



## Accessing Encrypted Messages on New Samsung Galaxy Phones: The CrossCopy Mobile Advantage.

### Description

As digital forensics and eDiscovery professionals know, collecting data from smartphones grows more challenging with evolving encryption technologies. The latest Samsung Galaxy and Android updates have introduced a new encryption format for SMS, MMS and RCS messages, creating significant hurdles for existing forensic tools.

### The Challenge: New Samsung & Android SMS Encryption Update

Recently, a client faced a major roadblock: two popular mobile collection tools have failed to access over **115K SMS and MMS messages** due to the **latest Samsung and Android encryption updates**. The client contacted **Pinpoint Labs**, seeking a solution to complete their collection. The problem stemmed from changes in how SMS and MMS messages are encrypted and stored on Samsung Galaxy devices, rendering traditional tools ineffective.

### The Solution: CrossCopy Mobile Delivers Where Others Fail

The client turned to **CrossCopy Mobile**, Pinpoint Labs's™ native Android app, and successfully accessed all 115K+ messages—completing their collection seamlessly. **CrossCopy Mobile** had been updated to handle the latest Samsung and Android encryption protocols, ensuring safe, secure, and defensible collections.

### Why CrossCopy Mobile Stands Out:

- **Native Android Integration:** Built to work with Android's™ latest security updates and encryption standards.
- **Relativity Short Message Format (RSMF) Support:** Exports data directly into industry-standard review formats without conversion delays.

- **Targeted Message Collection:** Custodians can visually select relevant messages, enhancing privacy and reducing over-collection.
- **Direct-to-Client-Server Uploads:** Ensures data security with no intermediary storage.

### True Targeted Collections with CrossCopy Mobile:

Unlike other tools, [CrossCopy Mobile](#) empowers custodians to select only relevant messages, ensuring privacy while maintaining data integrity. Additionally, upcoming **automated collections** will allow legal teams to pre-define parameters like contact filters and date ranges, streamlining future collections.

### Get Ahead with CrossCopy Mobile

Experience a better solution for Android and iOS mobile collections. See how [Pinpoint Labs](#)’ **CrossCopy Mobile** overcomes encryption barriers—even on the latest Samsung Galaxy models. [Schedule a demo](#) today!

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