

FREQUENTLY ASKED QUESTIONS

MAGNET SHIELD™

IS THIS AVAILABLE FOR MOBILE PLATFORMS (iOS, ANDROID)?

At this time, SHIELD is only available on Windows 10, however if you are interested in a mobile version, please reach out to us at shield@magnetforensics.com so we can keep you updated.

HAVE YOU HAD ANY CHALLENGES WITH THE SAMPLE CONSENT FORM PROVIDED?

Your agency should vet any consent form against your own internal procedures and those expected by your Crown and/or legal team. We have provided a sample that can be used with permission of your legal team. If your agency already has its own consent form, it can be loaded, once it has been edited to include the ability to be signed digitally.

WHO DO I CALL FOR SUPPORT?

Your agency will have their own support desk that is first line for support on SHIELD. Your agency may have purchased additional direct support with Magnet Forensics. If so, they can escalate to Magnet Forensics during our business support hours via phone, chat or email. If your agency would like a quote for paid support for Magnet SHIELD, please contact us at shield@magnetforensics.com.

CAN YOU SEND A LINK TO GET EVIDENCE FROM A VICTIM OR WITNESS?

No, but if they have their phone you can obtain this information directly on scene which establishes a strong chain of custody as the officer will be involved in transferring the data directly to the SHIELD application.

DOES METADATA ACCOMPANY THE PICTURES/VIDEOS PULLED FROM A PHONE?

Yes, we retrieve forensically significant data when pulling videos and images from the phone along with information about the target device itself. This may include geolocation data if the location tagging functionality was turned on when the picture or video was taken.

CAN YOU PLUG THIS INTO A DVR SYSTEM? OR CCTV?

If you can access the system as storage (either through USB connection, or by connecting a memory card through a card reader), SHIELD should be able to find the evidence and pull it into the application if it is in a supported format. Additionally, using the video capability of the tablet, you can shoot a video of any video to capture it if the above option does not work.

I WORK IN THE PRIVATE SECTOR, CAN I GET THIS FREE TOOL?

This tool was built for public safety use. The interface is not customizable and is designed for law enforcement use cases. We are interested in learning how you feel this tool could be used in a commercial setting. Please email us at shield@magnetforensics.com with your planned use case and we can discuss options.

I'VE REQUESTED MAGNET SHIELD, BUT NOTHING HAS COME THROUGH AFTER 2 BUSINESS DAYS.

Your IT department may block emails with links to executables. Please email shield@magnetforensics.com for further assistance.

WHAT LANGUAGE OPTIONS ARE AVAILABLE FOR MAGNET SHIELD?

At this time, Magnet SHIELD is only available in English.

HOW DO I GET ARTIFACTS INTO SHIELD?

SHIELD is not meant to be a forensic image solution, so it does not include the ability to pull artifact data from phones.

Do you have a question that's not answered here? Please email shield@magnetforensics.com and we'll be happy to provide more details.

Need cables for Magnet SHIELD? Please contact us at shield@magnetforensics.com and we can provide you with the contact information of a supplier.

© 2020 Magnet Forensics Inc. All rights reserved.

