



# Starter Guide

OpenText™ EnCase™ Forensic

## 1 Getting the most out of EnCase Forensic

OpenText EnCase Forensic is recognized globally as the pioneer of digital forensics. The solution has proven itself in court and is built for deep-level forensic investigations. EnCase Forensic offers powerful processing and integrated investigation workflows with flexible reporting options. The solution has been designed with in-depth insights into the lifecycle of digital investigations and the importance of maintaining the integrity of evidence.

EnCase Forensic seamlessly collects evidence from laptops, desktops, servers and mobile devices while protecting the forensic value of the data. All evidence captured with EnCase Forensic is stored in court-accepted file formats.

Used in thousands of courts around the world, EnCase Forensic is known for uncovering evidence other solutions have missed. The solution pinpoints the most relevant data, speeds along investigations and recovers evidence from a variety of sources, including cloud storage. Using EnCase Forensic, investigators can get to the truth, reduce backlogs and process cases more efficiently.

### 1.1 Log in to My Support

My Support is the OpenText self-service portal that connects customers with resources, communities and technical analysts. The support site is your go-to resource for:

- Software downloads
- Product documentation
- Product licensing

OpenText's team of experts is always online to help your solution reach its full potential. Visit My Support at [knowledge.opentext.com](https://knowledge.opentext.com).

### 1.1.1 Register

To register for a My Support account, [visit our website](#). If you need help, [refer to our My Support Accounts & Access FAQ](#).

### 1.1.2 Feedback

We are always striving to improve your My Support experience. If you have feedback to share about your My Support experience, [visit the My Support Help & Feedback](#) forum.

## 1.2 Obtaining a software license

Licenses are available in two formats:

- A physical license provided on a USB
- An electronic license downloaded from My Support

Obtain a license by [contacting us online](#) or at 1-800-499-6544.

## 1.3 Download the software

The EnCase Forensic product page contains product downloads, documentation, knowledge base articles, software patches and general software fixes. Visit the URL below to access the EnCase Forensic product page:

[EnCase Forensic \(opentext.com\)](https://knowledge.opentext.com/en-case-forensic)

For easy access, add the product page to your My Support favorites or set it as your start page. For more information, refer to [My Support Help](#).

## 1.4 Installing and Licensing

The [EnCase Forensic Product Starter Guide](#) offers guidance on installing and licensing EnCase Forensic software.

## 1.5 EnCase Voyager Training Academy

The scope for digital forensic investigations is continually evolving. Skilled investigators are in high demand and new investigators need to be properly trained and equipped with the latest tools, techniques and best practices.

OpenText offers training programs for forensic investigators. These world-class training and certification programs accommodate skill levels from beginner to experienced.

Equip forensic investigators with the creativity and technical skills to excel in their field by enrolling them in EnCase training and certification programs.

To learn more, check out the resources below:

- [EnCase Forensic training blog](#)
- [EnCase courses](#)
- [EnCase Training FAQ](#)

For more information, contact us at [encasetraining@opentext.com](mailto:encasetraining@opentext.com) (626) 463-7966.

## 1.6 EnCase journey resources

OpenText offers a variety of resources to help you get the most out of your EnCase Forensic experience, including

- “Getting help“ videos
- Feature-focused videos
- Webinars
- Tools for best practices

### 1.6.1 Professional Services

The OpenText Professional Services team is uniquely qualified to help you successfully install or upgrade EnCase Forensic. They can address issues you might encounter and help you to understand how enhancements and improvements to the software will affect your applications.

For more information, [visit the Professional Services contact page](#).

### 1.6.2 App Central

Extend the power of EnCase. [Access, download and install software apps](#) built by expert EnScript developers that help you get down to business – faster.

### 1.6.3 Forums

OpenText is focused on building community engagement and advocacy. Join the [EnCase Forensic forums](#) today.

### 1.6.4 Helpful resources

Below are links to some helpful EnCase Forensic product resources:

- [Obtaining a license with the License Manager \(legacy\)](#)

- [In-depth overview of EnCase Forensic](#)
- [EnCase Forensic common terms](#)
- [How to backup and restore cases](#)
- [How to activate an electronic license](#)

**Videos**

- [How to activate EnCase and set up License Manager](#)
- [Creating a ticket](#)
- [Discussion forums](#)
- [Using the Knowledge Base](#)
- [Locating software downloads](#)
- [Locating documentation](#)

## 1.7 Technical Support

To open a ticket, log on to [My Support](#) and select one of the ticket request options from the Tickets drop-down menu. You may open tickets for technical or general questions, website help and license key requests. From there, the ticket creation wizard will help guide you through the whole process.

For further information, visit [My Support Help](#) and click Tickets & Accounts.

## 1.8 Sales

Your Sales support team is available to answer questions about product features, functionality, training and updates. This team includes your Sales Representative and Solutions Consulting Representative, who will help you get the answers you need.

To speak with a Guidance sales consultant, call us at 1-800-499-6544 or [complete our online form](#).

## About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit [opentext.com](https://www.opentext.com).

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