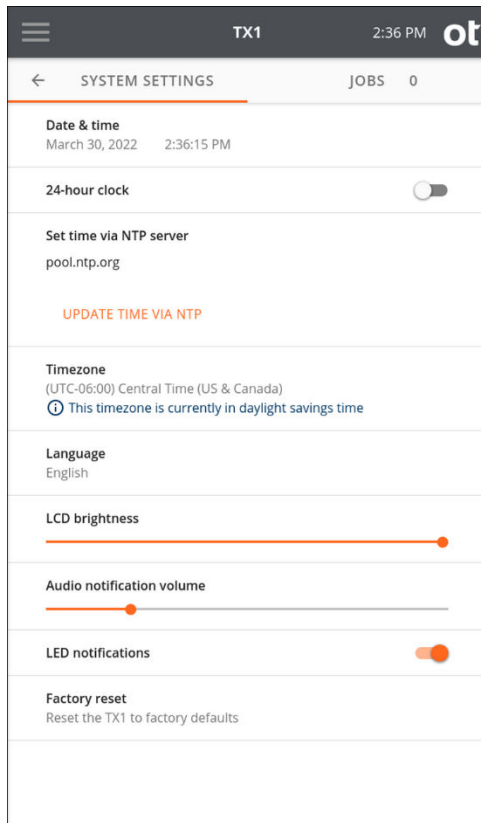
3.2 Configuration settings

The default settings are defined using sensible, best-practice values. There are many options and settings you can configure and customize to your specific needs. Tap the side navigation menu icon in the upper left corner to access the following options:

- **Home:** Return to the **Home** screen.
- **Logs:** Access the forensic **Logs** screen.
- **System Settings:** Access the **System Settings** screen.
- **Network Settings:** Access the **Network Settings** screen.
- **Defaults:** Access the operations **Defaults** screen.
- **Users:** Access the administrator level **User Management** screen.
- **Lock System:** **Lock the screen** with a PIN to prevent access while unattended.
- **About:** Access the **About** screen to view additional information such as the firmware build Id, serial number, network MAC address, copyright, and licensing information.
- **User:** Access the **User Management** screen for the current user.

3.2.1 System settings

Tap **System Settings** to display the **System Settings** page (as illustrated in the following image).

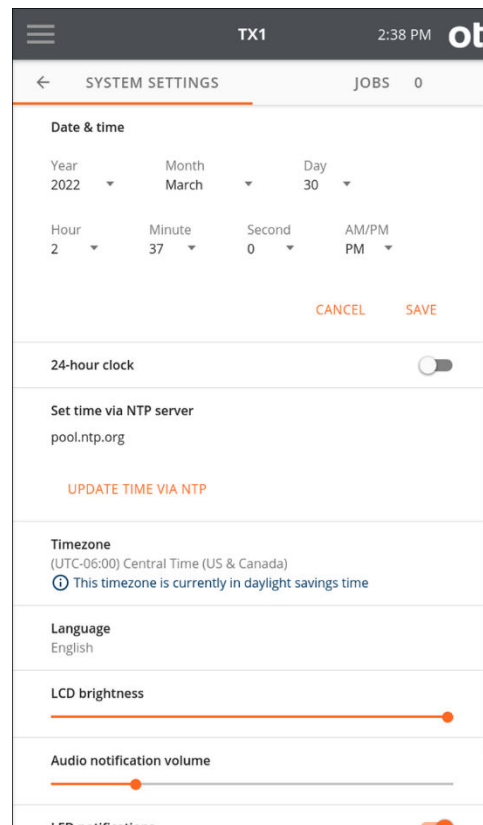


The **System Settings** page provides selections to configure basic system options including **Date & time**, **24-hour clock**, **Set time via NTP server**, **Timezone**, **Language**, **LCD brightness**, **Audio notification volume**, and **LED notifications**. You can also perform a factory reset.

Note: A factory reset will restore all system settings to their factory defaults and delete all existing job logs. Exporting all logs to an external device is recommended before initiating a factory reset.

Tap the toggle buttons to enable or disable a setting such as the **24-hour clock**. To define a slider setting value, such as the **LCD brightness**, tap and hold the slider selector, then slide to the desired value. For the **Timezone** setting, a multi-value selection box will be displayed to allow selection from a predefined list of settings.

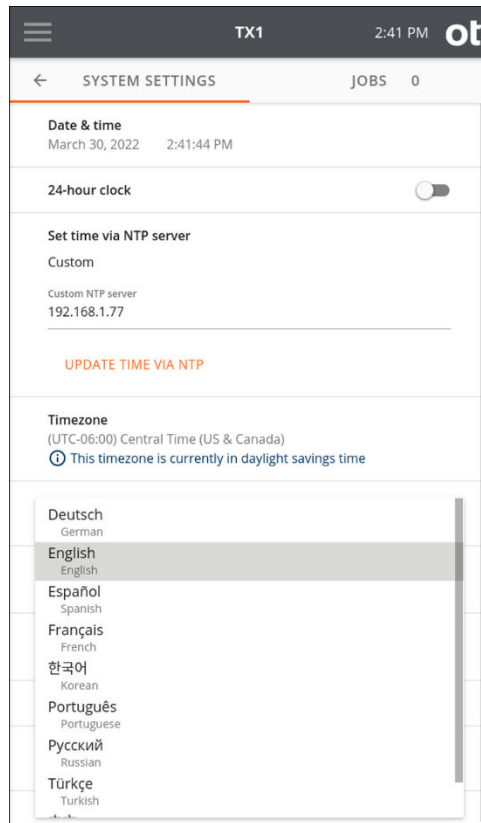
Tap the setting row to reveal additional settings such as **Date & Time** (as shown in the following image). Once the area expands, tap a setting value to reveal and select from the menu.



To enable setting the OpenText TX1 system time via an NTP server, a valid network connection and at least one NTP server source is required. The default NTP server is a public internet option (pool.ntp.org (<http://pool.ntp.org/>)). This can be changed to one of the other public internet options or a local network NTP server. Tapping on **Set time via NTP server** displays a list of options for NTP server connectivity. Note that the **UPDATE TIME VIA NTP** button is inactive if there is no network connectivity or no working NTP server available. Contact your local network administrator for assistance in setting up your NTP server.

 **Note:** Due to the forensic implications of changing the OpenText TX1 system time during an active job, the ability to use an NTP server to set the time has intentionally been limited to a manual call to the NTP server that is only available when no jobs are in progress. Also, should the NTP server update routine fail for any reason, a warning message to that effect will be shown instructing you to manually set the time and date.

The user interface display language can be set to German, English, Spanish, French, Korean, Portuguese, Russian, Turkish, or Chinese (as illustrated in the following image). Changing the language automatically configures the virtual keyboard to match the new language selection.



3.2.2 Network settings

Tap **Network Settings** to display the **Network Settings** page (as illustrated in the following image).



Note: OpenText TX1 does not support direct connectivity to any specific, commercially available cloud share service, such as AWS, Azure, or Google Cloud.

The screenshot shows the 'NETWORK SETTINGS' screen on a TX1 device. At the top, there's a header with 'TX1', '3:29 PM', and the 'ot' logo. Below the header, there's a navigation bar with a back arrow, 'NETWORK SETTINGS', 'JOBS', and '0'. The main content is divided into sections: 'Current status' and 'Configuration'. The 'Current status' section displays various network parameters in a table-like format. The 'Configuration' section allows users to set the IP address type (Dynamic or Static), IP address, Subnet mask, Gateway, and MTU. There are also sections for 'Custom hostname' and '802.1X' configuration.

Current status		
Hostname tx1-1461		DHCP Client ID cc:01:00:12:00:03:00:01:00:0e:cc:01:00:12
Link status Connected	Speed 10Gbps	MTU 1500
IP address 192.168.1.7	Subnet mask 255.255.255.0	Gateway 192.168.1.1

Configuration		
IP address type		
☒ Dynamic ☐ Static		
IP address Dynamic	Subnet mask Dynamic	Gateway Dynamic
MTU 1500		
		CANCEL SAVE

Custom hostname

Hostname: tx1-1461

SAVE

802.1X

Status: Disabled

ADD PASSWORD

The **Network Settings** screen displays network related information and the current connection status in the top area, followed by a **Configuration** area for setting the IP address, MTU (maximum transmission unit) value, and custom hostname. Following the network configuration area are areas for 802.1X configuration, and an HTTPS certificate area.

Note that, for static IP address assignments, the DNS address and Domain fields can be entered to make mounting CIFS shares easier.

The default MTU value is 1500. If your device is attached to a network that supports jumbo frames, change the MTU value to 9000, which may enable much faster network transfer speeds.



Note: Maximum allowed MTU settings exist for the various standard network link speeds. Attempting to manually set the MTU in the **Configuration** area of this screen to a value that exceeds the maximum allowed link speed MTU will result in no change to the actual setting. This prevents slow network performance due to mismatched MTU settings.

The maximum allowed MTU settings for each link speed are as follows:

- 100 Mbps: 1,500

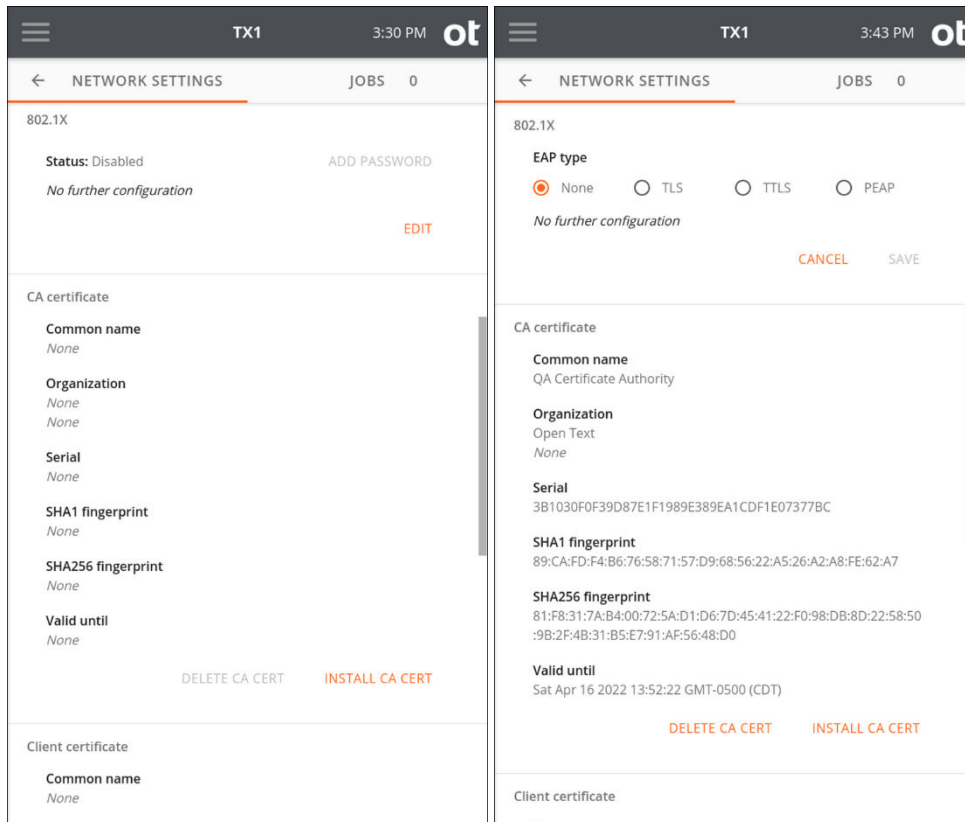
- 1 Gbps: 9,000
- 10 Gbps: 65,280

Each network device in the end-to-end communication path should use the same MTU value to achieve optimum and reliable performance. Contact your network administrator to verify the network configuration.

3.2.2.1 Configuring 802.1X network authentication

OpenText TX1 can be configured to connect to a network using IEEE 802.1X port-based authentication. This standard is designed to provide greater control over which physical devices are allowed on a given network, which greatly improves overall network security. A typical 802.1X network consists of an authentication server (RADIUS), an authenticator (LAN switch), and supplicants (network client devices).

To configure your device for use on a network with 802.1X authentication, tap the **Edit** button in the bottom right of the **802.1X** settings area to choose one of the three EAP types (**TLS**, **TTLS**, or **PEAP**), as shown in the following images.

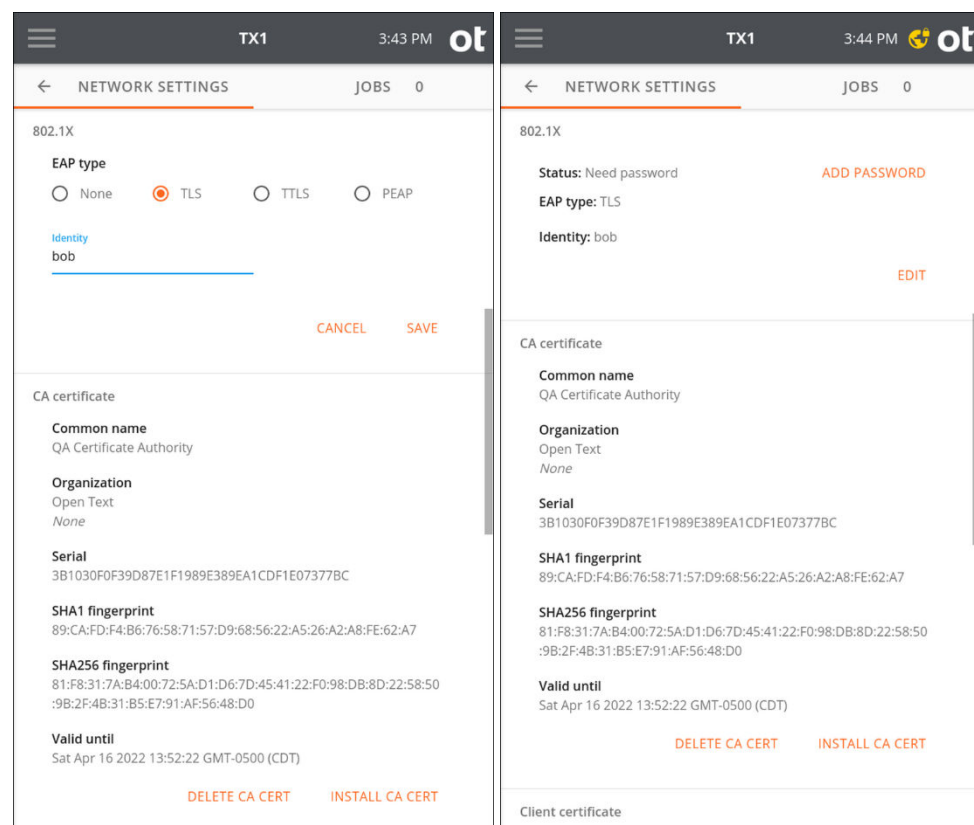


Then tap **Identity** to enter your 802.1X identity (required). Note that each EAP type has additional requirements and configuration settings depending on the type selected, as covered in the following sections.

Note that one or more certificates (depending on the EAP type and other settings) may need to be loaded onto your device before attempting to authenticate on the network. The certificate loading process is straightforward. First, store the required certificates on a USB memory device, and then insert that device into a OpenText TX1 USB Accessory port. In the **CA** and/or **Client certificate** areas in the **Network Settings** screen, tap the appropriate certificate installation button (**Install CA Cert** or **Install Client Cert**). A browse window will appear, allowing navigation to the appropriate memory device and certificate file. Simply select the desired certificate file from the browser and tap the **Install** button.

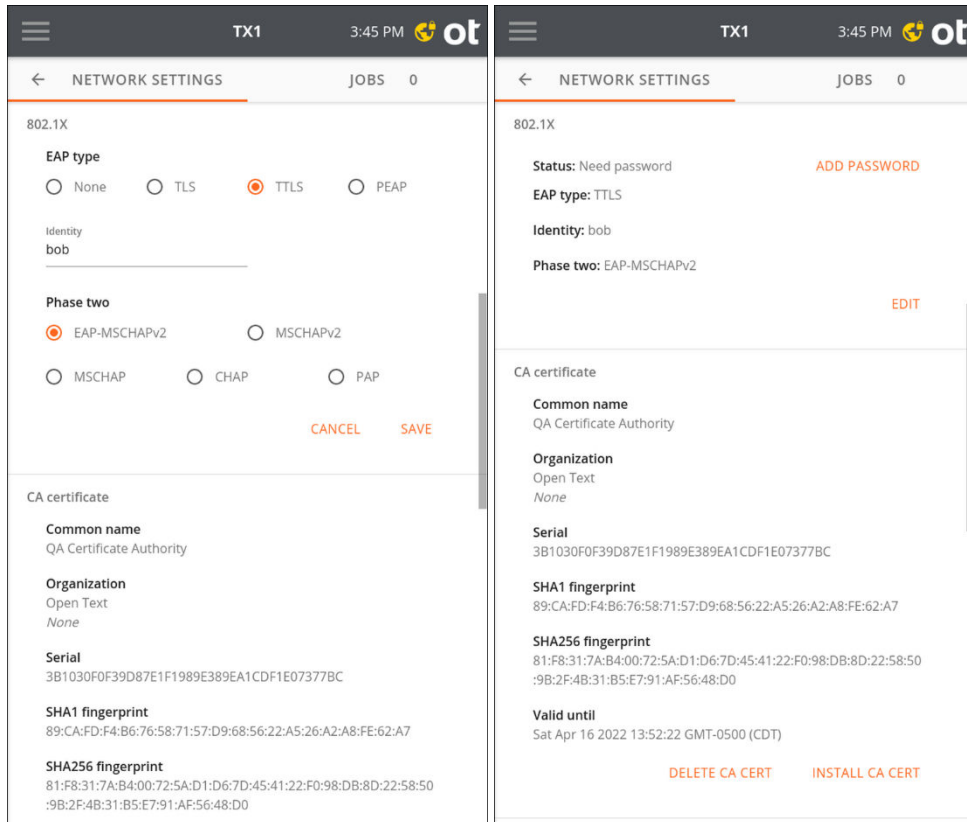
TLS: The OpenText TX1 and the authentication server authenticate each other by mutually verifying their certificates. A CA (Certificate Authority) certificate, and a client certificate, issued by the certification authority, must be installed before authenticating using this method.

Tap **Save** to show the selected EAP type and status in the settings summary, as illustrated in the following images.



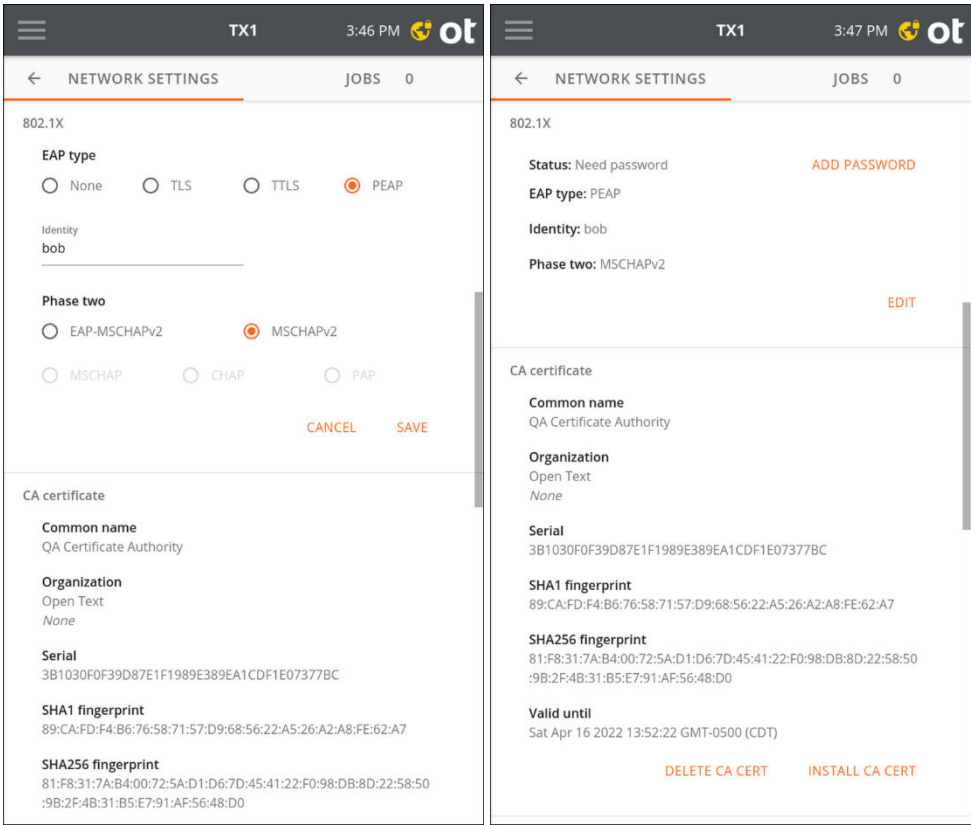
TTLS: Select a **Phase two** internal protocol (**EAP-MSCHAPv2**, **MSCHAPv2**, **MSCHAP**, **CHAP**, or **PAP**). A CA certificate must be installed on OpenText TX1 to enable server authentication. This method uses an identity and password for client authentication. A client certificate is not required.

Tap **Save** to show the selected EAP type and status in the settings summary, as illustrated in the following images.

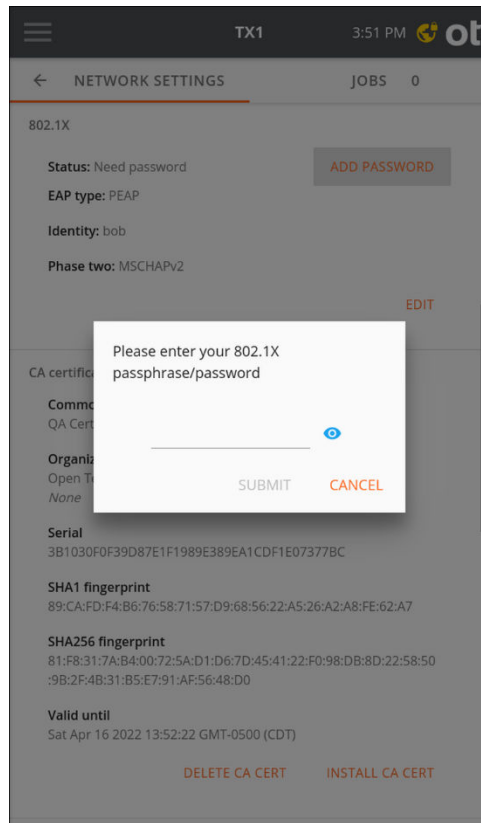


PEAP: Select a supported **Phase two** internal protocol (**EAP-MSCHAPv2** or **MSCHAPv2**). A CA certificate must be installed on OpenText TX1 to enable server authentication. This method uses an identity and password for client authentication. A client certificate is not required.

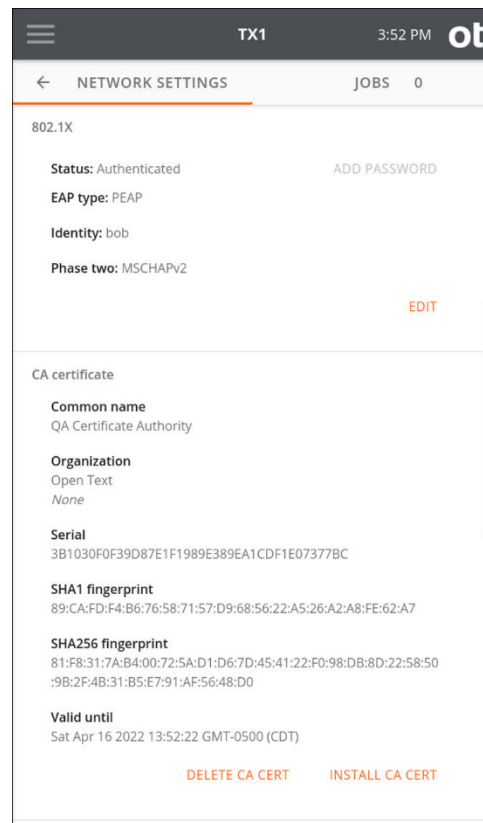
Tap **Save** to show the selected EAP type and status in the settings summary, as illustrated in the following images.



After saving the selected EAP type and **Phase two** internal protocol settings, a yellow icon appears on the top navigation bar, and an **Add Password** button becomes active in the settings summary area. Tap the navigation bar icon or **Add Password** to enter an 802.1X passphrase/password. Tap **Submit** to begin the authentication procedure, as shown in the following image.



Upon successful authentication the network lock icon will disappear and status in the settings summary will report Authenticated.



Note: 802.1X passphrases are required to decrypt encrypted private keys. These passphrases can be between 4 and 1023 characters in length.

3.2.2.2 HTTPS certificate setup

OpenText TX1 generates an SSL certificate on startup. You can use this certificate, manually generate a new certificate, or install your own certificate. The bottom area of the **Network Settings** screen shows the current SSL certificate information and provides options for manually generating a new OpenText TX1 certificate or installing a custom certificate. See [“Remote web interface” on page 189](#) for more details regarding SSL certificate options.

3.2.3 Default settings

Tap **Defaults** to display the Operations **Defaults** page (shown in the following images).

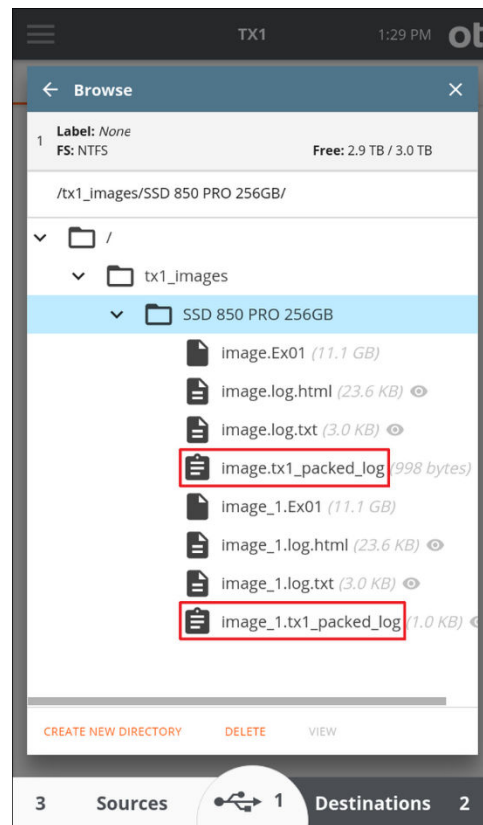
The image displays two screenshots of the TX1 Imager's 'Defaults' settings page. The left screenshot shows the 'Case information' section with fields for Name (Hawkshaw), Case ID (537 ONN), and Notes (Zuse Z3). Below this is the 'Job settings' section, which includes 'Hash type(s)' (MDS, SHA-1, SHA-256), 'Readback verification' (toggle on), 'Error granularity' (Standard, Exhaustive), 'Error retry' (0, 1, 10, 100), 'File format' (Ex01, E01, DD, DMG), 'File size' (2 GB, 4 GB, 8 GB, Unlimited), and 'Compression' (toggle on). The right screenshot shows the 'Image directory' section with a text field for 'Image name' (image) and a 'Date + Time' button. Below this is the 'Media utility settings' section, which includes 'Number of wipe passes' (Single, Multiple), 'Wipe verification' (None, Last pass, Every pass), 'Format filesystem' (exFAT, NTFS, EXT4, FAT, HFS+), 'Blank check type' (Fast, Smart, Complete), 'Advanced logical imaging setup' (toggle on), 'Manage saved searches' (Saved logical imaging searches can be added to new jobs quickly), and 'Restore defaults' (Restore all settings to factory defaults).

Several different entry methods are used for the settings on this page, including direct data entry, sliders, radio buttons, and an **Image Directory** name builder area. As shown in this image, the **Date + Time** and **Model** directory path element boxes have been selected (in that order), so therefore the image directory path is tx1_images/<Date+Time>.



Note: The Source drive Model number, Serial number, and Case ID are not used in this example.

Tapping a selected directory path variable box deselects it. Changing the order of selection changes the order in which each element is incorporated into the image directory path (as illustrated in the following image).



Note: Certain combinations of image directory and image name settings can result in filename duplication on the destination filesystem for a given job. OpenText TX1 checks for this situation at job startup, and, if it detects a file name conflict, it automatically appends sequential numbers to the subsequent filenames. Though this feature exists, it is recommended that the image directory and image name values be set such that no conflicts occur.

The **Advanced Logical Imaging Setup** switch sets the mode of operation for the **Logical Imaging** setup screens. The default value is off, which provides a basic and easy-to-use search method for targeting forensically valuable information on a given source drive. See [“Logical imaging” on page 118](#) for more details on basic and advanced setup modes.

The **Manage Saved Searches** item allows for management of logical imaging searches that have been previously saved and the addition of new searches via direct entry or importation. Using saved searches makes Lx01 job setup more straightforward and efficient. In this area, saved searches can also be exported to any mounted destination (including network-based filesystems) which allows for easy sharing of desirable/standard searches across all your OpenText TX1 units. See [“Logical imaging” on page 118](#) for more details on search setup and utilization.

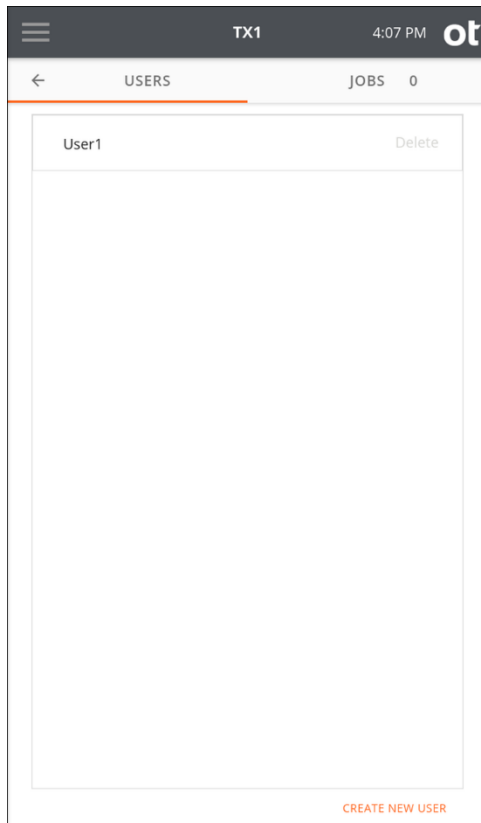
Default settings can easily be restored to their factory set values. Simply select the **Defaults** item from the side navigation menu and then scroll to the bottom of the

screen. Select the **Restore defaults** item and all settings will be immediately returned to their factory set values.

3.2.4 User management

In some forensic work environments, it may be desirable to set up distinct users with unique passwords to limit access to the available devices. Also, with the addition of remote access capability, the ability to set user credentials has become a security requirement. OpenText TX1 ships with a default user named *User1*, which has administrator rights but no password and no remote access. *User1* also has Auto Login enabled (which is only possible for users with no set password). These defaults make this device easy to use in environments that do not require user management or remote access.

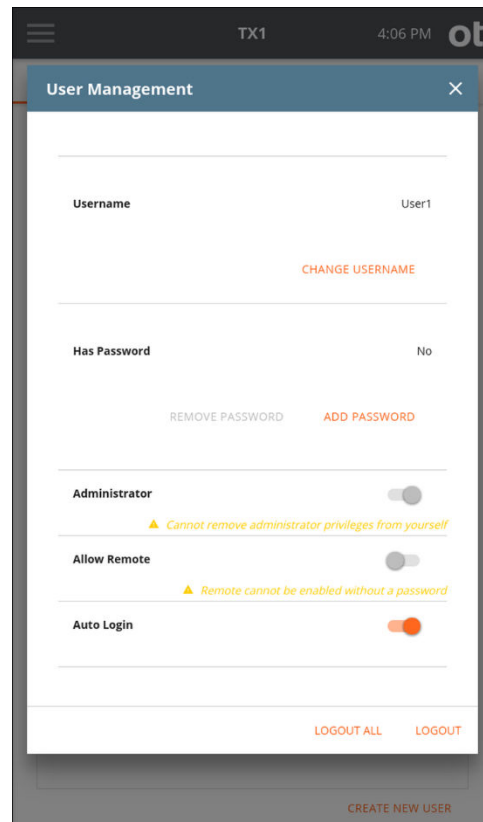
If your work environment would benefit from setting up individual users with credentials, or to add remote access capability to any user (even default *User1*), tap the **Users** item from the side navigation menu. A list of users who are set up are displayed on the left tab. The following images shows an example of the initial user list screen (with only default *User1*). From this initial user list screen, a user with administrator rights can delete or modify any existing user and create new users (as illustrated in the following image).





Note: Only users with administrator rights (including default *User1*) can access this **User Management** area. If a user is logged in who does not have administrator rights enabled, the **Users** button on the side navigation menu will be grayed out and unusable.

Tapping on any user in the list will show a **User Management** screen which contains all the available options for each user. The following image shows the **User Management** screen for default *User1*.



On this screen, an administrator can change any user's username and password, as well as set administrator rights, allow remote access, and enable auto login. Note that remote access cannot be enabled for any users that have no password setup, and auto login cannot be enabled for any that do have a password setup. Also, turning off administrator rights for a currently logged-in administrator is disallowed.

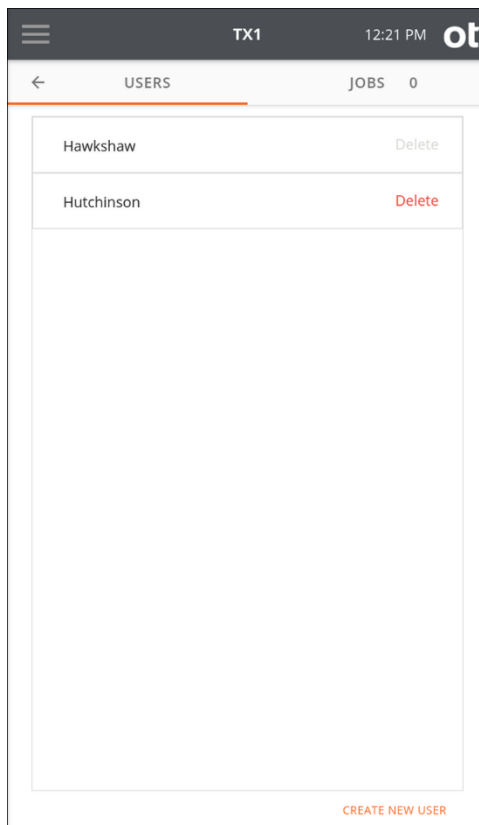
As you use the **User Management** screen to set up new and edit existing users, you may occasionally be prompted to reenter your password. This is a security feature that automatically disallows administrator level changes after 30 seconds has passed without any user interaction. Promptly going through all your user management activities and leaving this screen is recommended to avoid having to reenter your password. At the bottom of each **User Management** screen, either one or two buttons are displayed. All **User Management** screens will show the **Logout All** option. This will logout all instances of that particular user (local and/or remote

logins). When the administrator is logged in and viewing their own **User Management** screen, (as shown here for default *User1*), a **Logout** button is also visible. This button logs out only that instance (local or remote) of that user.

To create a new user, simply tap the **Create New User** button at the bottom right of the **Users** list screen and enter the username and initial password for the new user and tap submit. A **User Management** screen will appear for the new user allowing complete user configuration (as shown here for *User1*).

Note that the currently logged-in local user is always shown at the bottom of the side navigation bar. Also, the username associated with the logged-in user is shown in the forensic log. For systems that do not have multiple users set up, the default *User1* will be shown in the side navigation bar and in the forensic log.

The following image shows a sample **Users** list screen with multiple users setup.



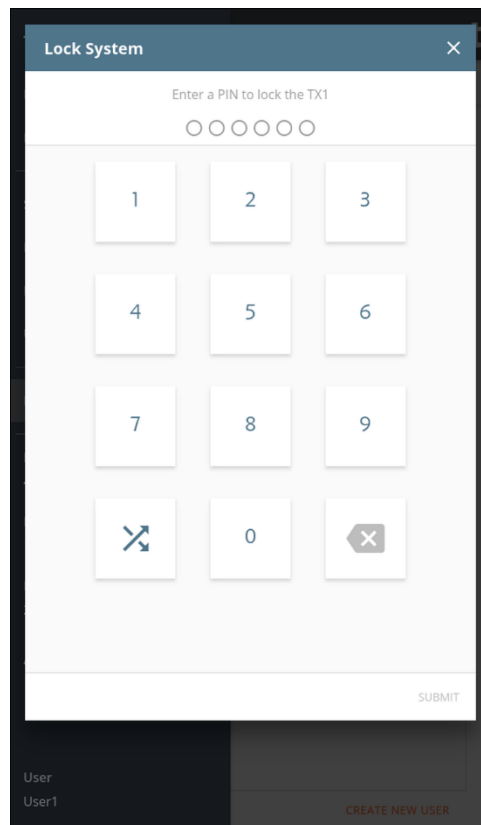
For more information about setting up users, contact OpenText Customer Support.

3.2.5 Locking the system

OpenText recommends locking your device while unattended, to ensure that no settings are changed or that your active/queued jobs are not altered in any way.

To lock your system, tap on the **Lock System** item on the side navigation menu.

A screen will appear that allows for entry of a six-digit personal identification number (PIN) (as illustrated in the following image).



After entering the desired PIN, tap the **Submit** button in the lower right corner of the screen to begin the locking process. The system will prompt you for a second entry of the same PIN to confirm the desired digits have been entered. After verifying that both PINs match, the system will be locked. A message will appear at the top of the lock screen stating the time at which the system was locked.

To unlock the system, simply enter the current PIN and tap the **Submit** button in the lower right corner of the screen.



Note: The button at the bottom left of the keypad allows for randomizing the layout of the digits on the keypad. This can be used to ensure that commonly used PINs do not create a distinct pattern on the screen.

This PIN locking mechanism is temporary in the sense that a power cycle of your device will remove the lock.

3.2.6 Updating the firmware

The OpenText TX1 firmware is stored on an SD card located in the back of the unit. There are three methods to update the firmware on the OpenText TX1 SD card, as covered in detail in this section. Each of these methods first requires the installation of the latest version of the *Tableau Firmware Update* (TFU) application on a Windows-based computer system. TFU contains the OpenText TX1 firmware package file and makes it available for updating the OpenText TX1 units. Before discussing the different methods of updating the firmware on the SD card, let's first cover the steps required to get TFU installed on a Windows machine.

To install the latest version of *Tableau Firmware Update*:

1. Go to OpenText My Support <https://support.opentext.com>).



Note: Filtered results appear on the screen. You can skip any of steps 2 to 5 when you see the link you want.

2. In the **Product** section on the left, expand **Tableau Forensic**.
3. In the **Duplicator/Imager** section, select **TX1**.
4. Expand the **Version** section and select the desired firmware version.
5. Expand the **Content Type** section, then expand the **Software download** section and click **Software**.

A link to the desired *Tableau Firmware Update* application installer (.msi) file will appear in the search results area.

6. Click the link for the TFU installer.
A page containing the download link will be displayed.
7. Click **Download** near the bottom of the page.
The TFU installer will be downloaded to your machine.



Note: If this is your first time downloading the TFU installer from OpenText My Support, you will need to perform steps 8 to 10, after which the installer will be downloaded to your machine.

8. The **OpenText End User License Agreement** page is displayed.
9. Click the box accepting the terms of the license agreement.
The **Accept** button becomes enabled.
10. Click the **Accept** button.
11. Once the download is complete, navigate to the TFU .msi installer file and double-click to begin the installation process.

Now that TFU is installed, let's cover the different methods of updating the actual OpenText TX1 firmware itself.



Note: A firmware update cannot be started on an OpenText TX1 while a job is running. This is true when initiating an update from the local user interface (after selecting the firmware package file) or after a remote user has uploaded a firmware package file to the OpenText TX1. It is recommended that all active users on a given OpenText TX1 (local and remote) collaborate to ensure no jobs are running or will be started before a firmware update is initiated.

To update your OpenText TX1 firmware, select one of these methods.

To update the firmware using the package file method:



Note: The SD card does not need to be removed from the OpenText TX1 for this option.

1. Launch the *Tableau Firmware Update* application.
2. Select the **SD Cards** item from the top navigation bar.
3. Click the **Save TX1 Firmware** menu item.

A Windows File Explorer browse window will appear.

4. Navigate to the desired location and tap the **Save** button.

The save location should be chosen so that OpenText TX1 will have access to the firmware package file in subsequent steps. For this specific firmware update method, it is recommended to save the firmware package file to a USB drive which will later be plugged into the OpenText TX1.

Take note of the name of the firmware package file for reference in subsequent steps. It will be of the form: `tx1-firmware-yy.q.tx1_pkg`, where `yy.q` represents the two-digit year and single-digit quarter of the selected firmware release version.

5. On the OpenText TX1 that is being updated, make sure that the memory device (USB drive or network share) that contains the `.tx1_pkg` file is mounted and accessible to OpenText TX1. Then open the side navigation menu and tap **Firmware Version** (or **About**).
6. Tap **Browse for Firmware**, which will display a screen that lists all mounted drives/shares.
7. Tap on the desired drive/share and then use the **Browse** window to navigate to the folder that contains the OpenText TX1 firmware package file.
8. Select the desired `.tx1_pkg` file, and then tap the **Select** button in the bottom right corner.

The browse screen will automatically close, showing the name of the local package file that was selected in the **About** screen.



Note: At this point, you may opt to run a SHA-256 hash on the selected firmware package file, to confirm it is the right one as compared to the hash value specified in the Release Notes for the same firmware version. After doing so, you will be able to proceed with the update process.

9. When you are ready to update the OpenText TX1 firmware, tap **Update** and the firmware update process will begin. Updating the OpenText TX1 firmware completely takes control of the unit, intentionally preventing you from performing any other actions during the update process. Also, once the firmware update process is complete, the OpenText TX1 will automatically be rebooted using the new firmware.



Note: This package file update method performs an update of the SD card without reformatting it. Since the card was not reformatted, all previously stored user data (settings, logs, etc.) are retained. If a reformatted SD card is desired, use the TFU **Prepare New TX1 SD Card** feature to format and program your card.

To update the firmware using the remote user interface method:



Note: The SD card does not need to be removed from the OpenText TX1 for this method.

1. Launch the *Tableau Firmware Update* application.
2. Select the **SD Cards** item from the top navigation bar.
3. Click the **Save TX1 Firmware** menu item.
A Windows File Explorer browse window will appear.
4. Navigate to the desired location and tap the **Save** button. The save location should be chosen so that OpenText TX1 will have access to the firmware package file in subsequent steps. For this specific firmware update method, it is recommended to save the firmware package file to a network share that OpenText TX1 will be able to mount.

Take note of the name of the firmware package file for reference in subsequent steps. It will be of the form: tx1-firmware-yy.q.tx1_pkg, where yy.q represents the two-digit year and single-digit quarter of the selected firmware release version.
5. On a remote browser window that is connected to the OpenText TX1 to be updated, open the side navigation menu, and select the **About** option.
6. Tap **Select File** in the **Upload Device Firmware** section of the **About** screen.



Note: The **Upload device firmware** section is shown only in the remote user interface version of the **About** screen.

7. Use the Windows File Navigator browse window to navigate to the appropriate folder and select the desired OpenText TX1 firmware package file (saved in step 4).

8. On the **About** screen, double check the name of the selected firmware package file to ensure it is the one you intended to select. Then tap **Upload Device Firmware** to initiate the firmware package file upload to OpenText TX1.

A progress bar will appear indicating that the file upload is in progress. Note that navigating away from this page when a firmware file upload is in progress will abort the firmware update process. Once the file has been fully received by the OpenText TX1, it will automatically update the SD card with the new firmware and then reboot the unit.



Note: This remote firmware update method performs an update of the SD card without reformatting it. Since the card was not reformatted, all previously stored user data (settings, logs, etc.) are retained. If a reformatted SD card is desired, use the TFU **Prepare New TX1 SD Card** feature to format and program your card.

To update the firmware using the SD card removal method:



Note: Due to possible undesirable Windows interactions with the installed SD card, this firmware update method is not recommended. Please consider using one of the other methods presented in this section.

1. Turn off your OpenText TX1 and remove the SD card from the rear of the unit, by pushing the SD card inward until it clicks and then releasing it.
The SD card will be ejected from the unit.
2. Insert the SD card into a Windows computer that has the *Tableau Firmware Update* utility installed. For instructions about installing TFU, see [“To install the latest version of Tableau Firmware Update:” on page 40](#). If your Windows computer does not have a native SD card slot, an SD card adapter may be used.



Caution

Windows will not recognize the filesystem formatting on a TX1 SD card. Upon SD card insertion, it will immediately display a message indicating that you need to format the drive before you can use it. You must cancel out of this Windows formatting. Allowing Windows to format a TX1 SD card will remove all prior formatting and it could make your SD card unusable in your OpenText TX1, even after it has been updated with *Tableau Firmware Update*.

3. After declining to format the SD card via Windows, the SD card will be available for updating. Launch the *Tableau Firmware Update* application.
The TX1 SD card will be shown in the list of available devices.
4. Check the selection box near the desired TX1 SD card in the TFU devices list, and then tap **Update** in the bottom right corner of TFU.
After acknowledging the prompt, the update process will begin.

5. When the SD card update has successfully completed, eject the SD card from Windows and remove it.
6. With the label side of the SD card facing up, insert the SD card into OpenText TX1 until it clicks, then release.
The SD card locks in position when it is properly inserted.
7. When OpenText TX1 is turned on, it will boot from the new firmware on the SD card.

Regardless of the firmware update method used, the hash of the currently loaded firmware package is calculated and displayed in the top portion of the OpenText TX1 **About** screen. This allows for at-a-glance verification that the proper firmware version is running and that it has not been altered.

3.3 Media utilities (traditional media)

Accessible from the Sources, USB Accessories, or Destinations buttons on the **Home** screen (and all locations that provide drive lists), OpenText TX1 provides the following media utilities for all traditional media types (mobile devices excluded):

- **Content breakdown**
- **Wipe (destination/accessory only)**
- **Format (destination/accessory only)**
- **Tableau encryption management** (create/write on destination only; unlock on source/destination/accessory)
- **Encryption unlock** (source or destination; Opal, Bitlocker, APFS)
- **HPA/DCO/AMA disable** (ATA drives only)
- **Blank check**
- **Browse filesystem**
- **SMART (ATA drives only)**
- **Export** (iSCSI target)
- **Eject**



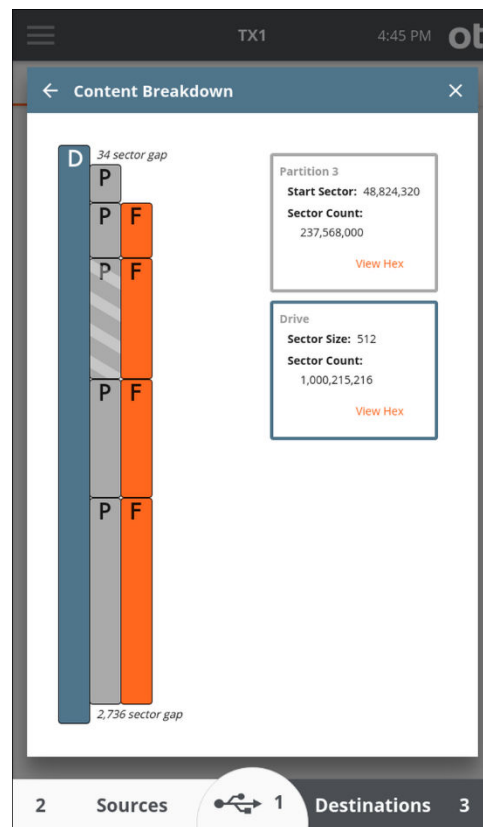
Note: Mobile devices connected to OpenText TX1 have host system interactions and capabilities that are very different from traditional media devices (HDDs, SSDs). The media utilities listed in this section are specific to traditional media devices. See “**Mobile backup acquisition**” on page 153 for information specific to that type of job.

3.3.1 Content breakdown

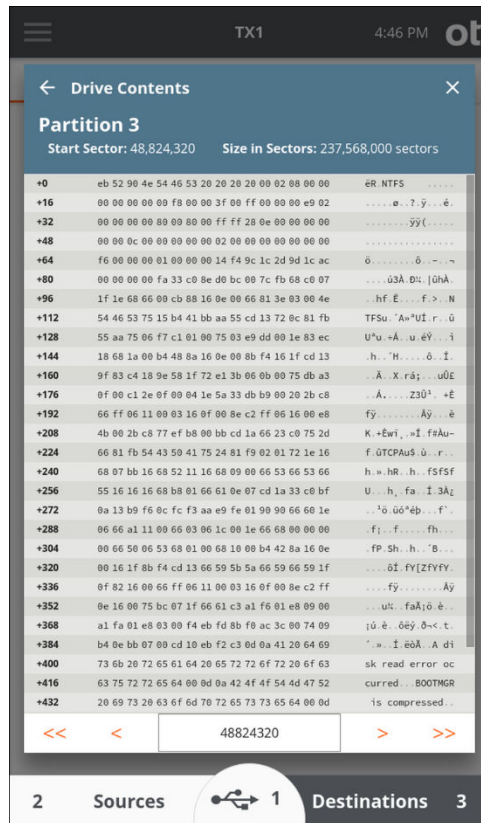
The **Content Breakdown** utility is available for all mounted drives and offers a unique perspective on drive geometry that is quite intuitive and powerful. This screen provides a physical map style overview of the selected drive and all its partitions and filesystems. Tapping on each element (rectangular box) of the drive map provides basic information about that element and allows further exploration. On the screen, the selected element from the map is always shown at the top, but the parent element information is also shown after the selected element.

Drive and **Partition** elements include sector related information (sector size, sector count, and, for partitions, the starting sector) as well as a **View Hex** button which opens a window that shows the selected drive or partition hex data on a sector-by-sector basis.

The following image shows the drive **Content Breakdown** screen for a drive that has multiple partitions, with one of its partitions selected.

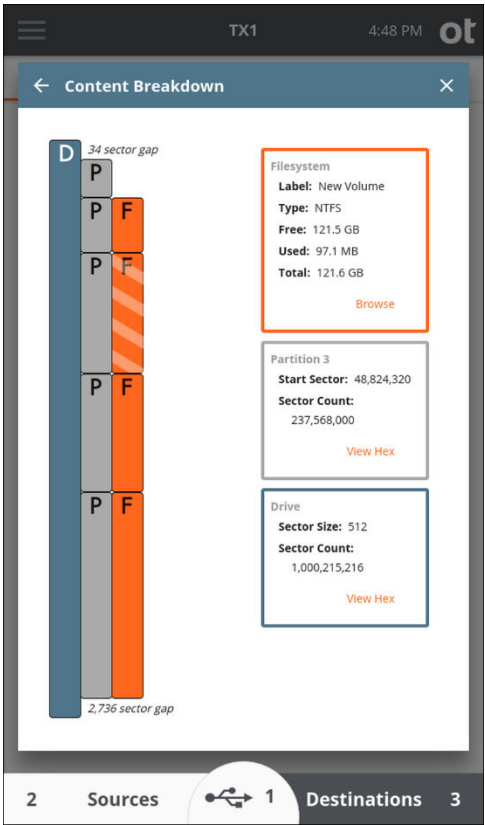


To view the raw hex data for a given drive/partition, tap the **View Hex** button within the information box. A sample hex view window is shown in the following image.



Each row shows 16 bytes of hex data, along with each byte's ASCII equivalent. The number with the plus sign at the beginning of each row represents the byte value offset from the start of the shown sector. The initial sector number (shown in the top blue header) is always the starting sector for the selected drive or partition. This starting sector number is also shown as the initial value in the rectangular box near the bottom of the screen (between the orange arrows). It is easy to navigate through the sectors within a given drive/partition and even into adjacent sectors by tapping the orange arrows. The single arrows will take you either one sector forward (right arrow) or one sector backward (left arrow). The double arrows will jump you to the next (or previous) boundary. That is to say, if you are in the middle of a given partition, the double-right arrow will jump to the end of that partition. Tapping the double-right arrow again in that scenario will take you to the beginning of the next partition or gap area (whichever happens to be there). These double-arrows make it easy to peruse an entire drive and see the very beginning and end of each drive element (partition or gap area) without having to go back to the map view to select a different element. Note that a specific sector number can also be entered in the box at the bottom of the screen. Tap the box, enter the desired sector number, and tap outside the entry field to go directly to that sector.

Filesystem elements show basic filesystem information (label, type, a free/used/total space) and a **Browse** button that opens the OpenText TX1 standard browse modal, as shown in the following image.



3.3.2 Wiping destination or accessory drives

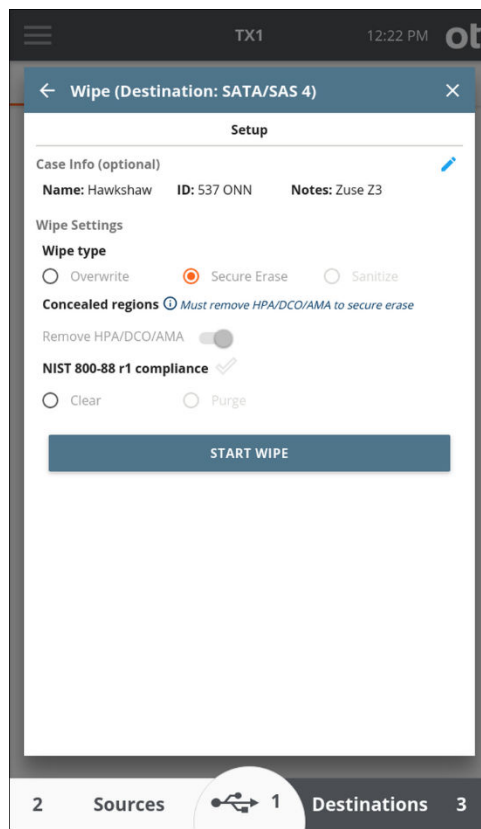
The **Wipe** media utility provides three wipe types for destination and accessory drives. A summary of each wipe type is provided here, with more details in the table included later in this section.

Overwrite	This method simply writes known pattern data to every accessible region of a drive. This can be done with a single pass or multiple passes. Verification is optional.
Secure Erase	This method is only available for ATA based SSDs that support the command. OpenText TX1 only issues the Secure Erase command to the drive, and the rest is done by the controller on the drive. Verification is not supported with this method since the state of the post-wipe data on the drive is drive manufacturer specific.
Sanitize	This method is available for ATA and SCSI based media (both rotating and SSD) that support the command. Two wipe options are available for drives that support Sanitize – Block Erase and Overwrite . OpenText TX1 only issues the Sanitize command to the drive, and the rest is done by the controller on the drive. Verification is optional. Note that an active Sanitize wipe may make a drive unresponsive for an extended period of time.

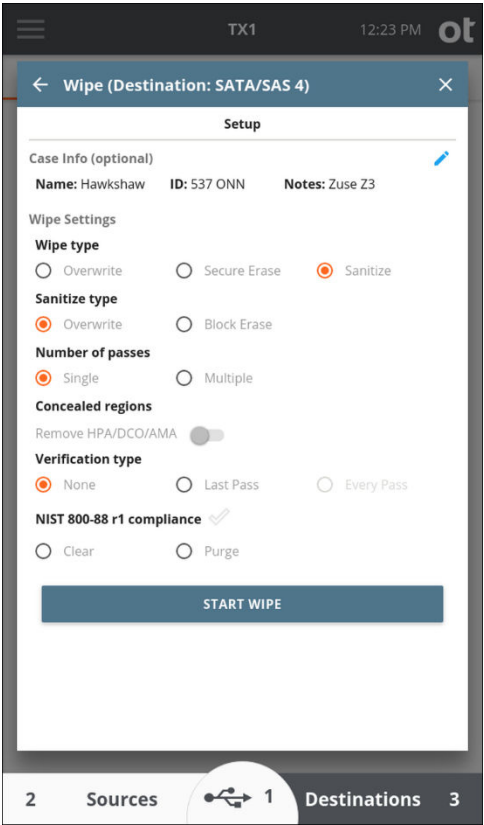
The exact differences between **Secure Erase** and **Sanitize** can be subtle, depending on the drive manufacturer's implementation. But, in general terms, Secure Erase is adequate for environments that are not concerned with removing any evidence of previous data in the physical memory chips. Secure Erase will guarantee that a typical host system read will return only wiped data, but someone with advanced capabilities to do chip-off memory structure analysis could theoretically discern previous data bit states. Sanitize is meant to cover situations that demand more secure data removal where advanced data retrieval techniques are of concern, with the downside of it taking much longer to complete.

 **Note:** **Secure Erase** and **Sanitize** command requirements do not guarantee the final state of the data on wiped drives, which can result in wipe job failures that are out of the OpenText TX1 control. From OpenText empirical testing over a large sample size of drives from different manufacturers, Secure Erase will reliably wipe drives in a very short period of time, but with a higher likelihood of a non-deterministic data state when complete, which makes reliable verification impossible. Sanitize has proven to be more reliable in clearing all data to zeros, which enables support of post-wipe verification. If you experience Sanitize wipe verification failures, contact OpenText Customer Support to report the specific make and model of the drive.

The following image shows the wipe screen for an SSD that supports Secure Erase.



The following image shows the wipe screen for an SSD that supports Sanitize.



 **Note:** Wiping drives results in sustained writing of the media, which can create abnormally high thermal operating conditions inside the drive. OpenText highly recommends using the TX1 - S1 drive bay (which has active cooling) or an external drive cooler or fan when wiping media on OpenText TX1, to help prevent thermal damage to drives.

The following table provides **Wipe** option details.

Option	Description
Overwrite - Single Pass	OpenText TX1 will write a constant pattern to the destination or accessory drive in a single pass. If a custom wipe pattern is set, it will be written to the drive. Otherwise, zeros will be written. Verification is optional.  Note: When an HPA/DCO/AMA configuration is present on a drive, a toggle may be set when configuring the wipe job to remove such configuration prior to starting the wipe, which will ensure the entire accessible drive space is overwritten.

Option	Description
Overwrite - Multiple Pass	OpenText TX1 performs three full write passes to the destination or accessory drive. The first pass writes zeros (0x0000) and the second pass writes ones (0xFFFF). When a custom data pattern is specified, it will be written only on the third pass. Otherwise, the third pass writes a randomly selected constant value between 0x0001 and 0xFFFE. Verification is optional. If enabled, it can be configured to verify after each wipe pass or after only the last pass.  Note: When an HPA/DCO/AMA configuration is present on a drive, a toggle may be set to remove such configuration prior to starting the wipe, which will ensure the entire accessible drive space is overwritten.
Secure Erase (SSD only)	The ATA Secure Erase command instructs the drive to reset all available blocks to the erase state. How the erase state is implemented on the drive is not mandated by the ATA specification, which means the final data state on drives is manufacturer dependent (and not necessarily all zeros). Due to the indeterminate nature of the post-wipe data state, OpenText TX1 does not offer verification for Secure Erase wipes. Due to known issues with inconsistent and unreliable Secure Erase support on rotating drives (HDDs), OpenText TX1 only supports this feature on SSDs.  Note: Secure Erase will erase all accessible drive space, but it will not necessarily erase over-provisioned space or other space reserved by the drive's internal controller. OpenText TX1 will force removal of any detected HPA/DCO/AMA configurations prior to starting a Secure Erase wipe, except for USB connected media. OpenText TX1 cannot remove HPA/DCO/AMA configurations for USB connected media, which means Secure Erase is not supported in that situation. See the note at the bottom of this table regarding handling of HPA/DCO/AMA configurations for USB connected media.

Option	Description
Sanitize - Block Erase (SSD only)	The ATA and SCSI Sanitize – Block Erase commands instruct the drive to erase all flash memory blocks. This is typically done electrically, not through writing of data to the drive. While the state of post-wipe data is not mandated by the ATA/SCSI specifications, Sanitize – Block Erase typically leaves a drive in a cleared (all zeros) state, which allows for post-wipe verification.  Note: Sanitize – Block Erase will erase all user accessible drive space as well as over-provisioned space and any other space reserved by the drive's internal controller. OpenText TX1 will force removal of any detected HPA/DCO/AMA configurations prior to starting a Sanitize – Block Erase wipe, except for USB connected media. OpenText TX1 cannot remove HPA/DCO/AMA configurations for USB connected media, which means Sanitize – Block Erase is not supported in that situation. See the note at the bottom of this table regarding handling of HPA/DCO/AMA configurations for USB connected media.
Sanitize – Overwrite	The ATA and SCSI Sanitize – Overwrite command instructs the drive to overwrite all drive data in both storage and on-drive cache with zeros. This feature is typically implemented on HDDs but is available on some SSDs.  Note: For SSDs that support Sanitize – Overwrite, in addition to all user-accessible drive space, over-provisioned space and other space reserved by the drive's internal controller will also be erased. OpenText TX1 will force removal of any detected HPA/DCO/AMA configurations prior to starting a Sanitize – Overwrite wipe, except for USB connected media. OpenText TX1 cannot remove HPA/DCO/AMA configurations for USB connected media, which means Sanitize - Overwrite is not supported in that situation. See the note at the bottom of this table regarding handling of HPA/DCO/AMA configurations for USB connected media.

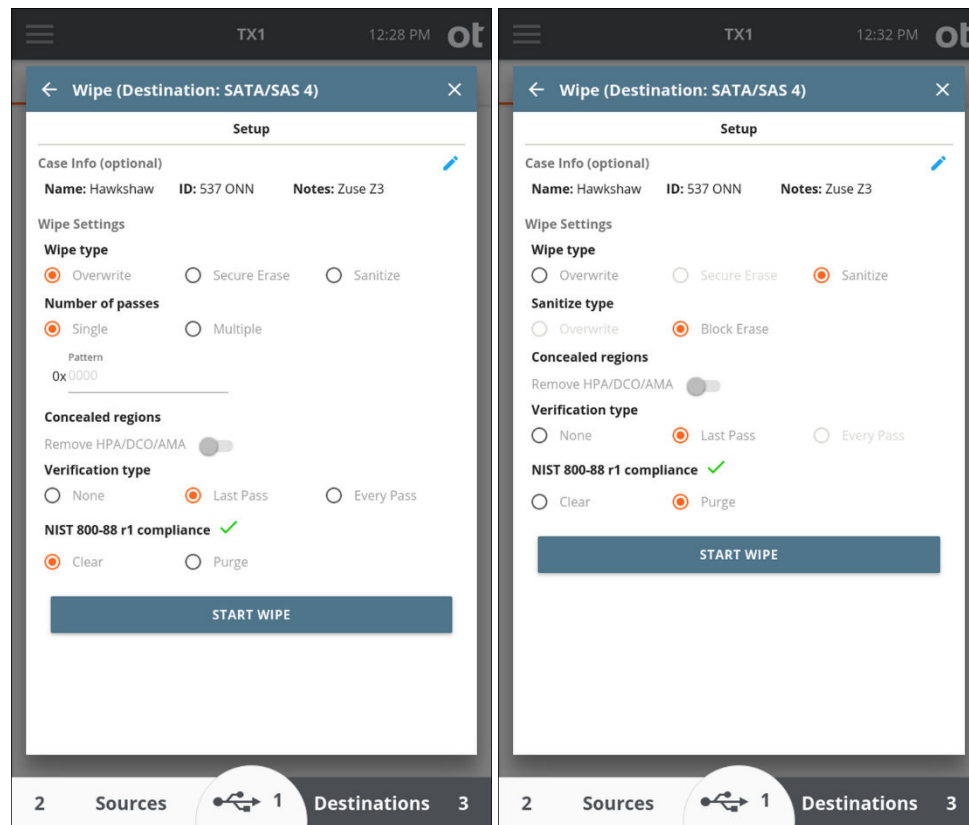
 **Note:** Due to complexities associated with power cycling USB connected drives, HPA/DCO/AMA removal is not supported for such media on OpenText TX1 at this time, which precludes the use of Secure Erase and Sanitize wipe types. The presence of such configurations is detected and reported in the user interface and forensic logs for USB connected drives (as with all other drive interface types), but they cannot be removed directly by OpenText TX1 when connected to a USB port.

3.3.2.1 NIST 800-88r1 Compliance

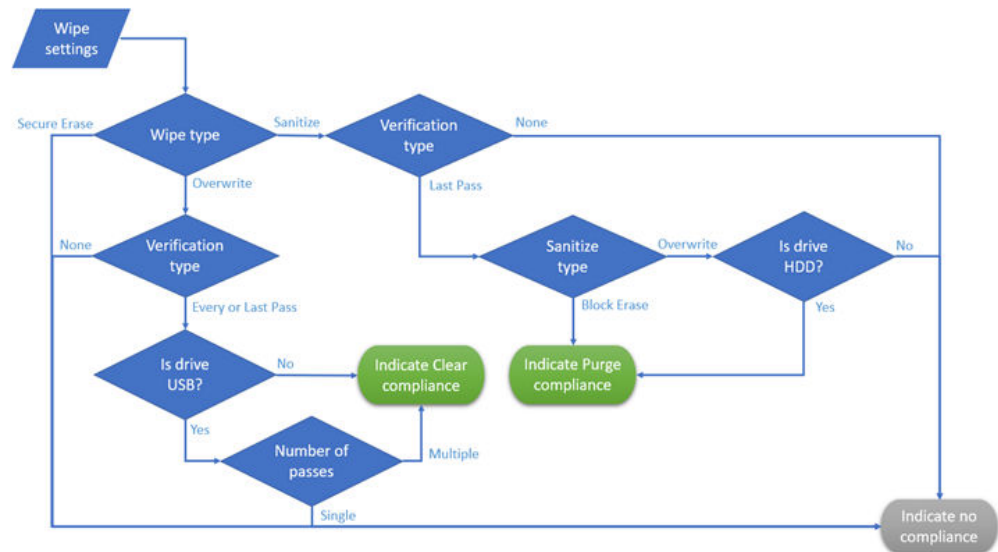
In the document *SP 800-88 r1: Guidelines for Media Sanitization*, the National Institute of Standards and Technology (NIST) describes two data sanitization methods – **Clear** and **Purge**. OpenText TX1 indicates compliance with these data sanitization methods when the appropriate wipe settings are selected – the compliance checkmark turns from a dull gray outline to bold green, and the appropriate compliance radio button becomes selected. Conversely, selecting either the **Clear** or **Purge** radio button, when enabled, will automatically select compliant wipe settings.

OpenText TX1 can purge drives that support conformant **Sanitize** commands. The **Purge** option is disabled if the Sanitize command is not supported by the drive.

The following images show examples of NIST **Clear** and NIST **Purge** compliant drive wipe setups.



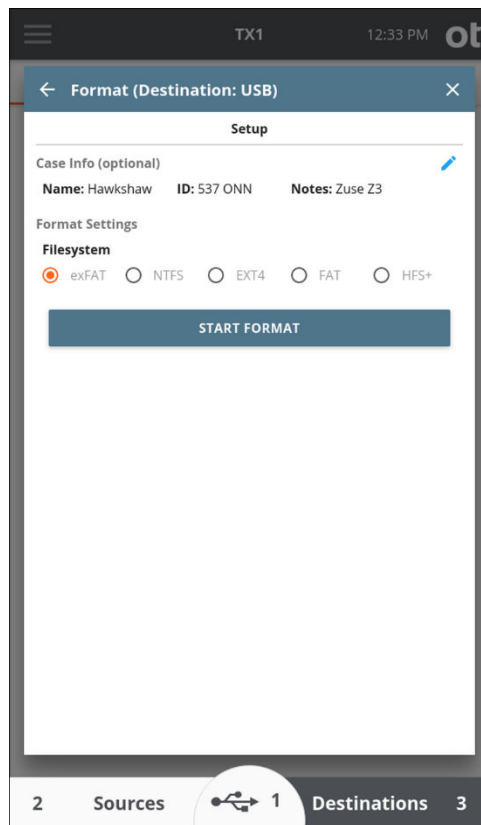
The following flowchart depicts how OpenText TX1 determines wipe setting conformity to NIST 800-88 r1. Note that this flowchart reflects handling of drives with no HPA/DCO/AMA settings.



3.3.3 Formatting destination and accessory drives

To perform an image duplication to or save logs to a drive, you must format the destination or accessory drive with a file system that is recognizable by OpenText TX1.

OpenText TX1 supports formatting destination drives in the following file system formats: **exFAT**, **NTFS**, **EXT4**, **FAT32**, or **HFS+** (as shown in the following image).



exFAT is recommended for best compatibility when accessing drives with all modern operation systems. **EXT4** is recommended for use with Linux forensic tools. **HFS+** is recommended for use with MacOS forensic tools.

Notes

- When FAT is selected as the filesystem type for a destination drive format, OpenText TX1 will format the drive as FAT32. However, job logs (including the format log) and all user interface elements will simply show this as FAT. That is because OpenText TX1 supports reading from all FAT formats (12, 16, and 32), and simply identifying them all as FAT is considered acceptable and accurate for filesystem identification purposes.
- OpenText TX1 cannot format a destination drive with an APFS filesystem, though it can mount a previously formatted APFS volume on any connected drive (source, destination, or accessory port).

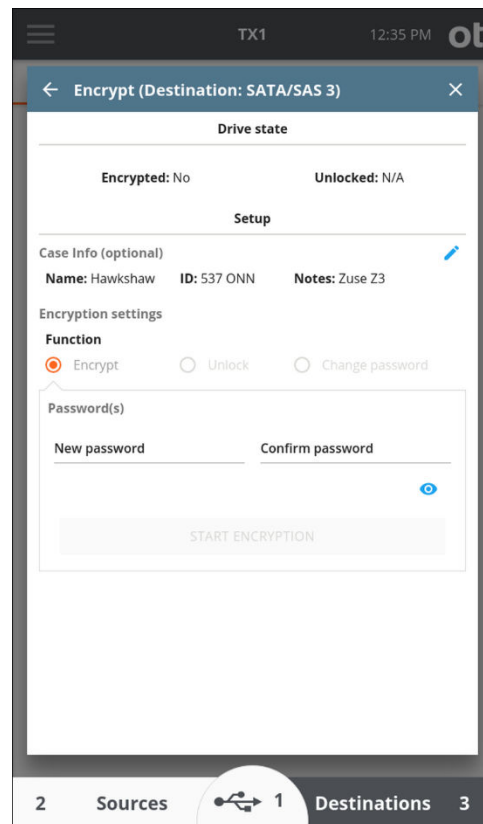
3.3.4 Tableau encryption management

OpenText TX1 can encrypt destination and accessory drives using a password-based XTS-AES whole disk encryption. This *Tableau*-based encryption is compatible with the OpenText™ *Tableau TD2u Forensic Duplicator* and the open source *VeraCrypt* utility.



Note: The encryption process overwrites the destination drive, so remember to encrypt the destination drive before you copy data to it.

A *Tableau*-encrypted source drive can be unlocked with the password to allow browsing or imaging of the contents of the encrypted container, as shown in the following image.



A *Tableau*-encrypted destination or accessory drive can be unlocked with the password to allow browsing or imaging to the encrypted container.

The encryption password can be changed only on destination and accessory drives, as it requires a write modification to the encrypted header.

OpenText is not able to recover lost passwords for OpenText TX1 encrypted media, so take appropriate steps to ensure you never lose your password.

To remove encryption from a drive, connect the drive to OpenText TX1 as a destination or accessory and wipe the drive.

3.3.5 Encryption unlock

OpenText TX1 can unlock drives/volumes that have been encrypted with APFS, BitLocker, and Opal. APFS encryption support is limited to source drives, but BitLocker and Opal encrypted media can be unlocked regardless of which port they are connected to. Note that this section is specific to *non-Tableau* encryption, mainly because none of these encryption types can be formatted directly on OpenText TX1. See the “[Tableau encryption management](#)” on page 55 media utility for details on usage of that method of encryption.

Whether dealing with APFS, BitLocker, or Opal encryption on a given drive/volume, the same **Encryption Unlock** media utility is used to unlock it. A pull-down field at the top of the **Encryption Unlock** screen lists all the detected encrypted types on a given drive, whether they be at the whole disk or volume level. Simply select the encrypted entity you want to unlock, enter the password (or BitLocker recovery key), and then tap the **Unlock** button to begin the encryption unlocking process. If successful, the progress bar will turn green. Close the **Encryption Unlock** screen to access the other OpenText TX1 functions with the now unlocked drive/volume. Once unlocked, each drive/volume can be used with any supported operations including browsing, imaging (physical or logical), and any applicable media utilities.

While unlocking APFS, BitLocker, and Opal encryption is simple and done using the same **Encryption Unlock** media utility, there are some notable differences in how OpenText TX1 handles these types of encryption that warrant special consideration, as covered in the following sections.

3.3.5.1 Opal encryption

Opal Self Encrypting Drives (SEDs) that have had their encryption enabled in a Linux environment can be unlocked by OpenText TX1, as described in section “[Encryption unlock](#)” on page 56. The presence of Opal encryption is noted in any area of the user interface that shows information about the attached drive, including drive tiles (which show in numerous locations), the Drive Details screen, and the Content Breakdown screen.

A locked Opal drive exposes no useful forensic information to OpenText TX1. The only options available for such media are ejection and unlocking. An unlocked Opal drive will appear as an unencrypted drive to the system and be usable for all supported forensic functions.



Note: The Opal standard does not specify an algorithm for generating a lock key from a plain text password. OpenText TX1 uses the Linux SEDUTIL function to report information about Opal drives and unlock them. This function uses an Opal-specific key generation algorithm as defined by the Trusted Computing Group. Other systems exist for enabling encryption on Opal drives (for example, BitLocker) which may employ a key derivation algorithm other than what the SEDUTIL function uses. Attempting to use a

known password for such drives using OpenText TX1 will result in failed unlock attempts. Please contact OpenText Customer Support if you suspect you have run into such a situation.

An additional consideration for Opal drives is a unique configuration that exposes a Shadow MBR. This Shadow MBR can be enabled by drive/system manufacturers to initially identify the drive as a small, non-encrypted volume, which overrides the actual MBR information. A typical use case for this configuration is to enable system manufacturers to request credentials from a user before revealing the actual MBR information on the drive. Regardless of the use case, it is important to be able to identify situations where only the Shadow MBR is revealed, to make it clear that the entire drive contents are not being seen. OpenText TX1 will detect when an Opal Shadow MBR is enabled and clearly inform of its presence. The lock icon will show in the affected drive tile in the Sources list, and the presence of an Opal MBR will be explicitly called out in the drive details screen. Note that the Shadow MBR configuration is essentially a unique form of a locked Opal drive, therefore unlocking the Opal encryption on OpenText TX1 will disable the Shadow MBR (regardless of the underlying encryption state) and make the full, unencrypted drive contents available for triage/acquisition. Also, Opal encryption unlock (including Shadow MBR disablement) is a volatile change, meaning that the drive will revert to its original configuration after it is power cycled.



Caution

Docking station type devices that have Opal drives in them must support ATA command pass-through for OpenText TX1 to properly detect the presence of Opal encryption and allow it to be unlocked. Docking stations that do not support ATA command pass-through may present locked Opal media as all zeros with no indication of Opal encryption being present in the OpenText TX1 user interface. Use caution when acquiring any docking station-based media. If you suspect a drive in a docking station is Opal-encrypted, but is not being presented that way in the OpenText TX1 user interface, removing the drive from the enclosure and connecting it directly to OpenText TX1 may yield the desired outcome.

3.3.5.2 BitLocker encryption

Drives and partitions that are encrypted with Microsoft BitLocker can be unlocked, as described in section [“Encryption unlock” on page 56](#). The presence of BitLocker encryption is noted in any area of the user interface that shows information about the attached drive and/or partitions on the drive. This includes drive tiles (shown in the **Source** and **Destination** drive lists, among other locations), partition tiles (which show whenever a filesystem is being selected for an operation), the **Drive Details** screen, and the **Content Breakdown** screen.



Note: It is possible for BitLocker drives to have been originally encrypted and secured in a manner that OpenText TX1 will not be able to unlock/unencrypt. In particular, Smart Card and Trusted Platform Module (TPM) methods secure

a BitLocker encrypted drive with hardware-based interactions that are not supported by OpenText TX1.

Unlike an Opal SED, a BitLocker drive can be physically imaged (E01, Ex01, DD, and DMG) or cloned in its encrypted state. Such evidence can then be used with forensic investigation tools such as OpenText Forensic to unencrypt and analyze the evidence.

Once unlocked, the drive/partition can be used for any supported operations including browsing, logical imaging, and any applicable media utilities. While OpenText TX1 cannot format media as BitLocker, any previously formatted BitLocker drives/partitions can be unlocked and used as a destination for file-based operations such as writing image files and exporting logs.



Note: BitLocker encryption can be disabled, which is also known as **Clear Key** mode. While the data at rest remains encrypted in this mode, a password or recovery key is not required to unlock the encryption. The OpenText TX1 method to unlock a disabled BitLocker drive/partition is the similar, except that the **Password/Recovery Key** field will be disabled. OpenText TX1 will retrieve the **Clear Key** from the BitLocker metadata and use it to unlock the encrypted drive/partition.

When a drive/partition is BitLocker encrypted, it is assigned a Recovery ID number. OpenText TX1 will display the assigned BitLocker **Recovery ID** on the **Encryption Unlock** screen, which can help to identify specific drives that require a specific password/recovery key.

3.3.5.3 APFS encryption

Drive volumes that are encrypted with APFS can be unlocked, as described in section [“Encryption unlock” on page 56](#). The presence of an encrypted APFS volume is noted in any area of the user interface that shows information about the attached drive, including drive tiles (which show in numerous locations), the **Drive Details** screen, and the **Content Breakdown** screen.

Once unlocked, the APFS volume can be used for any supported operations including browsing, imaging (physical or logical), and any applicable media utilities.

It is important to note that there are distinct and critical differences in how OpenText TX1 handles the various encryption methods that it can unlock – APFS, BitLocker, Opal, and Tableau encryption. The following table summarizes how each of these encryption types will appear or be used in various operations in both their locked and unlocked states.

	APFS		Bitlocker		Opal		Tableau	
Operation	Locked	Unlocked	Locked	Unlocked	Locked	Unlocked	Locked	Unlocked
Logical Image (Source)	n/a (no file-systems to image from)	Selected files/folders will be imaged	n/a (no file-systems to image from)	Selected files/folders will be imaged	n/a (no reads possible)	Selected files/folders will be imaged	n/a (no file-systems to image from)	Selected files/folders will be imaged
Physical Image/ Clone (Source)	Full drive will be imaged/ cloned; encrypted state	Full drive will be imaged/ cloned; encrypted state	Full drive will be imaged/ cloned; encrypted state	Full drive will be imaged/ cloned; encrypted state	n/a (no reads possible)	Full drive will be imaged/ cloned; unencrypted state	Full drive will be imaged/ cloned; encrypted state	Only the unlocked encryption container contents will be imaged/ cloned; unencrypted state
Wipe (Dest)	Clears drive starting at sector/ block 0	Clears drive starting at sector/ block 0	Clears drive starting at sector/ block 0	Clears drive starting at sector/ block 0	n/a (no writes possible)	Clears drive starting at sector/ block 0	Clears drive starting at sector/ block 0	Clears only the unlocked encryption container leaving encryption intact
Format (Dest)	n/a (no APFS support on destination)	n/a (no APFS support on destination)	Will overwrite existing formatting, including BitLocker	Will overwrite existing formatting, including BitLocker	n/a (no writes possible)	Formats drive starting at sector/ block 0	Not allowed	Formats unlocked encryption container only leaving encryption intact
Blank check (Source/ Dest)	Checks full drive starting at sector/ block 0	Checks full drive starting at sector/ block 0	Checks full drive starting at sector/ block 0	Checks full drive starting at sector/ block 0	n/a (no reads possible)	Checks full drive starting at sector/ block 0	Not allowed	Checks contents of unlocked encryption container only

3.3.6 Disabling drive capacity limiting configurations

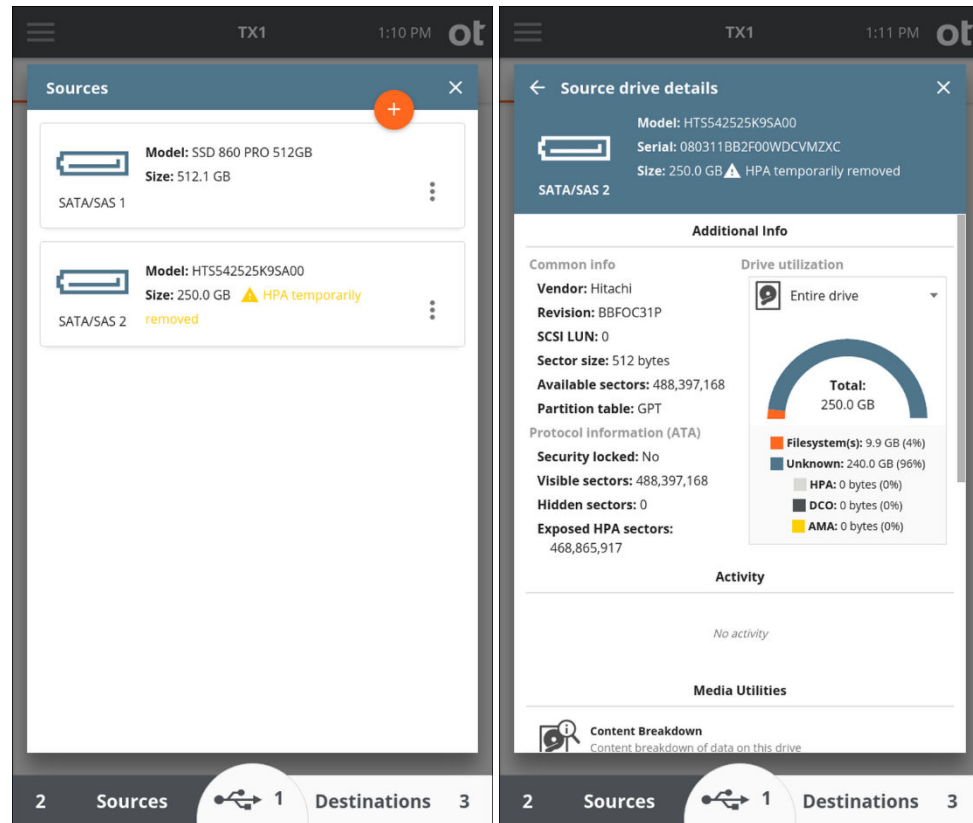
In the past, the most common method of intentionally limiting the reported capacity of a drive was by using the ATA HPA (host protected area) or DCO (device configuration overlay) feature sets. Starting with the ACS-3 (ATA/ATAPI Command Set 3) specification update, the concept of Addressable Maximum Address (AMA) was introduced. Newer drives may support this method of limiting the reported drive capacity. OpenText TX1 supports all these methods with automated detection, identification, and notification that will make dealing with them seamless and easy. From a forensic point of view, it is valuable to know if HPA, DCO, or AMA are in use. With that knowledge, the forensic practitioner can make an informed decision about whether or not to acquire data in the hidden regions of the drive.

Note that these methods (HPA/DCO and AMA) are mutually exclusive. A drive that supports HPA/DCO will not support AMA, and a drive that supports AMA will not support HPA/DCO. Also, while HPA and DCO are related features for a given drive, HPA has a unique attribute (volatile, or temporary, removal) that distinguishes it from DCO and AMA. For that reason, this section will cover volatile HPA removal as a separate topic before addressing non-volatile (permanent) removal of HPA/DCO or AMA.

3.3.6.1 Volatile HPA removal

HPA can be disabled without making a permanent modification to the drive. This is known as volatile, or temporary, removal of the HPA configuration. When a drive that has had its HPA removed in this manner is removed from OpenText TX1 (or is otherwise powered down) and then re-powered, it will always come back in its original state (with the original HPA configured and enabled). Since this is a temporary drive configuration change only (not a change to the data stored on the drive), OpenText TX1 automatically disables HPA on any drive connected to one of its source ports. Since DCO and AMA settings can only be disabled on a permanent basis, OpenText TX1 does not automatically disable them on connected source drives.

In the case of an automatic, volatile HPA removal from a connected source drive, OpenText TX1 displays a warning in the user interface, as shown in the following images.



In this example, the fact that the HPA has been removed is reflected in the following areas on this screen:

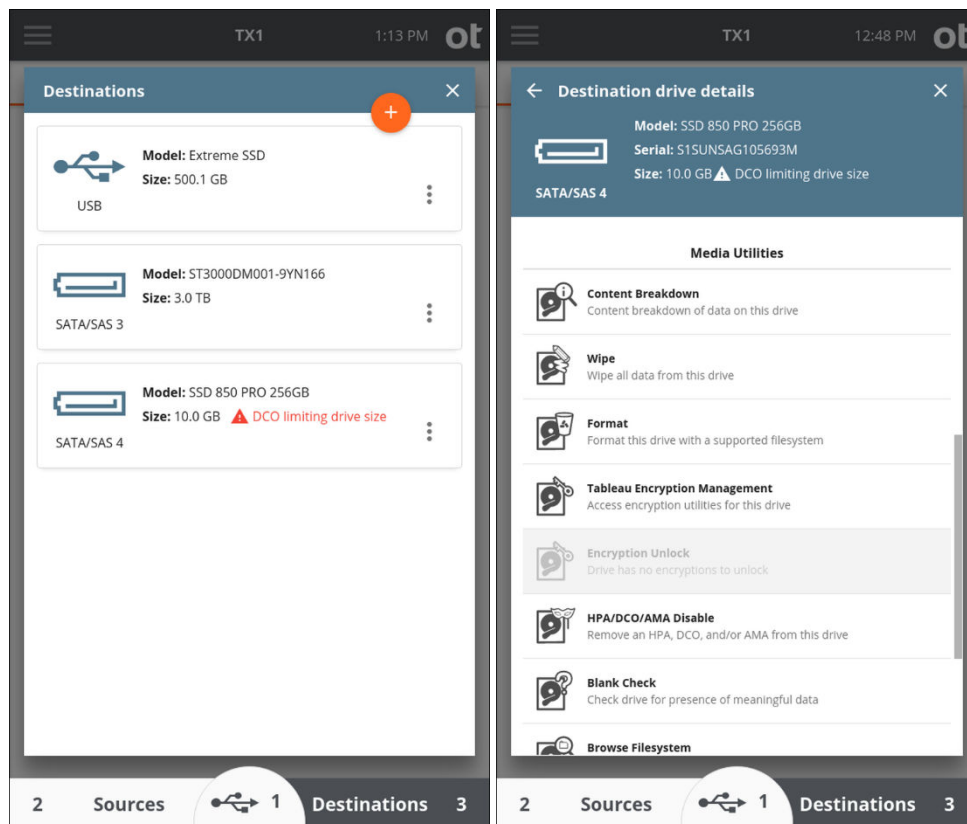
- The **Size** field in the header reflects the full capacity of the drive (with HPA removed), along with a warning to draw attention to the HPA removal event.
- The drive utilization data accurately reflects the existence of 0 bytes of HPA (since the HPA was removed).
- The protocol information area shows the fact that no sectors are currently hidden, as well as how many were exposed when the HPA was removed.

OpenText TX1 never makes automatic changes to any drive capacity limiting configurations on destination drives. OpenText TX1 was designed to give the forensic practitioner complete control over the destination drive. If you choose to restrict the destination drive capacity using HPA, DCO, or AMA, OpenText TX1 will not override that decision.

3.3.6.2 Non-volatile HPA/DCO/AMA removal

The HPA/DCO/AMA Disable media utility permanently disables the HPA, DCO, or AMA configurations on the source drive. For HPA/DCO, you cannot remove a DCO-protected region on a drive without also removing any HPA-protected region, as defined by the ATA specification.

If a drive has a DCO or ACA configured, a red warning message is displayed on the drive tile indicating DCO or AMA is limiting the drive size (as shown in the following DCO example). Permanently disabling a DCO (and any HPA on that drive) or AMA is done from the media utilities portion of the drive details screen for a given drive. Drive details can be viewed through the **Sources** and **Destinations** areas of the main **Home** page or from the **Select a Source** or **Select a Destination** areas during duplication job setup.



IDE drives with a DCO require special considerations with OpenText TX1. This is due to the fact that IDE drives are connected via the PCIe interface using a *Tableau IDE Adapter* (TDA7-5). DCO setting changes require power-cycling the drive which, for directly connected SATA drives, is done automatically by OpenText TX1. PCIe, as implemented on OpenText TX1, does not allow for hot drive removal (including power-cycling).

To disable a DCO on an IDE drive:

1. Confirm that OpenText TX1 is powered off.
2. Connect the IDE drive to a *Tableau IDE Adapter* (TDA7-5) and connect the adapter to the OpenText TX1 PCIe port. Note that IDE drive power does not come directly from the TDA7-5 adapter. A separate power cable is required to connect the IDE drive power interface to one of the source SATA/SAS drive power connections.
3. Connect any other drives required for the eventual duplication job and power on OpenText TX1.



Note: OpenText TX1 will not allow any other jobs to be started or queued when an IDE drive HPA/DCO/AMA disable job is in progress. This includes disallowing the **Shelve DCO** feature for duplication jobs. This is because a system reset will be required to redetect the drive after the DCO is disabled, which would terminate any other jobs in progress.

4. After OpenText TX1 has booted to the **Home** screen and the IDE drive is detected, navigate to the **Sources** drive list and tap on the IDE drive tile to open its drive details screen.
5. Select the HPA/DCO/AMA **Disable** media utility, optionally enter case information, and then tap the **Remove HPA/DCO/AMA** button to start the operation.

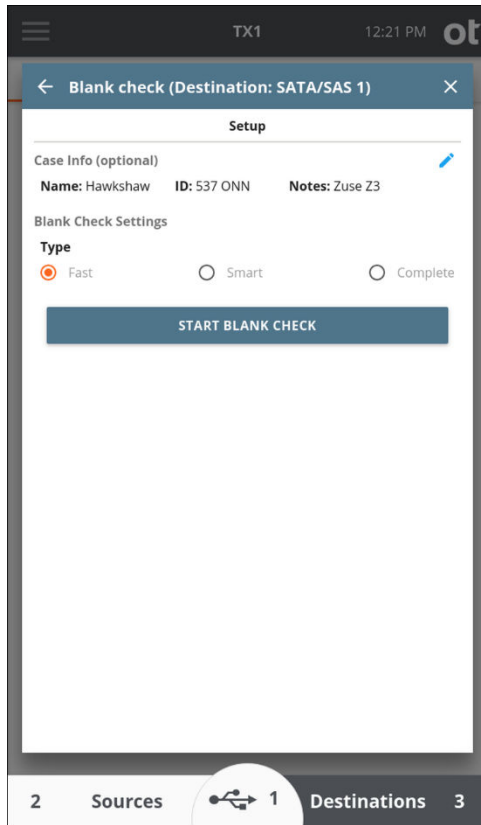
The system reset will occur immediately after OpenText TX1 issues the removal commands to the drive.

The log will reflect successful completion of the DCO disable operation after the command has been issued to the drive, before the system reset has occurred. OpenText TX1 has no way of knowing if the command actually completed at the drive level. The DCO state should be manually verified after the reboot is complete and before subsequent jobs are started.

OpenText TX1 also provides the ability to “shelve” a DCO or AMA, which means disabling a source drive DCO or AMA for the purposes of evidence duplication and then putting the same DCO/AMA back after the job is complete. See [“Duplicating” on page 76](#) for more details on shelving a DCO.

3.3.7 Blank checking

The **Blank Check** utility checks a drive for the presence of meaningful data (as illustrated in the following image).



The following table provides **Blank Check** option details.

Option	Description
Fast	Quickly checks to determine if the drive appears to be blank by reading in and checking the sectors in the Master Boot Record, the Primary GPT, and the Secondary GPT.
Smart	Performs the Fast check, then reads in up to 75% of the available sectors randomly to determine whether they are blank. The blank check will stop as soon as a non-blank data pattern is detected.
Complete	Reads in up to 100% of the available sectors to check if the drive is blank. The blank check will stop as soon as a non-blank data pattern is detected.

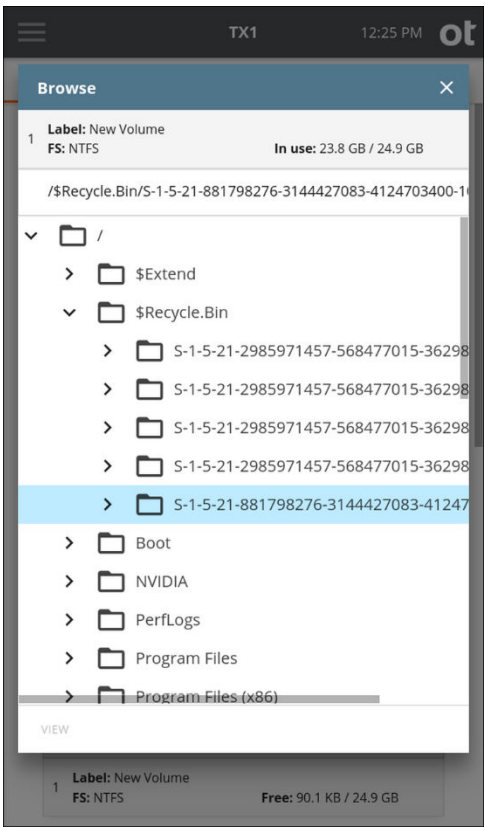
A sector is considered blank if it contains only the same repeated 2-byte pattern. Any non-repeating pattern is considered to be non-blank. However, each individual sector may contain different repeating patterns. If any sector is found to not be blank, the drive is not considered blank, and the blank check will stop.

 **Note:** The **Fast** and **Smart** blank check options do not perform exhaustive checks of the entire drive. It is possible for a drive to appear to be blank according to the Fast or Smart check while still storing forensically relevant information.

3.3.8 Browse filesystem

The **Browse** function provides an easy way to view the contents of a recognized filesystem on any mounted drive, whether it is connected locally or via the network interface (iSCSI or CIFS). Simply tap the **Browse** button on the Home screen and select the desired drive/filesystem. The **Browse** operation is also accessible from the **Media Utilities** list in the drive details screen and from the filesystem details box within the **Content Breakdown** media utility.

The following image shows a sample **Browse** screen.



The **Browse** screen provides basic information about the selected filesystem (label, type, and used space) in the first row. Note that, when multiple filesystems are present on a drive, tapping the top information row will allow for selection of a different filesystem on the same drive, without needing to back out of the **Browse** window to select the other filesystem. The second row of the **Browse** screen shows the complete path name for the currently selected folder/file. The main browse

window shows the complete filesystem tree including all folders/files contained on the drive or share.

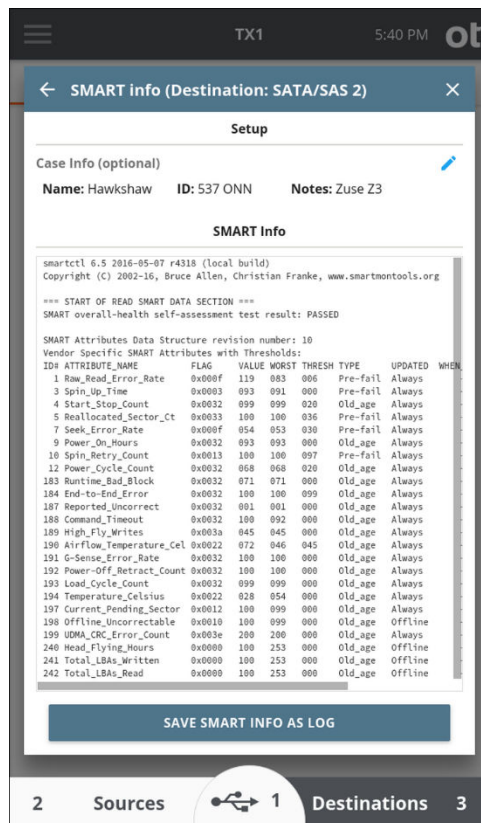
In the browser portion of the window, you can scroll up and down the list of folders/files and tap individual folders to drill down to the desired level to expose the names of individual files located on the drive. Note that the size of each file is shown at the end of the filename. Many users will find this utility helpful when attempting to triage a large evidence set and determine the priority by which each drive should be imaged, or when checking the contents of a destination drive to free up space by deleting unneeded directories and files.



Note: Certain text and image files can now be viewed directly on OpenText TX1. For more information about this feature, see “[Viewing text and image files](#)” on page 146.

3.3.9 SMART data

This media utility is available for ATA drives that support SMART data reporting. Selecting this feature will display available SMART data as reported by the drive (as illustrated in the following image).



This information can be annotated with case info and saved as a log.

3.3.10 Export

This media utility allows the user to export any source, accessory, or destination drive as an iSCSI target in read-only mode. This makes the drive available to be read by a remote user on any IP-based network via the Ethernet connection on the rear of your device, which can be useful for evidence file transfer purposes.



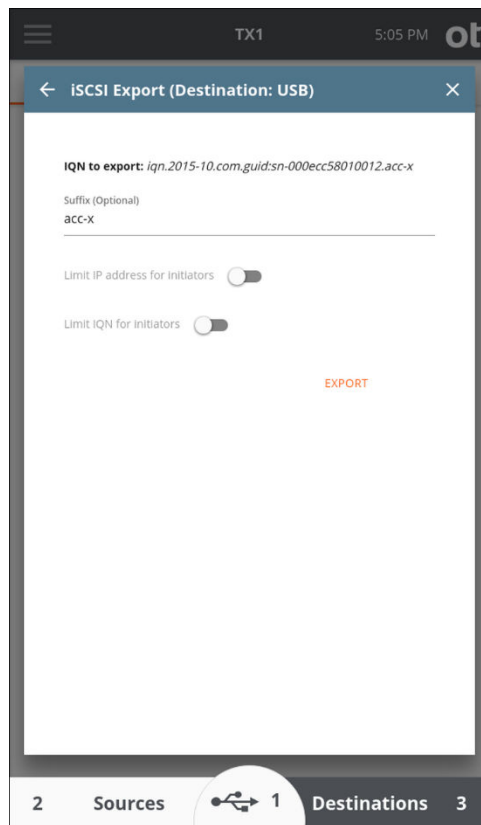
Note: OpenText TX1 exports iSCSI targets as read-only. This ensures that OpenText TX1 maintains control of the evidence data it writes to the exported destination drives. This also ensures that any and all data that OpenText TX1 may require for things like resuming a paused/failed job will be available when needed.

During the export process, your device will assign a unique IQN (iSCSI Qualified Name) to each exported drive. This IQN is used by the remote initiator to gain access to the exported media. The following is an example of an IQN produced by OpenText TX1 from exportation of a locally connected SATA drive: `iqn.2015-10.com.guid:sn-000ecc5801000c.sata.1`.

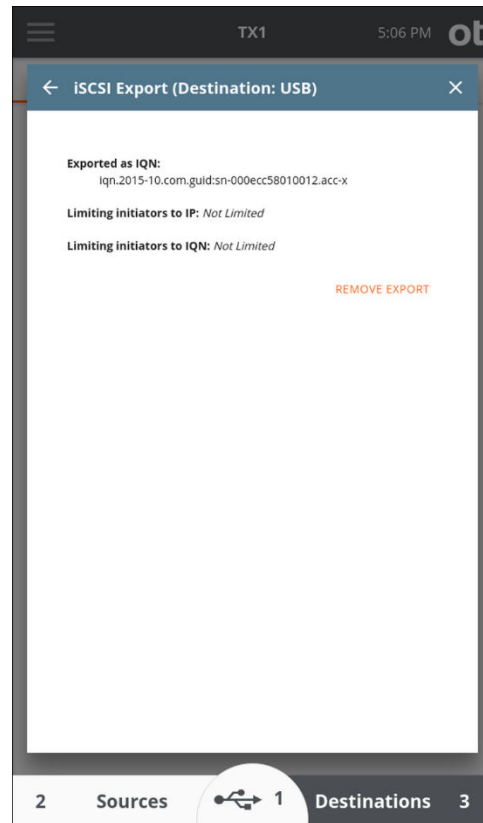
The breakdown of this number is as follows.

Number Portion	Description
<code>iqn.2015-10.com.guid:</code>	Base identification number/domain for all OpenText products (as provided by the iSCSI naming authority).
<code>sn-000ecc5801000c.</code>	The serial number of the specific OpenText TX1 in use, which serves as a unique identifier within the domain.
<code>sata.1</code>	OpenText TX1 specific suffix. The default is the protocol of the drive being exported with an incrementing number at the end. However, the user can edit this portion of the IQN via the optional Suffix entry field on the iSCSI Export setup screen.

If successful, the final exported IQN is provided along with a listing of any initiator limits (IP address and/or IQN values), as shown in the following image. The IQN of the exported drive should then be available for selection via the **Discovery** function of an initiator on that same network.



Any exported drives can be un-exported by navigating to the iSCSI Export media utility for the drive and tapping on the **Remove Export** button in the lower right portion of the **iSCSI Export** screen, as illustrated in the following image.



3.3.11 Eject

This media utility is provided to allow for safe ejection of attached drives. Ejecting a drive removes it from the system software in a safe manner and is recommended before unplugging any attached media from a powered OpenText TX1 and before powering down OpenText TX1 with drives attached. For destination and accessory drives in particular (since they are read/write), failure to eject a drive prior to removal from the system could corrupt the drive filesystem, which could result in loss of previously captured evidence/data. Note that ejection of media being used in a job will not be allowed until the job is complete.

In addition to quiescing the drive for system removal, pressing the **Eject** button will issue an ATA spin down command to drives that may support it. Spinning down rotating hard disk drives is recommended to minimize the chance of platter damage upon physical removal of the drive from the system. Note that not all drives support this command, and some may take longer to eject from the system due to lack of spin down command support. But this is considered a minor inconvenience compared to the benefit of minimizing the chance of drive damage.

3.4 Connecting drives

The following procedures provide the necessary steps for safely connecting drives to an OpenText TX1.

TX1 operates as a standalone device or with the TX1 - S1 drive bay. To connect the drive bay, ensure TX1 is powered off, align TX1 into place on top of the drive bay, and slide it back to lock it into place.

3.4.1 Source drives

Connect one or more drives to the OpenText TX1 source (left) side interfaces: SATA/SAS (x2), USB 3.0, PCIe, or FireWire.



Note: The PCIe interface on OpenText TX1 does not support hot-swapping. PCIe adapters with drives installed must be attached to the OpenText TX1 PCIe port before powering up the unit. Also, removing a PCIe adapter from OpenText TX1, or removing a drive from a PCIe adapter before powering down OpenText TX1, will cause system instability and could possibly damage the drive, adapter, or the OpenText TX1. OpenText TX1 must be powered down before removing the drive from any OpenText Forensic PCIe adapter or removing a PCIe drive/adapter from the OpenText TX1 PCIe port.

An OpenText Forensic PCIe adapter (sold separately) is required to acquire PCIe drives. The OpenText Forensic IDE-PCIe adapter (TDA7-5, sold separately) is required to acquire IDE drives. For detailed information about PCIe based adapters available for OpenText TX1, see [“Adapters” on page 197](#).

OpenText TX1 can acquire certain Apple computers that support Target Disk Mode via the USB 3.0 or FireWire source side connections. This can be done via three different types of Apple computer interfaces: USB-C, FireWire, and Thunderbolt 2. Commercially available adapters are required to convert these interfaces to USB 3.0 (for USB-C devices) or FireWire (for Thunderbolt 2 devices) for connecting to OpenText TX1. For more information about the required adapters, see [“Adapters” on page 197](#) or contact OpenText Customer Support.

OpenText TX1 provides an Ethernet connection which enables network-based acquisition of iSCSI physical media (clones and physical or logical images) and mounted CIFS shares. For more information, see [“Duplication over a network” on page 94](#).

Source drives are listed in the user interface in the order of the OpenText TX1 physical port layout: iSCSI/CIFS, USB, FireWire, SATA/SAS 1, SATA/SAS 2, PCIe.



Note: Mobile devices connected to OpenText TX1 via the USB source port have host system interactions and capabilities that are very different from traditional media devices (HDDs, SSDs). The information here is specific to traditional media devices. See [“Mobile backup acquisition” on page 153](#) for information specific to that type of job.

3.4.2 Destination drives

Connect one or more drives to the OpenText TX1 destination (right) side: SATA/SAS (x2) or USB 3.0. If using the Drive Bay, insert one or more 2.5" or 3.5" SATA/SAS drives.



Note: The SATA/SAS destination DC OUT ports directly on OpenText TX1 are enabled even when a TX1 - S1 Drive Bay is connected, allowing for easy connection of up to four SATA/SAS destination drives. Please refer to the specifications section of this user guide for information regarding maximum power configurations.

OpenText TX1 also provides an Ethernet connection, which enables use of network-based iSCSI physical media and CIFS shares as destinations to store clone or image file data. See [“Duplication over a network” on page 94](#) for more information.

Destination drives are listed in the user interface in the order of the OpenText TX1 physical port layout: iSCSI/CIFS, USB, SATA/SAS 1, SATA/SAS 2.

3.4.3 Accessory drives

Connect up to two USB drives to the Accessory USB 3.0 ports on the front of the OpenText TX1. These drives are mostly used for saving stored log files or updating the firmware.



Note: The USB accessory ports on your device are NOT write-protected! Evidence media should never be connected to these ports.

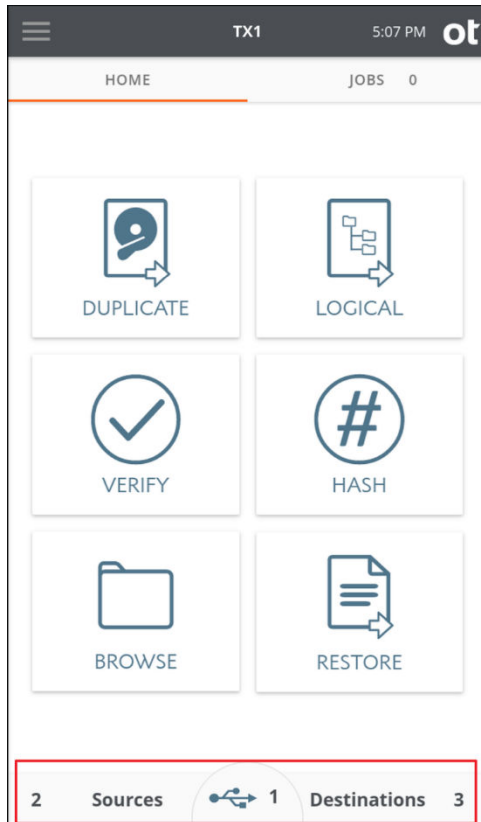
Accessory drives are listed in the user interface in the order of the OpenText TX1 physical port layout, with the leftmost USB drive always on top and the rightmost on the bottom.

3.4.4 Drive detection

After booting, OpenText TX1 begins detecting connected drives sequentially. Source and destination drive counts are displayed in the **Sources** and **Destinations** buttons at the bottom of the **Home** screen, indicating the number of source and destination drives recognized. If any accessory USB drives are connected and detected, the center USB accessory portion of that bottom row will appear with the detected accessory drive count as well.

Tap the **Sources**, **USB Accessory**, or **Destinations** button to view more detail about the connected drives and to access media utilities.

The following image shows the **Home** screen and highlights the source, USB accessory, and destination drive counts.



OpenText TX1 can detect USB drives that expose a CDFS volume. This is a common configuration for proprietary self-encrypting drives. The small CDFS volume typically contains an application that can be run on a host computer system, which allows for entering credentials that will unlock the drive. OpenText TX1 cannot run these proprietary applications, as they are typically made for x86-based Windows systems and thus OpenText TX1 cannot unlock these types of self-encrypting drives. That also means it cannot access the data volume of the drive (even in encrypted form) and thus cannot create an image of the drive. However, OpenText TX1 will detect these drives and report their type.



Note: Mobile devices connected to OpenText TX1 have unique detection interactions compared to traditional media devices (HDDs, SSDs). The information here is specific to traditional media devices. See “**Mobile backup acquisition**” on page 153 for information specific to that type of job.

3.5 Turning off your unit

To turn off your unit:

1. Push the power button in the top left corner of the unit.
The shutdown options will be different for an idle unit versus one that has active/queued jobs.
2. For an idle unit, confirm the request by tapping the **Shutdown** button, or keep the unit powered up by tapping the **Cancel** button.
3. For a unit with active/queued jobs, the choices are expanded to include an option to wait for jobs to complete before the unit is turned off. This feature is convenient for running a job overnight or over a weekend with the unit unattended, as it will help reduce power consumption and unnecessary runtime on any attached drives.

To turn off your unit when the current job(s) is (are) complete, push the power button in the top left corner of the unit as you normally would, and then tap the **Wait for jobs** button.

After all active/queued jobs complete, the unit will power itself off. This will work for any job type.



Note: If this method of powering down is used, there is no need to eject any attached drives before shutting down the unit. Using this proper shutdown method allows the software time to complete any active tasks and eject drives prior to turning off the unit. Forcing the unit to power off by pulling the power cord or holding down the power button is not recommended, as it may corrupt any existing partition/filesystem information.

Chapter 4

Using the OpenText Forensic TX1 Imager

This chapter covers detailed procedures and information for using the OpenText Forensic TX1 Imager.

4.1 Navigating OpenText TX1 features and options

The OpenText TX1 user interface includes the following elements:

- **Home** screen: Provides access to the following functions:
 - Duplicate
 - Logical
 - Verify
 - Hash
 - Browse
 - Restore
 - Mobile
 - Sources, Accessory Drives, and Destinations
 - View connected drive detail
 - Access media utilities
- **Jobs** screen: Provides the Job summary list and job details/status.
- **Side navigation menu**: Provides access to the following functions:
 - Home shortcut
 - Logs
 - Settings (system, network, and operation defaults)
 - User Management
 - Lock system
 - About
 - User

4.2 Preconditions checking

Before starting duplications and other jobs, OpenText TX1 automatically checks for preconditions. Some preconditions produce warnings, and you can choose to continue or cancel after viewing each one. Some preconditions are fatal and require that the duplication process be aborted.

4.3 Duplicating

For each active job, OpenText TX1 duplicates one source drive to up to four destination drives simultaneously. Up to two jobs can be active at any given time. For a given source/job, the destination drives can be a mix of directly connected drives and network shares. The destinations can be a mix of cloned and imaged copies.



Note: This section is focused on whole disk duplication operations. See [“Logical imaging” on page 118](#) for details about that alternative acquisition method. See [“Mobile backup acquisition” on page 153](#) for information specific to that type of job.

4.3.1 Cloning

A clone, also known as a disk-to-disk duplication, makes an exact copy of the source drive to the destination drive(s).

If a destination drive is not blank, OpenText TX1 displays a yellow warning to indicate that a clone will overwrite the contents of the destination drive. This reduces the risk of overwriting valuable data.

There is no need to format the destination media, as the clone will apply the file system of the source media (if one exists) to the destination media automatically. It is, however, a best practice to wipe destination media before duplicating to it as this can help to identify potentially defective media and bad sectors, and it can reduce the risk of cross-contaminating a duplication with stale data.

Note that, at the beginning of a clone job, OpenText TX1 prepares the destination drive by wiping sectors 0, 1, and end-of-drive minus 1. This ensures there is no stale partition table data on the drive, which reduces the possibility of drive detection issues at the end of the job.



Note: Because partition table information is relative to the sector size of the source drive, cloning to a destination drive with a different sector size is not allowed. OpenText TX1 will detect this sector size mismatch issue and warn the user. This condition will need to be rectified before the clone job can be started.

4.3.2 Imaging

An image, also known as disk-to-file duplication, copies the source drive to a series of files (sometimes called segments or chunks) on the destination drive. OpenText TX1 supports OpenText Forensic file formats Ex01 and E01 and raw file formats DD, and DMG. Compression is supported, and enabled by default, with Ex01 and E01 file formats. File sizes from 2 GB per segment to Unlimited are supported. Smaller segments create more directory entries and Unlimited creates one large file segment.



Note: Not all image file size options are available in all situations. Due to filesystem addressing limitations, FAT32 formatted destinations have a maximum file size of 2 GB.

When imaging, the destination media must first be formatted with a recognized filesystem. Format destination drives by selecting the **Format** media utility in the drive details screen. The drive details screen can be accessed through the **Destinations** button on the **Home** screen or through the **Select Destinations** screen during setup of a duplication job.

If the destination drive is smaller than the source, a DD or DMG image will not fit on the destination drive. However, if using Ex01 or E01, the source drive may fit on a smaller drive because these formats can compress the data before writing to the destination drive. There is no guarantee that the data will be compressed enough to fit on a smaller destination drive, especially if in cases where the data is mostly incompressible such as encrypted data.



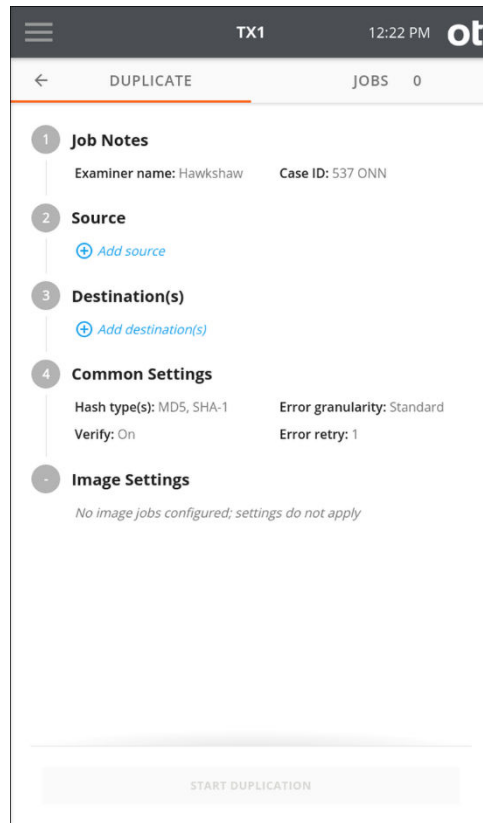
Note: Use extreme caution when attempting to copy a source drive to a same size or smaller destination drive. Image file formatting adds overhead and, when coupled with incompressible data (such as encrypted data), a larger destination drive may be needed.

4.3.3 Performing a duplication

To perform a duplication:

1. Follow the steps listed in [“Connecting drives” on page 70](#) to connect the source drive and all relevant destination drives.
2. From the **Home** screen, tap the **Duplicate** icon.

The **Duplicate** job setup screen is displayed, as illustrated in the following image.



The job setup screen is organized in a natural workflow from top to bottom, but most steps and settings can be accessed in any order. The default values display for each step and setting. Tap on the step number or heading to expand the section and view or change the settings.

If only one source and one destination are connected, they are automatically selected. If you are satisfied with the default settings and the selected **Source** and **Destination(s)** drives, press the **Start Duplication** button at the bottom of the screen to begin the job.

3. To modify or enter job notes, tap the **1** or **Job Notes** heading to expand the section. Tap a text box to modify or enter **Name**, **Case ID**, or **Notes** values and the virtual keyboard is displayed on the bottom half of the screen. If desired, you can also attach a USB keyboard to one of the front Accessory USB ports to make data entry easier.

The following image shows the **Job Notes** expanded section.

The screenshot shows the 'DUPLICATE' screen in the OT application. The top bar displays 'TX1', '12:22 PM', and the 'ot' logo. Below the bar, there's a navigation bar with a back arrow, 'DUPLICATE', and 'JOBS 0'. The main content area is divided into five sections, each with a numbered circle icon on the left:

- 1 Job Notes:** Contains fields for 'Examiner name' (Hawkshaw), 'Case ID' (537 ONN), and 'Notes' (Zuse Z3).
- 2 Source:** Features an 'Add source' button with a plus icon.
- 3 Destination(s):** Features an 'Add destination(s)' button with a plus icon.
- 4 Common Settings:** Displays 'Hash type(s): MD5, SHA-1', 'Error granularity: Standard', 'Verify: On', and 'Error retry: 1'.
- 5 Image Settings:** Shows the message 'No image jobs configured; settings do not apply'.

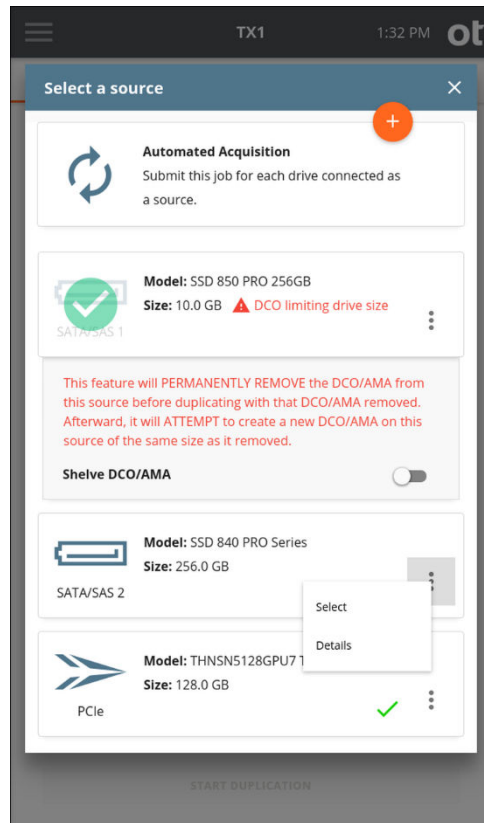
At the bottom of the screen is a large, light gray button labeled 'START DUPLICATION'.

4. To change or add a source drive, tap the **2** or **Source heading**. From the source list modal that is displayed, select a drive from the list. A green check confirms your selection. Close the modal by tapping the X in the upper right corner or by tapping outside of the modal. If a different source is desired, go back into the **Select a Source** screen by tapping on the **2** or **Source** heading from the **Duplication** stepper.



Note: To help users identify which source drives have already been acquired, a green checkmark is shown in the bottom right portion of the drive tile for any drives that have been used in a previous, successful duplication job (clone or image). For currently active duplication jobs, a hollow checkmark will appear which will turn green once the duplication job has successfully completed.

Within a screen displaying a list of drives, you can tap the options icon on the drive tile to see more drive detail and access any available media utilities, as illustrated in the following image.



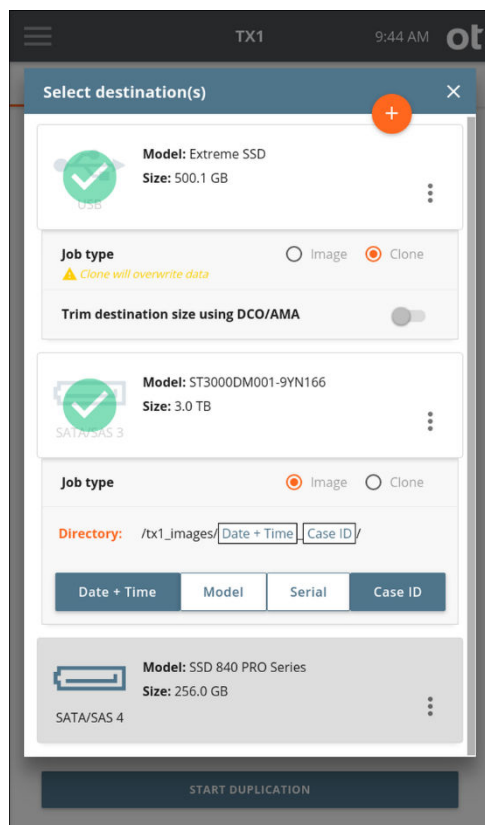
OpenText TX1 also allows “shelving” of a DCO or AMA for source drives. When enabled for a given source drive, the **Shelve DCO/AMA** feature will, after the duplication job is started, disable the DCO/AMA, complete the acquisition of the entire source drive, and then attempt to reapply the original DCO/AMA setting back to the source drive. This provides a convenient way to ensure that all source evidence is acquired and that the drive is returned to its original state at the end of the duplication job. See the source selection screenshot for an example of a selected source drive with a DCO. Note that this **Shelve DCO/AMA** feature is only available for SATA drives that support DCO/AMA. See [“Drive capacity and transfer rate measurement conventions” on page 7](#) for more details regarding DCO/AMAs and how OpenText TX1 supports them.



Note: You cannot browse a source drive if the **Shelve DCO/AMA** feature is being used on an active job with that drive.

5. To change or add the destination drive(s) tap the **3** or **Destination(s)** heading. From the destination list modal that is displayed, select one or more drives from the list.

The following image illustrates the **Select destination(s)** screen.



For each selected destination drive, a **Job type** panel expands after the **Drive** tile.

Select the **Clone** option button to clone to the destination or select the **Image** option button to image to the destination.

For clones, the option is displayed to trim the destination drive to be the same size as the source using a DCO or AMA.



Note: The trim feature is only available for SATA destinations that support DCO or AMA.

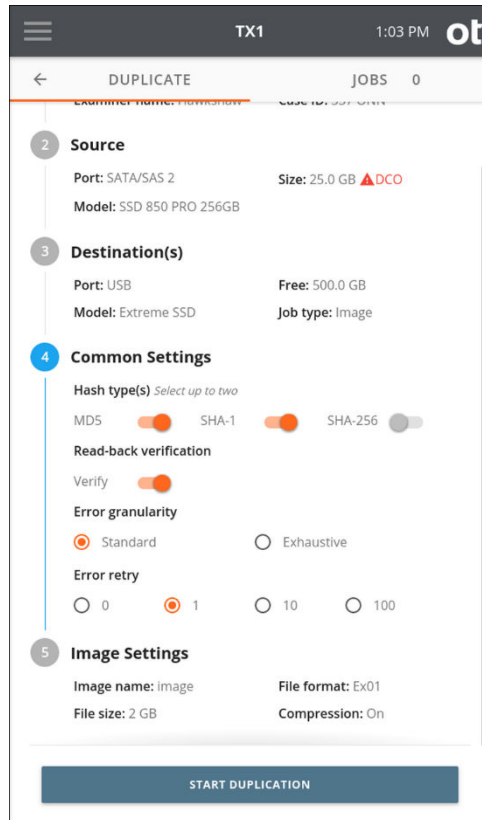
For images, the default destination directory path is displayed. To change the destination base directory, tap the orange **Directory** label to enter a **Browse** modal where you can select a different destination base directory, create and select a new directory, or delete a directory. Tap one or more of the four buttons (**Date and Time**, **Model**, **Serial**, or **Case ID**) under the directory path to add variables as names for a destination sub-directory. Each variable can only be selected once. Underscores are printed as separators between multiple variable names.

The **Image** option in the **Job type** panel will be disabled if the destination drive does not have a recognized filesystem. If an image destination is desired, format the destination drive by selecting the details option from the additional options

menu (three vertical dots on the drive tile) or from the **Destinations** button on the **Home** screen.

To make a network share visible in the **Source** or **Destination** selection lists in a job setup screen, first add and mount the share from the **Sources** or **Destinations** buttons on the **Main** screen.

6. To change the common settings, tap the **4** or **Common Settings** heading (as illustrated in the following image).



Select up to two hash types of MD5, SHA-1, and SHA-256. Some hash types will be disabled for certain image file formats, as described in the following table.

Duplication/ Image Type	Hash Type Options	Notes
DD/DMG/Clone	None, MD5, SHA-1, SHA-256	May select no hashes or up to two hash types. Limited to two, to minimize the chances of inadvertent performance degradation.
E01	MD5 and SHA-1	OpenText TX1 requires a hash for E01 jobs and does not allow only MD5 or only SHA-1. The E01 format does not support SHA-256.

Duplication/ Image Type	Hash Type Options	Notes
Ex01	None, MD5, SHA-1, SHA-256	May select no hashes or up to two hash types. Limited to two, to minimize the chances of inadvertent performance degradation.

Error Granularity defines the granularity of failed reads from the source drive. The default setting of **Standard** attempts to recover data down to a 32 kB resolution. The **Exhaustive** setting attempts to recover data down to a single sector.



Note: The default error granularity setting is **Standard**, which will result in a minimum chunk of 32kB of source data (64 sectors for a 512B sector drive) that will get skipped and filled with zeros upon completion of the attempted reads (assuming no reads were successful). If this condition is encountered, consider changing the error granularity setting to be **Exhaustive**, which will result in repeated read attempts of the error region with decreasing sector sizes. This will maximize the amount of recoverable data and minimize the sectors that get skipped and filled with zeros.

Error retry defines the number of times OpenText TX1 will attempt to read sectors with errors before skipping the sector (and using a fill value of zeros). Be careful when selecting a value of 10 or 100 as it will drastically increase the duplication time when imaging source drives with hard errors.

7. If at least one destination Job type is image, then **Step 5, Image Settings** is displayed as the last step. To change the image settings, tap the **5** or **Image Settings** heading (as illustrated in the following image).

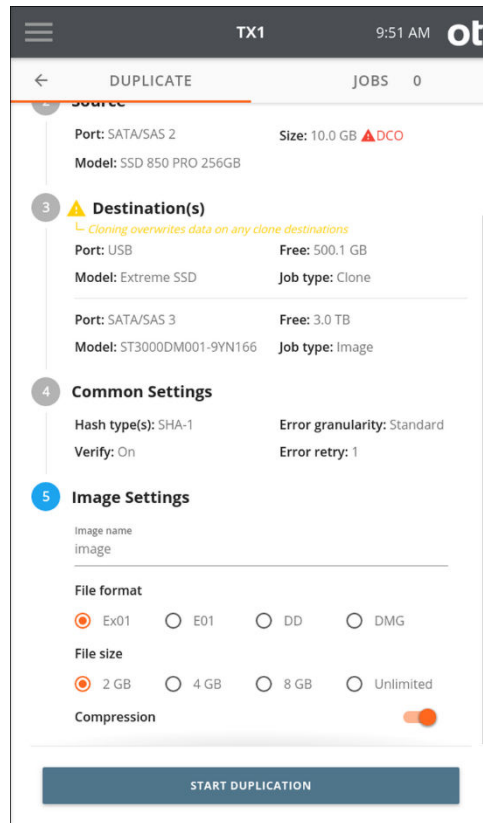


Image name defines the base filename for image segments. The default value is **image**. Tap the **Image name** text area to change the filename, then select a **File format** and **File size**.

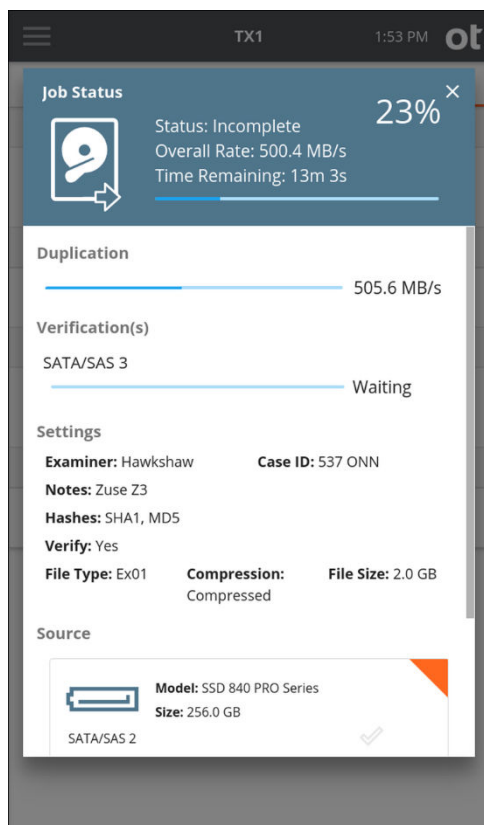
Compression is enabled by default for E01 and Ex01, file formats but can be disabled if desired. Compression is not supported for DD, and DMG file formats.



Note: DMG files that were created from non-512 byte sector source media will not open on Apple devices by default. A special command line workaround is required when attempting to open such DMG files on an Apple device. OpenText TX1 will provide a warning in the **Image Settings** area when this condition is detected and DMG is selected as the file format.

8. Once you are satisfied with your settings and drive selection, tap the **Start Duplication** button.

A **Job Status** screen is automatically displayed, as shown in the following image.



4.3.3.1 Files created during disk-to-file duplication

When performing an image, OpenText TX1 creates files (sometimes called segments or chunks) on the destination drive that contain the data copied from the drive.

Segments are written to the destination drive according to the following convention:

```
(image base directory)/
[directory name]/
[filename].E01
[filename].E02
.
.
.
[filename].E99
[filename].log
[filename].packed log
```

[image base directory] is defined in **Setting Defaults** or when selecting a destination drive. The default is /tx1_images/.

[directory name] is the image sub-directory name auto-generated for each acquisition and is defined in Setting Defaults or when selecting a destination drive during duplication job setup. The default setting is Date and Time. See [“Performing a duplication” on page 77](#) for more details.

[filename] is the base image filename and is defined in [“Imaging” on page 77](#) during duplication job setup.

[filename].001 (or .E01 or .Ex01) is the first segment or portion of the data copied from the source drive. All other segments have standard segment names (for example, [filename].002, [filename].003, and so on).

OpenText TX1 generates a .LOG file for each image job. It also creates a .tx1_packed_log file, which can be used to do a standalone verification of the original image or to Restore an image file to the original drive format.

4.3.4 Using the Automated Acquisition mode

OpenText TX1 can be set up to run in Automated Acquisition mode, which will start a duplication job (physical image type) when any source drive is detected by the system. Custom job parameters can be set to the user's liking when enabling this mode, and those settings will be used for all subsequent jobs within that automated run. This is a convenient way to quickly start jobs when you have many evidence drives to acquire as quickly as possible. This mode can also be used in a kiosk environment, where OpenText TX1 is always on waiting for a drive to be plugged in to start a duplication job. When used in conjunction with the ability to store forensic image files on a network-based iSCSI drive or CIFS share, this is a convenient way to quickly acquire as much evidence as possible with little user training, and make that evidence available to everyone in your network environment.

The procedure in this section focuses on the Automated Acquisition mode setup. Please refer to the more general [“Performing a duplication” on page 77](#) job setup workflow steps in the previous section for basic duplication job setup information.



Note: Automated acquisition is available for duplication (physical image type) jobs only. Logical imaging jobs typically involve custom analysis, triage, and targeted file set acquisitions, which are not aligned well with the goals of automated acquisition. Automated acquisition jobs do not support clone type duplication jobs because subsequent automated clone jobs would overwrite the destination, effectively deleting the previous automated clone acquisition.

To set up Automated Acquisition mode:

1. From the **Home** screen, tap the **Duplicate** icon.

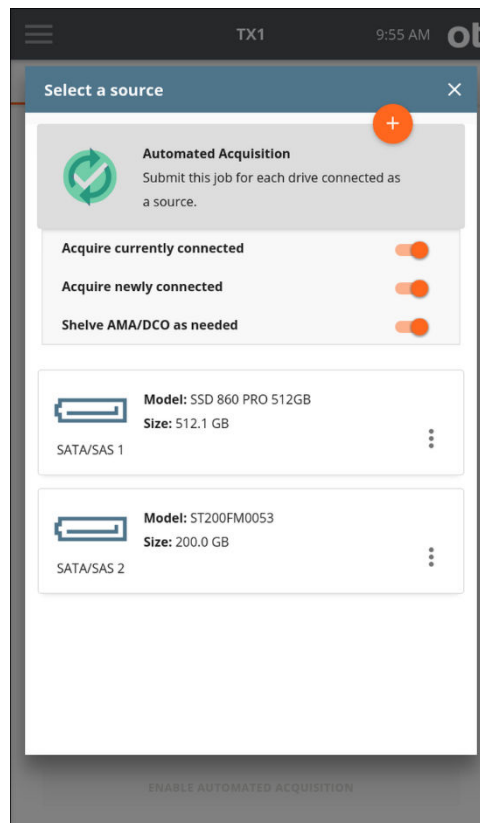
The **Duplicate** job setup screen is displayed (as illustrated in the following image).

The screenshot shows the 'DUPLICATE' screen in the OT mobile app. The top bar displays 'TX1', '12:22 PM', and the 'ot' logo. Below the bar, there's a navigation bar with a back arrow, 'DUPLICATE', 'JOBS', and '0'. The main content area is divided into sections: 1. **Job Notes**: Expanded, showing 'Examiner name: Hawkshaw' and 'Case ID: 537 ONN'. 2. **Source**: Collapsed, with a blue '+ Add source' button. 3. **Destination(s)**: Collapsed, with a blue '+ Add destination(s)' button. 4. **Common Settings**: Expanded, showing 'Hash type(s): MD5, SHA-1', 'Error granularity: Standard', 'Verify: On', and 'Error retry: 1'. 5. **Image Settings**: Collapsed, showing a message: 'No image jobs configured; settings do not apply'. At the bottom is a 'START DUPLICATION' button.

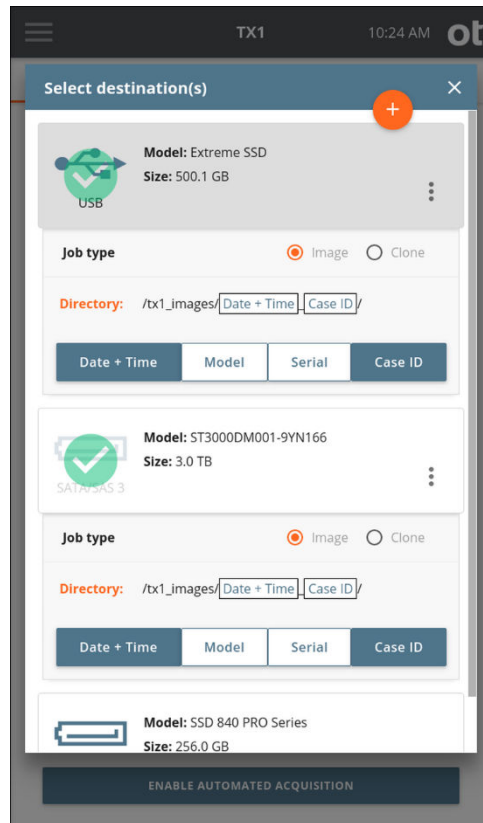
2. To modify or enter job notes, tap the **1** or **Job Notes** heading to expand the section (as illustrated in the following image). Tap a text box to modify or enter **Name**, **Case ID**, or **Notes** values and the virtual keyboard is displayed on the bottom half of the screen. If desired, you can also attach a USB keyboard to one of the front Accessory USB ports to make data entry easier. All information entered in the **Job Notes** section will be used for each of the ensuing automated jobs.

The screenshot shows the 'DUPLICATE' screen in the OpenText TX1 Imager. The top bar includes a menu icon, 'TX1', the time '12:22 PM', and the 'ot' logo. Below the bar, there's a navigation bar with a back arrow, 'DUPLICATE', and 'JOBS 0'. The main content area is divided into five numbered steps: 1. Job Notes, 2. Source, 3. Destination(s), 4. Common Settings, and 5. Image Settings. Step 1 is currently active. Under 'Job Notes', there are fields for 'Examiner name' (Hawkshaw), 'Case ID' (537 ONN), and 'Notes' (Zuse Z3). Step 2 'Source' has an 'Add source' button. Step 3 'Destination(s)' has an 'Add destination(s)' button. Step 4 'Common Settings' displays 'Hash type(s): MD5, SHA-1', 'Error granularity: Standard', 'Verify: On', and 'Error retry: 1'. Step 5 'Image Settings' shows a message: 'No image jobs configured; settings do not apply'. At the bottom, there is a 'START DUPLICATION' button.

3. To set OpenText TX1 into Automated Acquisition mode, tap the **2** or **Source** heading. The top source drive tile is used for automated acquisition setup and will be present whether other source drives are connected or not. Tap the **Automated Acquisition** setup tile to start the automated job configuration process. Three options will be shown that need to be set before proceeding, as follows:
 - **Acquire currently connected** – If this option is enabled, any source drives currently connected to and detected by the system will have jobs automatically started when the Automated Acquisition mode is fully enabled.
 - **Acquire newly connected** – If this option is enabled, any source drives that are detected by the system for the duration of the automated acquisition run will have jobs automatically started as soon as drive detection is complete.
 - **Shelve AMA/DCO as needed** – If this option is enabled, any drives with detected AMA or DCO settings will have those settings disabled prior to the start of the job and then replaced after the job is complete. See [“Disabling drive capacity limiting configurations” on page 60](#) for more information regarding the Shelve AMA/DCO feature.



4. Your selection of Automated Acquisition mode will be confirmed by the automated acquisition icon on the left side of the drive tile turning green with a gray checkmark inside. Close the modal by tapping the **X** in the upper right corner or by tapping outside of the modal.
5. To change or add the destination drive(s) tap the **3** or **Destination(s)** heading. From the destination list modal that is displayed, select one or more drives from the list.



For each selected destination drive, a **Job type** panel expands after the **Drive** tile.



Note: Make sure to select **Image** as the job type for each destination drive. While it is possible to set a **Clone** job type here, that is not an option for automated acquisition jobs.

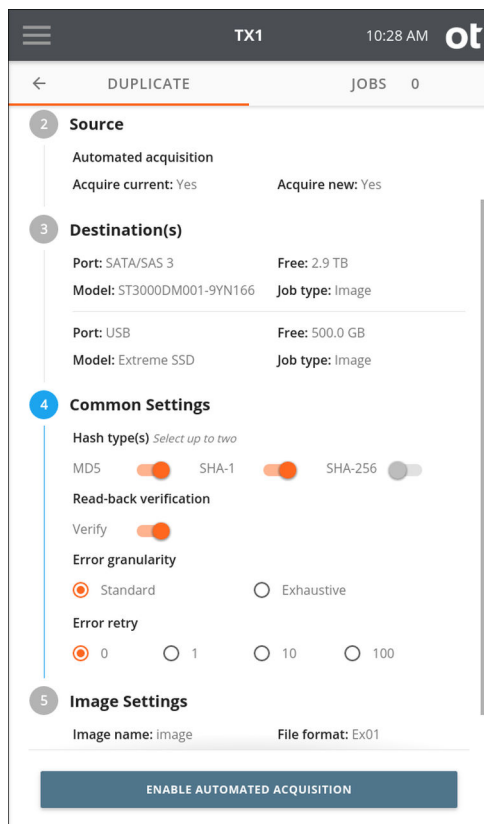
For image job types, the default destination directory path is displayed. To change the destination base directory, tap the orange **Directory** label to enter a **Browse** modal where you can select a different destination base directory, create and select a new directory, or delete a directory. Tap one or more of the four buttons (**Date and Time**, **Model**, **Serial**, or **Case ID**) under the directory path to add variables as names for a destination sub-directory. Each variable can only be selected once.

Underscores are printed as separators between multiple variable names.

The **Image** option in the **Job type** panel will be disabled if the destination drive does not have a recognized filesystem. If an image destination is desired, format the destination drive by selecting the details option from the additional options menu (three vertical dots on the drive tile) or from the **Destinations** button on the **Home** screen.

To make a network share visible in the **Source** or **Destination** selection lists in a job setup screen, first add and mount the share from the **Sources** or **Destinations** buttons on the **Main** screen.

6. To change the common settings, tap the **4** or **Common Settings** heading (as illustrated in the following image).



Select up to two hash types of **MD5**, **SHA-1**, and **SHA-256**. Some hash types will be disabled for certain image file formats, as described in the following table.

Duplication/ Image Type	Hash Type Options	Notes
DD/DMG/Clone	None, MD5, SHA-1, SHA-256	May select no hashes or up to two hash types. Limited to two, to minimize the chances of inadvertent performance degradation.
E01	MD5 and SHA-1	OpenText TX1 requires a hash for E01 jobs and does not allow only MD5 or only SHA-1. The E01 format does not support SHA-256.
Ex01	None, MD5, SHA-1, SHA-256	May select no hashes or up to two hash types. Limited to two, to minimize the chances of inadvertent performance degradation.

Error Granularity defines the granularity of failed reads from the source drive. The default setting of **Standard** attempts to recover data down to a 32 kB resolution. The **Exhaustive** setting attempts to recover data down to a single sector.



Note: The default error granularity setting is **Standard**, which will result in a minimum chunk of 32kB of source data (64 sectors for a 512B sector drive) that will get skipped and filled with zeros upon completion of the attempted reads (assuming no reads were successful). If this condition is encountered, consider changing the error granularity setting to be **Exhaustive**, which will result in repeated read attempts of the error region with decreasing sector sizes. This will maximize the amount of recoverable data and minimize the sectors that get skipped and filled with zeros.

Error retry defines the number of times OpenText TX1 will attempt to read sectors with errors before skipping the sector. Be careful when selecting a value of 10 or 100 as it will drastically increase the duplication time when imaging source drives with errors.

7. To change the image settings, tap the 5 or **Image Settings** heading (as illustrated in the following image).

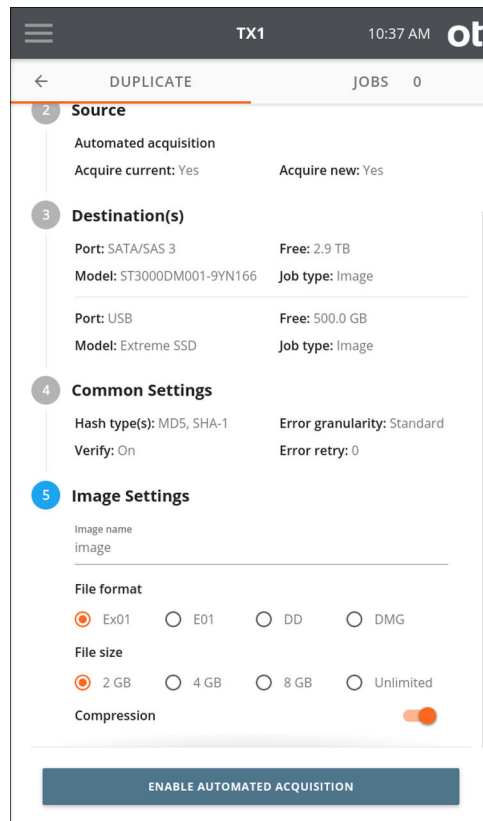
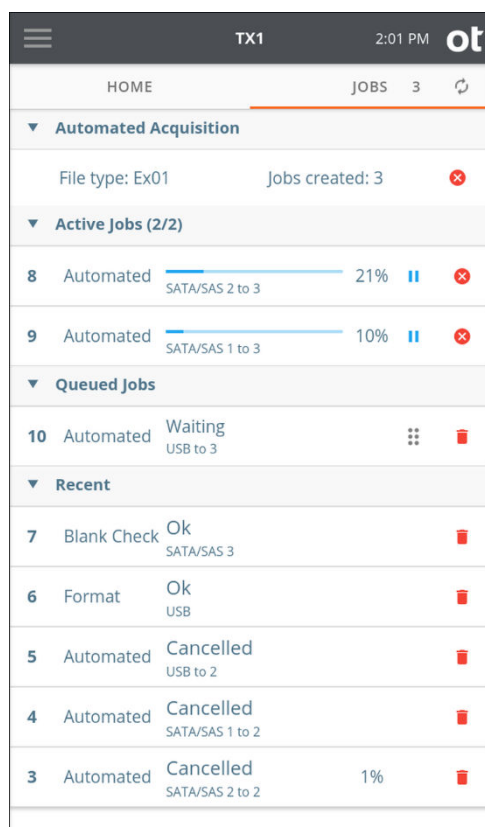


Image name defines the base filename for image segments. The default value is image. Tap the **Image name** text area to change the filename, then select a **File format** and **File size**.

Compression is enabled by default for Ex01 and E01 file formats but can be disabled if desired. Compression is not supported for DD, and DMG file formats.

8. Once you are satisfied with your settings and drive selections, tap the **ENABLE AUTOMATED ACQUISITION** button (as illustrated in the following image).

The **Jobs** tab will be shown with information in the top **Automated Acquisition** area indicating that mode is active – the file type setting for all automated jobs and the number of automated jobs that have been started during the active automated acquisition job. Note that the automated acquisition indicator will be rotating in the Jobs tab header area near the active/queued job count. This allows for at-a-glance awareness that automated acquisition mode is active, even when not looking at the Jobs tab.



If any source drives were previously connected to the system and the **Acquire Currently Connected** option was set in step 3, then a job will be started or queued for each of the connected drives.

If no source drives were previously connected to the system or the **Acquire Currently Connected** option was disabled in step 3, then no automated jobs will be started until a new source drive is detected by the system.

It is important to note that, while in Automated Acquisition mode, new jobs can still be manually added, and they will run as soon as their required resources are available.

Any jobs that were automatically started by the system will show **(Auto)** near the checkmark on the drive tile that indicates a drive was acquired (or is being

acquire, in the case of a hollow checkmark). This helps you keep track of which jobs were manually or automatically initiated.

Note that automated acquisition jobs will never take you directly to the **Job Status** screen. These jobs are always shown in the **Jobs** tab as **Automated** (instead of **Duplication** or **Logical**), and their **Job Status** screen can be viewed at any time by tapping on the job row in the **Jobs** tab.

Automated Acquisition mode can be stopped by tapping the **Cancel** button on the **Automated Acquisition** job tile in the **Jobs** tab. Automated Acquisition job setup does not persist over a power cycle.

4.3.5 Duplication over a network

The 10-gigabit Ethernet interface of OpenText TX1 enables superior network imaging performance when combined with a properly configured 10-gigabit network infrastructure setup and destination storage server such as a Storage Area Network (SAN) or Network Attached Storage (NAS) or a Windows or Linux server configured with an iSCSI target or CIFS share. Duplication/Logical Imaging *from* network-based iSCSI targets and CIFS shares is also supported.

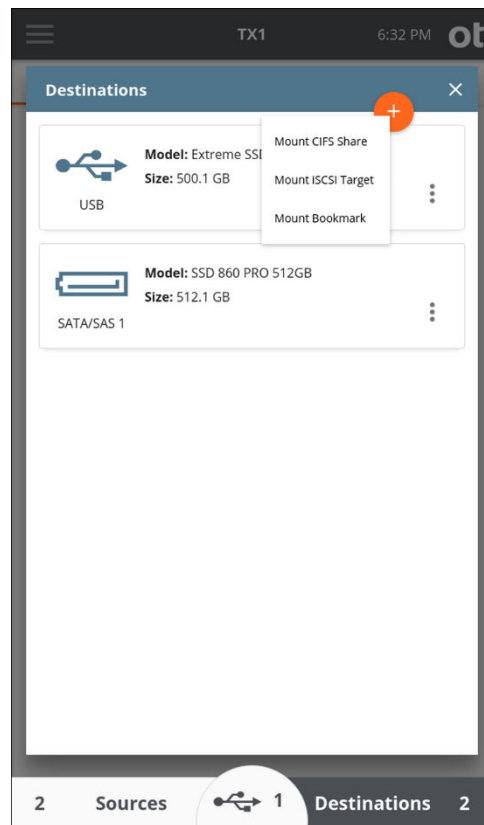


Note: OpenText TX1 must be connected to a network before attempting to mount and use iSCSI targets or CIFS shares.

4.3.5.1 Adding an iSCSI target

To add an iSCSI target as a source or destination drive:

1. Tap the **Sources** or **Destinations** button at the bottom of the **Home** screen. Then tap the orange plus button  in the upper right corner of the drive list and tap **Mount iSCSI Target** to display the **iSCSI Discovery** screen (as illustrated in the following image).



Note: Throughout the user interface, passwords can be shown as either plain text or hidden. Tap the eye icon on the entry field to toggle the display mode.

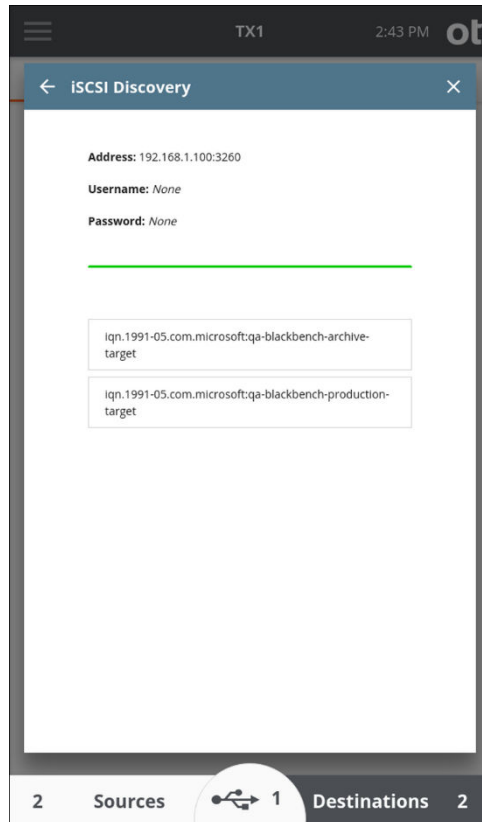
2. Enter the IP address of the iSCSI server by tapping on the **Address** field. If needed, change the default iSCSI **Port** from 3260 to the port used by the iSCSI server.

If needed, enter a **Discovery Username** and **Discovery Password** (as illustrated in the following image).

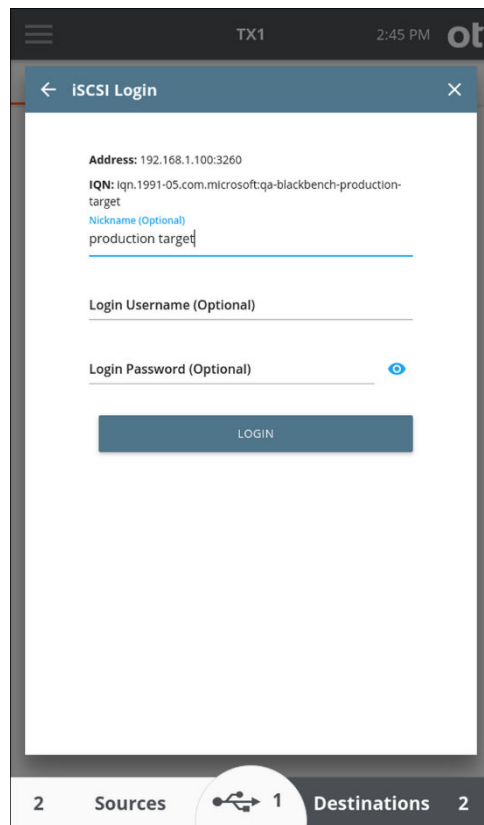
The screenshot shows the 'iSCSI Discovery' screen within the OpenText Forensic TX1 Imager application. The screen has a dark header bar with a menu icon, 'TX1', the time '6:34 PM', and the 'ot' logo. Below the header is a blue bar with a back arrow, 'iSCSI Discovery', and a close 'X' icon. The main area contains two input fields: 'Address' with the value '192.168.1.100' and 'Port' with the value '3260'. Below these are two optional fields: 'Discovery Username (Optional)' and 'Discovery Password (Optional)', the latter with a blue eye icon for toggling visibility. A blue 'DISCOVER' button is at the bottom of the form. At the very bottom is a dark navigation bar with '2 Sources', a central icon with '1', and 'Destinations 2'.

3. Tap the **Discover** button to discover available iSCSI targets.

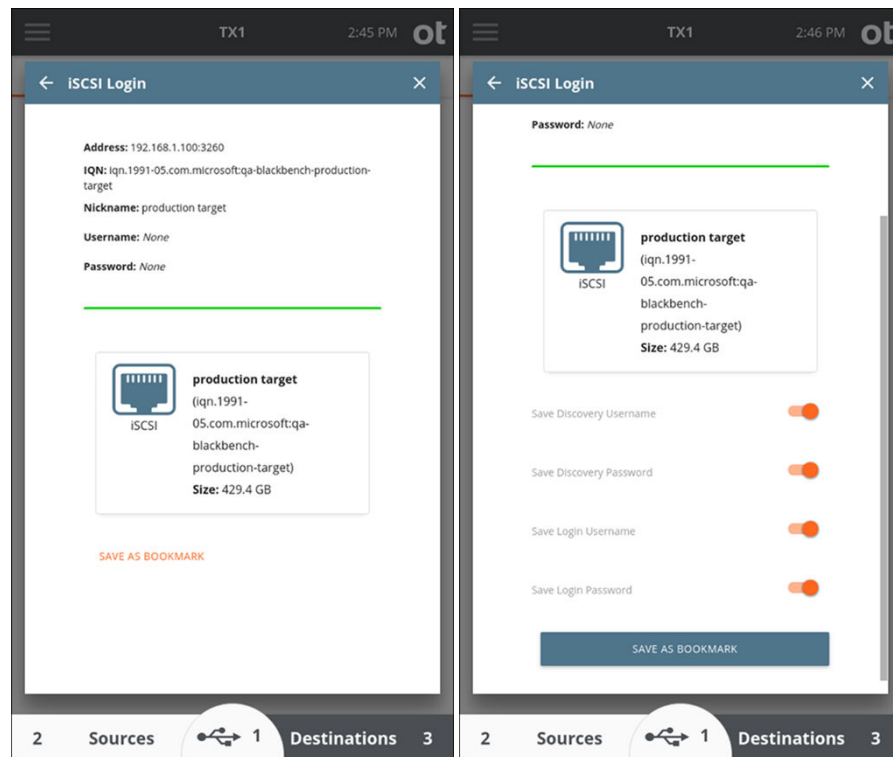
If the discovery is successful, a list of available iSCSI targets is displayed (as illustrated in the following image).



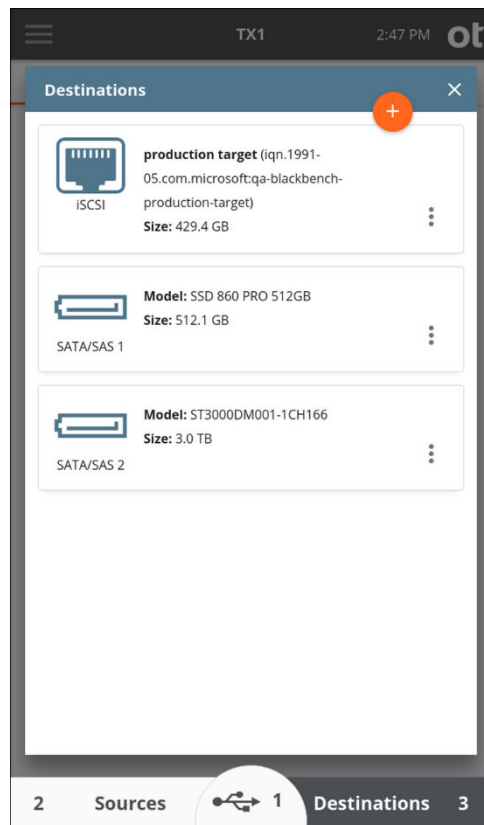
4. Tap an iSCSI target and the **iSCSI Login** screen is displayed. If needed, enter a login username, password, and a nickname (optional). Tap the **Login** button to login and mount the iSCSI target (as illustrated in the following image).



5. If the login is successful, you can optionally save the target as a Bookmark for convenient future access. To save a target as a bookmark tap the **Save As Bookmark** button under the iSCSI drive tile and enable or disable the desired **Username** and **Password** values to be saved (as illustrated in the following images). Then tap the **Save as Bookmark** button.



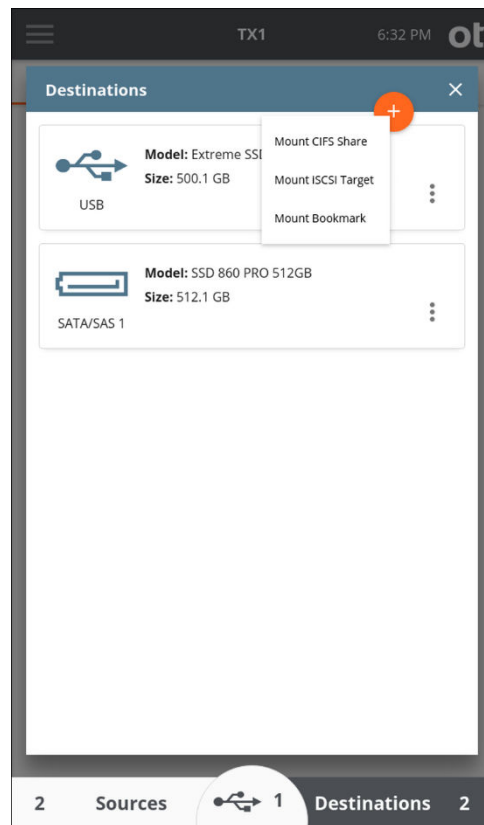
6. The target should now be listed in the Sources or Destinations drive list, depending on where you chose to mount it (as illustrated in the following image). The target can now be accessed like a normal drive for Duplication as a source (if mounted as a source), Duplication as a destination (if mounted as a destination), Hash (as a source), Verify (as a destination), and some media utilities.



4.3.5.2 Adding a CIFS share

To add a CIFS share as a source or destination:

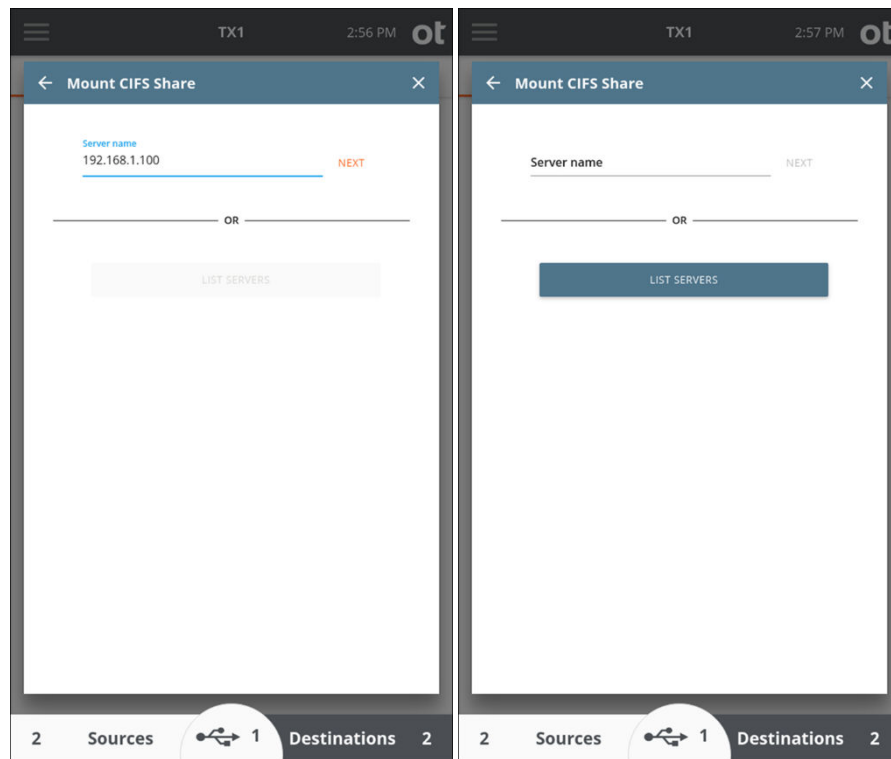
1. Tap the **Sources** or **Destinations** button at the bottom of the **Home** screen. Then tap the orange plus button  in the upper right corner of the drive list and tap **Mount CIFS Share** to display the mounting screen (as illustrated in the following image).



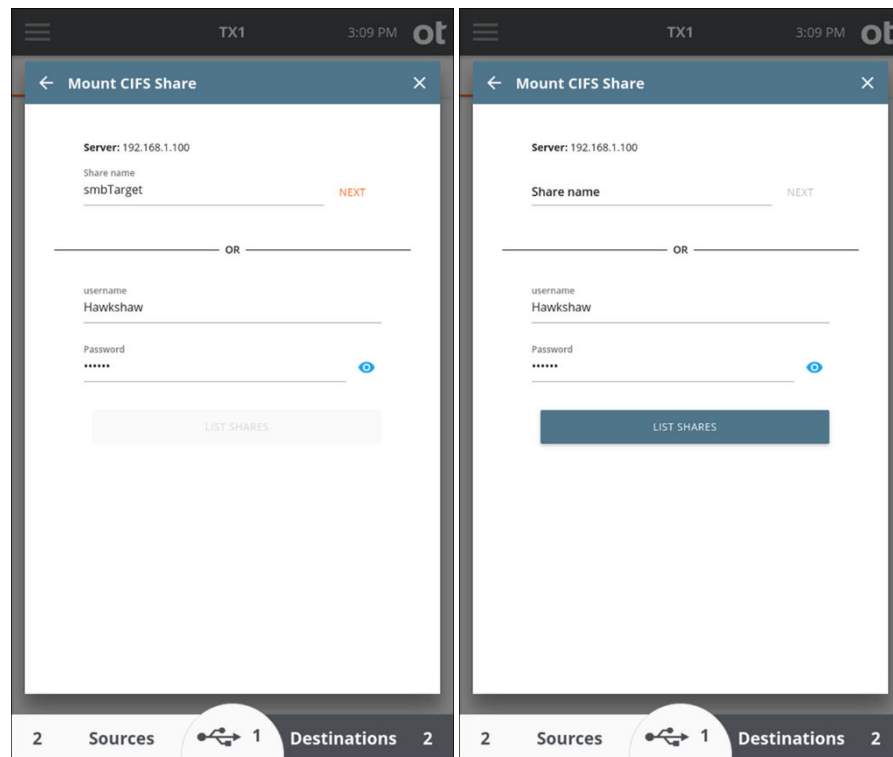
2. Enter the IP address of an available server and select **Next** or tap **List Servers** to select from a list of available servers on the network (as illustrated in the following images).



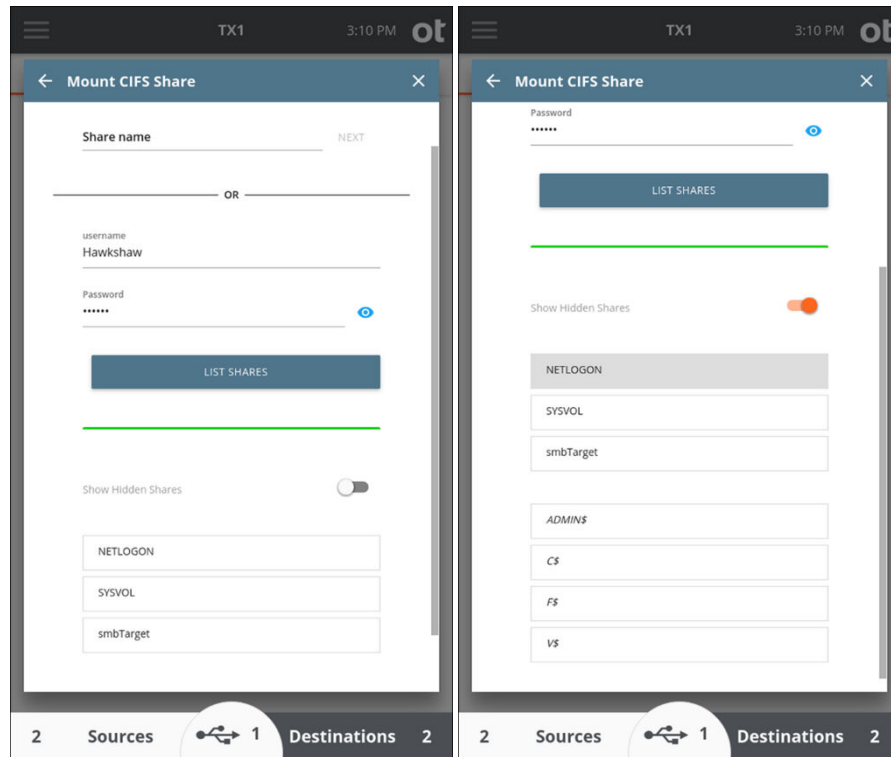
Note: In Static IP setting cases or on networks with no domain name server (DNS), it is still possible to use a server's computer name to specify the share to mount.



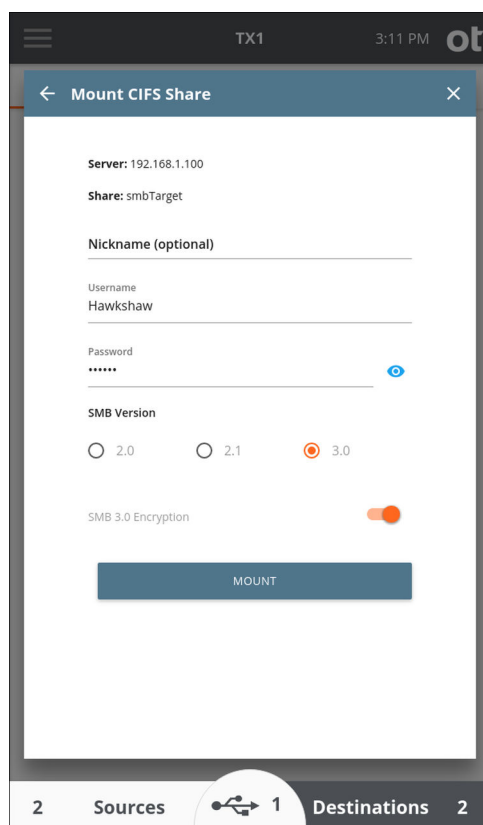
3. Enter a share name for the server listed in the status summary and select **Next** or tap **List Shares** to select from a list of available shares.



4. If you chose to use the **List Shares** feature, a list of available shares will be displayed with the currently connected shares identified by a grayed-out tile with a green check mark on the left. Tap the **Show Hidden Shares** slider to view default admin/hidden shares in the share list.

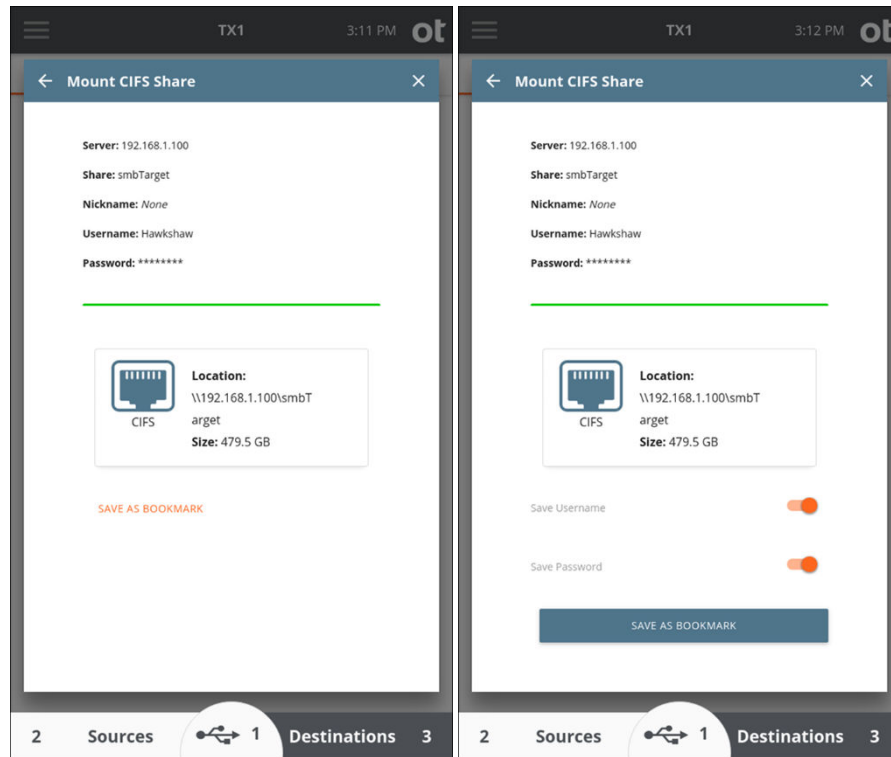


5. Enter a nickname for this CIFS share (optional) and enter a login username and password (if required). Choose the **SMB Version** and enable SMB 3.0 encryption (if desired), then tap the **Mount** button to login and mount the CIFS share (as illustrated in the following image).

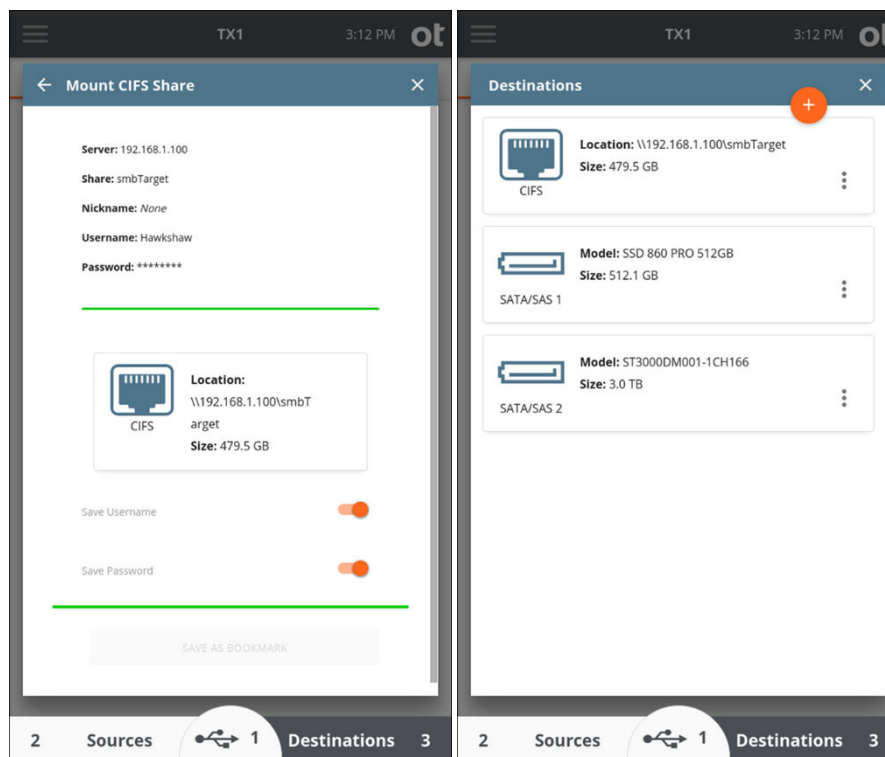


Note: Due to network security concerns, OpenText TX1 no longer supports SMB 1.0 as a mounting option for CIFS shares. Any bookmark previously stored that utilized SMB 1.0 will indicate that it is now invalid. The only course of action is to delete the existing bookmark and then remount and re-bookmark the share with a different SMB version selected.

6. The CIFS share should now be listed in the **Sources** or **Destinations** drive list, depending on where you chose to mount it. To save a share as a bookmark tap the **Save As Bookmark** button under the CIFS drive tile, enable or disable the desired Username and Password values to be saved, and then tap the Save as Bookmark button.



7. The bookmark is now saved (if selected). The share can now be accessed like any mounted filesystem for logical acquisition as a source (if mounted as a source), as a destination for physical and logical image files (if mounted as a destination), Verify (as a destination), Restore (as a source or destination), and some media utilities.



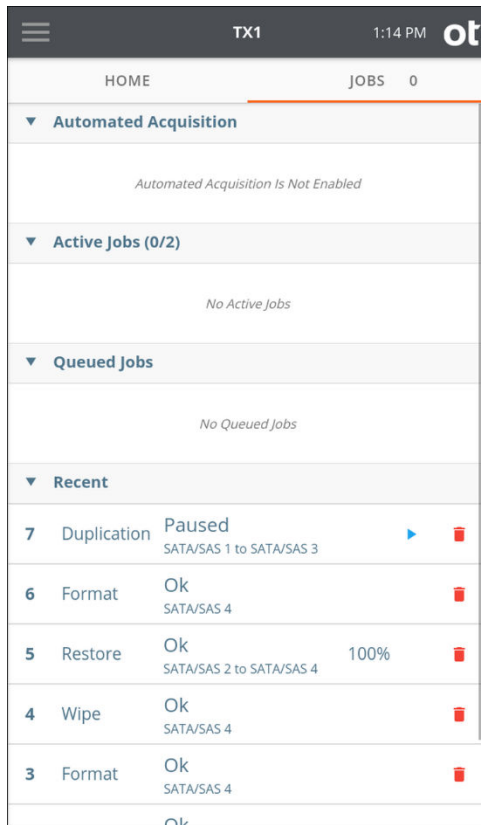
Note that a CIFS share takes the form of a filesystem (not a block device/drive) so you cannot perform a Clone Duplication to a CIFS share. The **Wipe**, **Blank Check** and **Format** options are also not available when a CIFS share is selected as a destination.

 **Note:** The CIFS mounting steps in this section are shown for the case of a destination CIFS share. However, the same steps apply to mounting a CIFS share for use as the source of a logical imaging job, with the only difference being that the **Sources** drive list is selected from the bottom of the **Home** screen instead of **Destinations**.

4.3.6 Pausing and resuming a duplication job

In certain situations, significant amounts of imaging time can be saved by being able to pause and later resume a duplication job. OpenText TX1 has you covered, providing the means to pause and resume imaging jobs with the following output file formats: E01, Ex01, DD, and DMG.

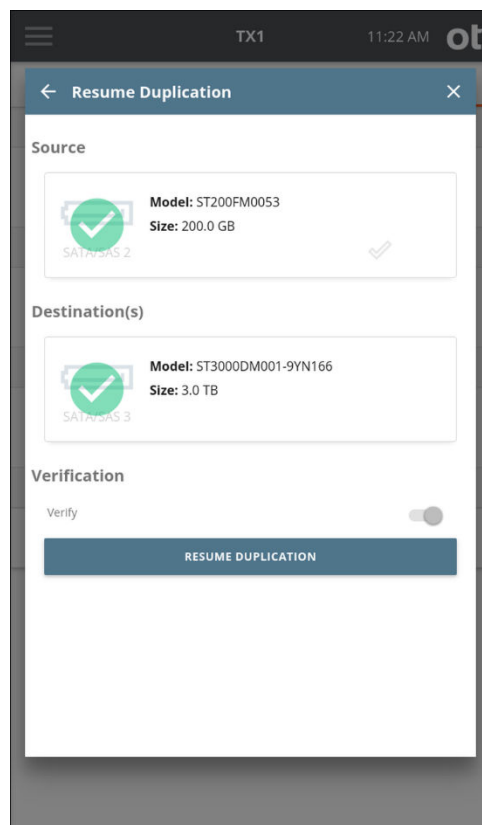
To pause a running duplication job, locate the desired job in the **Active Jobs** area of the **Jobs** tab, simply tap its **Pause** button , and confirm the desire to pause the job. The job will be moved to the **Recent** area with a status of **Paused**, as shown in the following image.



There are three distinct ways to resume a paused job:

- By tapping the **Play** button ▶ on the paused job in the **Recent** area of the **Jobs** tab.
- By tapping the **Resume Job** button in the header of the **Job Status** screen. (The Job Status screen can be viewed by tapping on the job in the Jobs tab.)
- By tapping the **Resume Job** button at the bottom of the forensic log for the paused job. All paused jobs display a paused status in the log list. Tapping the desired job log row displays the **Log Details** screen for that job, with the **Resume Job** button at the bottom.

Regardless of the method of resumption, a **Resume Duplication** screen will be displayed, as shown in the following image. This screen allows for verification of the availability of the original job's source and destination drives before allowing resumption of the paused job. If Verification was not enabled in the original imaging job setup, the **Resume Duplication** screen offers a means of enabling it before resuming the job.

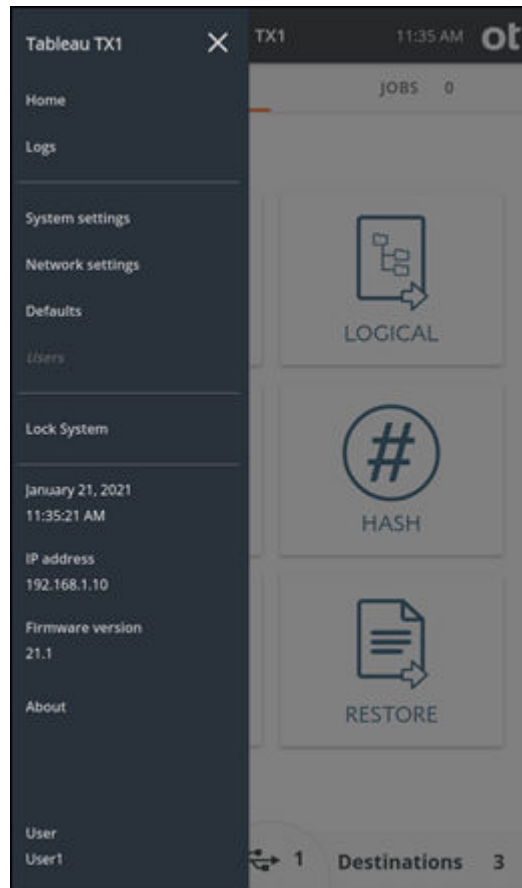


In addition to manually initiated pause and resume, OpenText TX1 supports power loss situations as well. For the supported job types (E01, Ex01, DD, and DMG), if power is unexpectedly lost during an imaging job, it can be resumed after power is restored and the system is booted up.

To resume a supported imaging job after a power loss event:

 **Note:** As with manually paused jobs, the original source and destination drives are required by OpenText TX1 before the original job can be resumed after a power loss event. The following steps and screenshots assume the original drives are connected and available to the system after power was restored.

1. Tap the menu icon  on the **Home** screen to open the side navigation menu, as shown in the following image.



2. Tap the **Logs** menu item to see a list of all the stored job logs, as shown in the following image.

TX1

11:23 AM

ot

LOG LIST

JOB

0

	Duplicate 4/5/2022, 11:18:28 AM	Paused
	Duplicate 4/5/2022, 10:39:38 AM	Ok
	Duplicate 4/5/2022, 10:39:19 AM	Cancelled
	Duplicate 4/5/2022, 10:39:19 AM	Cancelled
	Duplicate 4/5/2022, 10:37:56 AM	Cancelled
	Duplicate 4/5/2022, 10:37:55 AM	Cancelled
	Format 4/5/2022, 10:21:54 AM	Ok
	Format 4/5/2022, 10:20:33 AM	Ok
	Duplicate 4/5/2022, 9:52:51 AM	Cancelled
	Format 4/5/2022, 9:41:12 AM	Ok
	Format 4/5/2022, 9:40:24 AM	Ok
	Wipe 4/4/2022, 11:33:08 AM	Cancelled

EXPORT ALL LOGS

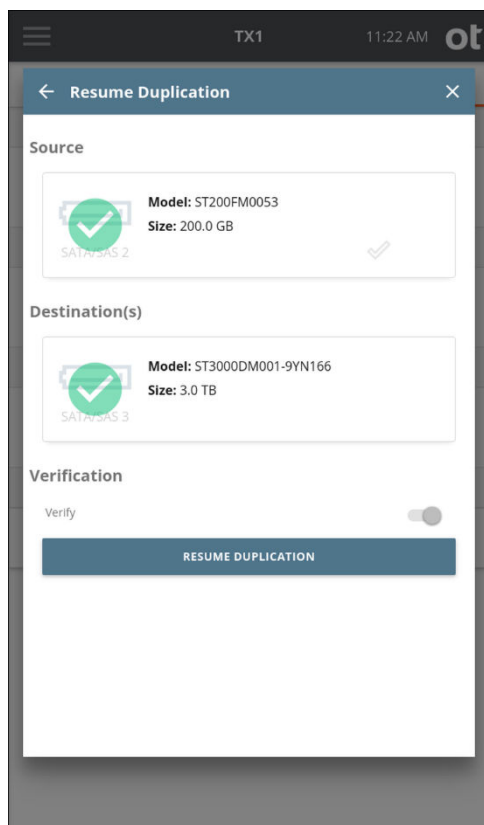
DELETE INACTIVE

- Find the desired paused job log (**Paused** status on the right, with the appropriate job start date and time shown) and tap on that log list entry to display the **Log Details** screen for that job log, as shown in the following image.



4. Review the log details to confirm this is the job that was running when power was lost that you intend to resume. Note that logs for completed jobs that experienced a power loss event will have a message at the top of the log indicating ***** POSSIBLE POWER LOSS EVENT DETECTED *****. However, that message is added only after the power loss paused job has been resumed, so it will not be present when you initially view the paused log, prior to resuming that job.

Verifying that the source and destination drives shown in the log represent the desired drives is recommended. When you are comfortable that this is the log for the job you want to resume, tap the **Resume Job** button at the bottom of the **Log Details** screen. The **Resume Duplication** screen for the paused job will appear, as shown in the following image.

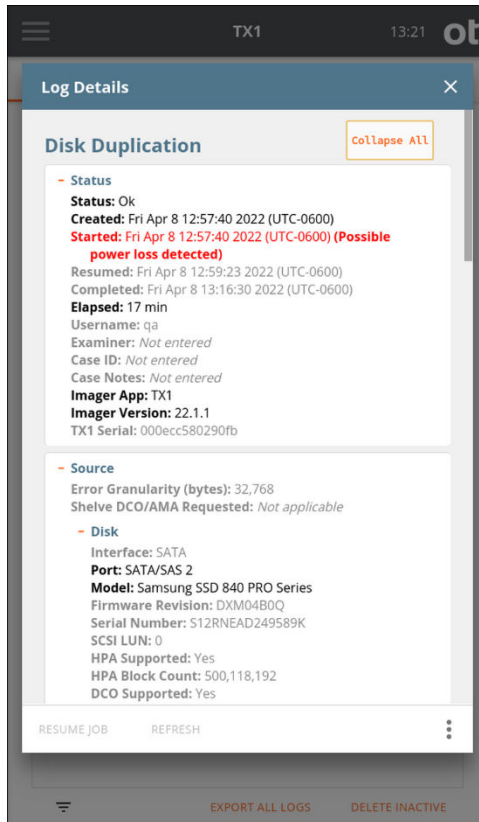


5. If the original drives are present and available to OpenText TX1, they will be shown with green checkmarks and the **Resume Duplication** button will be lit up. If your original job did not have Verification enabled, you can enable it on this screen if desired. Tap the **Resume Duplication** button to resume the job. The **Job Status** screen for the resumed job will be shown. From this point on, the job will carry on as if it had never been paused, with the exception of logged pause/resume events.

The forensic logs for paused and resumed jobs will provide some specific and unique information. The information differs slightly depending on the source of the pause event (manual or power loss). In the case of a manual pause event, a line will be added to the log to indicate the date and time of the event. When unexpected power loss is the cause of the pause, there is no time for the system to log the pause time before shutting down, so that information is unavailable and thus not included in the log. In that case, a message is added to the log after the job is resumed to indicate that the missing pause information is likely due to a power loss event, and the job's elapsed time is not calculated, since it cannot be accurately determined. Each subsequent pause (if manually initiated) and resume event is logged, providing an accurate capture of how many pause/resume cycles occurred during the job.

The following log sample shows a completed power loss paused/resumed job. Note that, had this been a manually paused/resumed job, the line with the possible power

loss warning would be replaced by a **Paused** field, with the date and time of the pause event.



OpenText TX1 also allows the resumption of imaging jobs that failed for the following reasons:

- Source drive missing or disconnected
- Destination drive missing or disconnected
- Destination drive full

These types of failed jobs can be resumed through either the **Recent** jobs area in the **Jobs** tab or the job's log details screen, as described in the preceding sections. The best way to tell if a job is resumable or not is to check for the ability to resume it from the **Recent** jobs list or in the log details screen.



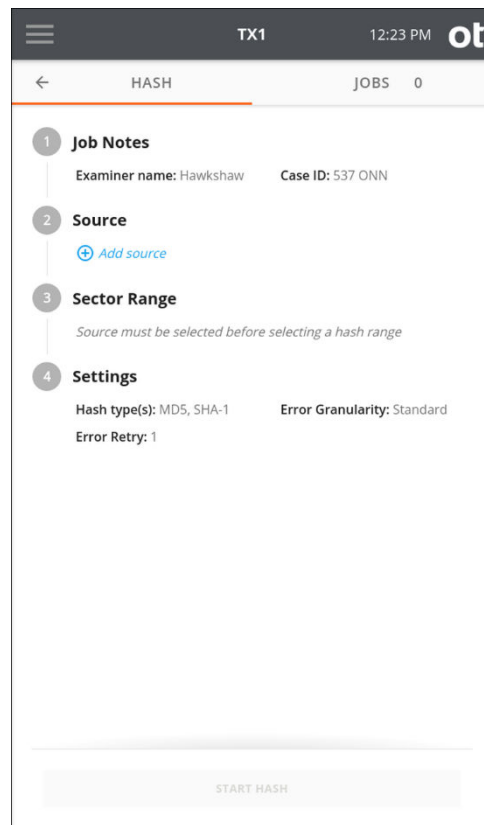
Note: For each of these situations, the exact same source and destination drives are required before the job can be resumed. In the case of a full destination drive, other files (unrelated to the in-progress job) must be deleted from the drive before the job can be resumed.

4.4 Hashing

Forensic practitioners may need to calculate the hash values, or fingerprints, for a source drive without making a copy of the drive. The Hash function can generate MD5, SHA-1, and SHA-256 hash values for a source drive. You can use up to two different hash algorithms in one operation.

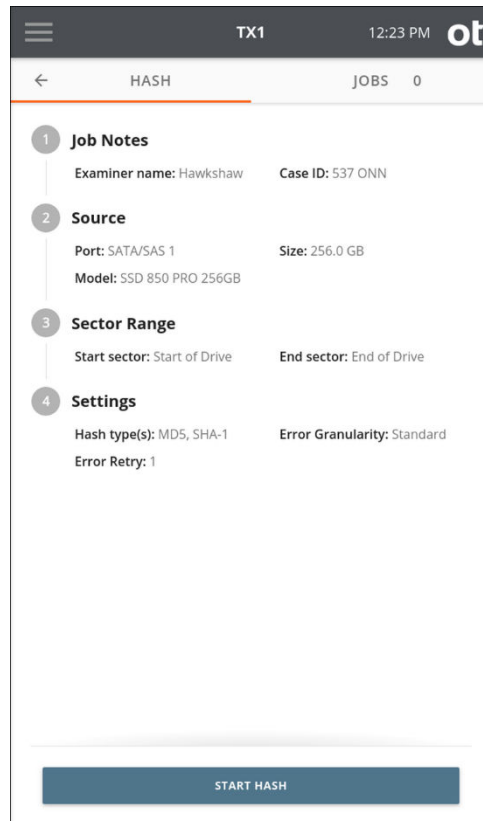
To create a hash of a source drive:

1. From the **Home** screen, tap the **Hash** button.



The screenshot shows the 'HASH' screen in the OT software. The top bar is dark grey with a hamburger menu icon, 'TX1', '12:23 PM', and the 'ot' logo. Below the top bar is a navigation bar with a back arrow, 'HASH', and 'JOBS 0'. The main content area is white and contains four sections: 1. **Job Notes** with fields for 'Examiner name: Hawkshaw' and 'Case ID: 537 ONN'. 2. **Source** with a blue circular icon and the text 'Add source'. 3. **Sector Range** with a greyed-out field and the text 'Source must be selected before selecting a hash range'. 4. **Settings** with fields for 'Hash type(s): MD5, SHA-1', 'Error Granularity: Standard', and 'Error Retry: 1'. At the bottom of the screen is a large grey button labeled 'START HASH'.

2. Enter **Job Notes** and select a **Source** drive.



3. Select a **Sector Range** for the hash. The default settings will always provide a full drive hash, but certain situations (such as a failing source drive with bad sectors) could benefit from a partial drive hash. Partial drive hashes are defined by start and end sector values. These sector values can be set in two ways, as follows:
 - a. Use the radio buttons to select your range. This will typically be partition-based if the drive has one or more partitions, or the entire drive if no partition table exists.
 - b. Manually enter the specific start and end sector numbers. Again, if you do not define a custom **Sector Range**, the entire drive will be hashed.After verifying the hash settings, tap the **Start Hash** button at the bottom of the screen.

TX1 12:23 PM ot

← HASH JOBS 0

1 **Job Notes**

Examiner name: Hawkshaw Case ID: 537 ONN

2 **Source**

Port: SATA/SAS 1 Size: 256.0 GB

Model: SSD 850 PRO 256GB

3 **Sector Range**

Start sector: 0 End sector: 500118191

☒ Start of Drive ☐ End of Gap 1

☐ Start of Partition 1 ☐ End of Partition 1

☐ Start of Partition 2 ☐ End of Partition 2

☐ Start of Gap 2 ☒ End of Drive

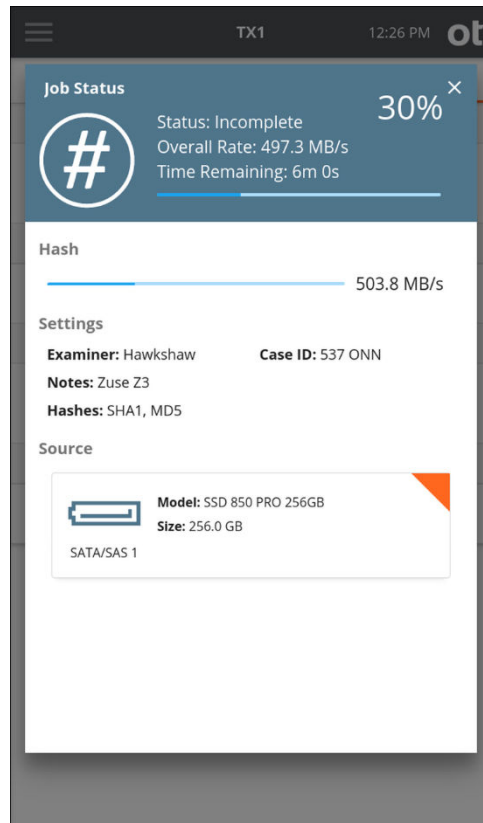
4 **Settings**

Hash type(s): MD5, SHA-1 Error Granularity: Standard

Error Retry: 1

START HASH

4. To cancel the hash operation, close the **Job Status** screen by tapping the **X** in the upper right corner, and then tap the **Cancel** button from the **Active Jobs** area at the top of the **Jobs** summary screen.



When the hash operation is finished, the results display on the screen. To access the forensic log of the hash job, simply tap the **View Log** button in the header of the completed **Job Status** screen. You can also view the log information by selecting **Logs** from the side navigation menu.

4.5 Logical imaging

OpenText TX1 provides a powerful logical imaging function that allows for file-based evidence acquisition from locally attached and network-based source filesystems. This tool saves valuable time by focusing on specific files of interest rather than acquiring the entire physical drive. This logical imaging understands the structure of the recognized filesystem and acquires the desired source file data and/or metadata.

Logical imaging operations on OpenText TX1 can be targeted, limiting which files are acquired to only a subset of the source filesystem. This device allows both direct selection of contents to acquire, as well as rule-based searches to target specific files based on file type or other criteria. This allows for a more targeted and faster acquisition of only the files that are of forensic interest. Used in conjunction with physical disk imaging, logical imaging enables rapid acquisition of source file data, providing users the ability to balance thoroughness with acquisition time and effort for the demands of a given case.

The logical imaging function can be configured to create logical evidence files (Lx01 format) and/or metadata lists (comma separated value csv format). The industry standard Lx01 logical evidence file format can be used with a variety of post-acquisition forensic analysis software tools, such as industry leading OpenText Forensic. The CSV metadata files can be configured to contain the metadata from only the files that were acquired in the Lx01 file or from all the source files. Acquiring all source file/folder metadata provides a trail of what data was and was not acquired during the operation. This allows an investigator to quickly analyze a summary of the filesystem involved in the job.

Due to the wide range of variables in a logical image job, such as file data compressibility and acquisition dataset size, it is not possible to determine with certainty if the data from a source filesystem will fit on a destination filesystem. As a result, the device only warns the user that a destination may be too small when the used space of the source filesystem is larger than the available space on the destination, but the job can still be started. In a worst-case scenario (compression disabled and no source file down-selection), it is possible for the destination filesystem to become full, thus causing the job to fail.



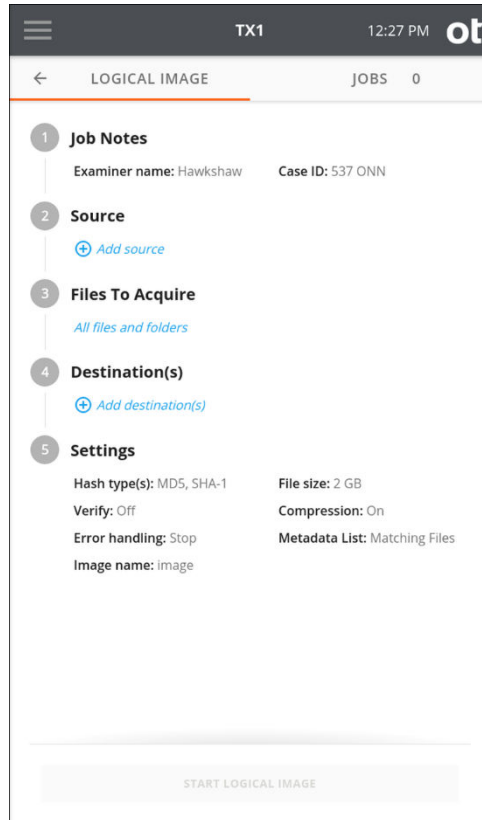
Note: Use caution when attempting to logically image from a source filesystem to a smaller destination filesystem.

4.5.1 Performing a logical image acquisition

To perform a logical image acquisition:

1. Follow the steps listed in *“Connecting drives” on page 70* to connect the source drive and all relevant destination drives.
2. From the **Home** screen, tap the **Logical** icon.

The **Logical Image** job setup screen will be displayed, as shown in the following image.



The job setup screen is organized in a natural workflow from top to bottom, but the steps and settings can be accessed in any order. The default values display for each step and setting. Tap the step number or heading to expand the section and view or change the settings.

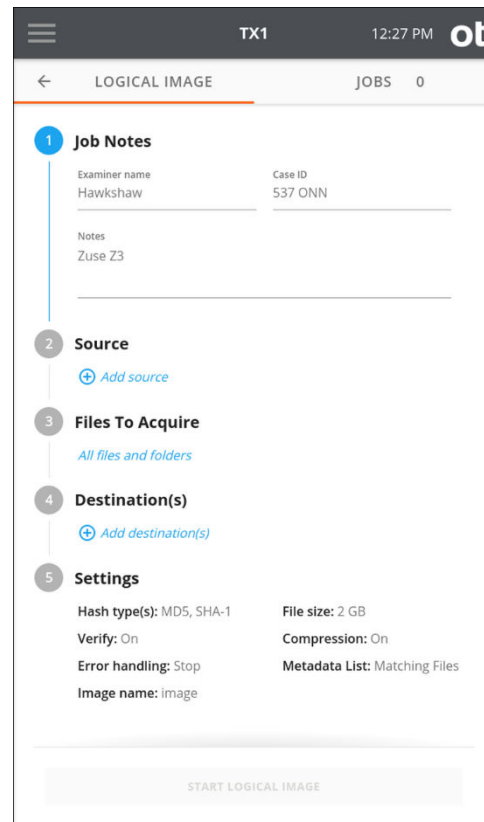
If only one source drive with one recognized filesystem and one formatted destination drive are connected, they are automatically selected. If you are satisfied with the default settings and the selected source and destination filesystems, press the **Start Logical Image** button at the bottom of the screen to begin the job.



Note: Logical image job source auto-selection is distinct from duplication job source auto-selection in that a logical image job operates at the filesystem level, not the drive level. Therefore, a sole source drive will not be auto-selected for a logical image job if it contains more than one recognized filesystem.

3. To modify or enter job notes, tap the **1** or **Job Notes** heading to expand the section. Tap a text box to modify or enter **Examiner name**, **Case ID**, or notes values and the virtual keyboard is displayed on the bottom half of the screen. If

desired, you can also attach a USB keyboard to one of the front Accessory USB ports.



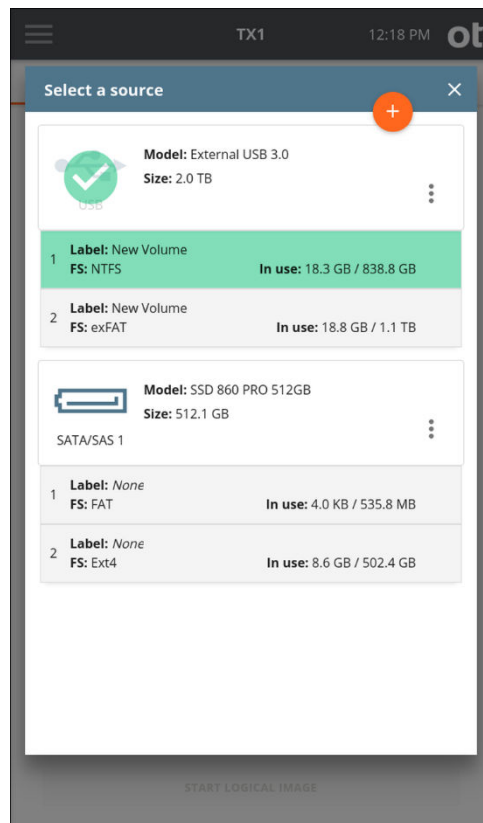
4. To select a filesystem from an available source drive, tap the 2 or Source heading. A list of attached drives will appear, with a filesystem summary tile shown under each drive for any filesystems recognized by OpenText TX1. Note that network shares can also be used as logical image job sources. To make a

network share visible in the **Select a source** list, tap the orange plus button  at the top right of the modal and follow the share mounting workflow. Source network shares can be mounted from the Sources button on the main screen as well.

Once the source drive/share list is set, simply tap the desired filesystem tile to select it as the source for the logical image job. A green check confirms your selection and the source selection modal will auto-close. If a different source filesystem is desired (or to verify the details of the selected filesystem), simply go back into the **Select a source** screen by tapping the 2 or **Source** heading from the logical image job setup stepper. Close the modal by tapping the X in the upper right corner or by tapping outside of the modal.



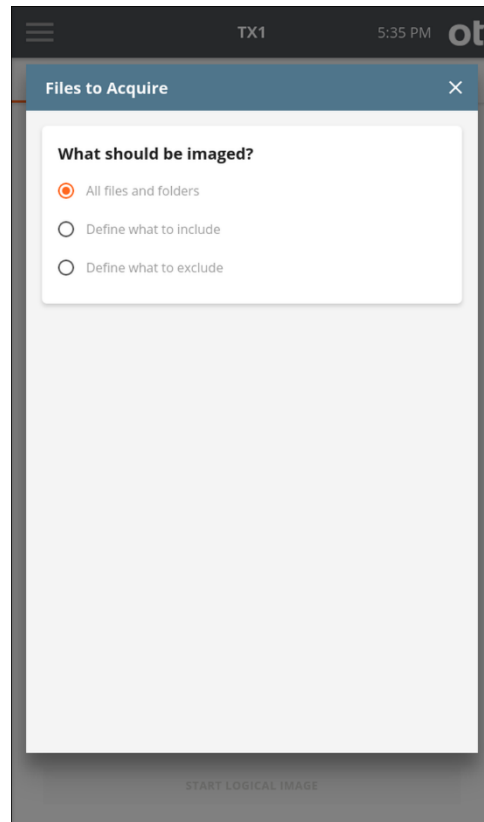
Note: Within any screen displaying a list of drives, you can tap the options icon (three vertical dots) located on the drive tile to see more drive detail and access any available media utilities.



 **Note:** Unlike a physical duplication job, the option of shelving a source drive DCO/AMA (removing it and then re-applying it at the end of the job) does not exist in logical imaging. The existence of a DCO or AMA will be obvious (per warnings in multiple locations), but the DCO/AMA will need to be permanently removed using the manual HPA/DCO/AMA Disable media utility before gaining access to all portions of the source media.

5. The next step is to determine which files and folders should be acquired. Start this process by tapping the **3** or **Files to Acquire** heading in the job setup stepper (resulting in the following screen). The default setting is to acquire all files and

folders. Use the default setting if your job does not benefit from targeted down-selection of source files/folders and skip to the Destination(s) selection step.



The default setting of **All files and folders** is initially selected. If no source file or folder down-selection is desired, simply exit this step by closing the **Files to Acquire** modal window by tapping the X in the upper right corner or by tapping outside of the modal.

If down-selection of the source dataset is desired, there are two different starting points, as follows:

- **Define what to include** – This setting assumes that NO files and folders will be acquired, which requires defining which ones to INCLUDE.
- **Define what to exclude** – This setting assumes that ALL files and folders will be acquired, which requires defining which ones to EXCLUDE.

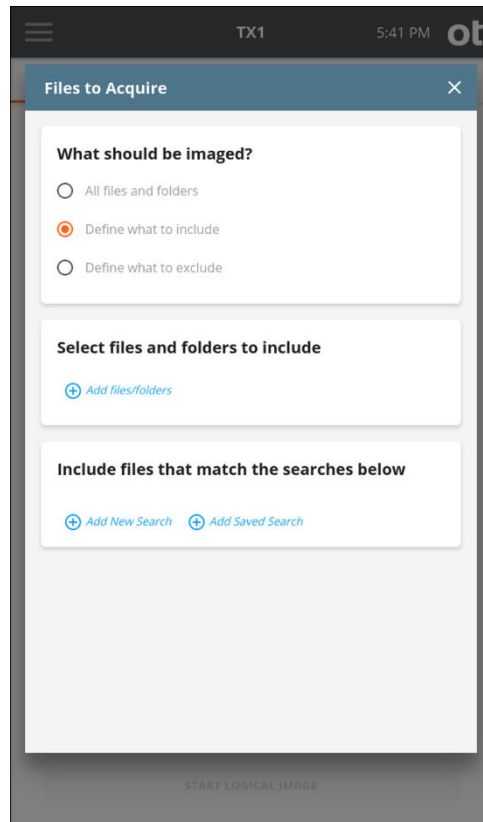


Note: The instructions in this section focus on the Basic mode of searching for files and folders to be acquired. This Basic mode search provides a powerful yet simple and straightforward way to focus on forensically valuable file-based evidence. See [“Advanced logical imaging setup” on page 138](#) for details on the optional Advanced mode search.

Regardless of whether you are including items in an empty dataset or excluding items from a full dataset, the same setup style is used to limit what is acquired, as covered in detail later in this section.

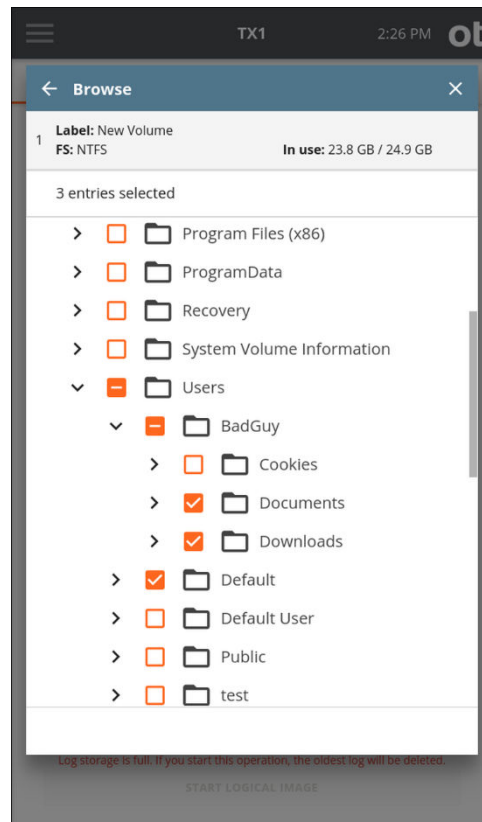
6. Select files and folders to include/exclude.

In the example shown in the following image, the **Define what to include** option is selected, which means the initial acquisition dataset is empty.



To manually select which files and folders to include, tap the blue circle/plus sign icon labeled **Add files/folders** in the **Select files and folders to include**

section. This will launch a browse modal window which shows the entire contents of the selected source filesystem, as shown in the following image.



Individual files and/or folders can be manually selected by clicking on the orange box preceding the desired item. In this example, we have chosen to include /Users/BadGuy/Documents, /Users/BadGuy/Downloads, and Users/Default.

Note the following items related to manual file/folder selection in this browse modal:

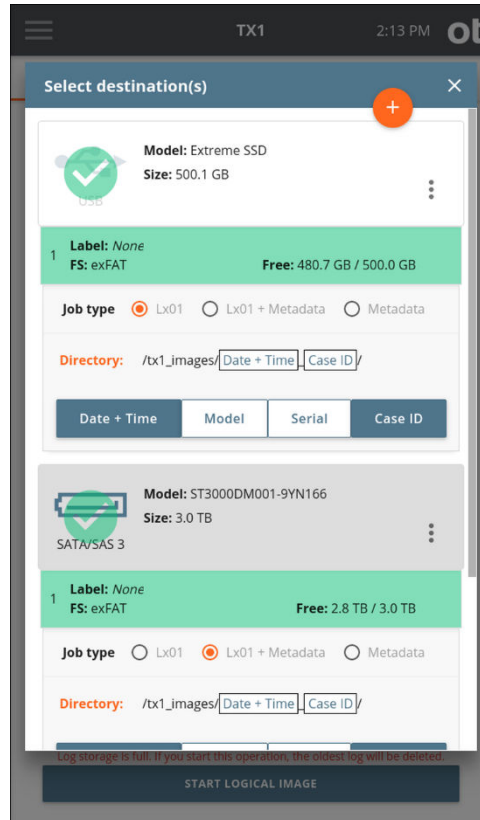
- Selections are limited to 50 files/folders. Children files/folders of a selected parent folder do not count towards this limit.
- If a parent folder is selected, individual children cannot be deselected. First deselect the parent, then go in and select the desired children.

Notice that the total count of selected items is shown in the row between the filesystem information at the top and the directory tree at the bottom. This count reflects the manually selected items and does not include children of a selected parent folder.

For more details about the criteria by which you can include or exclude files for logical imaging, see [“Include/exclude criteria” on page 130](#) and its subsections.

7. To select the destination drive(s) tap the **4** or **Destination(s)** heading. All available destination drives will be shown in a modal window, with a tile shown after each drive to show its recognized filesystem(s). Tap the desired destination filesystem(s) (up to four) and the selected filesystem tile will show in green, with a checkbox added to its parent drive tile. Selecting a filesystem will also open a drawer under the filesystem tile, which shows the options for logical imaging destinations, as follows:
 - **Job type:** This allows selection of the desired output files types. The main logical evidence file format for OpenText TX1 is **Lx01**, which will contain all the data and metadata for every acquired file and folder. Additionally, this device offers the ability to generate a Metadata file in the common CSV (comma separated values) format, which contains all the available metadata for every acquired file and folder. Optionally, the metadata output file can be configured to contain all the metadata for all the files/folders on the source drive (whether the actual files/folders were acquired or not). That setting is made in the **Settings** area of the logical image job setup screen. The **Job type** setting options for the selected filesystem are: **Lx01**, **Lx01 + Metadata**, and **Metadata**. See *“Source file metadata” on page 141* for more information regarding captured metadata.
 - **Directory:** This identifies in which directory the logical image job output files will be stored. The default directory will initially be shown, which can be changed by tapping on the orange **Directory** label to enter a **Browse** modal where you can select a different destination base directory, create and select a new directory, or delete a directory. Tap one or more of the four buttons (**Date and Time**, **Model**, **Serial**, or **Case ID**) under the directory path to add variables as names for a destination sub-directory. Each variable can only be

selected once. Underscores are printed as separators between multiple variable names.



Destination drives with no recognized filesystems are grayed out, with a warning message stating no filesystem is available. Such a drive can be formatted through the media utilities available on the drive details screen, which can be accessed by tapping the additional options menu (three vertical dots) on the drive tile, or from the **Destinations** button on the **Home** screen.

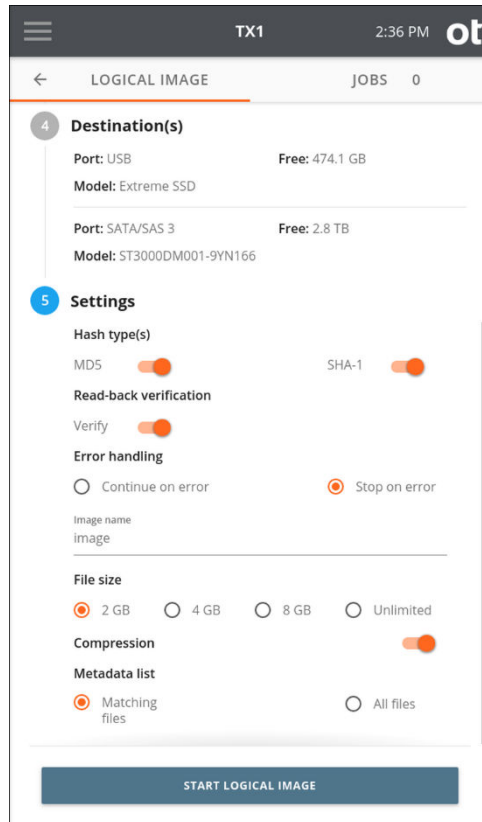
Network shares can also be used as logical image job destinations. To make a network share visible in the **Select destinations** list, tap the orange plus button



at the top right of the modal and follow the share mounting workflow.

Destination network shares can be mounted from the **Destinations** button on the main screen as well.

8. To change the job settings, tap the **5** or **Settings** heading, as shown in the following image.



Select the desired **Hash type** for the logical image job - **MD5** and/or **SHA-1**. Note that hash values for source files will be calculated based on the chosen hash settings, even if no Lx01 outputs are requested. In that case, the file data is still read to allow for hash calculation, and the file-based hash values are stored in the metadata output file.

Enable or disable **Read-back verification**. Read-back verification is not possible if no Lx01 outputs have been configured or if no hashes have been selected.

Set the desired source read Error handling mechanism for the job – **Continue on error** or **Stop on error**. Note that read error handling in logical image jobs is distinct from that of physical image jobs in that retries are not allowed. This is because file read errors will typically not succeed after an initial failed read. Therefore, for logical image jobs, the only error handling setting decision to make is whether to continue with the job (skipping the unreadable file(s)) or to stop the job as soon as the first file read error is encountered.



Note: When a read of a given source file fails and the **Continue on error** setting is active, the unreadable file will not be acquired. In that case, the metadata output file will show an error condition in the entry for the unreadable file, and the Lx01 will indicate the error condition, which

enables forensic analysis tools such as OpenText Forensic to indicate an error for the affected file(s).

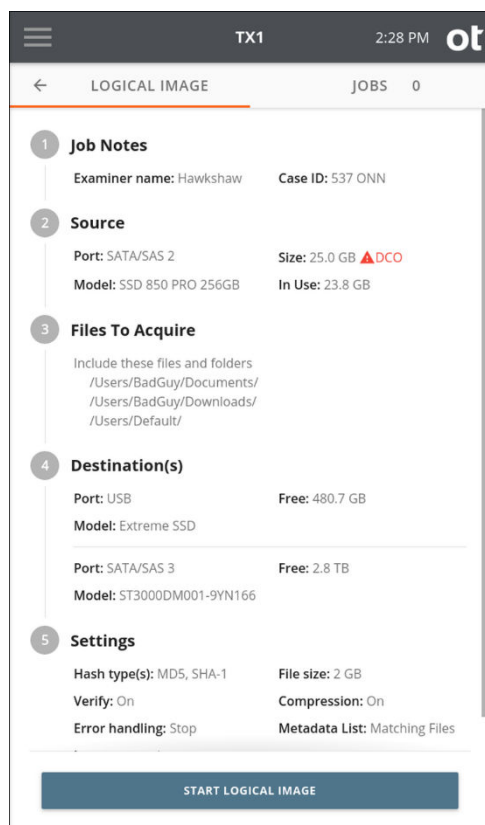
The default output **Image name** is shown and can be changed by tapping the field and typing in the desired name.

The default image **File size** is shown and can be changed by tapping the desired size. Note that this setting is unavailable if no Lx01 output has been requested.

Compression can be enabled/disabled. Note that this setting is unavailable if no Lx01 output has been requested.

If a **Metadata list** was chosen as part of the destination settings, the following options for what to include in that metadata list will be shown at the bottom of the **Settings** section: **Matching files** or **All files**. If **Matching files** is selected, only the metadata for files that were acquired during the job will be included, whereas All files will obviously include a metadata entry for each file on the source, regardless of whether it was acquired or not. The latter setting may be useful in cases where time or other constraints only allowed partial source file gathering.

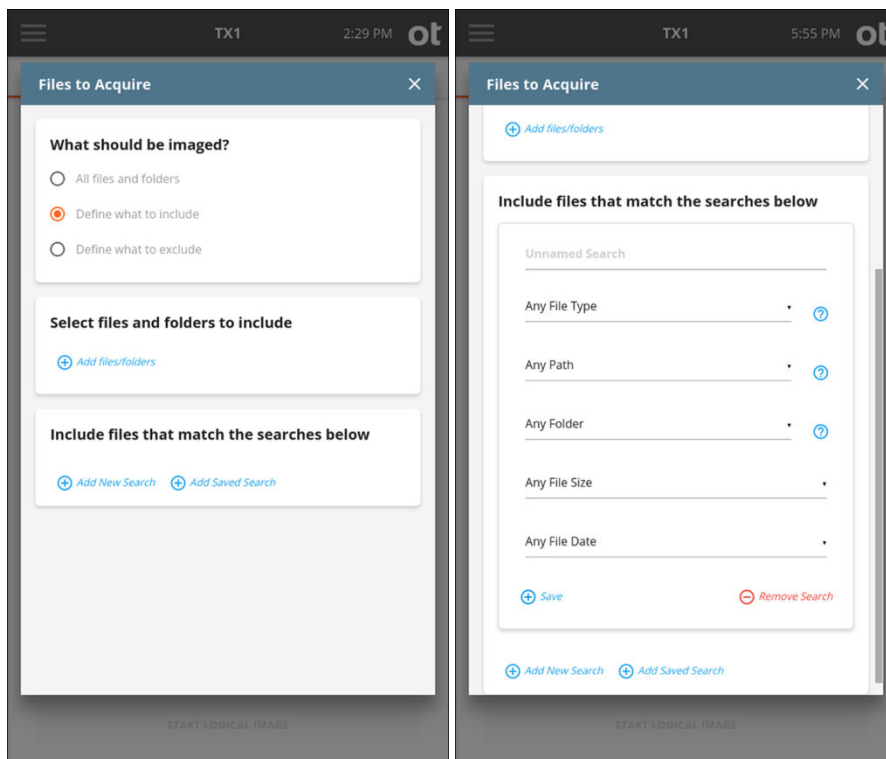
9. Once you are satisfied with all the logical image job settings, tap the **Start Logical Image** button, as shown in the following image.



4.5.2 Include/exclude criteria

From the main **Files to Acquire** window, searches can be added that will allow for targeted acquisition of specific file/directory criteria. Select either **Add New Search** or **Add Saved Search** in the **Include files that match the searches below** box to specify a search or series of searches to apply to the logical imaging job.

While the following screenshots and workflows reflect the method of creating new searches during job setup, making use of the saved searches option is encouraged as an efficient time-saver. This is especially true if specific search types are commonly used for your logical imaging jobs.



Before continuing with information about adding new searches, here are a few pointers related to the saved searches feature:

- New searches can be created/imported and saved searches can be edited from the **Defaults** setting area on the side navigation menu.
- During logical image job setup, new searches can be created, and previously saved searches can be used/edited.
- Searches within a given job setup can be a mix of new and saved searches. Simply tap the desired search entry method at the bottom of the last search criteria box (**Add New Search** or **Add Saved Search**) to add another search to the job.

- If a saved search is edited in the job setup area, those changes can optionally be saved back to the originally named search, saved as a newly named search (by editing the name field), or just used during the current job, without altering the original saved search that was added. To save the in-line changes, simply tap the **Save Changes** button at the bottom left of the search window. Please be aware that editing saved searches for a given job without saving the changes could lead to confusion about what the named, saved search means. For that reason, it is recommended to save any in-line changes back to the saved search that it started from or as a new saved search.
- Naming your searches provides a convenient way to identify the type of criteria used in the search, which is particularly useful for a list of saved searches. However, naming of searches is optional. If you do not enter a name for a given saved search, the default name of **Saved Search** will be used with a number at the end that increments for each newly saved, unnamed search.

In the example used in this section, we are adding a new search using the **Include files that match the searches below** function. Again, since we started with **Define what to include** in the top selection box, our initial acquisition dataset is empty. Any configured searches will potentially add to that empty acquisition dataset.

The file search options are covered in detail in the following sections. Before getting into those details, here is some general information regarding logical image searches:

- A search defines parameters for the kinds of files that are of interest to a forensic investigation. Adding searches will include/exclude every instance of that kind of file.
- Multiple searches can be configured for a given job (using the Add Search button at the bottom of the search setup window), but they are logically independent from each other. This means that if a search gets a hit on a file, it will be added to/removed from the acquisition dataset even if a subsequent search is configured to ignore that same kind of file.
- Within a single search box, all the criteria defined must match for a given file to be included in (or excluded from) the acquisition dataset.
- The first entry in each search setup box provides a name field for the search. The default name is **Unnamed Search**. Changing the name to something more specific may help when reviewing the summary of all searches in the logical image job setup screen or when viewing the forensic log associated with a logical image job.
- Each of the search parameter fields makes use of drop-down selection boxes to help guide the setup of each parameter.
- Text fields used for matching file names, file extensions, and file paths can use any Unicode characters that are included in filesystems that this device supports.



Note: Unicode is the standard for encoding visual text characters/symbols into digital values to allow computer systems to understand what characters/symbols are being referenced for proper display and processing. It was defined

to allow digital encoding of special characters/symbols (including language specific accent glyphs, for example) that are not covered by the ASCII standard. OpenText TX1 uses UTF-8 (Unicode Transformation Format – 8 bit) to encode all possible characters/symbols used in all filesystems that this device supports and to use those encoded values when matching characters during logical image searches. For characters that are composed of multiple, distinct glyphs (for example the German umlaut over the letter A), OpenText TX1 uses the NFC (Normalization Function Composition) standard to normalize the various encoding methods into a common hex value for matching purposes. For more information, search for “UTF-8” and “Unicode equivalence” on the internet.

The following sections provide detailed information about the various search parameters you can use when defining the include/exclude criteria for a local image acquisition.

4.5.2.1 File type

The **File type** search parameter restricts the search to apply only to files that match a list of file extensions. Each search can have any number of file type constraints. When multiple file type constraints are included in a given search, a match of any one of them will include/exclude a given file.

The following file type search parameters are available:

- Archives
- Databases
- Documents
- Emails
- Multimedia
- Pictures
- Custom

Each type other than **Custom** has a predefined list of extensions known to be associated with that type of file. The lists can be seen by tapping the blue help button (circle with question mark) near the file type parameter field. All extensions associated with each file type are found in [“File extensions” on page 139](#).

Using the **Custom** field allows for manual entry of any extension values to match against. The entry of custom extension values is done outside of the pull-down selection box.

The forensic log associated with the logical image job contains exactly what extensions were used for each search, along with which selections were used to create that list.



Note: Searching by file type does not use file signature analysis to determine what type a file is. Only the file name extension is used to determine a match. If file signature analysis is required for a given job, a physical image should be made (possibly in addition to a logical image) to ensure all source data is available for use with external forensic data analysis tools, such as OpenText Forensic.

4.5.2.2 Path

The **Path** search parameter restricts the search to apply only to files with a specific, user-defined string in either the filename or directory path. A field for entering the desired search string appears after selecting one of the options. The Path search parameter options are as follows:

- **Filename Contains** – restricts the search to only apply to files that contain the given string somewhere in the filename.
- **Path Contains** – restricts the search to only apply to files that contain the search string somewhere in the full path (directory or filename).

Wildcards can be used to search for only a portion of a file or folder in a path-based search. The available wildcards and examples for each are shown in the following table. Note that this wildcard search is based on the Linux glob search rules, which can be referenced online for additional information.



Note: While wildcard searching can be a powerful tool to quickly search for files of interest, it is critical that these wildcard rules are fully understood before making use of them in an actual case job. Misunderstanding exactly how a given wildcard rule will function could result in inaccurate search results and missed evidence.

Wildcard Character	Matching Rule	Examples
*	Matches any number of any characters (including none).	Law* Matches: Law, Laws, Lawyer Does not match: NoLaw, La, aw *Law* Matches: Law, NoLaw, Lawyer Does not match: La, aw
?	Matches any single character.	?it Matches: Bit, bit, Sit, sit Does not match: it, slit, bits

Wildcard Character	Matching Rule	Examples
[abc]	Matches one instance of any of the characters between the brackets.	[SB]it Matches: Sit, Bit Does not match: sit, bit, it  Note: The literal bracket characters (“[” or “]”) can be matched as part of the path/file name if they are the first character inside the brackets, such as [[abc].
[!abc]	Matches one instance of any of the characters that are not what is between the “!” and the “]”.	[!S]it Matches: sit, Bit, bit Does not match: Sit
-	Used within brackets, hyphens denote a range of characters to be matched.	money[1-5]; equivalent to money[12345] Matches: money1, money2, money5 Does not match: money, money6  Note: To match a hyphen itself within brackets, it must be the first or last item inside the brackets.

4.5.2.3 Folder

The **Folder** search parameter restricts the search to apply only to a specific folder or kinds of folders. The following folder search parameters are available:

- User Folders
- Operating System Folders
- Non-Operating System Folders
- Custom Folder

The **User Folders** and **Operating System Folders** items have a predefined list of folders known to be associated with them, which can be seen by tapping the help button near the folder parameter field. Selecting either of those pre-defined values will limit the search to only those folders. Selecting the **Non-Operating System Folders** value will limit the search to any folders that are not in the predefined **Operating System Folders** list. All predefined paths associated with the **User Folders** and **Operating System Folders** are found in “**Folders**” on page 140.

The **Custom Folder** setting allows you to browse the source for a folder to match. After selecting **Custom Folder** from the drop-down list, simply tap the **Select Folder** button to launch a browse modal and select the desired folder.



Note: The full, absolute path name must be specified for **Custom Folder** searches. The addition of the full absolute path is automatic when adding a **Custom Folder** search during logical imaging job setup; however, when adding a new search in the **Default** settings area (via the side navigation menu), manual entry of the desired **Custom Folder** path is required. For manual entry, you must use the forward slash (/) to specify the root directory and spell out the complete path to the custom folder name (for example, /users/suspectname/pics). Entering only a folder name without the absolute path nomenclature will result in missed evidence. If you want to locate a folder name without regard for the absolute path on the drive, use the **Path Contains** search option and enter the desired folder name (for example, suspectname/pics).

4.5.2.4 File size

The **File Size** search parameter restricts the search to apply to only files in a certain range of sizes. The following file size search parameters are available:

- File Sizes >=
- File Sizes <=
- File Sizes in Range

File Sizes >= lets you specify a file size in bytes, KB, MB, or GB and match only files greater than or equal to the specified size.

File Sizes <= lets you specify a file size in bytes, KB, MB, or GB and match only files less than or equal to the specified size.

File Sizes in Range lets you specify two file sizes, and match only files with size in between the two specified sizes.

4.5.2.5 File date

The **File Date** search parameter restricts the search to apply to only files in timestamp ranges, as follows:

- **File Dates >=** lets you specify a date and only match files with one or more timestamps on or after the given date.
- **File Dates <=** lets you specify a date and will only match files with one or more timestamps on or before the given date.
- **File Dates in Range** lets you specify two dates and will only match files with one or more timestamps on or between the two given dates.

Dates are entered by typing them into the text boxes in YYYY-MM-DD format. Dates will match the rule if any of the supported timestamps for that filesystem match the **File Date** setting.



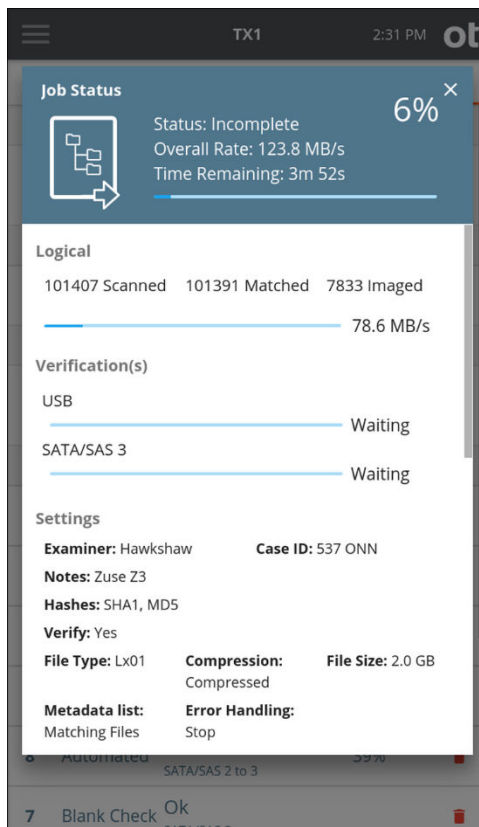
Note: Some filesystem types, particularly FAT, do not support time zone independent timestamps. There is no way to determine the time zone used for

FAT time stamps created by Windows. OpenText TX1 treats these timestamps as if created with a UTC+0000 timestamp.

4.5.3 About the logical imaging process

4.5.3.1 Logical image job status

Once a logical image job has been started, the **Job Status** screen will automatically be displayed, as shown in the following image.



This status screen is similar to other OpenText TX1 job types, with the following notable differences:

- While the operation is scanning for more files to acquire, the progress bar is displayed as an indeterminate bar (throbbing/pulsing bar with no data rate displayed). OpenText TX1 does not know how many bytes it needs to acquire until the scan is complete.
- Three new status fields show the live status of the scanned files:
 - **Scanned** shows the number of files the job has checked so far to see if it should include them.

- **Matched** shows the number of files that will be acquired by this job out of the number of files scanned.
- **Imaged** shows the number of files that have been fully acquired out of the number of files matched.
- The **Settings** section includes the settings specific to logical imaging that have been configured for the active job.
- The **Included Files** section shows a text summary of the rules used by the active job to determine which files should be acquired.



Note: Filesystem read errors encountered during logical imaging jobs may result in unpredictable acquisition behavior. When they occur, such errors are indicated by a red warning message at the top of the Logical section of the status screen. You will also see non-matching values in the **Matched** and **Imaged** fields on the **Job Status** screen at the end of the job and errors noted in the job's metadata file. If you suspect drive/filesystem read errors during a logical imaging job, we recommend that you clone or physically image the drive (E01, Ex01, DD, and DMG) instead of trying to do a logical image. In addition to a physical image (or if a physical image is not possible), try logically imaging the source in multiple, smaller jobs instead of trying to gather all files/folders in one job. If the errors happen to be in less forensically interesting areas of the filesystem, this could result in a more valuable file/folder acquisition set.

4.5.3.2 Files created during logical imaging

When performing a logical image on OpenText TX1, multiple different files may be output to each destination depending on the job configuration, as follows:

- `[image_name].log` contains the forensic log of the logical imaging operation.
- `[image_name].Lx01`, `[image_name].Lx02`, ... are the forensic evidence files for the operation. They contain all the data and metadata for each file and folder acquired.
- `[image_name].csv` is a comma separated value store of all the metadata for every file and folder acquired. Optionally, this file also contains all the metadata for files and folders that were not acquired. This type of file can easily be imported into many common data processing applications such as Microsoft Excel. CSV file data contents and format information can be found in [“Source file metadata” on page 141](#).
- `[image_name].tx1_packed_log` contains a copy of the forensic log that your device can read and use for later standalone verification of the Lx01 file set.

All these output files are generated when a given destination is configured to be the **Lx01 + Metadata** job type. No CSV metadata file is generated for the Lx01 job type. No Lx01 file set or `.tx1_packed_log` file is generated for the **Metadata** job type.

If all destinations are configured to be the **Metadata** job type, and no hashes are configured, the file data for each file will not be read at all. This allows an investigator to quickly create a record of all source file metadata.

4.5.3.3 Logical image verification

Verification of Lx01 files differs from verification of physical imaging operations because, in an Lx01 file, there is no overall hash. Each file's data stored in the Lx01 has an associated hash that was calculated during the original acquisition. The logical imaging verification function reads back the file data from the Lx01 on the destination, calculates a new hash value for each file, and compares that hash value to the originally stored hash value. A failure of any one file to match the original hash value will result in a verification/job failure.

4.5.3.4 Advanced logical imaging setup

The logical imaging setup of OpenText TX1 can be switched to **Advanced Logical Imaging** mode. By enabling this setting in the **Default** settings screen, two additional search setup options are activated. If **Advanced Logical Imaging Setup** is enabled but none of its additional features are used, OpenText TX1 behaves the same as **Basic** mode except for minor changes to log text.

Per search include/exclude switches

In **Basic Logical Imaging Setup** mode, all searches either include files or all searches exclude files. With **Advanced Logical Imaging Setup**, this can optionally be modified on a per search basis. This allows setup of complicated logical image jobs that specify searches in precedence over other searches and over file/folder selection. Note that this mode can be convoluted and confusing from a search logic perspective, which is why the **Basic** search mode is used as the default.

Whether or not to include or exclude a given file/folder is determined by going down the list of searches first. If a given search matches the file/folder, that file/folder is included or excluded based upon the setting for that search. The earlier search always takes precedence in this way.

If no search matches a file/folder, then whether that particular file/folder is included or excluded is decided by the manual selection of files and folders.

- Define what to include – all files and folders not matching Include searches and not manually selected are not included.
- Define what to exclude – all files and folders not matching Exclude searches and not manually selected are included.

Note that new searches will use the top level include/exclude setting by default.

Invert switches for individual search parameters

In **Advanced Logical Imaging Setup** mode, each search parameter has an invert toggle. This lets the parameter match the opposite set of files from what it normally matches for that parameter.

For example, if you create a search that matches **Archives** and **File Sizes in Range 1 MB to 100 MB**, two switches will appear near those two settings. If you enable the invert switch near **Archives**, the rule now matches any file that is not an Archive. If you enable the switch near the File Sizes range, the rule will now match any file outside the range 1 MB to 100 MB. You can switch one or both conditions to match the kind of files you are searching for.

In general, **Basic** search mode is recommended unless there is a compelling reason to switch to **Advanced Logical Imaging Setup** mode to target specific source evidence.

4.5.4 File extensions

During logical imaging, OpenText TX1 can search for file types with any of the following extensions.

File Type	File Extension
Archives	7z, 7zip, zom, apk, xxe, uug, mim, tz, arj, zsm, zze, boo, bkp, bak, sav, bac, ful, bag, zso, bplist, bhx, mhk, bz, bz2, ckit, boz, ish, rar, r01, jar, cru, cif, gnu, gz, tgz, gzip, ha, hap, lzs, lha, arc, lzh, pak, hqx, image, sparseimage, marc, cab, b64, gho, rpm, rzip, rz, sea, sdn, stf, squashfs, sqz, sit, sitx, td0, ufa, bar, cpio, taz, z, tar, tgz, uu, uue, xcr, yz, yc, zdg, zip, zoo
Databases	asl, cdb, ntx, csv, dbf, idx, ind, dbk, bch, db2, db3, ndx, cvt, crp, mdx, \$db, db\$, fp, pjx, mda, mdt, mdn, mdb, mde, ldb, mar, mdw, mny, wdb, mlb, odb, sqlite, sdb, db, sqlite3, sqlite, kexi, shm, db-wal, sqlite-wal, cix, dba
Documents	cch, cfl, cht, ch3, aft, abc, xlc, gra, opx, adt, smf, pfc, att, bfx, brk, ezf, can, cci, ccitt, cpf, cfp, ef3, fcx, ftf, f96, dxn, gam, cg3, fax, tbf, jet, bk, kfx, awd, oaz, prd, tef, sci, tri, wpf, q, cvp, mif, zvd, key, sld, cpp, ch4, crp, cpr, pps, ppt, pot, pptx, odp, otp, sxi, sti, numbers, slk, lss, wks, 123, gph, wk4, xlk, xls, xlsx, xlt, xlb, xlw, ods, ots, sxc, stc, wkq, wrk, rpc, rpn, ltr, fdf, pdf, sam, pages, asc, etx, bib, asp, aspx, ascx, bbs, big5, big, chi, cwk, cws, chm, doc, sbj, cag, xla, mdz, wiz, mcc, oft, msc, dat, ppt, xls, pot, pub, cbt, diz, efx, evy, xml, faq, hwp, aw, oth, htm, html, asp, aspx, log, wke, wk1, wks, fm3, wk3, fmt, ami, adx, ntf, id, ide, mht, mhtml, obt, cue, ybk, obd, cpe, cov, docx, doc, wbk, asd, dot, wps, new, odg, otg, odf, odt, ott, old, cas, cbk, sxd, std, sxm, sxw, stw, pub, cat, qdf, qsd, abd, 1st, rpt, rtf, shtml, set, txt, c00, chp, vs?, htm, html, wri, wp5, bk!, wpd, tv1, tv2, tv3, tv4, tv5, tv6, tv7, tv8, tv9, bv1, bv2, bv3, bv4, bv5, bv6, bv7, bv8, bv9, wpt, blk, bk1, bk2, bk3, bk4, bk5, bk6, bk7, bk8, bk9, wp, xml, man, manifest, config, cfg, xsd, resx, msc, admx, slt, xsl, xrm-ms, mum, dtd, xsl

File Type	File Extension
Emails	pfc, org, eml, cca, eml, ccm, nsf, mbox, edb, msg, nws, pab, sch, sc2, scd, que, dbx, pst, wab, crd
Multimedia	bnk, rol, amr, amf, aif, aiff, avr, cda, aifc, cdm, idf, aac, pcm, ra, ram, wav, wma, zad, asf, awm, awa, divx, vob, f4p, f4v, swf, dvr-ms, mp4, asr, 3g2, wm, wmv, filmstrip, flc, m4r, m4p, qtm, ic1, ic2, ic3, snd, avi, voc, dvm, flv, lza, mmm, mp3, m3d, mpg, mpeg, mps, mpv, mpa, mp2, 13, m1s, m1v, m1a, m2s, m2v, m2a, m4a, m4b, m4v, mp4, ani, avi, wav, rmi, idf, mtm, midi, mid, rmi, qtch, moov, movie, mov, qt, rm, smjpeg, ibk, 3gp, asf, wma, wmf, wmv
Pictures	3dmf, l64, n64, sbj, acb, ais, dxx, eps, ai, pdd, psb, psd, psd, pdd, ps, amff, sdw, art, ind, cil, b&w, dxf, dwg, 3ds, flc, fli, cel, bif, b8, bit, bob, bgi, cvg, ccrf, cob, scn, cr2, crw, cvs, cam, dpx, clp, cps, rix, scd, sce, scr, scp, scg, scu, sci, sck, scq, scl, scf, scn, sco, scz, cpi, c64, ce1, ce2, gmf, csb, cpx, csi, jff, cmf, cpt, map, cmx, cmv, bmf, xar, abk, cdr, pat, cdt, cdx, ct, cur, dif, lbm, bbm, anm, gem, dvi, ce, cft, cut, dhp, pal, ed5, ed6, emf, qfx, fpx, fif, fmv, img, gif, gl, pdw, org, hpc, hpg, pcl, hgl, gca, iax, ica, sbp, ilbm, rlc, infini-d, igf, pix, iff, sgo, je, imj, jfif, jif, jpg, jpeg, jpe, jtf, cpr, kdc, dcs, xif, pcd, kiz, kqp, icns, pict, pct, mac, mnd, afw, af2, af3, ds4, dsr, qsf, dsx, dsf, dst, pp5, pp4, s3d, drw, sg, sep, sp, bmp, dib, mic, cag, msp, db, mgl, mpw, mpf, mri, mng, dcx, gal, mpt, nan, nif, nef, bga, psp, max, pcx, cdi, abm, pic, pxr, pbm, pnm, ppm, pgm, png, ppm, epi, j6i, pig, rle, sct, sid, pax, bw, shg, rgb, sgi, slb, sld, ssk, rix, arw, 3d2, sod, ras, tga, p10, thn, tif, tiff, raw, cgm, cbd, dem, wvl, wi, ged, wbf, wmf, ico, spl, wpg, nff, bm, cbm, xpm, xwd, xbm, yuv, yuv3, zeiss, zgm, pcc, heif, heifs, heic, heics, avci, avcs, avif, avifs

4.5.5 Folders

During logical imaging, OpenText TX1 can use the following predefined paths associated with User and Operating System folders.

Folder Type	Folder Name
User Folders	/Users/, /Documents And Settings/, /WinNT/Profiles/, /var/users/, /users/, /u01/, /user/, /home/, /root/, /export/home/
Operating System Folders	/Windows/, /WinNT/, /System/, /Program Files/, /Program Files (x86)/, /ProgramData/, /Applications/, /bin/, /dev/, /etc/, /sbin/, /usr/, /boot/, /lib/, /proc/, /sys/, /unix/

4.5.6 Source file metadata

Logical imaging with OpenText TX1 includes source file metadata in the csv output file.

Column	Content
Path	Contains the full, filesystem-relative path for this entry. Example: /users/charles/pictures.
Type	Either contains "Directory", "Symmlink", or "File", depending on what kind of entry this row represents.
Filesize	The file size, in bytes, of the entry. This field is empty for directories.
Creation Date	The ISO 8601 UTC date/time string for the creation date of this entry. This field is empty if the creation date is unavailable.
Accessed Date	The ISO 8601 UTC date/time string for the accessed date of this entry. This field is empty if the accessed date is unavailable.
Modified Date	The ISO 8601 UTC date/time string for the modified date of this entry. This field is empty if the modified date is unavailable.
Written Date	The ISO 8601 UTC date/time string for the written date of this entry. This field is empty if the written date is unavailable.
MD5 Hash	The MD5 Hash of the entry. This field is empty for directories. It is also empty if no MD5 hash was calculated, no MD5 hash was configured, or the entry did not match the rules for acquisition.
SHA1 Hash	The SHA1 Hash of the entry. This field is empty for directories. It is also empty if no SHA1 hash was calculated, no SHA1 hash was configured, or the entry did not match the rules for acquisition.
File Status	OK if there were no problems reading file data/metadata. ERRORS if there were errors reading file data and/or metadata. This field is empty for directories.
Matched Rules	"Y" if the file matched the acquisition's rules for inclusion.

4.6 Verifying

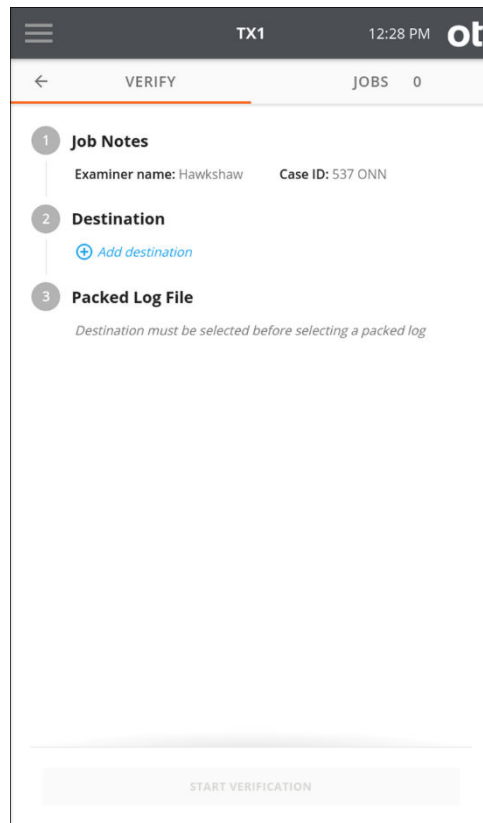
The standalone **Verify** function verifies the integrity of an existing image file by reading back the data from the image file, calculating a hash value of that data, and then comparing that calculated hash value with the value of the original acquisition hash.

Note that, while the same **Verify** function can be used for standalone verification of physical and logical images, the underlying mechanism is different. This is because physical images contain whole disk acquisition hash values and logical images contain file-based acquisition hash values. No difference will be noticed during the verification job itself, but the source image type will make a difference in how the results are reported. For a physical image verification job, the drive level readback hash values will be reported in the forensic log. For a logical image verification job, a

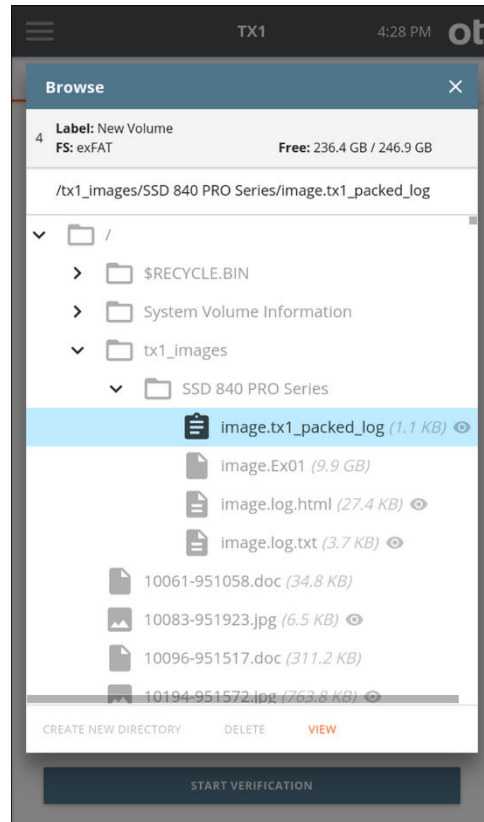
simple pass/fail indication will be reported in the forensic log, which indicates that all the file-based acquisition hashes matched the readback hash values. If any individual file in a logical image file fails to verify, the entire verification job will show as failed.

To verify an image file on a destination drive:

1. From the **Home** screen, tap the **Verify** button.
2. Enter **Job notes** and select a **Destination** drive, as shown in the following image.

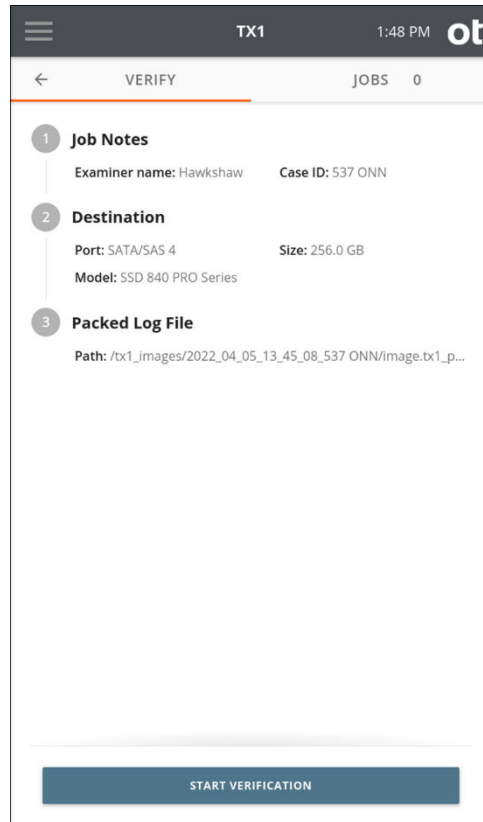


3. Select a **Packed log file**. Browse the destination and locate an existing OpenText TX1 packed log file, as shown in the following image.

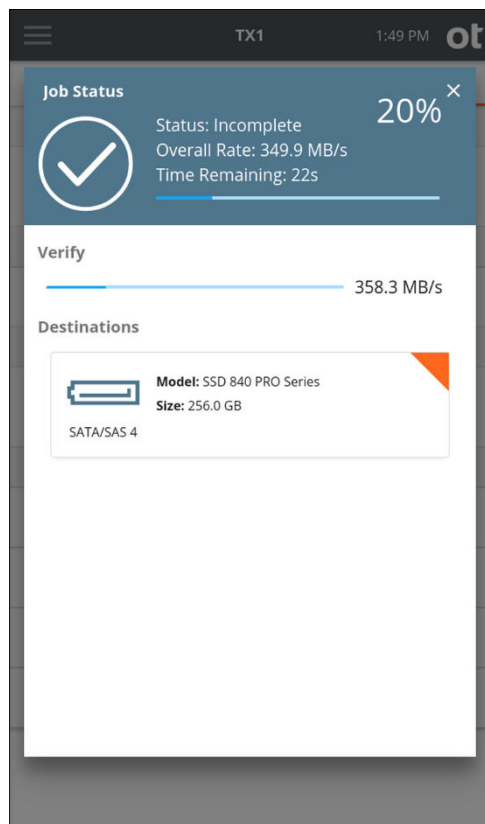


Note: The packed log files will always appear at the top of the file list in a given source folder when browsing. This provides easy access to these types of files in situations where there are many segment files.

4. Tap the **Start Verification** button at the bottom of the screen, as shown in the following image.



The verification process begins. A **Job Status** modal displays the verification status, as shown in the following image.



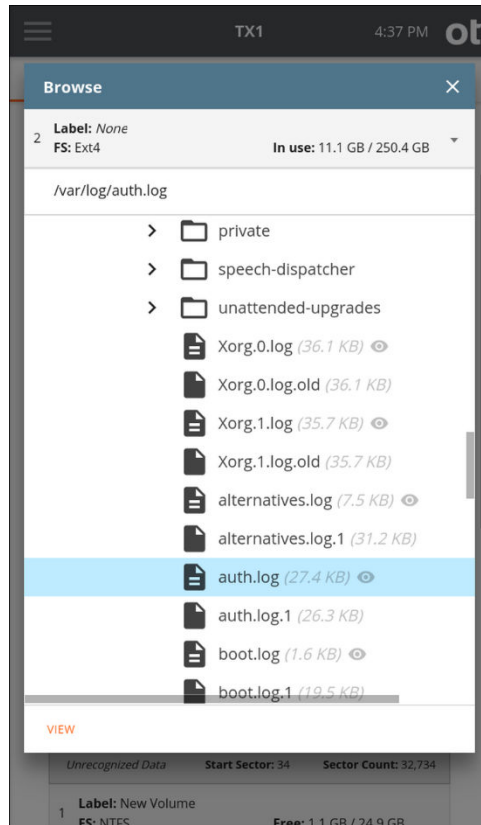
5. To cancel the **Verify** operation, tap the **Cancel** button from the **Jobs** summary screen.

When the **Verify** operation is complete, the results are displayed on a final **Job Status** screen. The log for the completed job can be easily viewed by tapping on the **View Log** link on the top status bar or from the side navigation menu.

4.7 Browsing

The **Browse** function provides an easy way to view the contents of a recognized filesystem on any mounted drive, whether it is connected locally or via the network interface (iSCSI or CIFS). Simply tap the **Browse** button on the **Home** screen and select the desired drive/filesystem. The Browse operation is also accessible from the **Media Utilities** list in the drive details screen and from the filesystem details box within the **Content Breakdown** media utility.

A sample browse screen is shown in the following image.



In the browser portion of the window, you can scroll up and down the list of folders/files and tap individual folders to drill down to the desired level to expose the names of individual files located on the drive. The size of each file is shown at the end of the filename. Many users will find this utility helpful when attempting to triage a large evidence set and determine the priority by which each drive should be imaged, or when checking the contents of a destination drive to free up space by deleting unneeded directories and files.

4.7.1 Viewing text and image files

OpenText TX1 provides the ability to view certain text and image file types. This is a valuable feature that will allow for on-the-fly analysis/triage of supported file types which could help home in on valuable evidence before deciding whether to acquire a given drive. Files that can be viewed directly on this device are indicated on the **Browse** screen with an eye icon at the end of the filename/size information.

Additionally, viewable files show an alternate leading icon before the filename, as follows: folded paper icon with lines on it for text files; and a mountain range icon for image files, as can be seen in the sample filesystem browse view. Selecting the desired viewable file will activate the **View** button at the bottom of the **Browse** screen. Tap the **View** button to see the text or image file directly on this device.



Text type	.bat, .c, .conf, .csv, .h, .htm, .html, .ini, .js, .json, .log, .nfo, .py, .readme, .sh, .text, .tsv, .txt, .xml
Image type	.apng, .bmp, .gif, .ico, .cur, .jpg, .jpeg, .jfif, .pjpeg, .pjp, .png, .svg, .webp
TX1 packed log type	tx1_packed_log

While it is possible to view the text version of a forensic log file via the **Browse** feature, for security reasons, the HTML log files will appear as raw HTML text. In order to view these HTML logs in their styled format, please use the Logs menu item on the side navigation bar.

4.8 Restoring

The **Restore** function allows for recreation of the original drive format from a previously created OpenText TX1 image file. The uses for this feature are varied but include the ability to use a restored drive as a system boot disk and to simply create an archival copy of the evidence in its original format for future case reference.

The **Restore** function works with all physical duplication image file types (E01, Ex01, DD, and DMG) It does not support restoration from a logical image file set (Lx01).

At the beginning of a Restore job, OpenText TX1 prepares the destination drive by wiping sectors 0, 1, and end-of-drive minus 1. This ensures there is no stale partition table data on the drive which reduces the possibility of drive detection issues at the end of the job.



Note: Because partition table information is relative to the sector size of the source drive, restoring to a destination drive with a different sector size is not allowed. Your device will detect this sector size mismatch issue and warn the user. This condition will need to be rectified before the Restore job can be started.

To restore a drive from an image file:

1. Attach the desired source and destination media to OpenText TX1.



Note: The **Restore** function requires a Tableau packed log file as input, so ensure that the desired packed log file is on a source drive (local or network) before starting this operation.

2. From the **Home** screen, tap the **Restore** button.

3. Enter **Job notes**, select a **Source** drive, and then select a **Packed log file** by browsing the source and selecting the appropriate OpenText TX1 packed log file.

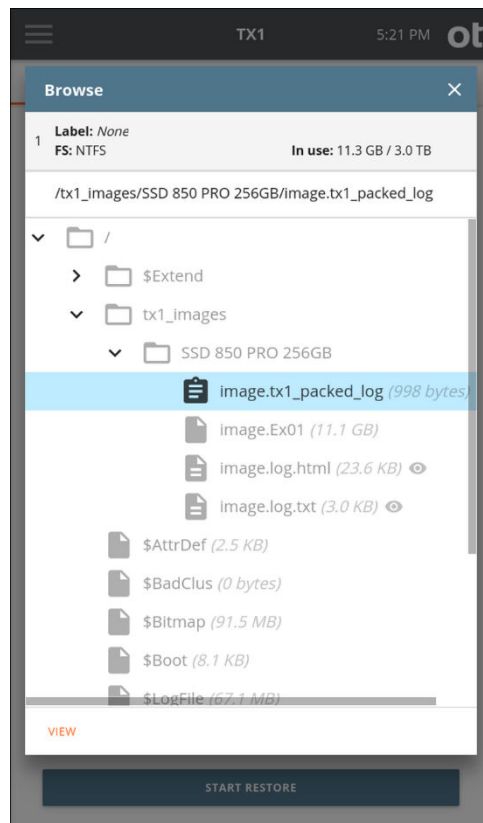
The screenshot shows the 'RESTORE' screen in the OpenText TX1 application. The top bar displays 'TX1', the time '12:29 PM', and the 'ot' logo. Below the bar, there's a navigation area with a back arrow, the word 'RESTORE', and 'JOBS 0'. The main content area is divided into five numbered steps:

- 1 Job Notes**: Includes 'Examiner name: Hawkshaw' and 'Case ID: 537 ONN'.
- 2 Source**: Includes a blue circular icon with a plus sign and the text 'Add source'.
- 3 Packed Log File**: Includes the text 'Source must be selected before selecting a packed log'.
- 4 Destination(s)**: Includes a blue circular icon with a plus sign and the text 'Add destination(s)'.
- 5 Readback Settings**: Includes 'Verify: On'.

At the bottom of the screen, there is a 'START RESTORE' button.



Note: The packed log files will always appear at the top of the file list in a given source folder when browsing, as shown in the following image. This provides easy access to these types of files in situations where there are many segment files.



4. Select a **Destination** drive and, if desired, enable the **Trim** feature which will apply a DCO or AMA on the destination to make it appear exactly as large as the original source drive.
5. If desired, enable read-back verification, as shown in the following image. This will read the entire destination drive back after the **Restore** job is complete,

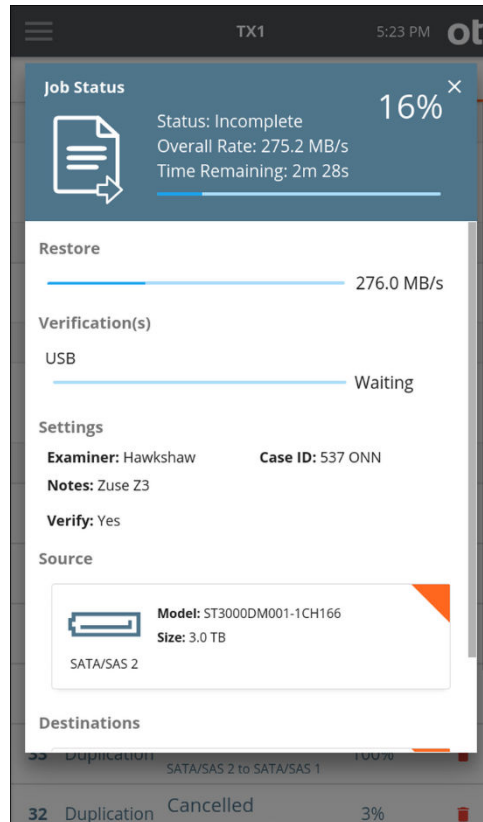
calculate a read-back hash value, and compare that value with the original image file acquisition hash.

The screenshot shows the 'RESTORE' screen in the OT software. The top bar displays 'TX1', '5:22 PM', and the 'ot' logo. Below the bar, there's a navigation area with a back arrow, 'RESTORE', 'JOBS', and '0'. The main content area is divided into five numbered steps:

- 1 Job Notes**
Examiner name: Hawkshaw Case ID: 537 ONN
- 2 Source**
Port: SATA/SAS 2 Size: 3.0 TB
Model: ST3000DM001-1CH166
- 3 Packed Log File**
Path: /tx1_images/SSD 850 PRO 256GB/image.tx1_packed_log
- 4 Destination(s)**
⚠ Restoring overwrites data on any destinations
Port: USB Size: 500.1 GB
Model: Extreme SSD
- 5 Readback Settings**
Verify: On

At the bottom, there is a large blue button labeled 'START RESTORE'.

6. Tap the **Start Restore** button at the bottom of the screen. A **Job Status** modal is displayed, as shown in the following image.



To cancel the **Restore** operation, tap the **Cancel** button from the Jobs summary screen.

When the **Restore** operation completes, the results are displayed on-screen. The log for the completed job can be viewed by tapping on the **View Log** link on the top **Job Status** screen header or through the side navigation menu.

The hash values calculated while reading back the data from the source logical evidence file are captured in the forensic logs. These appear as Restoration MD5 and Restoration SHA1 values in the **Image Source** section of the log.

4.9 Mobile backup acquisition

OpenText TX1 has the capability to detect iOS- and Android-based mobile devices (phones and tablets) via its USB source port and initiate backup files that can then be acquired. Those backup files contain forensically valuable user data from the devices, and they can be used as input to forensic investigation tools such as OpenText Forensic, and analysis by tools such as OpenText Mobile Investigator.

The way OpenText TX1 interacts with mobile devices is much different than how it interacts with traditional drives (HDDs and SSDs). That includes the way they are detected, the commands sent, and the information received. This section is focused exclusively on mobile device backup acquisition, including acquisition workflow steps and general information that will maximize the value of your experience with this feature.



Note: The access code for a mobile device will be needed to acquire its backup file. Biometric security methods are not typically allowed by mobile devices for the types of host computer interactions needed to acquire their backup files. Newer OS versions will likely require multiple entries of that code at various stages of the mobile backup acquisition workflow.

4.9.1 Connecting and detecting mobile devices

Mobile devices are always connected to the USB source port on OpenText TX1. The mobile device connector type can be different on different devices, but the communication protocol is always USB. Please be aware that the types of connectors provided or supported by mobile device manufacturers may change over time.

Regardless of the mobile device's connector type, commercial adapter cables are readily available at a reasonable price, and they will be needed to connect different mobile devices to OpenText TX1. Contact OpenText Customer Support if you need assistance finding a suitable mobile device USB adapter cable for use with OpenText TX1.

After connecting a mobile device to OpenText TX1, it should automatically be detected and shown in the Sources list available at the bottom of the Home screen. That same Sources list is available when selecting a source for a mobile backup acquisition job. However, unlike standard media (HDDs, SSDs), there are some notable nuances with mobile device detection that can cause a connected device to not show as detected/usable. These are covered in the following paragraphs.

For an iOS device, if trust has not been established with OpenText TX1 as the host computer system, the device will still be detected by OpenText TX1, but it will not be selectable as the source for a mobile backup acquisition job. Also, the device information displayed in OpenText TX1 will be limited until trust is established. To establish host computer trust on an iOS device after it is attached to OpenText TX1, unlock the screen and acknowledge that you want to trust the attached computer. Once OpenText TX1 is trusted by the device, more device details will be shown on OpenText TX1, and it will be selectable as the source for a mobile backup acquisition job.

For an Android device to be detectable by OpenText TX1 at all, its **USB Debugging** setting must be enabled. The method to get that setting to appear differs across phone vendors and/or Android OS versions. However, most devices seem to require that they first be put in Developer mode in order to access the **USB Debugging** setting. Check with the vendor of the device to see how to turn on Developer mode. Once **USB Debugging** mode is enabled, trust will be fully established and the device will be selectable for a mobile backup acquisition job.



Note: The methods employed by Apple and the various Android phone manufacturers to trust the OpenText TX1 as a host computer will likely change over time. Referring to the manufacturer's documentation for a given phone and OS version will be the best way to establish host computer trust to allow backup file acquisition from that device.

4.9.2 Mobile device details

Once a mobile device is detected and trust has been established between the device and OpenText TX1, additional information about the device will be shown in the **Source Mobile Details** screen on OpenText TX1. That screen can be viewed by tapping on the mobile device tile in either the main Sources list or via the source selection step in the mobile backup acquisition job setup screen.

The following information is available on a mobile device details screen:

- Model
- Serial number
- Name (user entered)
- Vendor
- Operating System
- OS Version
- Product name/number
- Product name (familiar)
- IMEI

Note that this detailed device information will be included in the forensic log for a mobile backup acquisition job.

4.9.3 Mobile device media utilities

The available media utilities for a connected mobile device can be viewed at the bottom of the mobile device details screen. The available media utilities are **Manage Backup Encryption** and **Eject**.

Manage Backup Encryption

As indicated in the source selection area of the mobile backup acquisition job stepper, the state of the backup file encryption setting on a mobile device is a key piece of forensic information. In general, if backup file encryption is enabled, more mobile device user information will be included in the backup.

One key difference between iOS and Android devices is how backup encryption is managed. For iOS devices, an informative message will appear in the source selection section of the mobile backup acquisition job setup screen to indicate the encryption state of the mobile backup. If backup encryption is not enabled on an iOS device, it can be enabled via the **Manage Backup Encryption** media utility. For Android devices, OpenText TX1 is not able to discern the state of encryption on the device. Care must be taken to ensure that backup encryption is set to the desired state directly on the Android device prior to beginning a mobile backup acquisition job.

Whether backup encryption was previously enabled on the mobile device or enabled as part of the acquisition workflow, the password will need to be noted, as it will be required to access the backup file contents in the upstream forensic investigation software tool.



Note: Mobile device backup files can be encrypted (via a setting on the device), which typically results in more user data being included in the backup file, which is forensically desirable. However, the files included in an encrypted backup will typically have different encrypted data from job to job (with the exact same source file data), which makes the encrypted backup file hashes inconsistent between subsequent backup acquisition jobs on the same source device. Keep this in mind as you use mobile backup encryption in your digital forensic investigations.

Eject

It is highly recommended to eject all media devices before removing them from OpenText TX1. To eject a mobile device, tap the mobile device tile from the Sources list and the mobile device details screen will appear with the media utilities at the bottom. Tap **Eject** and then confirm the dialog prompt to complete the ejection process. The device may then be physically removed from OpenText TX1.

4.9.4 Performing a mobile backup acquisition

To perform a mobile backup acquisition:

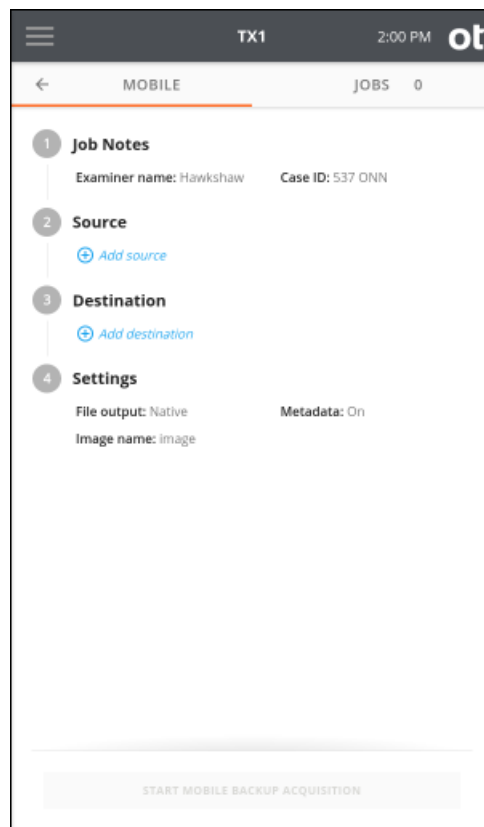
1. Using commercially available adapter cables, attach the mobile device to OpenText TX1 USB source port. For the destination, attach a formatted drive to one of the OpenText TX1 destination ports or mount an available iSCSI drive or CIFS/SMB share on your network.



Note: Multiple mobile backup acquisition jobs can be run simultaneously, although a USB hub will be needed to provide the required number of USB source ports. Unlike other OpenText TX1 job types, only a single destination can be used with a mobile backup acquisition job. Multiple mobile backup jobs can use a single destination.

2. On the **Home** screen, tap the **Mobile** icon.

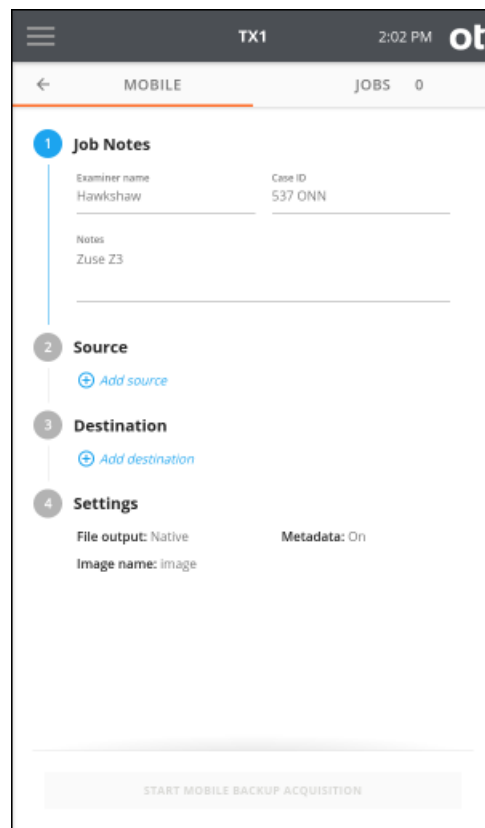
The **Mobile** job setup screen is displayed, as shown in the following image.



The job setup screen is organized in a natural workflow from top to bottom, but most steps and settings can be accessed in any order. The default values display for each step and setting. Tap on the step number or heading to expand the section and view or change the settings.

If only one source and one destination (with a detected filesystem) are connected, they are automatically selected. If you are satisfied with the default settings and the selected source and destination devices, press the **Start Mobile Backup Acquisition** button at the bottom of the screen to begin the job.

3. To modify or enter job notes, tap the **1** or **Job Notes** heading to expand the section, as shown in the following image. Tap a text box to modify or enter Examiner Name, Case ID, or Notes values and the virtual keyboard is displayed on the bottom half of the screen. If desired, you can also attach a USB keyboard to one of the front Accessory USB ports to make data entry easier.



4. To change or add a source mobile device, tap the **2** or **Source** heading. From the displayed source list modal, select a mobile device from the list. A green check confirms your selection.

If a connected mobile device is not showing in the source list, it is possible that phone interaction/configuration is required. In the case of iOS devices, this is typically as simple as accepting trust of OpenText TX1 as the host computer on the mobile device. For Android devices, the exact steps may vary between phone vendors and OS versions. But, in general, most Android devices will need USB Debug mode enabled before they will show in the OpenText TX1 source list. The location of the setting for USB debug mode can vary from phone to phone. See [“Connecting and detecting mobile devices” on page 153](#) for more information.

As indicated in the source selection area of the mobile backup acquisition job stepper, the state of the backup file encryption setting on a mobile device is a key piece of forensic information. In general, if backup file encryption is enabled, more mobile device user information will be included in the backup.

One key difference between iOS and Android devices is how backup encryption is managed. For iOS devices, an informative message will appear in the source selection section of the mobile backup acquisition job setup screen to indicate the encryption state of the mobile backup. If backup encryption is not enabled on an iOS device, it can be enabled via the **Manage Backup Encryption** media utility available in the mobile device details screen. For Android devices, OpenText TX1 is not able to discern the state of encryption on the device. Care must be taken to ensure that backup encryption is set to the desired state on Android devices prior to beginning a mobile backup acquisition job on OpenText TX1.

Whether backup encryption was previously enabled on the mobile device or enabled as part of the acquisition workflow, the password will need to be noted as it will be required to access the backup file contents in the upstream forensic investigation software tool. See [“Mobile device media utilities” on page 155](#) for more information on mobile device backup encryption for iOS and Android devices.



Notes

- If there are source drives connected to OpenText TX1 in addition to mobile devices, all of them will show in the sources list, but the non-mobile devices will be grayed-out and not selectable for a mobile backup acquisition job.
- To help users identify which source devices have already been acquired, a green checkmark is shown in the bottom right portion of the device tile for any mobile device that has been used in a previous, successful mobile backup acquisition job. For active jobs, a hollow checkmark will appear which will turn solid green once the job has successfully completed.
- Within any screen displaying a list of devices, you can tap the **Options** icon located on the device tile to see more details and access any available media utilities.

Close the source selection modal by tapping the X in the upper right corner or by tapping outside of the modal. If a different source is desired, simply go back into the **Select a mobile device** screen by tapping on the **2** or **Source** heading from the Mobile job setup stepper.

5. To change or add a destination drive/filesystem tap the **3** or **Destination** heading. From the destination list modal, select one drive/filesystem from the list.



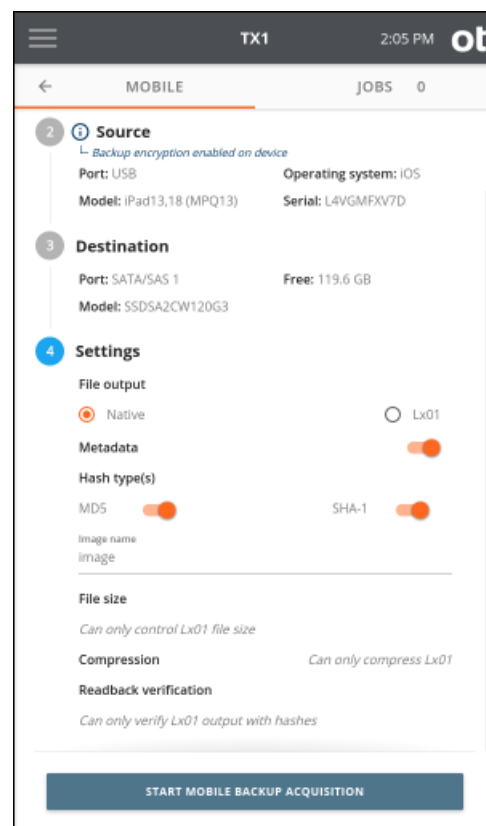
Note: Unlike other types of OpenText TX1 jobs, only one destination drive/filesystem can be selected for a mobile backup file acquisition job.

After selecting a filesystem, the default destination directory path is displayed. To change the destination base directory, tap the orange **Directory** label to enter

a browse modal where you can select a different destination base directory, create and select a new directory, or delete a directory. Tap one or more of the four buttons (**Date and Time**, **Model**, **Serial**, or **Case ID**) under the directory path to add variables as names for a destination sub-directory. Each variable can only be selected once. Underscores are printed as separators between multiple variable names.

To make a network share visible in the destination selection list of a mobile backup acquisition job setup screen, first add and mount the share from the **Destinations** drive list accessible on the Home screen. See [“Duplication over a network” on page 94](#) for more information on mounting iSCSI drives and CIFS/SMB network shares.

6. To change the job settings, tap the **4** or **Settings** heading, as shown in the following image.

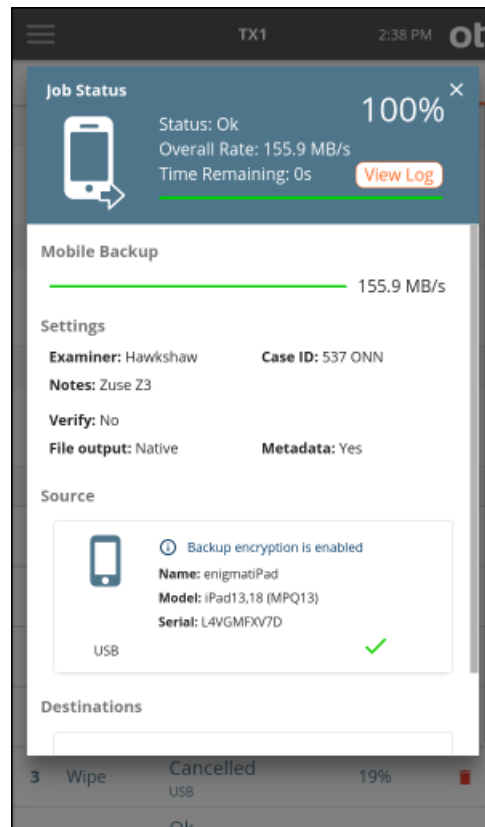


The setting options and default setting values are as follows:

- **File output:** Native will capture the mobile device's backup file structure directly to the chosen destination drive/filesystem. Lx01 will create a logical image file set that encapsulates the native files. The factory default setting is Native.

- **Metadata:** OpenText TX1 can create a metadata file in CSV format during a mobile backup acquisition job. This metadata file includes the hash(es) of each acquired backup file, among other things. See “Files created during mobile backup acquisition” on page 162 for more information on the metadata file. The default setting is enabled.
 - **Hash type(s):** The available hash types are MD5 and SHA-1. This setting is only available for Native file output jobs that have metadata enabled and Lx01 file output jobs (regardless of the metadata setting). The hash value(s) will be stored in the metadata CSV file (if enabled) for both output types and in the Lx01 file. The default setting is MD5 and SHA-1 or whatever is set for Hash type(s) in the Defaults setting area.
 - **Image name:** This will be the base filename for the outputs generated by OpenText TX1. For iOS sources, it is also used as a sub-folder name that is used to store the actual backup files. The default value is *image* or whatever is set for Image name in the Defaults setting area. To change the default image name, tap into the Image name field. See “Files created during mobile backup acquisition” on page 162 for more information on the folders and files created during a mobile acquisition job.
 - **File size:** This setting only applies if Lx01 is selected for the File output setting. It sets the size of the Lx01 segment files that will be written to the destination. Note that the size of the files captured in Native format are determined by the mobile device. The Lx01 segment file size options are: 2 GB, 4 GB, 8 GB, and Unlimited. The default value is 2 GB or whatever is set for File size in the Defaults setting area.
 - **Compression:** This setting only applies if Lx01 is selected for the File output setting. If enabled, the data will be compressed as it is written out to the Lx01 segment file(s) to help minimize the overall size of the output file set. The default setting is enabled.
 - **Readback verification:** This setting only applies if Lx01 is selected for the File output setting. If enabled, the acquired files in the Lx01 segments will be read back from the destination and hashed, and then those hashes will be compared to the original acquisition file hashes. The default value is enabled or whatever is set for Readback verification in the Defaults setting area.
7. Once you are satisfied with your settings and device/drive selections, tap the **Start Mobile Backup Acquisition** button.

A **Job Status** screen is automatically displayed, as shown in the following image.



Note: It may be required to interact with the mobile device after the job has been started on OpenText TX1. It is not always possible to provide informative messaging in the job status screen to indicate that input is required on the mobile device before the actual backup file creation process begins. This can lead to job failures that appear to have no logical explanation. In particular, for Android devices that have backup encryption enabled, the encryption password must be entered prior to accepting the backup request. Accepting the backup request without entering the encryption password will result in a job failure with no indication as to why the job failed. In general and particularly for Android backup jobs, always unlock the device before starting the job and pay close attention to any messaging on the phone to ensure the backup file creation process has actually started.

4.9.5 Files created during mobile backup acquisition

The files created by OpenText TX1 during a mobile backup acquisition job are different for each of the supported device OS types (iOS and Android). Even within a given device type, the outputs are different between Native and Lx01 output types. The following sections describe the mobile backup acquisition output files generated in these different scenarios.

4.9.5.1 Files created during iOS device backup acquisition

The output files generated by OpenText TX1 during backup acquisition of an iOS based mobile device depend on the File output setting. The two options are Native and Lx01.

Native iOS backup acquisition job output files

Currently, the files created by an iOS mobile device during a Native file type backup are written to the destination drive according to the following convention:

```
[image base directory]/
[directory name]/
  [image name]/
    [iOS backup folder name]
      [iOS sub-folder name 1]
        [iOS filename 1]
        .
        .
        [iOS filename n]
      [iOS sub-folder name 2]
      .
      .
      [iOS sub-folder name n]
      Info.plist
      Manifest.db
      Manifest.plist
      Status.plist
    [image name].csv
    [image name].log.html
    [image name].log.txt
```

[image base directory] is defined in **Setting Defaults** or when selecting a destination drive/filesystem. The default is /tx1_images/.

[directory name] is the image sub-directory name auto-generated for each acquisition and is defined in setting **Defaults** or when selecting a destination drive during mobile backup acquisition job setup. The default setting is Date and Time.

[iOS backup folder name] is the base folder as provided by the iOS device which contains all the backup content in its sub-folders and files. OpenText TX1 has no control over the naming of this folder nor any of the folder/file names contained therein, and they are subject to change at Apple's discretion.

[image name].csv is the OpenText TX1 generated mobile backup acquisition job metadata file. It contains the following information for each file acquired during the backup job:

- **Path** – The overall path name of the folder/file as written to the destination drive/filesystem.
- **Type** – Identification of the path type (Directory or File)
- **Filesize** – Size of any entries of type file (in bytes)
- **Date/time stamps** – These are the dates/times related to when the files were written to the OpenText TX1 destination during the backup acquisition job, not the dates/times of the original source files from the mobile device's perspective.
- **MD5 Hash/SHA1 Hash** – Acquired file hash values as calculated by OpenText TX1 by reading back the files that were written to the destination. This is not exactly the same as an acquisition hash (which is created for physical and logical imaging jobs before the data is written to the destination), but it is the best that can be done to mimic an acquisition hash for mobile backup acquisition jobs. The hash values in this CSV file are what is used to readback verify a Native format backup acquisition job.



Note: Mobile device backup files can be encrypted (via a setting on the device), which typically results in more user data being included in the backup file, which is forensically desirable. However, the files included in an encrypted backup will typically have different encrypted data from job to job (with the exact same source file data), which makes the encrypted backup file hashes inconsistent between subsequent backup acquisition jobs on the same source device. Keep this in mind as you use mobile backup encryption in your digital forensic investigations.

- **File Status** – Status of the file as read back from the destination during a mobile backup acquisition job. If the job completed successfully and there were no errors reading back the files from the destination (when creating the hashes for the metadata file), all will show as *OK*. If there was an issue while reading the files back, the job will fail and the offending file will show an *Error* status in the CSV file.
- **Matched Rules** – For mobile backup acquisition jobs, this will always indicate *Y* for yes. This field is more pertinent to logical imaging jobs, which use it to indicate if a given file was part of a targeted/filtered collection.

[image name].log.html/txt - OpenText TX1 generates two forensic log file formats for each job (mobile backup acquisition included) - one in html format and one in text format. These logs are accessible through the **Logs** list in the side navigation menu. They can also be exported to a destination drive/filesystem (local or network based) for further analysis and/or case documentation purposes.

Lx01 iOS backup acquisition job output files

When Lx01 is selected as the file output type for an iOS backup acquisition job, the same native iOS backup files as described in the previous section are still acquired. However, instead of the native files being kept on the destination drive, they are read back into OpenText TX1 and then packed into Lx01 segment files that are then written to the destination. This type of output helps protect the native backup files from unintentional modification, just as a logical image job does with files from a

source filesystem. The files created by an iOS mobile device during a Lx01 file type backup are written to the destination drive according to the following convention:

```
[image base directory]/  
  [directory name]/  
    [image name].csv  
    [image name].log.html  
    [image name].log.txt  
    [image name].Lx01  
    [image name].Lx02  
    .  
    .  
    .  
    [image name].Lx99, etc.
```

[image base directory] is defined in Setting Defaults or when selecting a destination drive. The default is /tx1_images/.

[directory name] is the image sub-directory name auto-generated for each acquisition and is defined in Setting Defaults or when selecting a destination drive during mobile backup acquisition job setup. The default setting is Date and Time.

[image name].csv is the OpenText TX1-generated mobile backup acquisition job metadata file. It contains the following information for each native iOS file acquired during the backup job:

- Path – The overall path name of the folder/file as written to the destination drive/filesystem during the backup acquisition job. Note that those folders/files will not be seen directly on the destination after completion of the Lx01 output job, but they represent the file structure that is encapsulated in the Lx01 file set.
- Type – Identification of the path type (Directory or File)
- Filesize – Size of any entries of type file (in bytes)
- Date/time stamps – These are the dates/times related to when the files were written to the OpenText TX1 destination during the backup acquisition job, not the dates/times of the original source files from the mobile device's perspective.
- MD5 Hash/SHA1 Hash – Acquired file hash values as calculated by OpenText TX1 by reading back the files that were written to the destination (as encapsulated in the Lx01 segment files). This is not exactly the same as an acquisition hash (which is created for physical and logical imaging jobs before the data is written to the destination), but it is the best that can be done to mimic an acquisition hash for mobile backup acquisition jobs. The hash values in this CSV file are what is used to readback verify an Lx01 format backup acquisition job.



Note: Mobile device backup files can be encrypted (via a setting on the device), which typically results in more user data being included in the backup file, which is forensically desirable. However, the files included in an encrypted backup will typically have different encrypted data from job to job (with the exact same source file data), which makes the encrypted backup file hashes inconsistent between subsequent backup acquisition jobs on the same source device. Keep this in mind as you use this feature in your digital forensic investigations.

- **File Status** – Status of the file as read back from the destination during a mobile backup acquisition job. If the job completed successfully and there were no errors reading back the files from the destination (to pack them into the Lx01 segment files), all will show as *OK*. If there was an issue while reading the files back, the job will fail and the offending file will show an *Error* status in the CSV file.
- **Matched Rules** – For mobile backup acquisition jobs, this will always indicate *Y* for yes. This field is more pertinent to logical imaging jobs, which use it to indicate if a given file was part of a targeted/filtered collection.

[image name].log.html/txt - OpenText TX1 generates two forensic log file formats for each job (mobile backup acquisition included) - one in html format and one in text format. These logs are accessible through the Logs list in the side navigation menu. They can also be exported to a destination drive/filesystem (local or network based) for further analysis and/or case documentation purposes.

[image_name].Lx01, [image_name].Lx02, ... are the forensic evidence files for the operation. They contain all the data and metadata for each acquired mobile backup file and folder.

4.9.5.2 Files created during Android device backup acquisition

The output files generated by OpenText TX1 during backup acquisition of an Android based mobile device depend on the File output setting. The two options are Native and Lx01.

Native Android backup acquisition job output files

Currently, the files created by an Android mobile device during a Native file type backup are written to the destination drive according to the following convention:

```
[image base directory]/
[directory name]/
  [image name]/
    [image name].ab
    [image name].csv
    [image name].log.html
    [image name].log.txt
```

[image base directory] is defined in Setting Defaults or when selecting a destination drive. The default is /tx1_images/.

[directory name] is the image sub-directory name auto-generated for each acquisition and is defined in **Setting Defaults** or when selecting a destination drive during mobile backup acquisition job setup. The default setting is Date and Time.

[image name] is the base folder used by OpenText TX1 to store the Android backup file ([image name].ab).

[image name].csv is the OpenText TX1 generated mobile backup acquisition job metadata file. It contains the following information for each file acquired during the backup job:

- Path – The overall path name of the folder/file as written to the destination drive/filesystem.
- Type – Identification of the path type (Directory or File)
- Filesize – Size of any entries of type file (in bytes)
- Date/time stamps – These are the dates/times related to when the files were written to the OpenText TX1 destination during the backup acquisition job, not the dates/times of the original source files from the mobile device's perspective.
- MD5 Hash/SHA1 Hash – Acquired file hash values as calculated by OpenText TX1 by reading back the files that were written to the destination. This is not exactly the same as an acquisition hash (which is created for physical and logical imaging jobs before the data is written to the destination), but it is the best that can be done to mimic an acquisition hash for mobile backup acquisition jobs. The hash values in this CSV file are what is used to readback verify a Native format backup acquisition job.



Note: Mobile device backup files can be encrypted (via a setting on the device), which typically results in more user data being included in the backup file, which is forensically desirable. However, the files included in an encrypted backup will typically have different encrypted data from job to job (with the exact same source file data), which makes the encrypted backup file hashes inconsistent between subsequent backup acquisition jobs on the same source device. Keep this in mind as you use this feature in your digital forensic investigations.

- File Status – Status of the file as read back from the destination during a mobile backup acquisition job. If the job completed successfully and there were no errors reading back the files from the destination (when creating the hashes for the metadata file), all will show as *OK*. If there was an issue while reading the files back, the job will fail and the offending file will show an *Error* status in the CSV file.
- Matched Rules – For mobile backup acquisition jobs, this will always indicate *Y* for yes. This field is more pertinent to logical imaging jobs, which use it to indicate if a given file was part of a targeted/filtered collection.

[image name].log.html/txt - OpenText TX1 generates two forensic log file formats for each job (mobile backup acquisition included) - one in html format and one in text format. These logs are accessible through the Logs list in the side navigation menu. They can also be exported to a destination drive/filesystem (local or network based) for further analysis and/or case documentation purposes.

Lx01 Android backup acquisition job output files

When Lx01 is selected as the file output type for an Android backup acquisition job, the same native Android backup file as described in the previous section is still acquired. However, instead of the native file being kept on the destination drive, it is read back into OpenText TX1 and then packed into Lx01 segment files that are then written to the destination. This type of output helps protect the native backup file from unintentional modification just as a logical image job does with files from a

source filesystem. The files created by an Android mobile device during a Lx01 file type backup are written to the destination drive according to the following convention:

```
[image base directory]/
[directory name]/
  [image name].csv
  [image name].log.html
  [image name].log.txt
  [image name].Lx01
  [image name].Lx02
  .
  .
  .
  [image name].Lx99, etc.
```

[image base directory] is defined in Setting Defaults or when selecting a destination drive. The default is /tx1_images/.

[directory name] is the image sub-directory name auto-generated for each acquisition and is defined in **Setting Defaults** or when selecting a destination drive during duplication job setup. The default setting is Date and Time.

[image name].csv is the OpenText TX1 generated mobile backup acquisition job metadata file. It contains the following information for each native iOS file acquired during the backup job:

- Path – The overall path name of the folder/file as written to the destination drive/filesystem during the backup acquisition job. Note that those folders/files will not be seen directly on the destination after completion of the Lx01 output job, but they represent the file structure that is encapsulated in the Lx01 file set.
- Type – Identification of the path type (Directory or File)
- Filesize – Size of any entries of type file (in bytes)
- Date/time stamps – These are the dates/times related to when the files were written to the OpenText TX1 destination during the backup acquisition job, not the dates/times of the original source files from the mobile device's perspective.
- MD5 Hash/SHA1 Hash – Acquired file hash values as calculated by OpenText TX1 by reading back the files that were written to the destination (as encapsulated in the Lx01 segment files). This is not exactly the same as an acquisition hash (which is created for physical and logical imaging jobs before the data is written to the destination), but it is the best that can be done to mimic an acquisition hash for mobile backup acquisition jobs. The hash values in this CSV file are what is used to readback verify an Lx01 format backup acquisition job.



Note: Mobile device backup files can be encrypted (via a setting on the device), which typically results in more user data being included in the backup file, which is forensically desirable. However, the files included in an encrypted backup will typically have different encrypted data from job to job (with the exact same source file data), which makes the encrypted backup file hashes inconsistent between subsequent backup acquisition jobs

on the same source device. Keep this in mind as you use this feature in your digital forensic investigations.

- **File Status** – Status of the file as read back from the destination during a mobile backup acquisition job. If the job completed successfully and there were no errors reading back the files from the destination (to pack them into the Lx01 segment files), all will show as *OK*. If there was an issue while reading the files back, the job will fail and the offending file will show an *Error* status in the CSV file.
- **Matched Rules** – For mobile backup acquisition jobs, this will always indicate *Y* for yes. This field is more pertinent to logical imaging jobs, which use it to indicate if a given file was part of a targeted/filtered collection.

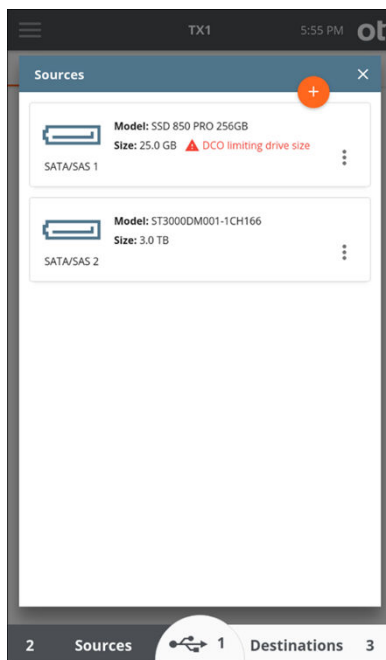
[image name].log.html/txt - OpenText TX1 generates two forensic log file formats for each job (mobile backup acquisition included) - one in html format and one in text format. These logs are accessible through the Logs list in the side navigation menu. They can also be exported to a destination drive/filesystem (local or network based) for further analysis and/or case documentation purposes.

[image name].Lx01, [image_name].Lx02, ... are the forensic evidence files for the operation. They contain all the data and metadata for each acquired mobile backup file and folder.

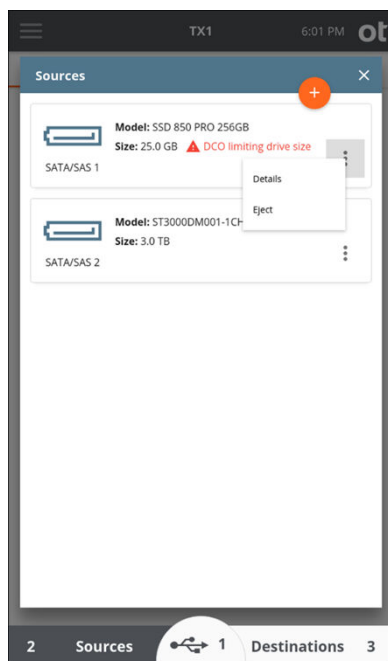
4.10 Viewing sources and destinations

To view sources or destinations:

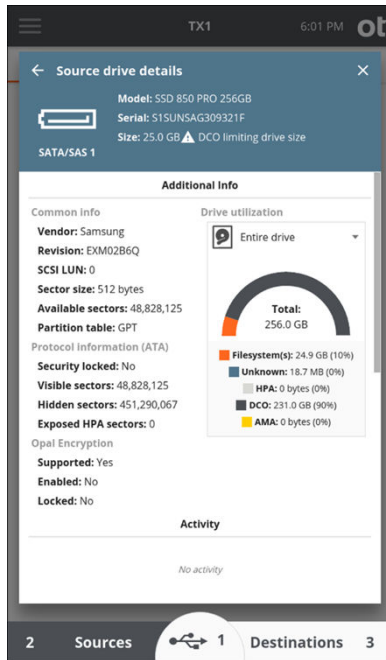
1. Tap the **Sources** or **Destinations** button on the **Home** screen to display the list of connected drives (as shown in the following image).



2. Tap a drive row to view the drive details, to access **Media Utilities**, or tap the options icon  located near the drive row to view more options (as shown in the following image).



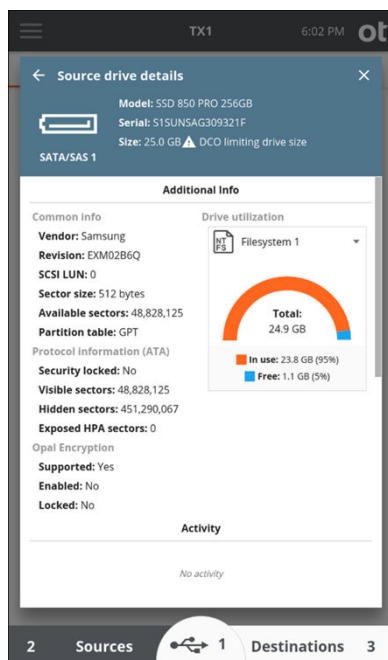
The top blue section of the drive details screen displays the physical drive interface as well as the drive model, serial number, and size (as shown in the following image).



Note: Partition read errors appear in the top blue section. When such errors are detected, the drive can be physically imaged to allow further analysis in a higher-level forensic tool such as OpenText Forensic. Even though OpenText TX1 could not parse or detect partitions and filesystems, there is still forensically valuable info that can be carved or extracted using OpenText Forensic.

The **Additional Info** section displays common information for all drive types, protocol information for a subset of drive types, and drive utilization information.

3. In the **Drive Utilization** area, if the drive has one or more filesystems, tap the **Entire drive** menu to display a list of filesystems (as shown in the following image).



4. Select a filesystem to display **In use** and **Free** utilization information. Note that changing this selection from Entire drive to one of the detected filesystems only changes the utilization information displayed in this specific sub-area of this screen. All other information on this screen reflects the entire drive, and the media utilities will act on the entire drive.



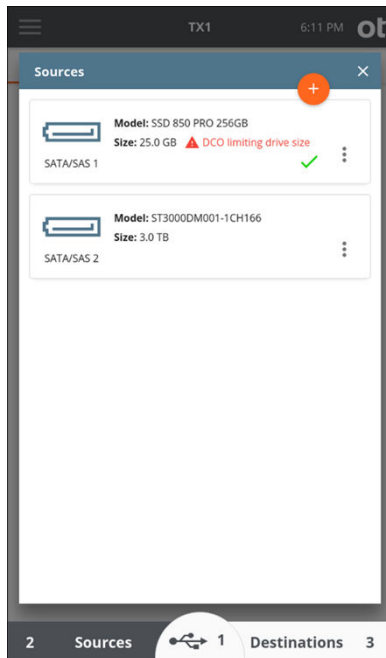
Note: All the information in this section also pertains to the USB Accessory drives. The USB Accessory button only appears in the bottom section of the **Home** screen when a USB Accessory drive is connected and detected by OpenText TX1.

To help users identify which source drives have already been acquired, a green checkmark is shown in the bottom right portion of the drive tile for any drives that have been used in a previous, successful duplication job (clone or image), even in cases of a disconnected or reconnected drive. For active (incomplete) duplication jobs, a hollow checkmark will appear which will turn green once the job has successfully completed. While this acquisition indication method is useful in general, it was added with the advent of automated acquisition as a means of helping users keep track of which drives have been acquired in the fast-paced environment that happens when jobs are automatically started upon source drive connection. The following image shows an example of this new acquisition indication method.



Note: The green checkmark that indicates a given drive has been successfully acquired will persist in the user interface until your device is power-cycled, at which time no drives will indicate they were acquired (despite the fact that they may have been in a previous OpenText TX1 session). Also, if an acquired drive is removed and then reinstalled on

OpenText TX1 within the same session/power-cycle, that drive will show as having been acquired.



4.10.1 Encryption detection

OpenText TX1 automatically detects certain types of encryption present on attached drives. This detection is possible for software-based encryption types that have known header signatures. OpenText TX1 can also detect the hardware-based Opal encryption method. It can detect the following types of encryption:

- APFS
- Apple FileVault 2
- BestCrypt
- BitLocker
- BitLocker To Go
- Check Point Full Disk Encryption
- GuardianEdge Encryption (Plus, Anywhere, Hard Disk Encryption)
- LUKS
- McAfee Drive Encryption (SafeBoot)
- Opal
- Sophos Safeguard (Enterprise and Easy/Ultimaco)
- Symantec Endpoint Encryption

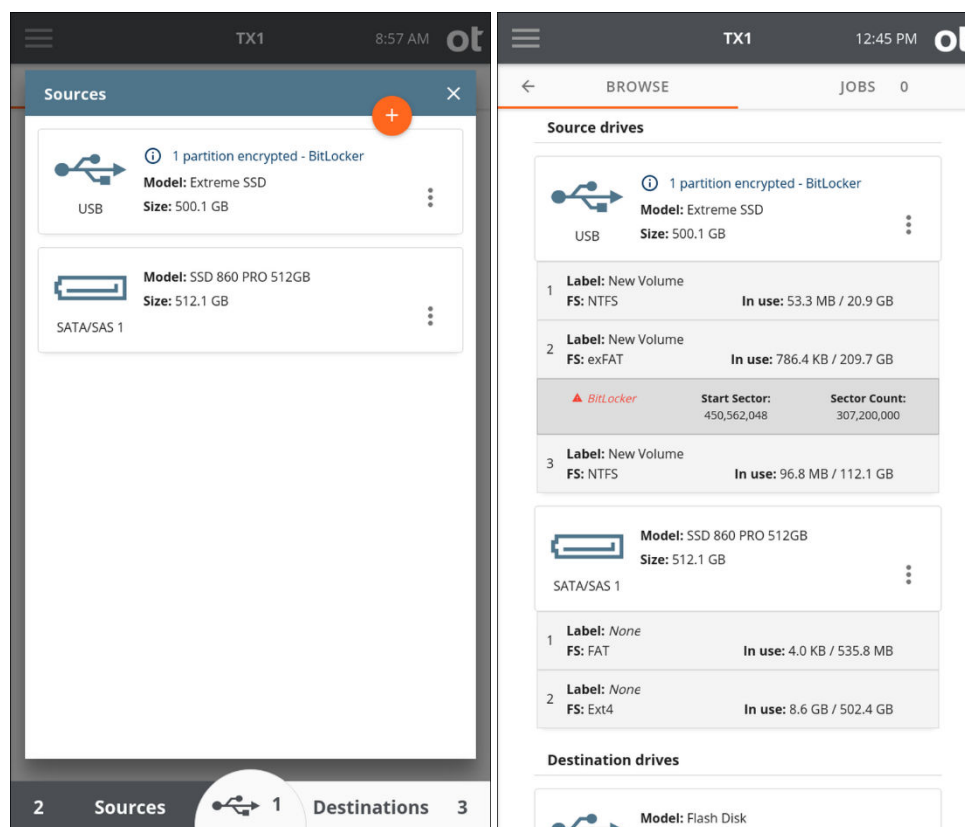
- Symantec PGP Disk
- WinMagic SecureDoc Full Disk Encryption

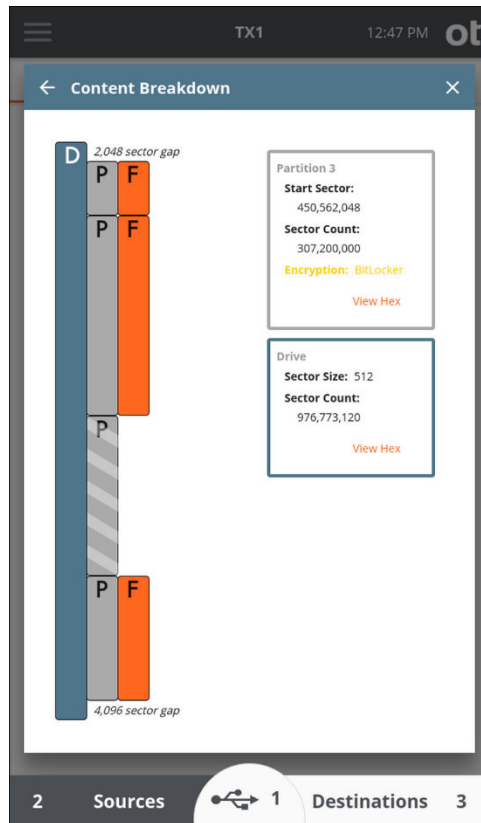
Encryption detection information is always shown in the drive tile for a given drive, regardless of the viewing location within the user interface and what type of encryption is present (whole disk or partition based). For example, even if only one partition on a given drive is encrypted with BitLocker, a BitLocker encryption warning message will appear in the top-level drive tile regardless where it is viewed. In situations where partitions are broken out under a drive tile (which occurs for any function that involves filesystem operations, like browsing and logical image setup), more granular information is presented in the partition tiles under each drive, making it obvious which of the drive's partitions has encryption.

 **Note:** In addition to detecting BitLocker encryption, OpenText TX1 can also unlock and perform any supported operations on a drive/partition encrypted with BitLocker. For more information, see [“BitLocker encryption” on page 57](#).

Encryption information is also provided in the header of the **Drive Details** view, in the **Content Breakdown** view, and in the forensic logs.

The following sample screenshots show the various places where encryption detection information appears. These examples reflect a drive with multiple partitions, with only one of them having BitLocker encryption.



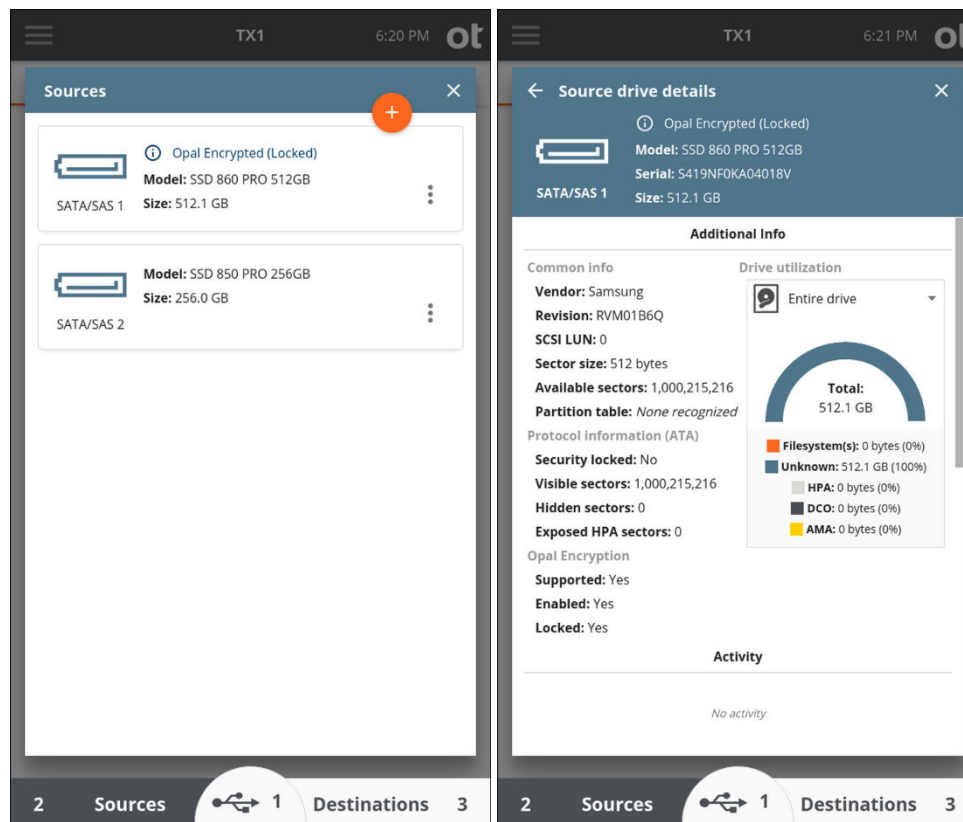


4.10.1.1 Opal encryption

Opal encryption is a unique, hardware-based encryption method that is managed by the controller on the drive with only minimal host system interaction. Opal is an industry standard created by the Trusted Computing Group (TCG) consortium that defines, among other things, the interface protocol to these types of hardware encrypted drives. These are commonly referred to as self-encrypting drives (SEDs) as the host system does little more than provide a front-end interface to enable the encryption and unlock a previously encrypted drive. The control system on the drive is responsible for encrypting/decrypting all stored data on the drive and controlling access to it.

OpenText TX1 can detect encrypted Opal SEDs and warn of the presence of Opal encryption in various places in the user interface and forensic logs. Some Opal SEDs can also be unlocked via the OpenText TX1 Opal Unlock Media Utility. Once

unlocked, an Opal SED can be read from (or written to, in the case of a destination drive). A detected locked Opal drive appears as illustrated in the following images.



See [“Encryption unlock” on page 56](#) for information related to unlocking Opal SEDs.

Note that Opal drives that have not had their encryption enabled will behave as regular, non-encrypted drives.

An additional consideration for Opal drives is a unique configuration that exposes a Shadow MBR. This Shadow MBR can be enabled by drive/system manufacturers to initially identify the drive as a small, non-encrypted volume, which overrides the actual MBR information. A typical use case for this configuration is to enable system manufacturers to request credentials from a user before revealing the actual MBR information on the drive. Regardless of the use case, it is important to be able to identify situations where only the Shadow MBR is revealed, to make it clear that the entire drive contents are not being seen. OpenText TX1 will detect when an Opal Shadow MBR is enabled and clearly inform of its presence. The lock icon will show in the affected drive tile in the Sources list, and the presence of an Opal MBR will be explicitly called out in the drive details screen. Note that the Shadow MBR configuration is essentially a unique form of a locked Opal drive, therefore unlocking the Opal encryption on OpenText TX1 will disable the Shadow MBR (regardless of the underlying encryption state) and make the full, unencrypted drive contents available for triage/acquisition. Also, Opal encryption unlock (including

Shadow MBR disablement) is a volatile change, meaning that the drive will revert to its original configuration after it is power cycled.



Caution

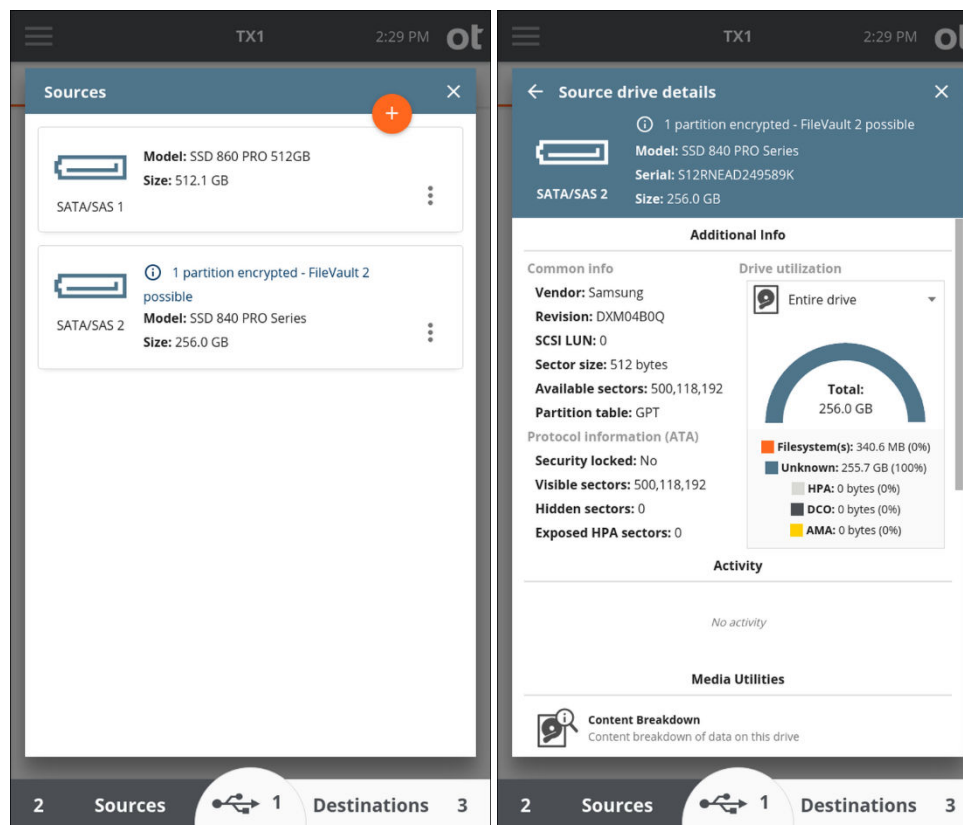
Docking station type devices that have Opal drives in them must support ATA command pass-through for OpenText TX1 to properly detect the presence of Opal encryption and allow it to be unlocked. Docking stations that do not support ATA command pass-through may present locked Opal media as all zeros with no indication of Opal encryption being present in the OpenText TX1 user interface. Use caution when acquiring any docking station-based media. If you suspect a drive in a docking station is Opal-encrypted, but is not being presented that way in the user interface, removing the drive from the enclosure and connecting it directly to OpenText TX1 may yield the desired outcome.

4.10.1.2 Apple Core Storage and FileVault 2

OpenText TX1 can detect Apple Core Storage partitions and the presence of FileVault 2 encryption. FileVault 2 encryption will be indicated in both the user interface and the forensic log. The following screenshots show how FileVault 2 encryption will be indicated in the OpenText TX1 user interface.



Note: There are many possible ways to configure Apple Core Storage volumes with FileVault 2 encryption. OpenText TX1 has been designed to catch them all, but it is possible that nuanced Core Storage configurations exist that would prevent unequivocal FileVault 2 detection. In those cases, OpenText TX1 will revert to a warning message that indicates Core Storage has been detected and that FileVault 2 is possible.



4.10.2 RAID detection

In addition to encryption detection, OpenText TX1 will automatically detect drives that were originally part of certain types of RAID systems. RAID detection is based on the existence of known signatures in specific locations on these drives. Due to the nature of the RAID specifications over time and industry adoption nuances (including many proprietary systems that do not follow all the specifications, and mixes of hardware and software-based RAID systems), it is not possible to comprehensively identify all RAID system drives. Sometimes only the primary drive in a RAID set is detectable or has detailed metadata describing the RAID setup. However, some RAID system drives can be reliably detected, and knowing about them can be of forensic value.

OpenText TX1 will detect drives from the following RAID system types:

- Intel RST (BIOS)
- SNIA DDF
- Linux MD
- Adaptec HostRAID ASR
- Highpoint (HPT37X HPT45X)

- Intel Software RAID
- JMicron JMB36x
- LSI Logic MegaRAID
- NVidia NForce
- Promise FastTrack
- Silicon Image Medley
- VIA Software RAID

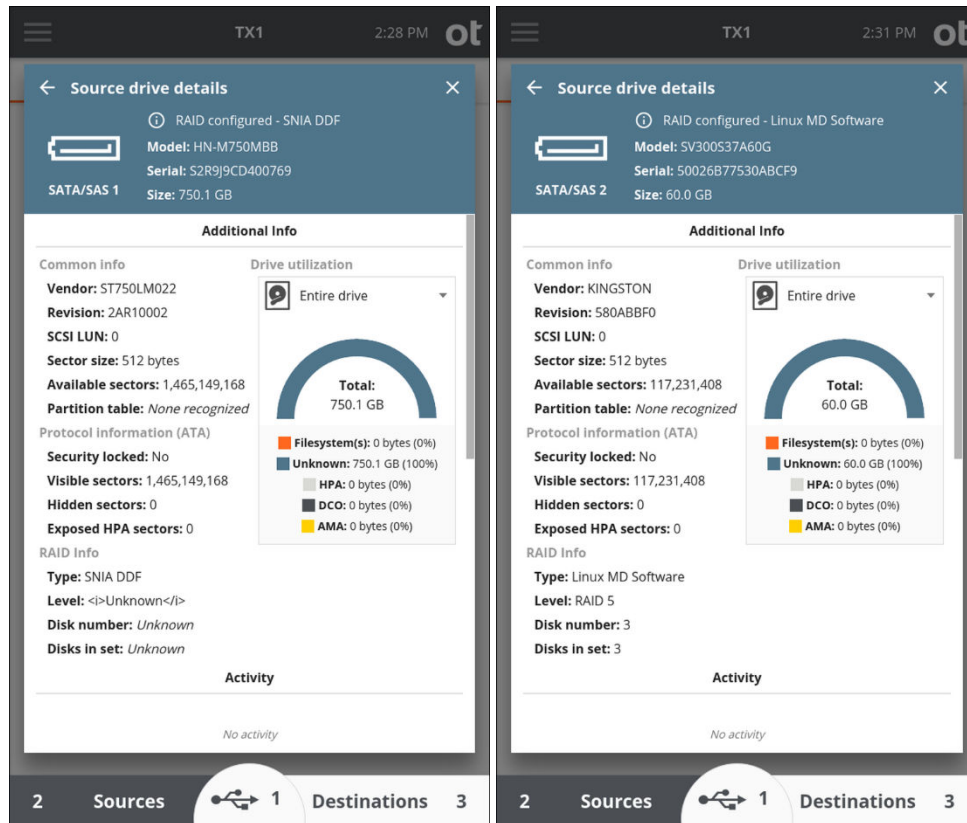
RAID detection information is always shown in the drive tile for a given drive, regardless of the viewing location within the user interface and what type of RAID is detected. Any available detailed RAID information is provided in the Drive Details view, but that information depends on which type of RAID system the drive is from. Whatever information is available and displayed in the **Drive Details** screen is also captured in the forensic log for any job that involves a detected RAID drive.



Note: RAID information is detected on both source and destination drives. In the case of a clone of an SNIA DDF RAID source drive, there is a technical detail to be aware of that is of forensic importance. This RAID type stores its RAID identification information relative to the end of the drive. If the clone job did not utilize the Trim feature (to add a DCO to the destination to make its size match that of the source drive), then the new destination clone will not be detected as an SNIA DDF RAID drive. For this reason, *it is highly recommended to use the Trim feature when cloning any RAID source drive*. Also, note that a related issue can occur in the case of an SNIA DDF RAID drive that was repurposed for use as a standard destination drive. In that case, if the destination drive was not wiped before use, it will inaccurately show as an SNIA DDF RAID drive, since the original RAID identification information would still be stored at the end of the drive. Other than being good standard practice, for SNIA DDF RAID detection purposes, *it is highly recommended that destination drives be wiped before use as a forensic destination drive*.

The following sample screenshots show how two different types of RAID drives are shown in the **Sources** drive list and the **Drive Details** screens.





4.11 Logs module

OpenText TX1 generates a detailed log for all forensic jobs and most media utility operations. The detailed information captured in the logs will depend on the job type. See [sample logs](#) for some specific job log examples. Here is a summary of the information captured for an image-based duplication job:

- **Status** – Overall job status (Incomplete, Ok, Error/Failed, Cancelled) as well as date/time stamps, username, job notes, and OpenText TX1 unit and firmware version information.
- **Source** – Source drive details, including overall drive information (interface type, make/model number, firmware version, serial number, HPA/DCO/AMA related information, RAID and encryption information, size/layout information, and the partition table type), partition details, and filesystem specific information (if present and supported).
- **Acquisition Results** – Details about the acquisition aspects of the job, including block start and count numbers, acquisition hash values, and read error information.
- **Configuration** – Job configuration information, such as the output file format type, segment size, and whether or not compression was enabled. If logical image searches are used, the specific search criteria is listed in this section.

- **Image Destination** – Destination drive details, including readback verification hash values (if enabled for the job), overall drive information (interface type, make/model number, firmware version, serial number, HPA/DCO/AMA related information, RAID and encryption information, size/layout information, and the partition table type), partition details, and filesystem specific information.
- **Failure Summary** – If a failure occurred during the job, this section will be shown and will include a failure reason and code. Note that the failure code is not intended to be meaningful to the end user. In cases where customer support is required to resolve a job failure situation, the failure code should be noted and included in the incident report. This information is helpful to the support team and will help in determining the root cause of the failure.

To access the **Logs** module, tap the side navigation menu icon  in the upper left corner, then tap **Logs**.

The **Log List** displays a summary of each log, including the job type, log creation date and time (essentially the job start time), and the status of the job (Started, Ok, Paused, Cancelled).

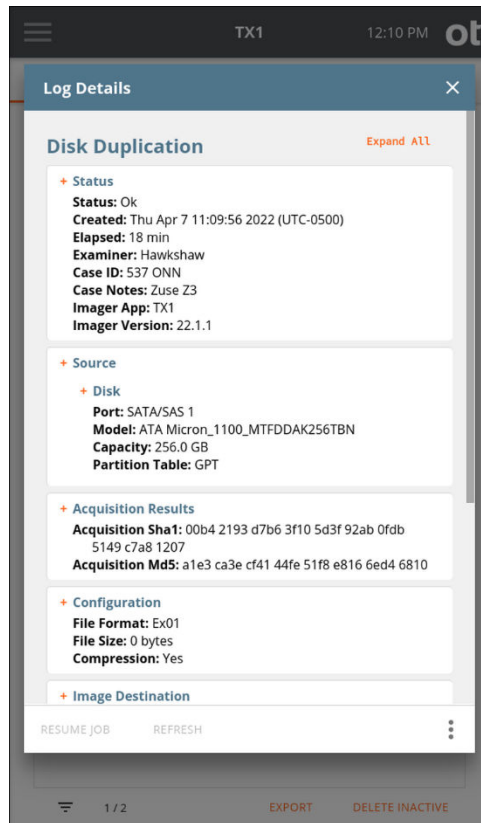
To export all logs, tap the **Export All Logs** button on the bottom of the **Log List** screen. Then select a drive with a recognized file system to which to export the logs. Note that logs can be exported to any writable media connected to OpenText TX1, including those physically connected to the front USB accessory ports or the right-side destination ports, and any network based media (iSCSI target or CIFS shares) that was mounted as a destination.

To delete all the logs stored on this OpenText TX1 for previously completed (inactive) jobs, tap the **Delete Inactive** button on the bottom of the **Log List** screen. When completed, the only remaining logs will be for any jobs that were active when the delete action was initiated.



Note: Resuming a paused job requires the original job log to be present. If there are any paused jobs in the **Recent** jobs list and the log for that job is deleted while it is paused, the job will not be resumable and will need to be started over.

Tap on a job row to view the detailed forensic log for that job (as shown in the following image).



Before showing some specific sample logs later in this section, let us cover the basic log management options available from the bottom of the log details screen.

- **Resume Job** – If highlighted (orange), then the job is resumable. See [“Pausing and resuming a duplication job” on page 107](#) for more details.
- **Refresh** – This allows the user to refresh the displayed information if the detailed log is being viewed during an active job.
- The following items are available by tapping the Options icon  at the bottom of the screen:
 - **Delete** – This will delete the currently viewed job log.
 - **Export** – This allows for exportation (saving) of only the currently viewed log.
 - **Download** – Remote web interface users can download the currently viewed log. This option is unavailable when accessing OpenText TX1 locally.
 - **View Text** – Logs are stored in both HTML and text formats, with HTML being the default. Tapping the **View Text** button will switch the displayed log to the legacy text log view. When viewing a log in text format, this button changes to **View HTML** to allow switching back to that default view.
 - **View Job** – Tapping this button will display the **Job Status** screen, regardless of the job's state.

4.11.1 HTML logs

OpenText TX1 will store forensic logs in both text and HTML file formats, in the same location as the forensic image files for a given job. While the core forensic information is the same between the two formats, HTML allows for styling and organization of the log data, such as bolding, coloring, and grouping items into collapsible sections. HTML is the default format for viewing logs on this device, but this view can easily be switched back to the legacy text view via the menu icon  at the bottom of any log details screen.

In the HTML log, plus signs displayed near the section headers indicate that there is additional information available to view in that section. Each piece of log information is categorized as critical or supplementary, and only the critical information is shown when a section is collapsed. Expanding any section will show all the available information. In that expanded view, the critical information is highlighted with bold field descriptions, while the supplementary information is shown in light gray. Note that specific pieces of log information may be considered supplementary in one situation but critical in another. For example, the encryption information for a given source drive will be considered supplementary if the drive has no encryption but will become critical if encryption is detected.

The initial state for any HTML log will be to show all fields collapsed with only the critical information displayed. While individual sections can be toggled between showing all the information or just a summary (by tapping the + or – symbol near the section header, respectively), there is a button at the top of the log details screen that will allow all sections to be expanded or collapsed at one time.

Error messaging in the HTML logs has some unique functionality as well. Any error conditions will show in red text as critical information in the summarized view. Expanding the section with an error condition will show more detailed information on the error status, including the cause of the error.

4.11.2 Sample logs

This section shows two sample logs: one from a successful duplication and one from a failed standalone verification. Note that, while the HTML log view is the default when viewing logs via the OpenText TX1 user interface, the following sample logs are shown in legacy text format as it provides a better view for showing all the log information at once.

Log 1

```
-----Start of TX1 Log Entry-----
Task: Disk Duplication
Status: Ok
Created: Thu Apr  7 11:09:56 2022 (UTC-0500)
Started: Thu Apr  7 11:09:56 2022 (UTC-0500)
Closed: Thu Apr  7 11:27:39 2022 (UTC-0500)
Elapsed: 18 min
Username: User1
Examiner: Hawkshaw
Case ID:
      537 ONN
Case Notes:
      Zuse Z3

Imager App: TX1
Imager Ver: 22.1.1
TX1 S/N: 000ecc58010012
-----Source Disk-----
Interface: SATA
Port: SATA/SAS 1
Model: ATA Micron_1100_MTFDDAK256TBN
Firmware revision: MOMU031
Serial number: 18271D61EABC
SCSI LUN: 0
Opal Encryption
  Supported: Yes
  Locked: No
Capacity in bytes: 256,060,514,304 (256.0 GB)
Block Size: 512 bytes
Block Count: 500,118,192
Partition table: GPT
Partition 1
  Start Sector: 2,048
  Sector Count: 1,048,576
  Partition Encryption: None detected
  Filesystem
    Type: FAT
    Block Size: 4,096 bytes
    Total Blocks: 130,812
    Free Blocks: 129,473
    Total bytes: 535,805,952 (535.8 MB)
    In Use bytes: 5,484,544 (5.4 MB)
Partition 2
  Start Sector: 1,050,624
  Sector Count: 487,346,176
  Partition Encryption: None detected
  Filesystem
    Type: Ext4
    Block Size: 4,096 bytes
    Total Blocks: 59,699,623
    Free Blocks: 56,239,509
    Total bytes: 244,529,655,808 (244.5 GB)
    In Use bytes: 14,172,626,944 (14.1 GB)
ATA-specific info
  Power-ON Block Count: 500,118,192
  HPA Block Count: 500,118,192
  DCO Block Count: 500,118,192
  AMA Block Count: 500,118,192
Tableau Encrypted: No
Whole disk encryption: None detected
Error granularity: 32,768 bytes
```

```

-----Imaging-----
Automated Job: No
Output file format: Ex01
Chunk size in bytes: 0 (0 bytes)
-----Image Destination-----
Interface: SATA
Port: SATA/SAS 2
Model: ATA ST3000DM001-1CH166
Firmware revision: CC43
Serial number: S1F0WNPD
SCSI LUN: 0
Capacity in bytes: 3,000,592,982,016 (3.0 TB)
Block Size: 512 bytes
Block Count: 5,860,533,168
Partition table: GPT
Partition 1
  Start Sector: 2,048
  Sector Count: 5,860,530,176
  Partition Encryption: None detected
  Filesystem (Target Filesystem)
    Type: NTFS
    Block Size: 4,096 bytes
    Total Blocks: 732,566,271
    Free Blocks: 730,426,960
    Total bytes: 3,000,591,446,016 (3.0 TB)
    In Use bytes: 8,762,617,856 (8.7 GB)
ATA-specific info
  Power-ON Block Count: 5,860,533,168
  HPA Block Count: 5,860,533,168
  DCO Block Count: 5,860,533,168
  Supports AMA: No
Tableau Encrypted: No
Whole disk encryption: None detected
Folder: /tx1_images/2022_04_07_11_09_56/
File name base: image
Verification Status: Finished OK
  Verification Sha1: 00b4 2193 d7b6 3f10 5d3f 92ab 0fdb 5149 c7a8 1207
  Verification Md5: ale3 ca3e cf41 44fe 51f8 e816 6ed4 6810
-----Duplication Results-----
LBA Range Duplicated: Entire Source Disk
Total recoverable errors: 0
Total unrecoverable errors: 0
Acquisition Sha1: 00b4 2193 d7b6 3f10 5d3f 92ab 0fdb 5149 c7a8 1207
Acquisition Md5: ale3 ca3e cf41 44fe 51f8 e816 6ed4 6810
-----End of TX1 Log Entry-----

```

Log 2

```

-----Start of TX1 Log Entry-----
*** CAUTION: THE OPERATION RECORDED IN THIS LOG DID NOT COMPLETE NORMALLY

Task: Image Readback Verification
Status: Error/Failed
Created: Thu Apr  7 11:27:59 2022 (UTC-0500)
Started: Thu Apr  7 11:27:59 2022 (UTC-0500)
Failed: Thu Apr  7 11:28:26 2022 (UTC-0500)
  Destination unreadable - 0xfblecc28838d027a
Closed: Thu Apr  7 11:28:26 2022 (UTC-0500)
Elapsed: 27 sec
Username: User1
Examiner: Hawkshaw
Case ID:
  537 ONN
Case Notes:
  Zuse Z3

Imager App: TX1
Imager Ver: 22.1.1
TX1 S/N: 000ecc58010012
-----Image Destination-----
Interface: SATA
Port: SATA/SAS 2
Model: ATA ST3000DM001-1CH166
Firmware revision: CC43
Serial number: S1F0WNPD
SCSI LUN: 0
Capacity in bytes: 3,000,592,982,016 (3.0 TB)
Block Size: 512 bytes
Block Count: 5,860,533,168
Partition table: GPT
Partition 1
  Start Sector: 2,048
  Sector Count: 5,860,530,176
  Partition Encryption: None detected
  Filesystem (Target Filesystem)
    Type: NTFS
    Block Size: 4,096 bytes
    Total Blocks: 732,566,271
    Free Blocks: 728,812,825
    Total bytes: 3,000,591,446,016 (3.0 TB)
    In Use bytes: 15,374,114,816 (15.3 GB)
ATA-specific info
  Power-ON Block Count: 5,860,533,168
  HPA Block Count: 5,860,533,168
  DCO Block Count: 5,860,533,168
  Supports AMA: No
Tableau Encrypted: No
Whole disk encryption: None detected
Folder: /tx1_images/2022_04_07_11_09_56/
File name base: image
File format: Ex01
-----Failure Summary-----
Reason for failure: Destination unreadable
Failure code: 0xfblecc28838d027a
-----End of TX1 Log Entry-----

```

There are three encryption related lines in a log for each drive that was part of the job, as follows:

- **Opal Encryption:** This section of the log has two sub-fields: **Supported (Yes/No)** and **Locked (Yes/No)**.

- **Tableau Encrypted:** This field identifies if the drive has been encrypted by OpenText TX1. The options for this field are: **No**, **Locked**, and **Unlocked**.
- **Whole disk encryption:** This field will be populated with the specific type of third-party whole disk encryption that OpenText TX1 was able to detect. The options for this field are: **None detected**, **BitLocker**, **BitLocker To Go**, **Symantec PGP Disk**, **LUKS**, **BestCrypt**, **McAfee Drive Encryption (SafeBoot)**, **Sophos Safeguard**, **Winmagic SecureDoc**, **GuardianEdge Encryption**, **Symantec Endpoint Encryption**, and **FileVault 2**. Note that **FileVault 2** cannot be conclusively detected using standard signature inspection, but the existence of **Core Storage** can be detected. OpenText TX1 indicates that **FileVault 2** encryption is possible when a **Core Storage** partition is detected.

Partition information is also provided in the logs, including **Partition Encryption** status (type, if present, or **None detected**).

If OpenText TX1 detects any bad sectors on the source drive, it adds a section at the end of the job log. This additional section lists the sector address and the number of sectors of each unreadable region of the source drive. As an example, the following forensic log read error entry means that an error was encountered in at least one of the 64 sectors starting at sector offset 234,567: Error # 1: Read error (source), address=234567, length=64



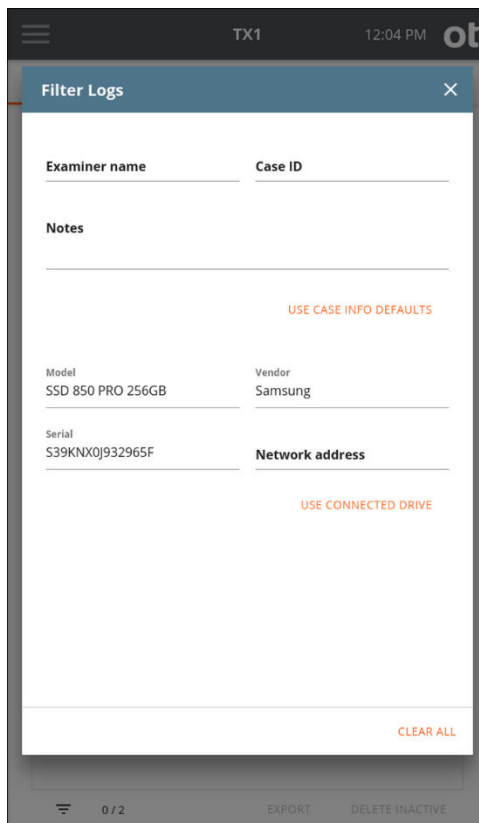
Note: The default error granularity setting is **Standard**, which will result in a minimum chunk of 32kB of source data (64 sectors for a 512B sector drive) that will get skipped and filled with zeros upon completion of the attempted reads (assuming no reads were successful). If this condition is encountered, consider changing the error granularity setting to be **Exhaustive**, which will result in repeated read attempts of the error region with decreasing sector sizes. This will maximize the amount of recoverable data and minimize the sectors that get skipped and filled with zeros.

If error retries are enabled and OpenText TX1 is able to successfully read sector data after an initial read error is encountered, the **Total recoverable errors** count shown in the **Duplication Results** area will reflect the number of original read errors encountered. The **Total unrecoverable errors** count will reflect read errors for which no retry attempts were successful.

It is a best practice to export and delete logs from your device after each case. OpenText TX1 will store 100 logs before overwriting logs (starting with the oldest log). A warning will be provided before any logs are overwritten. Once a log is deleted or overwritten, the data is unrecoverable.

4.11.3 Filtering logs

OpenText TX1 can store up to 100 forensic logs. To make it easier to view, export, and delete specific logs of interest, a **Filter Logs** feature has been provided. To filter the log list, tap the log filter icon  at the bottom of the log list screen. The available filter parameters are shown in the following screenshot, and they include case information (**Examiner name**, **Case ID**, and **Notes**) and drive information (**Model**, **Vendor**, **Serial number**, and CIFS/iSCSI share information). Each of the filter fields can be populated manually by typing the desired value in the field(s) of interest. Alternatively, the fields can be auto-populated from case information default values or from information from an attached drive or network share. To auto-populate these fields, simply tap the orange **Use Case Info Defaults** and/or **Use Connected Drive** buttons. Note that you can also auto-populate these fields using the buttons and then manually override specific fields to match your desired filter parameters. In the example shown in the following image, the **Use Connected Drive** option was used to fill in the filtering information for the desired drive.




Note: When using the **Network address** field to filter the log list, CIFS share paths may be used (full or partial) as may an iSCSI IQN or target IP address. Also, when shares are mounted using nicknames, the underlying IP address information is not stored in the logs and thus cannot be used for filtering.

Once the desired filter parameters are set, simply close the **Filter Logs** window to see the list of logs that match your chosen parameters. The number of logs that matched your filter parameters is shown near the filter icon in the bottom of the log list window. This subset of logs can be viewed on the unit, exported to external media, or deleted. To export or delete the filtered log list, simply tap the appropriate button on the bottom right of the log list screen and follow the prompts. As with the full log list, when deleting a filtered list of logs, only logs for previously completed (inactive) jobs will be deleted.

To remove all filtering and see the entire log list again, either navigate away from the filtered log list and then reselect the main log list, or tap the filter icon again and then tap **Clear All** at the bottom right of the **Filter Logs** screen and close that screen.

4.12 Remote web interface

OpenText TX1 allows you to use a web browser to connect remotely to any units connected to the network. If your unit has a user setup with remote access privileges and a valid IP address, remote access is as simple as opening a browser window and entering the IP address or hostname of OpenText TX1 into the address field. A login screen will always appear first on the remote browser, and, after credentials are entered and validated, the OpenText TX1 user interface will appear and be fully usable as if you were working locally on the unit itself. Note that local and remote users can work independently on the same unit. However, resources are shared between all logged in users, so jobs and other changes made from one connection type (local or remote) will be seen by all users and will affect what other users can do.

The remote web interface can be used to perform nearly all functions available on the local user interface, with the following differences:

- For security reasons, the remote login screen requires typing in both the username and password. On the local unit, a pull-down list of available usernames is provided. Usernames and passwords are case sensitive.
- When using the **Browse** function remotely, any individual file from any mounted drive with a supported filesystem can be downloaded to the remote device. After selecting the desired file in the remote **Browse** window, simply tap the **Download** button at the bottom right, and the file will be downloaded to your remote system. This is a convenient way to view any file from a **TX1-mounted drive** using the remote computer's applications, which can help with evidence triage decisions.
- When accessing logs from the remote web interface, you can download targeted log files. Select a log from the Log Details view, click the options icon  and select **Download**. The **Download** button is not displayed when accessing the unit locally.
- The time shown in the top-right corner of the remote view represents the time zone of the remote computer/browser, not the time zone of OpenText TX1. However, the logs for any remotely initiated jobs will reflect the time zone as set on OpenText TX1.

- The **Factory Reset** feature is not available to remote users.
- **Network Configuration** settings are viewable remotely but can only be changed directly on the OpenText TX1.
- Locking the system (PIN lock) from any location (local or any remote user instance) will lock all the active screens.

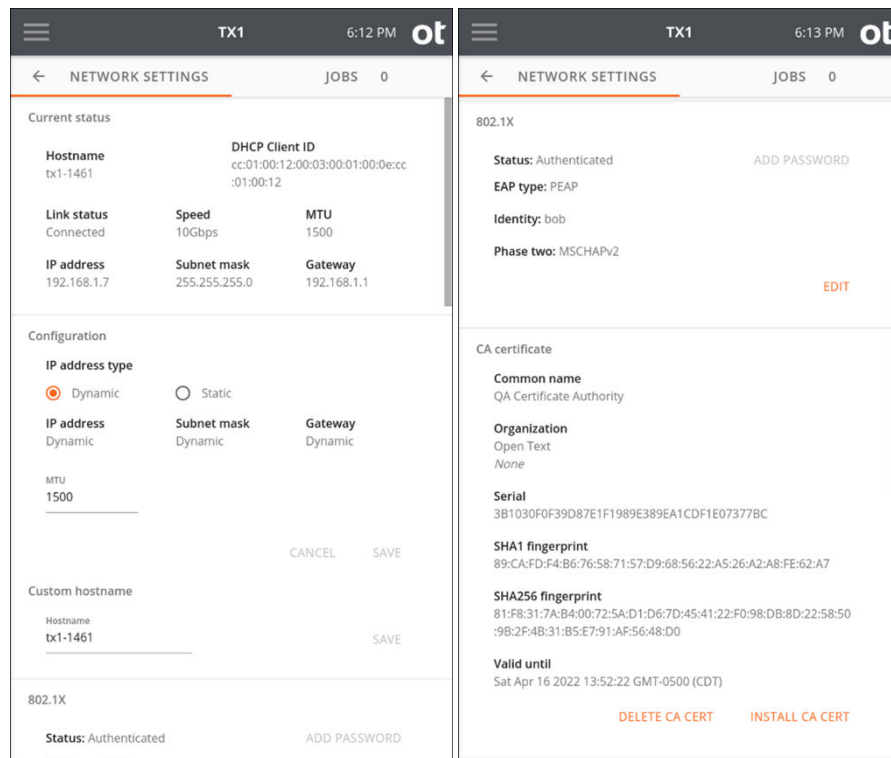
4.12.1 SSL certificate setup and installation

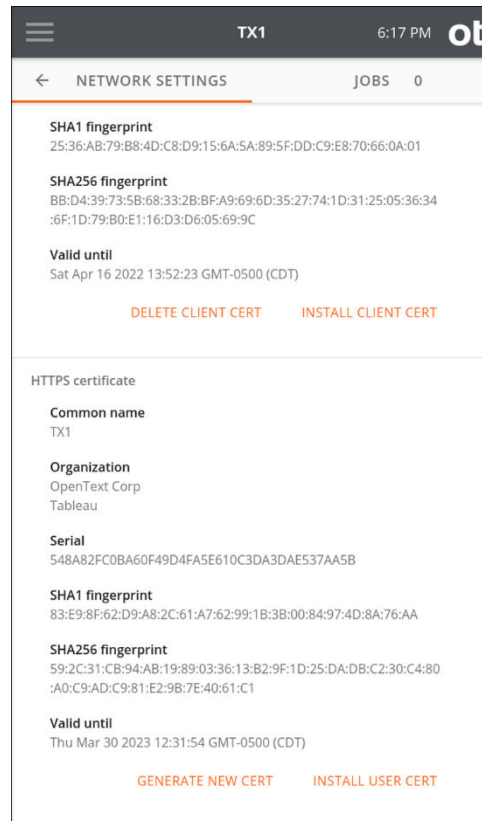
OpenText TX1 uses SSL certificates to ensure secure communication during remote sessions. By default, it generates a new self-signed certificate on power up if one does not already exist on the system. These self-signed certificates expire after one year, and OpenText TX1 will automatically generate a new one before expiration. Users can manually initiate a new self-signed certificate or install their own SSL certificates.

To either generate a new self-signed certificate or install a user certificate:

1. Open the side navigation menu and click **Network settings**.

Current status, Configuration, Custom hostname, 802.1X settings, CA certificate, Client certificate, and HTTPS certificate details are displayed (as shown in the following images).





2. Scroll to the bottom of the screen. You have two options:

- To create a new self-signed certificate:
 - a. Tap **Generate New Cert**. A warning modal appears asking you to confirm generation of a new self-signed SSL certificate and system reboot.
 - b. After confirming, the system reboots.
- To install your own SSL certificate on OpenText TX1:
 - a. Tap **Install User Cert**.
 - b. Select the desired drive/filesystem from the list, and a file browser window is displayed.
 - c. Navigate to and select the .pem SSL certificate file. A warning modal appears asking you to confirm installation of the SSL certificate and system reboot.
 - d. Select **Install**. The system reboots.

Once you install your own certificate, OpenText TX1 will retain it in the event of reboot or power disruption. Manually generating a self-signed certificate will overwrite your own certificate and return your device to the default state of generating a new self-signed certificate upon annual expiration.



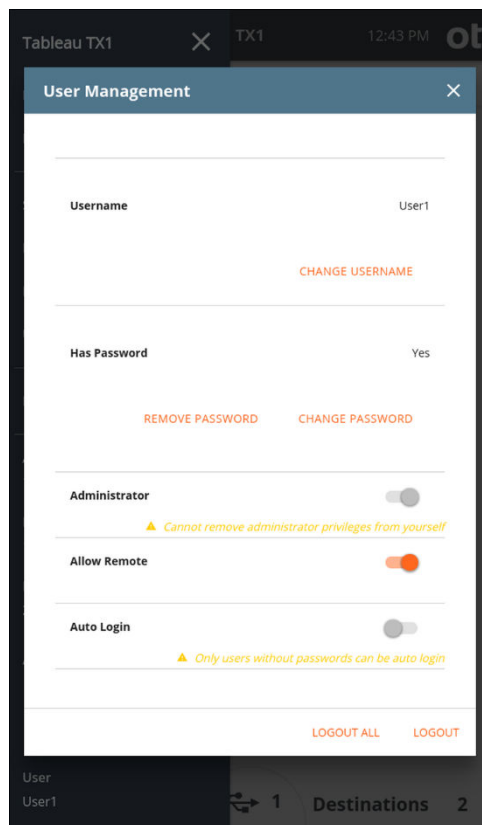
Note: OpenText TX1 remote user interface has been validated for use with the following web browsers: Chrome (v86.0.4240.75), Firefox (v81.0.2), and Safari (v13.2.1). Older and newer versions of these browsers and even other browsers may work fine but have not been validated at this time.

4.12.2 Remote access

To access the OpenText TX1 remotely, a valid username and password are required. The user account must also have remote access enabled.

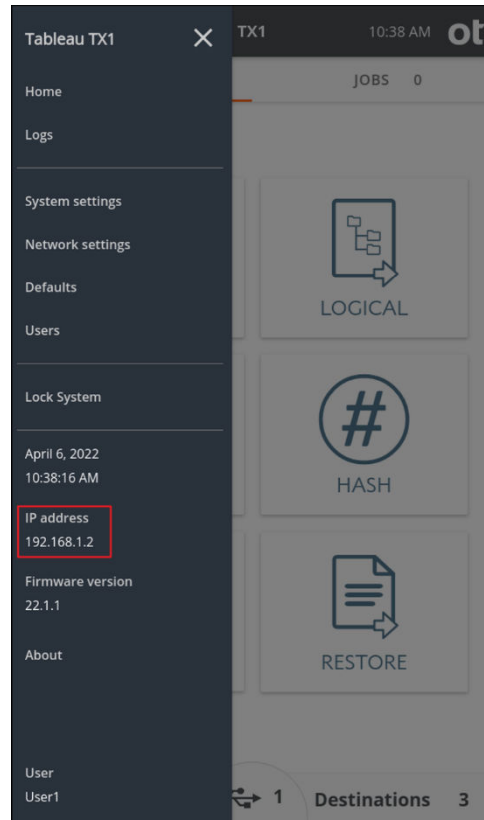
To access OpenText TX1 remotely:

1. On the **User Management** screen, confirm the user is set up on the system with a password and remote access is enabled. This example shows the default user *User1*. Before enabling remote access, a password must be added by tapping the **Add Password** button. Once a password has been entered, toggle the **Allow Remote** switch, as shown in the following image.



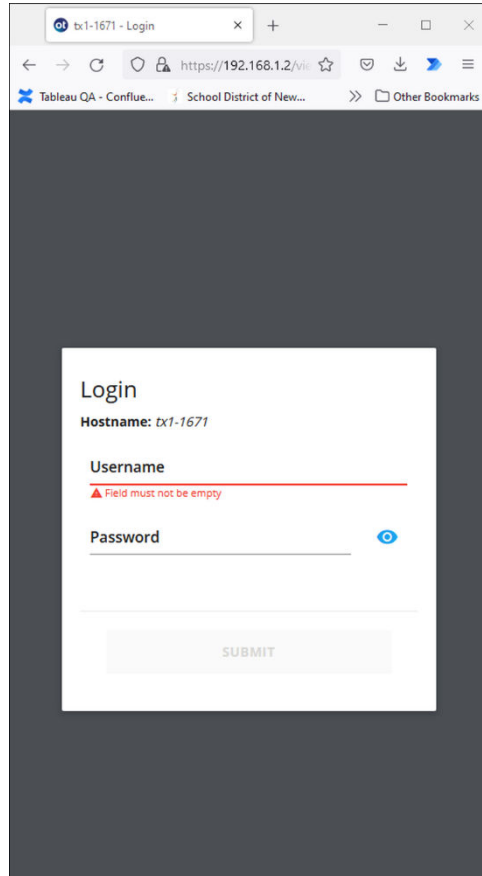
2. Connect OpenText TX1 to your local area network with an Ethernet cable.

3. Obtain the assigned IP address from the side navigation menu, as shown in the following image.



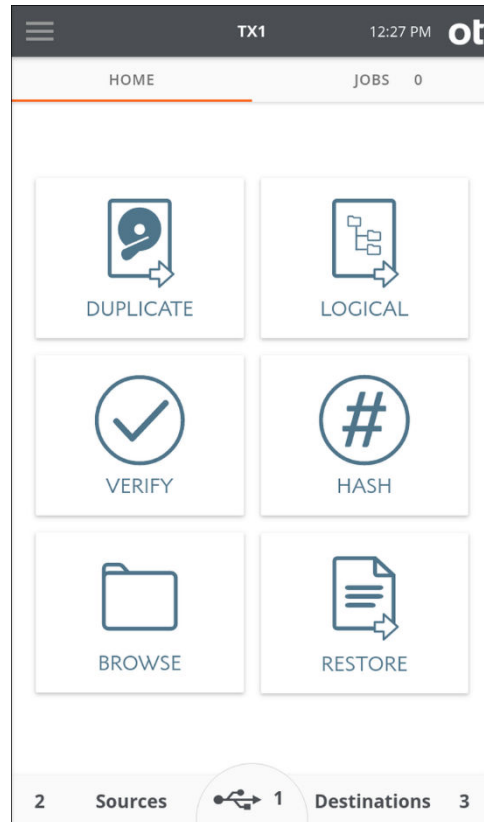
4. Open a web browser of your choice on a computer/device that is connected to the same local area network as OpenText TX1, type the unit's IP address (or hostname) into the address field in the web browser (same field where you would enter a web page URL), and press Enter.

The remote UI **Login** screen should appear in your browser, as shown in the following image.



Note: The SSL certificate will show as invalid for OpenText TX1 at this time. An exception will need to be made to view the remote user interface.

5. Enter the username and password, and the OpenText TX1 user interface should appear in your browser, as shown in the following image.



Note: If any OpenText TX1 units in your network environment have a custom hostname defined (in the **Network Settings** screen), that hostname will be displayed in the browser tab when the unit is accessed remotely. This allows for easy identification of the specific unit associated with each browser window, which is helpful in a lab environment with multiple units being accessed remotely from the same browser.

Chapter 5

Adapters

This chapter describes the add-on drive adapters available for the OpenText Forensic TX1 Imager, which extend imaging capabilities in an easy to connect and use manner.

Important

The PCIe interface on OpenText TX1 does not support hot-swapping. PCIe adapters with drives installed must be attached to the OpenText TX1 PCIe port before powering up the unit. Also, removing a PCIe adapter from OpenText TX1 or removing a drive from a PCIe adapter before powering down the device will cause system instability and could possibly damage the drive, adapter, or the unit. OpenText TX1 must be powered down before removing the drive from any OpenText Forensic PCIe adapter or removing a PCIe drive/adapter from the OpenText TX1 PCIe port.

5.1 PCIe SSD adapters

OpenText Forensic PCIe SSD adapters enable the acquisition of PCIe based SSDs of various types via OpenText TX1 PCIe source port. The following adapters are available individually or as part of an adapter kit:

- PCIe card SSD adapter (TDA7 - 1)
- PCIe m.2 SSD adapter (TDA7 - 2)
- PCIe adapter for Apple SSDs 2013+ (through 2016) (TDA7 - 3)
- PCIe u.2 SSD adapter cable (TDA7 - 4)

5.2 PCIe IDE adapter (TDA7-5)

The PCIe IDE Adapter (TDA7 - 5) enables the acquisition of IDE drives via an OpenText TX1 PCIe source port. The IDE adapter kit (sold as an add-on to the OpenText TX1 kit) includes the IDE power and signal cables used to connect the IDE

drive to the adapter. The PCIe cable used to connect the adapter to OpenText TX1 is included with the OpenText TX1 kit.



5.2.1 Using the TDA7-5

1. With the unit powered off, attach the TDA7-5 to the TX1 by connecting it to the source PCIe port on the left side of the unit, using a TC-PCIe cable (4" or 8").
2. Connect an IDE drive using the TC6-2 ribbon cable (blue connector goes to the TDA7-5) and TC2-8-R2 power cable, as shown in the following image.



3. Power on OpenText TX1.
4. The **Sources** drive counter will increment by one to let you know your IDE drive is connected. Tap the Sources tab to view IDE drive details.

5.3 PCIe FireWire adapter (TDA7–9)

The PCIe FireWire adapter (TDA7-9) enables the acquisition of FireWire drives via the OpenText TX1 PCIe source port. The PCIe FireWire adapter kit (sold as an add-on to the OpenText TX1 kit) includes 9-pin and 6-pin FireWire adapter cables which are used to connect the FireWire media to the adapter. The PCIe cable used to connect the adapter to OpenText TX1 is included with the OpenText TX1 kit.

This adapter was originally created to replace the T9 Forensic FireWire bridge. OpenText TX1 has a native FireWire port which makes this particular PCIe adapter only useful in cases where many FireWire drives need to be acquired.



Note: There is a 9-pin 1394b port and a 6-pin 1394a port on TDA7-9. If media are attached to both FireWire ports of the adapter, both will show as available drives in the OpenText TX1 user interface, which will allow for both to be used simultaneously for any available drive actions (imaging, hashing, etc.).

5.4 Apple Target Disk Mode acquisition adapters

OpenText TX1 is designed to acquire Apple computers that support Target Disk Mode. This can be done via three different Apple computer connection interfaces: USB-C, FireWire, and Thunderbolt 2. Depending on the Apple computer interface connection, different adapters and/or cables are required to allow for connection to the source side of your OpenText TX1.



Note: Beginning in December, 2017, some Apple devices started using a new secure enclave interface to their integrated SSDs, which has created challenges for forensic examiners. The core of the secure enclave interface is the T2 chip, which sits between the internal memory devices and anything that needs access to that memory. When provided with the proper credentials using proprietary Apple interface commands, the T2 chip will unlock the encrypted data and make it available to the requestor. However, without the proper credentials or without a mechanism to provide the proper credentials to the Apple device, the exposed memory will be encrypted. As of this writing, OpenText Forensic Equipment devices do not support the special mechanisms to expose Apple memory devices protected by a T2 chip, nor a way of providing credentials to enable acquisition of the unencrypted data.

5.4.1 USB-C to USB-A adapter cable

Newer Apple computers have a USB-C connector that can communicate via either USB or Thunderbolt protocols. The Apple system will detect the type of connection and automatically adjust how it communicates with the device. A USB-C to USB-A style interface cable capable of USB 3.0 or USB 3.1 Gen 1 speeds (5 Gbps) will allow connection between the Mac computer and the OpenText TX1 USB source port. These adapter cables are widely available from a variety of commercial retailers, including Apple. The following image shows an USB-C to USB-A adapter cable.



5.4.2 FireWire adapter cable

OpenText TX1 has a source side FireWire 800 port, making acquisition of a Macintosh computer via its FireWire connection as easy as plugging in an interface cable. Different Macintosh computers have different FireWire connectors, so check the connector type before you begin. FireWire 800 connectors are common on many legacy Mac systems. The following image shows a FireWire 800 9-pin to 9-pin cable.



5.4.3 Thunderbolt 2 adapter cable

Adapting from a Thunderbolt 2 connector on a Mac to OpenText TX1 requires two separate adapters/cables. A Thunderbolt 2 to FireWire 800 (9-pin) adapter is used along with the same FireWire 800 (9-pin to 9-pin) cable to connect between the Thunderbolt 2 port on the Macintosh and the OpenText TX1 FireWire 800 port.

The following image shows a Thunderbolt 2 to FireWire 800 adapter.



Chapter 6

Specifications and troubleshooting

This chapter provides a list of OpenText Forensic TX1 Imager specifications and information for troubleshooting the most common issues you may encounter when using this product.

6.1 Specifications

Connectors: Source Side	
SATA/SAS	Two SATA/SAS (6 GBPS) signal connectors
USB	One USB 3.1 Gen 1 (5 GBPS) Standard-A connector
FireWire	One 1394b <i>FireWire 800</i> signal connector
PCIe	One PCIe (10 GBPS) adapter connector
Drive Power	Two 3M-style 4-pin power connectors for SATA/SAS drive power
Connectors: Destination Side	
SATA/SAS	Two SATA/SAS (6 GBPS) signal connectors
USB	One USB 3.1 Gen 1 (5 GBPS) Standard-A connector
TX1-S1	One TX1-S1 (Two SATA/SAS 6 GBPS) signal connector
Drive Power	Two 3M-style 4-pin power connectors for SATA/SAS drive power
Connectors: Miscellaneous	
Ethernet	One 10 Gbps Ethernet Connection (Source or Destination); auto-negotiable to 1Gbps
USB	Two USB 3.1 Gen 1 (5 Gbps) Standard-A Connectors
SD Card	One SD Card Connector for Device Firmware
DC Input	One Barrel Connector for use with the OpenText Forensic TP6 Power Supply
User Interface	
LCD	7.0 in. graphic LCD (600 x 1024 Resolution) with capacitive touch-screen
Power Button	One On/Off power button
Indicators	
Power Indicator	White LED indicates the unit is powered on
Status Indicator	Multi-color LED indicates the OpenText TX1 job status
Speaker	Audio tones indicate job completion and errors

Physical / Environment	
Power	55 Watts typical operating power (not including external drive power) 130 Watts maximum allowed power draw (including external drives)
DC Input	24 VDC (Nominal)
DC Output (per drive)	+5/12V @2A (Spin-up) +5/12V @1A (Continuous)
Dimensions	9.5 in. (L) x 6.5 in. (W) x 2.625 in. (H)
Weight	35 oz (980 g)
Storage Temperature Range	-20 to 70° Celsius
Operating Temperature Range	0 to 40° Celsius ambient (room temperature)
Relative Humidity	Up to 90% (Non-condensing)
Warranty	
TX1 Unit	Three Years Parts and Workmanship from Date of Purchase
TX1 -S1 and TX1 Accessories	One Year Parts and Workmanship from Date of Purchase

6.2 Troubleshooting common problems

This section covers the following troubleshooting issues and solutions:

- Power supply issues
- Thermal issues
- Problems with drive detection
- Problems detecting Apple devices in the Target Disk Mode
- Long time to complete locally initiated firmware update
- Replacing the backup battery for the real-time clock

6.2.1 Power supply issues

The power supply provided with this device is capable of powering OpenText TX1 and nearly all combinations of drives. OpenText TX1 also employs staggered power sequencing for the source and destination drives. With staggered sequencing, power is first provided to one drive as it spins up, then to the second drive as it spins up, and so on. This feature prevents large current demand spikes at initial power-up, which helps to ensure reliable operation even with a heavily loaded system. Due to staggered power sequencing, it is normal to hear the source and destination drives spin up separately.

During power-on initialization and self-test, OpenText TX1 checks the output voltages of the power supply. If the voltage is below the minimum specification, the unit displays a warning.

If you are having difficulty turning on the unit, check the status of the DC power LED on the TP6 power supply connector to ensure that it is on, which indicates that the unit is connected to power.

6.2.2 Thermal issues

OpenText TX1 is constantly monitoring the operating temperature of key components inside the unit. While it was designed to have plenty of operating temperature margin, conditions that affect the airflow or the effectiveness of the cooling system inside the unit can occur. Depending on the severity of the issue, overheating can possibly cause performance issues and/or physical damage to the unit.

Should any of the key components become overheated for any reason, a warning will be provided in the top navigation bar (dark gray bar across the top of the screen). The first level warning will be a yellow triangle that indicates temperatures are on the rise. Clicking the yellow triangle will provide an informative message, but the unit will otherwise operate normally in this condition indefinitely. If conditions do not improve, the warning triangle may eventually turn red, indicating a major thermal issue with the unit. In that scenario, you will automatically be prompted to immediately shut down the unit to prevent permanent damage. You will have the option to ignore the shut down message, but this is strongly discouraged.

If the yellow warning triangle is present, please check to make sure that all airflow openings on the unit are open and free of obstruction. This includes the inlet vents on both sides of the unit and the fan outlet vent in the rear. If there are no obstructions to these airflow vents, then contact OpenText Customer Support at your earliest convenience for further guidance.

If the red warning triangle is present, please immediately shut down the unit via the automatic shut down prompt. Check that there are no obstructions to the inlet or outlet air vents, and let the unit cool down for a few minutes before attempting to use it again. If the red warning triangle condition returns, please immediately shut down the unit and contact OpenText Customer Support for further guidance.

6.2.3 Problems with drive detection

When using a product like the OpenText TX1, the most common problem you may encounter is a failure to achieve drive detection. Most drive detection problems are the result of improper cabling. The following table lists the most common drive detection problems and corrective actions.

Problem	Corrective Action
General drive detection	Check the power and signal cable connections between OpenText TX1 and the drive to ensure that all connectors are properly seated. If your unit still does not detect the drive, cycle the power to attempt to detect the drive during a fresh start-up sequence.
PCIe SSD is not detected	Due to the nature of the PCIe bus not supporting hot-plugging, OpenText TX1 can only detect drives connected to the source PCIe port during start-up. Therefore, connect the PCIe SSD to the appropriate OpenText Forensic PCIe adapter and cable, and connect the PCIe adapter and cable to OpenText TX1, while OpenText TX1 power is off.
IDE drive is not detected	Ensure that the blue end of the IDE signal cable faces the IDE adapter, and that the IDE drive is configured for Master or Single Drive mode. Also, since the OpenText TX1 IDE adapter connects through the PCIe port, it must be connected while the unit is powered off as with other OpenText TX1 PCIe adapters.
SATA or SAS drive is not detected	Use only the Unified SATA/SAS cables provided by OpenText (TC4-8-R3 or TC4-8-R2). With some SATA drives, the SATA connector may be loose. Ensure the cable is seated properly in the SATA connector of the drive.
USB drive is not detected	While there are a variety of reasons a USB drive may not detect on OpenText TX1, one specific type of USB drive was not detectable on OpenText TX1 prior to the 20.2 firmware update. Some USB drives (especially proprietary, self-encrypting thumb drives like Kingston's IronKey) expose a small CDFS volume to the host system instead of the main data volume. This CDFS volume typically includes product literature and, more importantly, an application that allows for entry of a key/password/passphrase on the host system. While OpenText TX1 cannot run these unlocking applications (as they are designed for x86 based systems), as of the 20.2 firmware version, it will at least detect such a drive and report its type to the user in the drive tile.

OpenText has tested OpenText TX1 with an extensive in-house library of different drives spanning many years of drive development, but there may still be compatibility issues with some drives. OpenText issues firmware updates to address most compatibility issues. If your drive is not recognized by your OpenText TX1, go to OpenText My Support <https://support.opentext.com> and ensure you are running the latest firmware. If there are no firmware updates available to resolve your detection issue, contact your reseller or OpenText Customer Support to report your issue.

6.2.4 Problems detecting Apple devices in target disk mode

Accessing drives inside Apple devices is most simply accomplished by putting the Apple device into target disk mode (TDM) and then connecting it to the USB source port on your OpenText TX1 using a quality USB-C to USB-A adapter cable. Problems with these types of connections are not uncommon. The following table lists the most common issues seen when trying to mount and acquire an Apple computer in TDM.

Problem	Corrective Action
No detection on OpenText TX1; Apple computer boots to normal user login screen (not in target disk mode)	Pressing the T key on the keyboard during bootup is how Apple computers are put into target disk mode. This mode is indicated by connection logos moving around the screen that show the different ways an external device can be connected to the target Apple computer (dependent on the available connections on that computer). If the Apple device does not enter target disk mode after pressing the T key during bootup, it may be defective and alternative methods for memory acquisition may be required (such as drive removal, if supported, or third party services that specialize in hardware based forensic data retrieval). With the advent of the T2 secure enclave interface, it's also possible that the System Preferences on the Apple device are set to block remote booting, which disables entry into target disk mode. If possible, change the System Preferences to allow remote booting, and then retry the TDM boot sequence.
No detection on OpenText TX1; Apple device is in TDM, but more than the USB logo is shown on the Apple screen	This condition indicates that the Apple device is not properly connected to a powered-on OpenText TX1. This is most commonly caused by the use of a defective cable between the Apple computer and your unit. See “Using the Automated Acquisition mode” on page 86 for recommended cables. If you are already using the recommended cable and it has been used successfully in the past, try gently bending the cable at each end or in the middle to see if the logo pattern on the Apple screen changes.
No detection on OpenText TX1; Apple device is in TDM with only the USB logo on the screen When connecting an Apple computer to OpenText TX1, the order of operations matters.	The recommended steps are as follows: 1. Power-on the Apple computer while pressing the T key until only the USB logo appears on the screen. 2. Power on OpenText TX1 and ensure it is fully booted to the Home screen. 3. Connect the interface cable to the Apple computer first, and then to the USB-A connector on the source side of OpenText TX1.

Problem	Corrective Action
No detection on OpenText TX1; Apple device is in TDM and all cabling is solid	As mentioned in “ Apple Target Disk Mode acquisition adapters ” on page 199 , it's possible that the Apple computer you are attempting to acquire is a newer version with a T2 security chip. OpenText TX1 does not currently provide a means of detecting or unlocking drives from a T2 Apple computer.
OpenText TX1 detects two drives even though only one Apple computer is connected	This indicates the presence of two drives internal to the Apple computer. Certain iMac models have the option of a small SSD paired with a large HDD. Those two drives can be configured on the Mac to act independently or as a virtual Fusion drive setup (one virtual drive that makes use of the two physical drives). In either configuration, OpenText TX1 will show the two drives as separate drives, each of which can be acquired independently.

If you are still having trouble detecting your Apple computer in TDM, contact OpenText Customer Support to report your issue or ask for further assistance.

6.2.5 Long time to complete locally initiated firmware update

The ability to update the OpenText TX1 firmware from the unit via any mounted media (local or network based) has made firmware updates more flexible and convenient. However, this process can take a long time when used with original/obsolete OpenText TX1 SD cards. In OpenText testing, updating an original OpenText TX1 SD card via the user interface took approximately 13 minutes compared to approximately 2 minutes 30 seconds with a new model SD card. During the update process, the screen will show a progress bar to let you know the process is still active, but the bar moves so slowly with the original (now obsolete) SD cards that it may appear to be hung. Note that there is nothing wrong with the original SD cards after a local firmware update. Such an updated card can be used with confidence.

Please be aware of this delay with the original SD cards. Should this lengthy firmware update time become an issue for you or your organization, please contact OpenText Customer Support for resolution options.

Note that the original SD cards are easy to identify as they have the Guidance Software G logo in the bottom right corner of the label. New SD cards have the OpenText logo.

6.2.6 Real-time clock data retention issue

Under normal operating conditions, the real-time clock on your OpenText TX1 should retain the time and date settings for the life of the product. If the time and/or date setting is not being retained after power cycles, there could be an issue with the battery inside the unit. We do not recommend opening your OpenText TX1 for any reason, including battery replacement. If you notice an issue with the time and/or date setting not being retained, contact OpenText Customer Support.

