

# Mobile Phone Examiner Plus 5.8

## Release Notes

Document Date: 6/27/2017

## Introduction

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These release notes cover any important information, new and improved features, and current fixed or known issues for this version of AccessData Mobile Phone Examiner *Plus* (MPE+) 5. Please note that all known or important issues published under previous release notes still apply until they are resolved and listed under "Fixed Issues."

## New and Improved

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### Support

- MPE+ now supports extractions from devices running the following software:
  - iOS 9 (921)
  - iOS 10 (931)
  - Android 6, including Samsung Note 5 and Samsung S6 (935)
  - Android 7 (939)

### Android File System and SD Card (935)

- MPE+ now supports file system and SD card data within a dLogical extraction.

### Voice Recordings

- MPE+ now supports extracting voice recording data from the Apple Voice Memos app on iLogical devices (1213)

Data from the Apple Voice Memos app can be extracted and played within MPE+. Metadata for recordings can be included in reports.

## Fixed Issues

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### Extracting Media Files

- MPE+ now shows the correct timestamps in both the UI and the File System when running a dLogical extraction for media files (42645, 1218)
- Timestamps for Apple media files now correspond to the correct EXIF data. (42544, 6773)

### Miscellaneous

- Improved the handling of larger files (2+ GB) when exporting and importing an AD1 image of a phone. (7956)
- MPE+ now successfully extracts images without a SIM card inserted. (32630, 6770)
- MPE+ no longer crashes while parsing contacts. (32756, 6771)
- MPE+ no longer crashes when switching from one image to another. (37558, 6772)

## Known Issues

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### Reporting

- When exporting a report to CSV format, capabilities will not be included (5583)

**Workaround:** Export the report to another format, such as PDF.

### Alerts

- In the Tools Tab, toggling between enabling and disabling the Auto Filter User Data box for alerts is not working (5795)

**Workaround:** You can disable the Auto Filter User Data box using one of the following options.

- Select the Deactivate All Alerts button in the Tools Tab.
- Manually uncheck the Auto Filter User Data box in the Alerts Manager Tab.

### Extractions

- Phones running iOS 4 and older should be expanded prior to extraction into MPE (5688)

- The MPE+ Blackberry driver does not install properly. If you are working with a Blackberry phone and need a driver, install the manufacturer's drivers. (5529)
- Motorola RAZR is no longer supported for extraction. (7269)

## Exporting

- Email data for iOS 6 physical extractions does not export to AD1 format (9054)

**Workaround:** Use the Reporting function to export email information.

## Important Information

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### Registration

Make sure to register your copy of MPE+. Registering MPE+ allows you to keep up with all of the MPE+ release notes and product updates. Registration also allows you to receive important MPE+ product announcements. To register, open the *Settings* menu, click **Registration**, and complete the registration dialog.

### Installation

AccessData MPE+ uses technology that may be flagged by security scans. It is recommended to remove the MPE install directory from security scans.

When installing MPE+, a prompt to install device software from the company *EldoS Corporation* appears. In order to complete the MPE+ install, you must select the option to *Always trust software from EldoS Corporation* and then click **Install**.

### Extraction

When extracting from iOS devices, connect the device directly to the machine running MPE+. Do not connect through a USB hub. User must also select to **Trust Computer** on the iOS device when it is plugged into the computer's USB port.

There is additional support for physical support of Android devices using the Android Other (Physical) option.

It is not recommended to use a VM when performing Apple iPhone extractions.

If the "Connecting to Android Device" process takes longer than 30 minutes each during Android dLogical extractions, it is recommended that the user restarts both the phone and MPE+ then tries again. (8863)

### Maintenance

Regular maintenance is needed to clear the Temp Data Cache folder. It is recommended that you clear the cache each time you change your evidence. (5894)

If the system running MPE+ is using an old graphics card, it is possible that playing a video in MPE+ could overload the graphics card and cause the entire system to fail. If this happens, the graphics card should be updated or replaced. (8613)

## Licenses

It may be necessary to perform a manual revocation of an MPE+ license if the license does not automatically revoke upon closing of the program. To do this, open NLS via localhost:5555, select the desired MPE+ license and click **Revoke**. (973)

## Reporting

For Android extractions, the report will list the Content Type for MMS content as ***application/vnd.wap.multipart.related***. If you see this value in the report, the content type for the related item is MMS. (8025)

## Comments?

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# Mobile Phone Examiner Plus 5.6

## Release Notes

Document Date: 8/28/2015

### Introduction

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These release notes cover any important information, new and improved features, and current fixed or known issues for AccessData Mobile Phone Examiner *Plus* (MPE+) 5.6. Please note that all known issues published under previous release notes still apply until they are resolved and listed under “Fixed Issues.”

### New and Improved

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#### Installation

- The installation process has been changed. The device drivers now come in a separate installer which will allow them to be installed independently of the application. After installation of the drivers, in order for them to be used by the application, the driver packs must next be installed by using the Driver Management feature in MPE+.

#### DEMO Mode

- MPE+ Demo Mode has been reactivated. This DEMO mode allows the operation of MPE+ without a license for 20 days and requires an initial registration. MPE+ operates with no restrictions during the demonstration period. At the completion of the demonstration period, the software ceases to work. A license must be obtained to continue the operation.

**Important:** The DEMO mode is not supported on computers running Microsoft Windows XP.

**Note:** The computer that has the DEMO version of MPE+ installed must have continuous access to the internet.

## Fixed Issues

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### Extracting\Collecting

- When using SQL Builder to view the data of an extracted database, the presence of a semicolon in a value was offsetting the columns for that record. (32997)

## Important Information

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### Registration

Make sure to register your copy of MPE+. Registering MPE+ allows you to keep up with all of the MPE+ release notes and product updates. Registration also allows you to receive important MPE+ product announcements. To register, open the *Settings* menu, click **Registration**, and complete the registration dialog.

### Installation

When installing MPE+, a prompt to install device software from the company *EldoS Corporation* appears. In order to complete the MPE+ install, you must select the option to *Always trust software from EldoS Corporation* and then click **Install**.

### Extraction

When extracting from iOS devices, connect the device directly to the machine running MPE+. Do not connect through a USB hub. User must also select to **Trust Computer** on the iOS device when it is plugged into the computer's USB port.

There is additional support for physical support of Android devices using the Android Other (Physical) option.

## Comments?

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# Mobile Phone Examiner Plus 5.5.6

## Release Notes

Document Date: 2/04/2015

### Introduction

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These release notes cover any important information, new and improved features, and current fixed or known issues for AccessData Mobile Phone Examiner *Plus* (MPE+) 5.5.6. Please note that all known issues published under previous release notes still apply until they are resolved and listed under “Fixed Issues.”

### New and Improved

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#### Installation

- The installation process has been changed. The ClickOnce installation process has been replaced with a new installation wizard.

#### Analysis

- You can now select files in both the media and the carved view to export the file to a desired location in the files' native form. You can select a single file or multiple files by clicking the checkbox in the select column, right-clicking in the file list view, and selecting to export the selected files to a desired location. This allows you to:
  - Report on carved files using the attach file function in reports
  - Save native files to an evidence folder for later analysis
  - View files that are not currently viewable in the natural view
- The relative file path for files examined in both the pythonScripter and SQLBuilder is now displayed in the interface and subsequent report information.

## Reporting

- You can now report the information from the conversation view.  
While in the SMS view, you may select a message, right-click, and select a conversation view or select the conversation in the conversation pane. While the conversation bubbles are visible, you can right-click on the yellow oval at the top of the message and select **Add to report**.
- You can elect to remove the report by following the same procedure: selecting the conversation that has been added to the report in the SMS view, right-clicking on the yellow oval, and selecting **Remove from report**.  
NOTE: If the option, Remove from report, is not available, the report has not been added. Also, in order to view the report in Print Preview, another capability (such as SMS, Contacts, Call Logs) must be selected.

## DEMO Mode

- MPE+ now is available to run in a 20 day DEMO mode. This DEMO mode allows the operation of MPE+ without a license for 20 days. MPE+ operates with no restrictions during the demonstration period. At the completion of the demonstration period, the software ceases to work. A license must be obtained to continue the operation.

**Important:** The DEMO mode is not supported on computers running Microsoft Windows XP.

**Note:** The computer that has the DEMO version of MPE+ installed must have continuous access to the internet.

## Fixed Issues

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### Installation

- The Driver Management tab now locates the drivers saved on the machine. (25831) (17462)

### Extracting\Collecting

- Fixed the issue where the first digit or country code was missing from both the phone number of a SMS message in the data grid and the phone number within the categorized conversation filter. USA and Canadian phone number with 11 digits prefaced with a 1 (For example: 18005551212) will have the first number (1) removed. This allows the conversation view to match numbers. All other countries' numbers do not have the first numeral removed. (23049) (24652)
- You can now extract audio files via dLogical from HTC One M8 devices. (23175)
- Fixed the issue where selecting Find in Filesystem for an image extracted via dLogical caused the application to crash. (24653)
- The Contact View now displays the last time contacted correctly after contact extraction. (26209)
- Videos extracted with Android dLogical now display correctly. (26182)



## Import/Export

- Imported Folders are now treated as read only, even after SQLBuilder is executed on the database. (23924)
- When extracting application data, MPE+ now displays the correct completed percentage of *Parsing 'Application Data.'* (23123) (24668)

## nField

- Fixed a conflict with nField that caused MPE+ running on a desktop to crash upon startup . MPE+ and nFIELD can now be ran on the same computer. (23219)

# Important Information

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## Installation

When installing MPE+, a prompt to install device software from the company *EldoS Corporation* appears. In order to complete the MPE+ install, you must select the option to *Always trust software from EldoS Corporation* and then click **Install**.

## Extraction

When extracting from iOS devices, connect the device directly to the machine running MPE+. Do not connect through a USB hub. User must also select to **Trust Computer** on the iOS device when it is plugged into the computer's USB port.

There is additional support for physical support of Android devices using the Android Other (Physical) option.

# Known Issues

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- The Export Item(s) option does not work properly with media files from a legacy CDMA media source. (23382)
- When MPE+ and Network Licensing Server are installed on the same computer, due to a ports conflict, a physical Android extraction fails with the error: "There is more than one Android Phone plugged in." (14178)

- When using a lower resolution display, such as 1280 x 800, and creating a report, the "Investigator Information" and "Close" button on the bottom of the Print Report dialog are not displayed. (3123)
- SMS Sender/Recipient Numbers are incorrectly displayed as *Service Center Number* in the Natural Preview pane. (10987)

## Comments?

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# Mobile Phone Examiner Plus 5.5.5

## Release Notes

Document Date: 10/30/2014

### Introduction

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These release notes cover any important information, new and improved features, and current fixed or known issues for AccessData Mobile Phone Examiner *Plus* (MPE+) 5.5.5. Please note that all known issues published under previous release notes still apply until they are resolved and listed under “Fixed Issues.”

### Important Information

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#### Registration

Make sure to register your copy of MPE+. Registering MPE+ allows you to keep up with all of the MPE+ release notes and product updates. Registration also allows you to receive important MPE+ product announcements. To register, open the *Settings* menu, click **Registration**, and complete the registration dialog.

#### Installation

When installing MPE+, a prompt to install device software from the company *EldoS Corporation* appears. In order to complete the MPE+ install, you must select the option to *Always trust software from EldoS Corporation* and then click **Install**.

#### Extraction

When extracting from iOS devices, connect the device directly to the machine running MPE+. Do not connect through a USB hub. User must also select to **Trust Computer** on the iOS device when it is plugged into the computer's USB port.

## New and Improved

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### Extracting\Collecting

#### iLogical

You can now conduct logical extractions of iOS 8 devices. These extractions can be conducted using the Apple and iLogical selection under Device Selection.

## Fixed Issues

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### General

Fixed the issue where selecting the Home View repeatedly causes the application to crash. (8046)

### Extracting\Collecting

You are now notified if a storage device runs out of space during the saving an Android Physical extraction. (16593)

### Import/Export

The export to AD1 failure message now lists the cause of the failure, allowing you to pinpoint the issue and correct it. For example, the failure message may notify you that there is not enough space on the disk for the exported AD1. (17239)

## Comments?

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