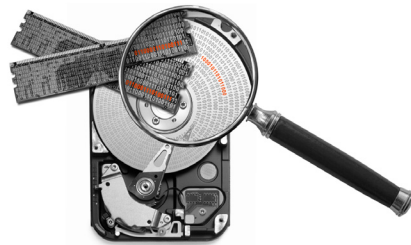


AccessData
MPE+



Quick Install



AccessData[®]
A Pioneer in Digital Investigations Since 1987

AccessData Legal and Contact Information

Document date: June 17, 2014

Legal Information

©2014 AccessData Group, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

AccessData Group, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, AccessData Group, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, AccessData Group, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, AccessData Group, Inc. reserves the right to make changes to any and all parts of AccessData software, at any time, without any obligation to notify any person or entity of such changes.

You may not export or re-export this product in violation of any applicable laws or regulations including, without limitation, U.S. export regulations or the laws of the country in which you reside.

AccessData Group, Inc.
588 W. 400 S.
Suite 350
Lindon, Utah 84042
U.S.A.
www.accessdata.com

AccessData Trademarks and Copyright Information

- AccessData® is a registered trademark of AccessData Group, Inc.
- AD InSight® is a registered trademark of AccessData Group, Inc.
- AD Summation is a registered trademark of AccessData Group, Inc.
- Distributed Network Attack® is a registered trademark of AccessData Group, Inc.
- DNA® is a registered trademark of AccessData Group, Inc.
- Forensic Toolkit® is a registered trademark of AccessData Group, Inc.
- FTK® is a registered trademark of AccessData Group, Inc.
- Password Recovery Toolkit® is a registered trademark of AccessData Group, Inc.
- PRTK® is a registered trademark of AccessData Group, Inc.
- Registry Viewer® is a registered trademark of AccessData Group, Inc.

A trademark symbol (®, ™, etc.) denotes an AccessData Group, Inc. trademark. With few exceptions, and unless otherwise notated, all third-party product names are spelled and capitalized the same way the owner spells and capitalizes its product name. Third-party trademarks and copyrights are the property of the trademark and copyright holders. AccessData claims no responsibility for the function or performance of third-party products.

Third party acknowledgements:

- FreeBSD ® Copyright 1992-2011. The FreeBSD Project .
- AFF® and AFFLIB® Copyright© 2005, 2006, 2007, 2008 Simson L. Garfinkel and Basis Technology Corp. All rights reserved.
- Copyright © 2005 - 2009 Ayende Rahien

BSD License: Copyright (c) 2009-2011, Andriy Syrov. All rights reserved. Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met: Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer; Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution; Neither the name of Andriy Syrov nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission. THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

WordNet License

This license is available as the file LICENSE in any downloaded version of WordNet.

WordNet 3.0 license: ([Download](#))

WordNet Release 3.0 This software and database is being provided to you, the LICENSEE, by Princeton University under the following license. By obtaining, using and/or copying this software and database, you agree that you have read, understood, and will comply with these terms and conditions.: Permission to use, copy, modify and distribute this software and database and its documentation for any purpose and without fee or royalty is hereby granted, provided that you agree to comply with the following copyright notice and statements, including the disclaimer, and that the same appear on ALL copies of the software, database and documentation, including modifications that you make for internal use or for distribution. WordNet 3.0 Copyright 2006 by Princeton University. All rights reserved. THIS SOFTWARE AND DATABASE IS PROVIDED "AS IS" AND PRINCETON UNIVERSITY MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED. BY WAY OF EXAMPLE, BUT NOT LIMITATION, PRINCETON UNIVERSITY MAKES NO REPRESENTATIONS OR WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR THAT THE USE OF THE LICENSED SOFTWARE, DATABASE OR DOCUMENTATION WILL NOT INFRINGE ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. The name of Princeton University or

Princeton may not be used in advertising or publicity pertaining to distribution of the software and/or database. Title to copyright in this software, database and any associated documentation shall at all times remain with Princeton University and LICENSEE agrees to preserve same.

Documentation Conventions

In AccessData documentation, a number of text variations are used to indicate meanings or actions. For example, a greater-than symbol (>) is used to separate actions within a step. Where an entry must be typed in using the keyboard, the variable data is set apart using *[variable_data]* format. Steps that require the user to click on a button or icon are indicated by **Bolded text**. This *Italic* font indicates a label or non-interactive item in the user interface.

A trademark symbol (®, ™, etc.) denotes an AccessData Group, Inc. trademark. Unless otherwise notated, all third-party product names are spelled and capitalized the same way the owner spells and capitalizes its product name. Third-party trademarks and copyrights are the property of the trademark and copyright holders. AccessData claims no responsibility for the function or performance of third-party products.

Registration

The AccessData product registration is done at AccessData after a purchase is made, and before the product is shipped. The licenses are bound to either a USB security device, or a Virtual CmStick, according to your purchase.

Subscriptions

AccessData provides a one-year licensing subscription with all new product purchases. The subscription allows you to access technical support, and to download and install the latest releases for your licensed products during the active license period.

Following the initial licensing period, a subscription renewal is required annually for continued support and for updating your products. You can renew your subscriptions through your AccessData Sales Representative.

Use License Manager to view your current registration information, to check for product updates and to download the latest product versions, where they are available for download. You can also visit our web site, www.accessdata.com anytime to find the latest releases of our products.

For more information, see Managing Licenses in your product manual or on the AccessData website.

AccessData Contact Information

Your AccessData Sales Representative is your main contact with AccessData. Also, listed below are the general AccessData telephone number and mailing address, and telephone numbers for contacting individual departments.

Mailing Address and General Phone Numbers

You can contact AccessData in the following ways:

AccessData Mailing Address, Hours, and Department Phone Numbers

Corporate Headquarters:	AccessData Group, Inc. 588 W. 400 S. Suite 350 Lindon, UT 84042 USA <i>Voice:</i> 801.377.5410; <i>Fax:</i> 801.377.5426
General Corporate Hours:	Monday through Friday, 8:00 AM – 5:00 PM (MST) AccessData is closed on US Federal Holidays
State and Local Law Enforcement Sales:	<i>Voice:</i> 800.574.5199, option 1; <i>Fax:</i> 801.765.4370 <i>Email:</i> Sales@AccessData.com
Federal Sales:	<i>Voice:</i> 800.574.5199, option 2; <i>Fax:</i> 801.765.4370 <i>Email:</i> Sales@AccessData.com
Corporate Sales:	<i>Voice:</i> 801.377.5410, option 3; <i>Fax:</i> 801.765.4370 <i>Email:</i> Sales@AccessData.com
Training:	<i>Voice:</i> 801.377.5410, option 6; <i>Fax:</i> 801.765.4370 <i>Email:</i> Training@AccessData.com
Accounting:	<i>Voice:</i> 801.377.5410, option 4

Technical Support

Free technical support is available on all currently licensed AccessData products.

You can contact AccessData Customer and Technical Support in the following ways:

AD Customer & Technical Support Contact Information

AD SUMMATIONand AD EDISCOVERY	Americas/Asia-Pacific: 800.786.8369 (North America) 801.377.5410, option 5 Email: legalsupport@accessdata.com
AD IBLAZE and ENTERPRISE:	Americas/Asia-Pacific: 800.786.2778 (North America) 801.377.5410, option 5 Email: support@summation.com
All other AD PRODUCTS	Americas/Asia-Pacific: 800.658.5199 (North America) 801.377.5410, option 5 Email: support@accessdata.com
AD INTERNATIONAL SUPPORT	Europe/Middle East/Africa: +44 (0) 207 010 7817 (United Kingdom) Email: emeasupport@accessdata.com

AD Customer & Technical Support Contact Information (Continued)

<i>Hours of Support:</i>	Americas/Asia-Pacific: Monday through Friday, 6:00 AM– 6:00 PM (PST), except corporate holidays. Europe/Middle East/Africa: Monday through Friday, 8:00 AM– 5:00 PM (UK-London) except corporate holidays.
<i>Web Site:</i>	http://www.accessdata.com/support/technical-customer-support
	The Support website allows access to Discussion Forums, Downloads, Previous Releases, our Knowledge base, a way to submit and track your “trouble tickets”, and in-depth contact information.

Documentation

Please email AccessData regarding any typos, inaccuracies, or other problems you find with the documentation: documentation@accessdata.com

Professional Services

The AccessData Professional Services staff comes with a varied and extensive background in digital investigations including law enforcement, counter-intelligence, and corporate security. Their collective experience in working with both government and commercial entities, as well as in providing expert testimony, enables them to provide a full range of computer forensic and eDiscovery services.

At this time, Professional Services provides support for sales, installation, training, and utilization of FTK, FTK Pro, Enterprise, eDiscovery, and Lab. They can help you resolve any questions or problems you may have regarding these products

Contact Information for Professional Services

Contact AccessData Professional Services in the following ways:

AccessData Professional Services Contact Information

Contact Method	Number or Address
<i>Phone</i>	Washington DC: 410.703.9237
	North America: 801.377.5410
	North America Toll Free: 800-489-5199, option 7
	International: +1.801.377.5410
<i>Email</i>	adservices@accessdata.com

MPE+ Quick Install

Prerequisites

This section outlines what is required to set up a fully functional AccessData MPE+ system. The system must have:

- A current AccessData MPE+ license
- Hardware/software that meets or exceeds the minimum system requirements.
- Microsoft .NET Framework 4.0 or newer.

MPE+ System Requirements

Before using MPE+ to acquire or analyze mobile device data, certain hardware and software requirements must be met.

Hardware and Software Specifications

	Desktop Minimum Spec	Desktop Ideal Spec
OS	Windows 7 32-bit or 64-bit Windows XP Professional 32-bit	Windows 7 64-bit
Processor	Core2 Duo 2GHz (or equivalent)	Core2 Duo 2GHz+ (or equivalent)
RAM	2GB	4GB
Disk Space	250GB (Additional storage may be needed for physical Apple device acquisitions)	500GB (Additional storage may be needed for physical Apple device acquisitions)
Expansion Ports	QTY x4 USB 2.0 ports	QTY x4 USB 3.0 ports
Dedicated Video Memory	32MB or higher	128MB or higher

For information on system requirements for extraction from Apple phones see <http://support.apple.com/kb/HT1426>.

Optional Hardware

- A data synchronization cable that is compatible for the mobile device.

Installing MPE+

Configuring Antivirus and/or Malware Scanners before Installing MPE+

It is important that, before you install MPE+, you configure your antivirus and/or malware scanner to ignore the following folders:

- MPE+ installation folder: %USERPROFILE%\AppData\Local\Apps\2.0
- MPE+ driver and agent storage folder: %USERPROFILE%\AppData\Roaming\AccessData
- MPE+ temporary data folder: %USERPROFILE%\AppData\Local\mpetempdata

Note: The temporary data folder listed above is the default temporary data folder. You can change this folder in MPE+.

Antivirus and malware scanning programs can mistake AccessData exploits as harmful to your computer and delete them. If the exploits are deleted, MPE+ may not function correctly.

Installing Windows Components for Windows XP Installations

On Windows XP, MPE+ requires a Windows Component called MSMQ (Microsoft Message Queuing) to be installed prior to installing MPE+.

To install MSMQ on Windows XP

1. In *Control Panel*, double-click **Add/Remove Programs**.
2. On the left tab of the *Add/Remove Programs* window, click **Add/Remove Windows Components**.
3. Once the *Windows Components Wizard* opens, click to select the **Message Queuing Services** item. Click **Next**.
4. This will start the MSMQ 2.0 setup process. Your Windows XP installation CD-ROM, network share, or install point must be available.
5. MSMQ will display an installation dialog box. You will be prompted to install either an MSMQ server or a dependent client.
6. You can install MSMQ 2.0 in Workgroup mode by selecting **Message Queuing Will Not Access a Directory Service**.

Methods for Installing MPE+

The MPE+ installer automatically configures MPE+ to run as an administrator. In order to function properly, MPE+ requires local administrator rights to the system, and, therefore, it must also be installed by a user with local administrator privileges. There are three ways to install MPE+:

- From the physical DVD (See [Installing from the DVD](#) on page 11.)
- Using ClickOnce (See [Installing Using ClickOnce](#) on page 11.)
- Using the downloadable ISO (See [Installing from the Downloadable ISO](#) on page 11.)

Installing from the DVD

You may receive the MPE+ Installation DVD from AccessData. If you have the installation DVD, you can install MPE+ from the DVD.

To install from the DVD,

1. Insert the DVD into the computer. (If the autorun.exe does not launch automatically, run it manually from the DVD.)
2. Begin the installation.
3. Continue to [The Installation Process](#) (page 11).

Installing Using ClickOnce

You can install MPE+ using ClickOnce from the ClickOnce website.

<http://www.accessdata.com/mpe-clickonce>

To install using ClickOnce

1. From the ClickOnce site, click either Desktop or Tablet installation.
2. Click **Install MPE+**.

Note: Data transfer speed of your local Internet connection determine the duration of the installation. All drivers, prerequisites, and application data are retrieved from our server during this process. If you experience problems with connection speeds and installation, please request a DVD or download the MPE+ ISO. See [Installing from the Downloadable ISO](#) on page 11.


3. Continue to [The Installation Process](#) (page 11).

Installing from the Downloadable ISO

You can download the DVD ISO from the AccessData website.

<http://www.accessdata.com/mpe-clickonce>

To download the ISO

1. From the MPE+ Application Download page, click **Download Now**  for either the MPE+ Full Disk ISO Files (Desktop) or the MPE+ TABLET ISO files.
2. When the download completes, mount the ISO on the computer to which you are installing MPE+.
3. Continue to [The Installation Process](#) (page 11).

The Installation Process

1. Install CodeMeter.
 - For DVD or ISO installations, browse to the CodeMeter folder and double-click the CodeMeter installation file.
2. For DVD and ISO installation, install .NET 4.5.
 - To install .NET 4.5 installation, browse to the .NET 4.5 folder and double-click the .NET 4.5 installation file.

Note: .NET is automatically installed with the ClickOnce install.

3. In *MPE+ Setup*, select all prerequisites and drivers with default settings
4. Click **Install**.

Note: If you are prompted to install device software from EldoS Corporation, select the box *Always trust software from EldoS Corporation* and click **Install**.

5. After MPE+ opens, click the **Main > Home**.
6. In the *Product Information* pane, click the **Driver Management** tab to download/install drivers. See [Installing Mobile Device Drivers](#) on page 13.

Note: If you are using ClickOnce installation, the **Download** button displays. Click **Download** to download the driver. When the download completes, the **Install** button displays. Click **Install** to complete the driver installation. During driver installation, you can continue to work in MPE+. Some driver package installations are lengthy.

7. In the *Product Information* pane, click the **Physical Acquisition Support** tab to download/install drivers. See [Installing Files for iOS Physical Acquisition](#) on page 12.

Note: If you do not have an Internet connection, you can obtain the necessary Apple drivers from our FTP site. Contact support for the FTP credentials.

8. Once the drivers are installed, you can begin to extract data using MPE+ See the *MPE+ Users Guide* for more information on extracting data with MPE+.

Upgrading from a Previous Version

If you are upgrading from a previous version of MPE, simply install the new version using the DVD, ClickOnce, or the ISO. If you need more information about installing, see [Installing MPE+](#) (page 10).

Installing Files for iOS Physical Acquisition

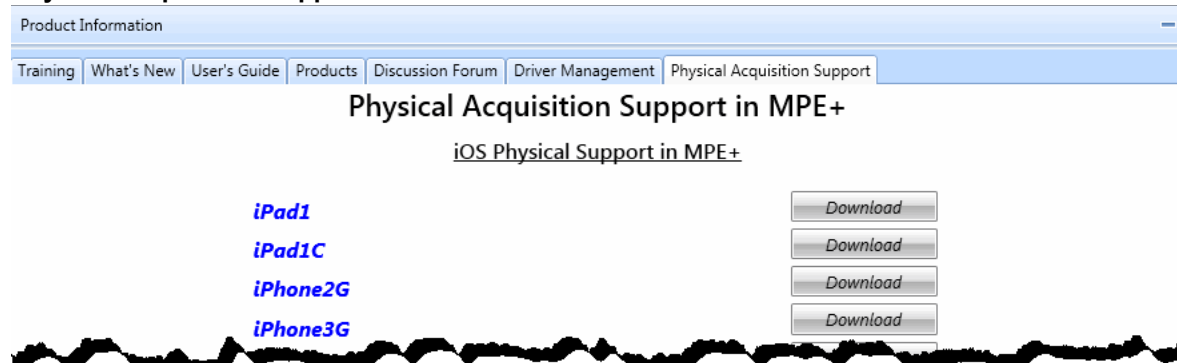
If you are conducting a physical extraction from an iOS device, you need to install the necessary files for the device(s) that you want to investigate. You can install them from the **Physical Acquisition Support** tab in MPE+ if they were not installed during the initial installation process.

Note: Restart MPE+ after you have installed the files.

To install files for iOS Physical Extraction

1. Open MPE+. Under the *Product Information* pane, click the **Physical Acquisition Support** tab.

Physical Acquisition Support Tab



2. Click **Download** to download and install the file for the device that you want.
3. When you have downloaded the files, restart MPE+.

Installing Mobile Device Drivers

Once MPE+ launches, you need to install the drivers for the devices you want to examine. Each supported mobile device that you plan to examine must have the correct driver installed before the device is connected. You can find the driver packages to download under the *Driver Management* tab in the *Product Information* pane. The driver packages are grouped by phone make, type, or OS.

If you installed MPE+ using the ClickOnce method, a Download button and a Download All button display. Click **Download All** to download all of the drivers for that Type, Manufacturer, or OS. There is no need to click the Download button for each manufacture.

If you installed MPE+ by the DVD or ISO method you will not see a Download ALL or Download button but a Install All and Install. Selecting Install All will install all the drivers for that particular Type, Manufacture or OS.

You can only download and install drivers once from the MPE+ interface (per user).

You can also install drivers that are not part of the MPE+ driver package manually. See [Manually Installing Drivers](#) on page 14.

To install mobile device drivers

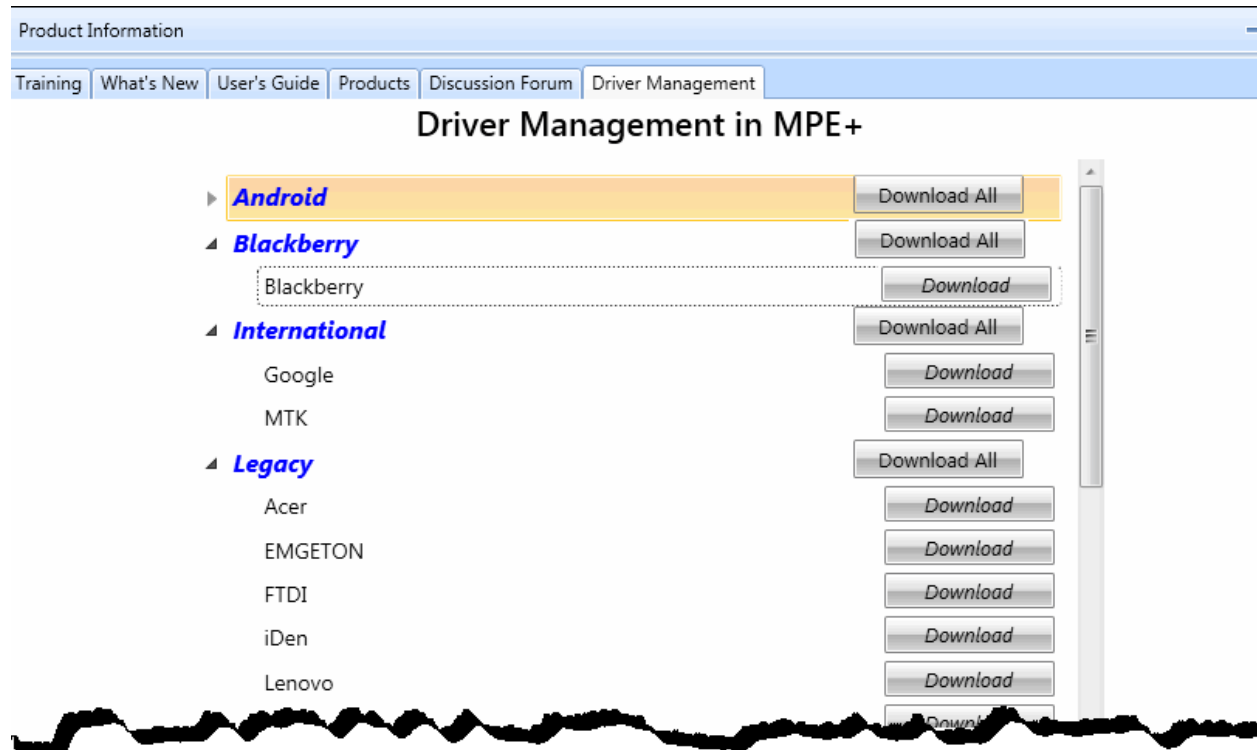
1. Open MPE+. Under the *Product Information* pane, click the **Driver Management** tab.

Driver Management Tab

Product Information

Training | What's New | User's Guide | Products | Discussion Forum | Driver Management

Driver Management in MPE+




2. You can download driver(s) to be included in MPE+ in two ways:
 - Select a group of drivers that you want to download, and click **Download All**.
 - Select an individual driver, expand the OS group, and click **Download**.

Note: Downloading/installing drivers differs depending on the install method you use. Download will ONLY display when using ClickOnce. Install displays with DVD and ISO installation.

3. After the driver(s) have been downloaded, you will need to install them.
4. Click **Install All/Install**.

Manually Installing Drivers

To install a manufacturer device driver

1. Verify the device manufacturer and model is listed in the Supported Device list. View the list by clicking the **Supported Devices** button under the *Manage*  tab.
2. Locate the correct USB cable and connect the phone to the computer through the USB cable.
3. Upon connecting the device, Windows will automatically attempt to locate the appropriate driver. You will likely be prompted to provide the path to the appropriate driver; if so, browse to the path of the driver based on the name of the manufacturer found in the folder for the device drivers.
4. Once you have selected a driver, Windows will provide feedback as to whether or not the driver was successfully installed.
 - If the selected driver fails to install, you may need to repeat the process starting from Step 1.
 - If Windows indicates that the driver did install successfully, however, proceed to the next step.

5. Once the driver has been successfully installed, you may be prompted to locate additional drivers. Continue to repeat the process for as many drivers as Windows detects that it needs.
6. Verify the device is properly listed in the *Windows Device Manager*.

Note: Only currently connected devices will be listed in Windows Device Manager. Device drivers you have installed previously will not be listed unless the device is connected. If you choose to skip this step, all other features will still function, but this prompt will appear each time you open MPE+ until you allow the files to download.

MPE+ Support Process

The AccessData Support Model is organized around a multi-level tier methodology. The Support Team consists of front-line, tier-one support technicians who provide direct communication with those who initiate the support contact. The team also consists of a second-level, tier-two resources for escalation resources for tier-one personnel, thereby providing an avenue of assistance on any issue that the tier-one technicians may not be able to resolve completely on their own.

Phone/Email Contacts

Americas/Asia-Pacific

800-658-5199 (North America)

801.377.5410 and select Option 5.

Email: support@accessdata.com

Europe/Middle East/Africa

+44 207 836 7397 (United Kingdom)

Email: emeasupport@accessdata.com

Note: Standard Support Hours are Monday through Friday, 7:00 AM - 6:00 PM (MST), except corporate holidays.

Additional Support Resources

Refer to the AccessData MPE+ FAQ:

<http://marketing.accessdata.com/acton/attachment/4390/f-0285/1/-/-/-/file.pdf>

Visit the AccessData User Forum at:

<http://forums.accessdata.com> (Internet Access Required)

Supported Phone List:

<http://accessdata.com/mpe-supported-devices> (Internet Access Required)

You can also find supported phones in the **Settings** menu of MPE+ under **Supported Devices**.

You can access support videos in MPE+ or online at:

<http://www.accessdata.com/support/product-downloads> (Internet Access Required)

Note: You can click the Mobile Phone Examiner Plus (MPE+) arrow to access support videos. (Internet Access Required)
