

From: lenforcement <[REDACTED]>

To: [REDACTED]

Subject: Apple Response; Case Number: 2019R01059; (19271022)

Date: Thu, 19 Sep 2019 21:10:55 +0000

Importance: Normal

Dear AUSA [REDACTED],

Pursuant to your legal request, Apple has provided you with a file containing customer personally identifying information (PII).

As previously advised, for data security and customer confidentiality purposes, Apple's production of data containing customer PII is encrypted using GPG encryption software. Law enforcement officers who receive Apple data containing customer PII must be able to manage production files encrypted with the GPG format without technical assistance from Apple.

Technical information relating to GPG encryption software is available at: <http://www.gpg4win.org/doc/en/gpg4win-compendium.html>. Information in relation to installing GPG on Windows OS is included in this link under the heading 'Installing Gpg4win'. If you require further technical assistance/information, please consult your agency's Information Technology Department.

The password for the encrypted file(s): [REDACTED]

GPG Installation & Decryption Instructions

When decrypting the gpg file be sure that you have read write permissions on the drive that you are copying to and that the drive is formatted with NTFS (there are limitations with FAT32 file systems where long file paths are not supported, which will cause expansion of some productions to fail to properly unzip).

Access the GPG encrypted file by using the following steps (please note that this should not be considered a comprehensive description of the process as the user rights on the machine may not permit certain steps outlined herein).

For Windows:

1. Install GPG for Windows (<http://www.gpg4win.org/>)

There is a light version of gpg that doesn't include Kleopatra that you can install with this link:

<http://files.gpg4win.org/gpg4win-light-2.1.0.exe>

2. Copy the file to a drive that the user can write to

3. If you restart your computer you should be able to double click on the file and it will prompt you for the password, if

not: open a command prompt (run cmd.exe)

4. Type: gpg

5. Press the space bar button

6. Drag the file into the command window

If done properly your text should look similar to the following:

```
gpg c:/Documents and Settings/myuser/Desktop/Production16000017.zip.gpg
```

7. Press the "Enter" button

8. Type the password

Mac:

1. Install MacGPG (<https://gpgtools.org/>) [<https://s3.amazonaws.com/gpgtools/GPG%20Suite%20-%202013.08.06.dmg>]

2. Copy the file to a drive that the user can write to

3. If you restart your computer you should be able to double click on the file and it will prompt you for the password, if not open a Terminal window (/Applications/Utilities/Terminal.app)

4. Type: gpg -o
5. Press the space bar button
6. Drag the file into the command window
7. Delete ".gpg" from the text string
8. Press the space bar button
9. Type: -d
10. Press the space bar button
11. Drag the file into the command window

If done properly your text should look similar to the following:

```
gpg -o /Users/myuser/Desktop/Production16000017.zip -d /Users/myuser/Desktop/Production16000017.zip.gpg
```

12. Press the "Enter" button
13. Type the password

This will decrypt the file to the same location as the file. The file is zipped so you will need to unzip it and the files will be available for viewing.

This transmission may contain confidential information intended only for the person(s) named above. Any other distribution, re-transmission, copying or disclosure is strictly prohibited. If you have received this transmission in error, please notify [REDACTED] immediately and delete this file/message from your system.