

Support Requests

Summary	Product	Description
Very long log in agent	FinSpy	The current log presentation with a long list of loglines dont make any sense to the operator. It would be more useful to trigger the operator on an important error or event, for example by sending an email or SMS text message on fatal errors. With the current logging we missed a disk full warning.
Non encrypted audio traffic between mobile target en server.	FinSpy Mobile	Non encrypted audio traffic between mobile target en server.
Anti virus AVG blocks functionality in agent	FinSpy	Some functionality of the agent/system do not work when the AVG AV tool is active. For example the keylogger module.
Remove default text  deployment SMS  . Prevent from sending this text by accident.	FinSpy Mobile	Remove default text  deployment SMS  . Prevent from sending this text by accident.
Remove default text  Send WAP push message 	FinSpy Mobile	Remove default text  Send WAP push message 
Detectable android bug.	FinSpy Mobile	Android bug easy to reverse engineer and easy to find in target. Clear text ip address and German text strings. As a minimum, clear text ip addresses should be scrambled and text strings removed if possible
AVG anti virus tool detects generated infection on agent	FinSpy	AVG anti virus tool detects generated infection on agent
non encrypted SMS traffic between mobile target and system	FinSpy Mobile	non encrypted SMS traffic between mobile target and system
Duplicate recordings in evidence export	FinSpy	Duplicate recording fro WIFI and KeyLogger module in evidence export