

FAQs (Frequently Asked Questions)

Q: What versions of iOS does SPi support?

A: SPi currently supports all iOS versions on the following devices:

- ✓ iPhone 2G (A1203)
- ✓ iPhone 3G (A1241)
- ✓ iPhone 3GS (A1303)
- ✓ iPhone 4 (GSM) (A1332)
- ✓ iPhone 4 (CDMA) (A1349)
- ✓ iPad 1 (1st Generation) (A1219)

Q: SPi keeps asking me to insert a valid dongle even though I have inserted my SPi dongle?

A: Make sure the USB port on your computer is properly installed. Try other USB ports to see if this resolves the problem. Failing that, your product license maybe expired. If this is the case, please contact MD5 to check and renew your license.

Q: The SPi window is too big for my screen. I cannot see the entire window.

A: Either increase your resolution settings on your computer, or alternatively press the minimize button on the top right corner of the SPi screen as shown below.



Q: Why is my iOS image file failing to load?

A: If you are displayed with an error message after clicking "Click to Process" on the Extraction Setup screen this could be because of one of the following:

- ✓ The iOS image file selected may still be encrypted. If this is the case, please decrypt the iOS image file first using the forensic tool used to obtain the iOS image file and then try again.
- ✓ The iOS image file may still be in use by another program. If this is the case, please terminate the program using the iOS image file and try again.
- ✓ The iOS image file acquired may not have been imaged correctly. If this is the case please re-image the handset and try again.
- ✓ You may need to change the permission attributes on the iOS image file so that it can be used by any user.
- ✓ The file you may be trying to import may not be an iOS image file.

Q: Some of the data I requested cannot be found/was not extracted?

A: The data available for extraction purely depends on what data is actually stored on the handset/iOS image file. Sometimes the data will not be present or sometimes the data maybe corrupt. This is not uncommon.

Q: I have extracted several data items and now want to go back and get more data.

A: From the SPi desktop, clicking the home button at the bottom of the screen labelled "Back to Extraction" will take you back to the Extraction Options screen where you can select various other data items to be extracted.

Q: How do I start again with a different iOS image file without restarting the program?

A: Click on the "Main Menu" button on the SPi desktop (located on the bottom toolbar) and this will delete the current session and start a new one.

Q: How do I extract Deleted Data?

A: Please refer to the SPi User Guide.

Q: How accurate is the data extracted by SPi?

A: The data extracted by SPi makes no changes to the data stored on the iOS image file and extracts the data as it is. Please note the following:

- ✓ Incoming/Received SMS/MMS messages have their date and time stamps set by the service provider.
- ✓ Sent/Draft SMS/MMS messages have their date and time stamps set by the handset. (If the handset date/time is incorrect then the messages will display the incorrect handset date/time)
- ✓ Call logs and Media files created by the handset also have their date and time stamps set by the handset.
- ✓ The extracted date/time may not be accurate and should not be relied upon. Itemised billing should be sought for accuracy.

Notes: Below are a few other important notes to be aware of.

The current version of SPi (v1.2) is unable to extract data from an iPhone 4S and iPad 2 image files. This is because neither of these devices can be forensically imaged at this moment in time. In the near future imaging of these devices may become a possibility. If you do try to use SPi to process these iOS image files the results could be unpredictable. Please check for regular updates as these and other capabilities will be added to SPi.

If you have any further problems do not hesitate to contact MD5.