

Configuring your UME36 or UFED unit to enable error logging

Submitting error logs to Cellebrite R&D provides valuable insight to help Cellebrite analyze particular handset reading and writing issues, without having to physically send the device itself for testing. This guide will review how to create error logs using the UME36/UFED, and store them onto a USB disk to send by e-mail.

To setup your Cellebrite UME36 or UFED unit to create trace data you will need the following:

- Handset(s) or device to be tested along with appropriate cable
- 1 USB drive to store trace logs
- 1 USB drive to store data (if test involves a UFED forensic extraction or phonebook backup)



Connections to UME36 / UFED:

- 1. Phone to be tested** with appropriate cable
- 2. Blank USB drive to store the trace log data** on top of the unit in the "USB Ext." port (either port)
- 3. USB drive to store forensic extraction data** (report and html) or phonebook data. In the case of a phone to phone transfer error, the target phone will be connected to the target port instead.

1. Enabling Logging: On the main menu of the UME36 / UFED, select "Services" => "User Settings" => "Global Settings" => "Create Log le" => highlight 'Enable'* and press 'OK'. Select the right arrow to save settings. Return to main menu.

2. With the UME36 / UFED set up as in the diagram above, proceed with the extraction or transfer, selecting only the content type that results in the error condition. Select only Phonebook, SMS, Pictures, etc. that needs to be tested.

3. At the end of the extraction or transfer, select the right arrow "Continue" regardless of whether the machine displays the process was successful or an error message was displayed. This will ensure all trace data is logged and copied onto the USB drive (item 2 above).

* Select "Enable (Blocking)" mode if normal error logging is unsuccessful, does not complete, or results in an responsive unit.

4. After waiting for the LED light on the USB drive stops blinking (to make sure all Trace data is finished writing), remove the USB drive with the trace data from the top of the machine (USB drive labeled #2 in diagram) and insert into PC. Browse the removable disk, there will be a number of log les in .ulg format. The number of log les and le sizes will vary depending on the test. Please email these les to Cellebrite to help troubleshoot your issue.

Also if applicable, please email the extracted data (and report) which will be output as normal on the USB ash disk connected to the target port (USB disk labeled #3 above)

If possible compress (ZIP) the log les and extracted content in separate zip les before emailing them.

