

Extracting inspection app data via iTunes



If a client has lost their inspection photos / videos and we are not able to find them in our server, we are still able to extract the photos and videos for them via iTunes.

The Palace inspection app saves all photos and videos into its internal memory. This means, even though the client may not save to camera roll we still have a chance to grab any photos and videos taken on that specific device, which will allow the client to use the information and prevent them from going back out to the property to re-do the inspection.

Depending on how much there is to extract, this process can take either 5-10 minutes or can take the whole day, so be sure to pre-warn your client as their device will need to be connected to their PC the whole time until it is done which can be a bit of an issue if it is a phone.

NOTE: Client needs to make sure that they do not uninstall the inspection app

Installing iTunes

iTunes is free to install and can take about 10-15 minutes to install depending on the internet speed/connection.

If the client already has iTunes installed onto their machines, great! Skip this step and move onto the next.

However, if the client doesn't have iTunes installed, search 'itunes download' in google on their machine or open the link and begin the download. <http://www.apple.com/nz/itunes/download/>

iTunes Overview Music Video Charts

A world of entertainment, just a download away.

Discover iTunes, the home of Apple Music and endless entertainment.
Music, movies and more come together here.

Download Now

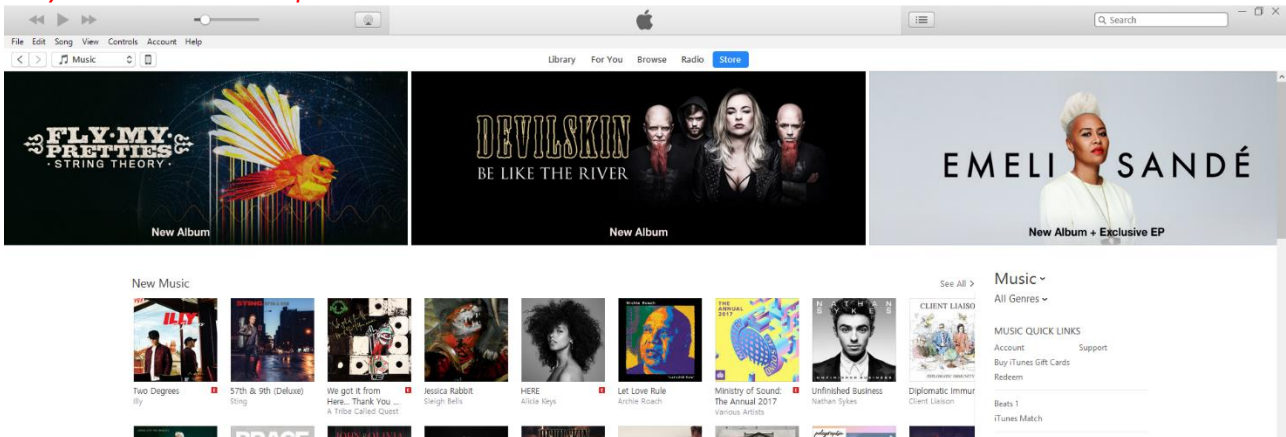
Windows System Requirements
Hardware:

- A PC with a 1GHz Intel or AMD processor with support for SSE2, and 512MB of RAM
- Playing Standard Definition video from the iTunes Store requires an Intel Pentium D or faster processor, 512MB of RAM and a DirectX 9.0-compatible video card
- Playing 720p HD video on iTunes requires:

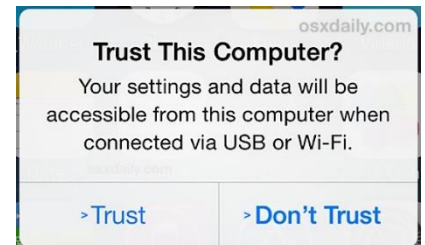
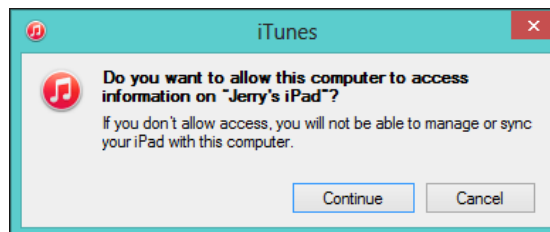
Connecting the device

Once iTunes is installed, open it up and you should see a similar screen to the below –

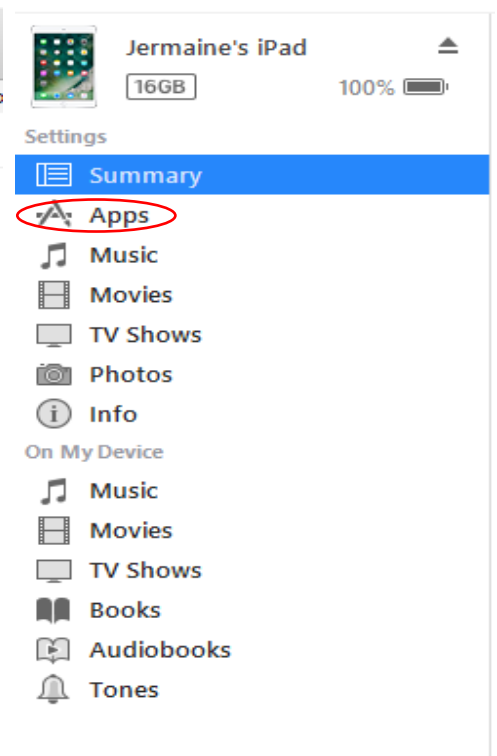
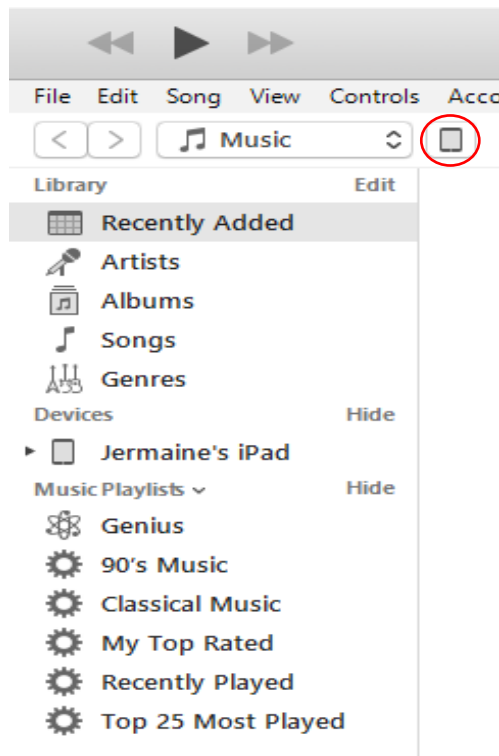
NOTE: Depending on when you are doing this, the layout of iTunes may look slightly different but it should look relatively similar to the example.



Ask the client to plug their device into the computer and they should receive these pop ups on their device or on their PC (or both). Get them to click on 'Trust' and 'Continue' as per prompts.

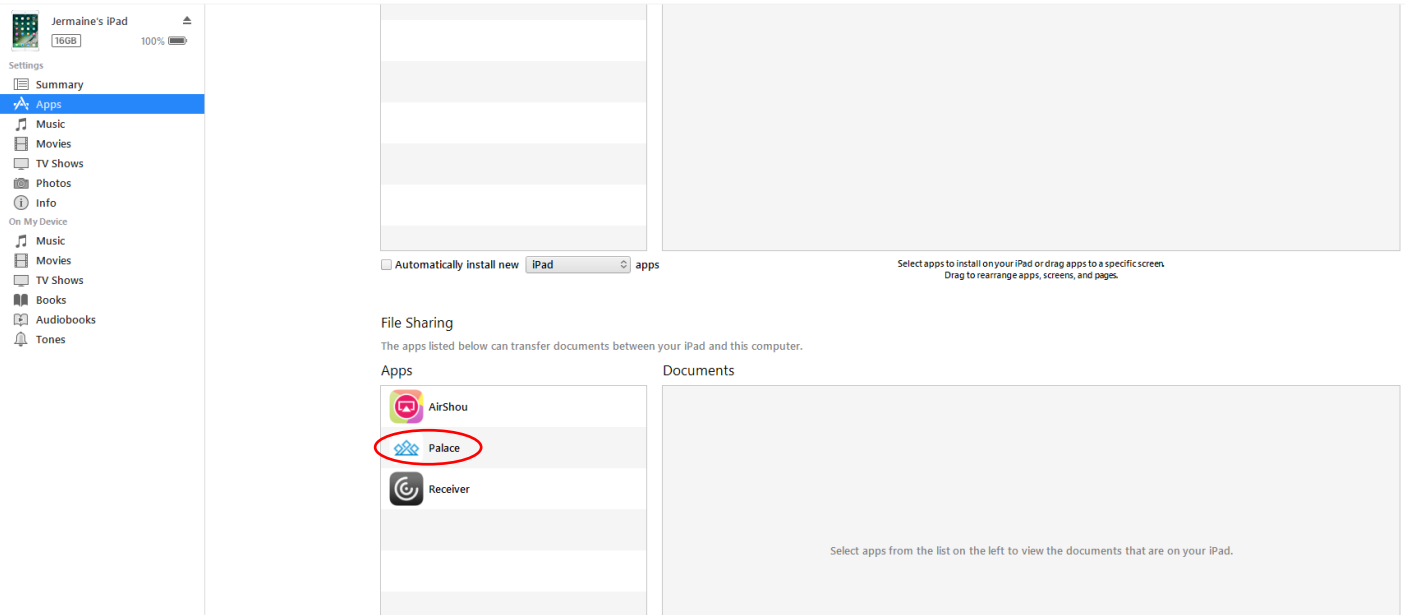


Once iTunes has permission to access the device you will see an icon on the top left hand-side of the screen that will look like an iPad or iPhone depending on what the device is. Click on the icon and another menu screen will appear – This is the devices menu, where you will need to select the option 'Apps'.

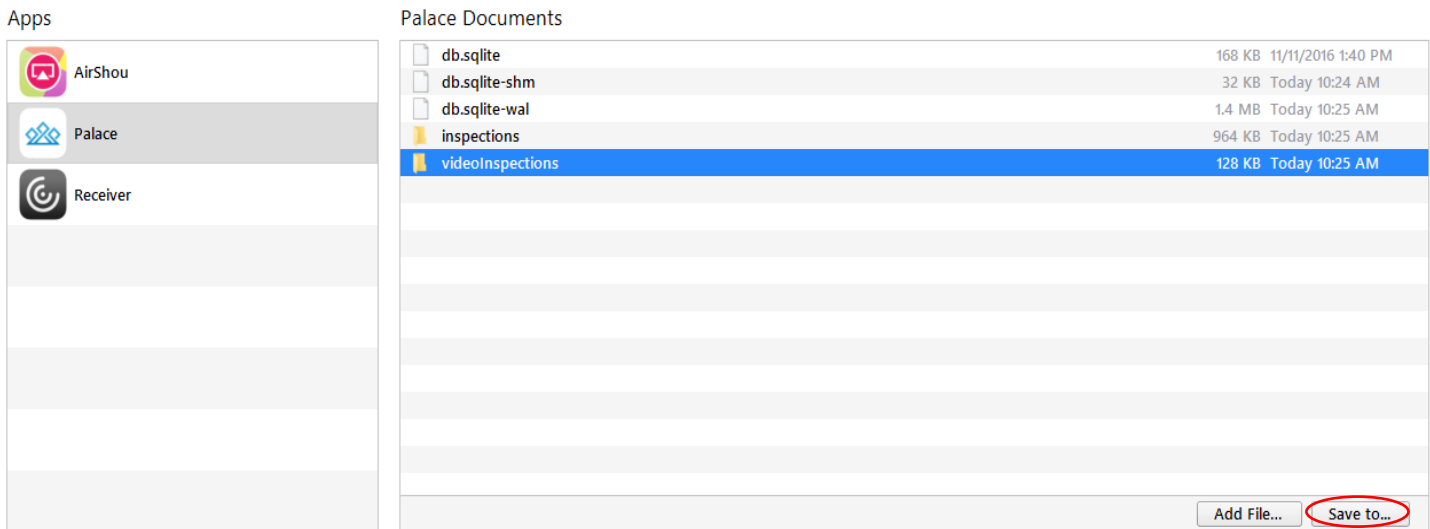


Extracting the data off iTunes

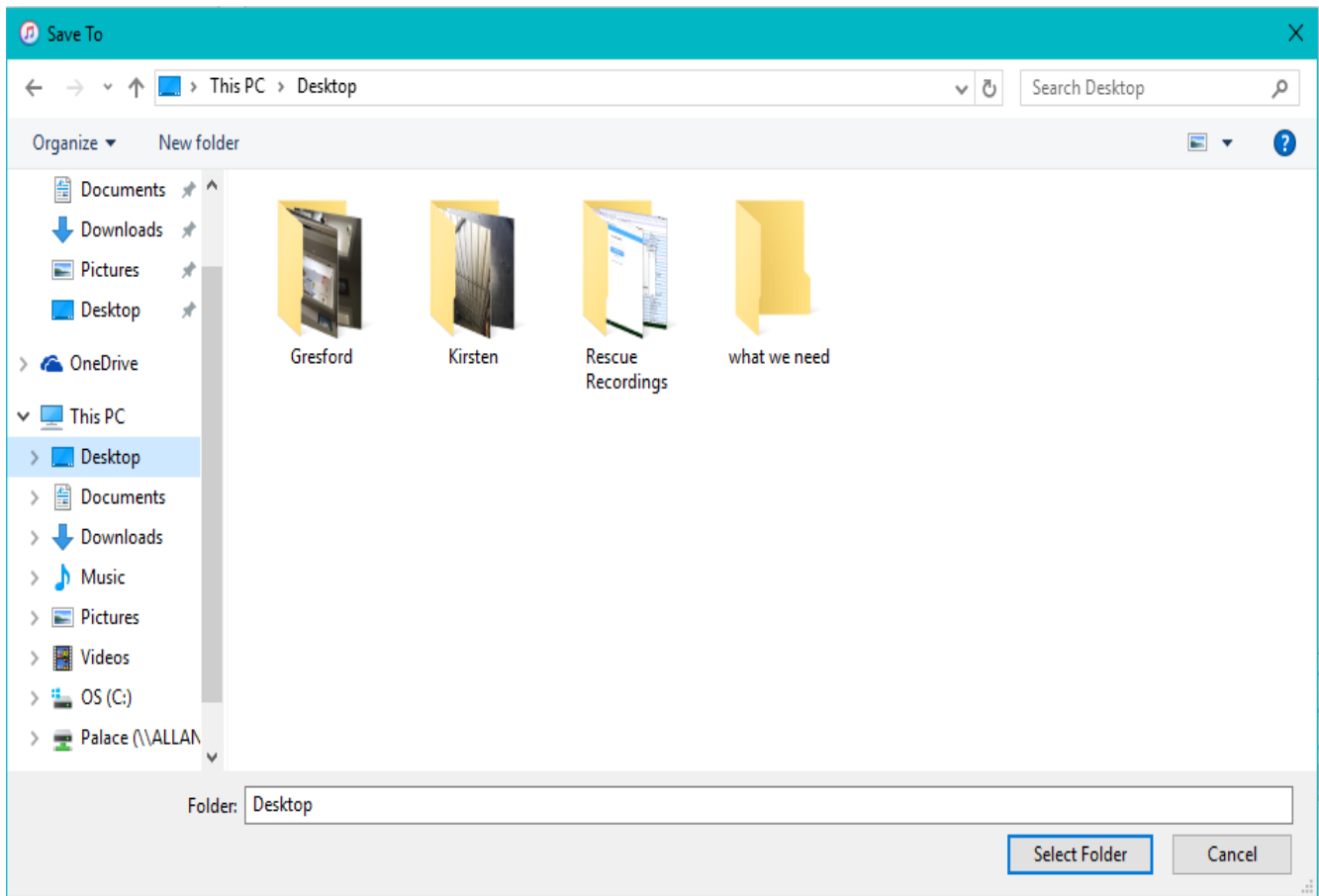
iTunes will display all the apps that are currently installed onto the device, look for Palace and click to open.



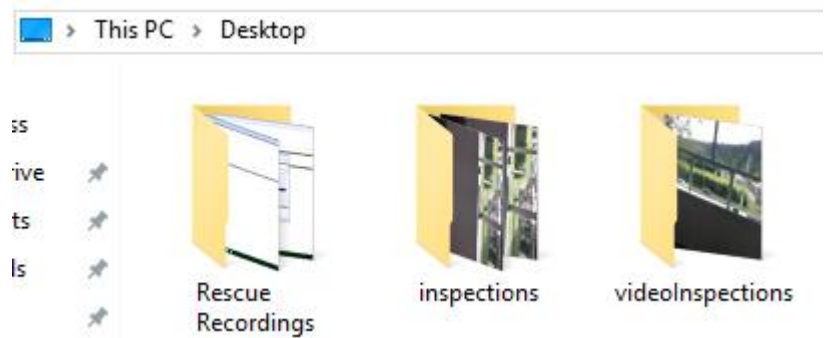
When you select Palace, you will see a few folders appear as per below screenshot. The 'inspections' folder will contain every photo taken on the app since the app was installed, if there are any videos you will also see similar folder called 'video inspections'. Highlight the selected folder and select the option 'save to' towards the bottom right of the screen.



Choose where you would like the photos / videos to be saved on your PC and iTunes will begin to extract the data.



Feel free to save both folders onto the PC if needed, once this is completed the client will have the folders saved to their PC like below (Mine is saved on my desktop) –



If there are a lot of photos, you may be best to organise the photos by 'date created' so you filter the most recent photos to the top of the list.

Unfortunately, the photos will be unnamed, however, you will be able to identify a group of photos by the date created and time stamps.

This will be the same as the video inspections if there are quite a few to find. Once all the photos / videos are found, the client can then import these back into Palace and attach to their inspection report.