| NAME | CYBER PATROL |
|---|---|
| | |
| **Company** | Cyber Patrol |
| | |
| **Version** | 7.7.3.27 |
| | |
| **Type of product** | Client |
| | |
| **Devices supported** | Computer |
| | |
| **Operating systems** | Windows 7 (x32 SP1, x64 SP1)<br>Windows Vista (x32 SP2 and x64 SP2)<br>Windows XP Home Edition SP3, XP Professional SP3, XP Professional x64 SP2<br>Windows 2000 Professional SP4 |
| | |
| **Price\*** | 1 year, 3 licenses:   30 €<br>2 years, 3 licenses: 45 €<br>1 year, 4 licenses:   45 €<br>1 year, 5 licenses:   56 € |
| | |
| **Language of interface** | English |
| | |
| **GLOBAL RANKING** | **≤ 12 years old users:  21**/21  (points 1,24 out of 4)<br><br>**≥ 13 years old users:  20**/21  (points 1,47 out of 4) |

\*Prices might change according to the latest company offers

# User's voice

Comprehensibility:

Look and Feel:

Time to install and configure:

53 minutes

2 Test users

"I managed to personalize it according my needs."

Test user placed in: Austria

Test user´s degree of Internet literacy:

0 — 100

## FUNCTIONALITY

The Internet Parental Control is able both to customize the webpage filtering and to manage the use of applications. The customization is very flexible, offering different options and levels of filtering. The parent can choose among predefined users profile to manage and customize. It is possible to choose the level of filtering for each topic category (from allow to maximum). The parent can indicate specific URLs to be blocked (creation of a black list) or allowed (creation of a white list) by the filter despites the selected categories to be blocked/allowed. The tool provides the parent with a keywords filtering panel where it is possible to define both black/white keywords.  The keywords entered in the black/white list will block/allow a website if the words are found within the related URL. As far as web based streaming and web mail, it is possible to block them by adding the related website into the parent's customized "black list".

The tool proposes to block a group of applications for chat: AOL messenger and other chat software. For this software, it is possible to block the provision of personal data. It is possible to indicate time limitations for the Internet for one or a group of applications. It is not possible to indicate time limits for each single application.

**FUNCTIONALITY SCORE:     2,2    OUT OF 4 POINTS**

## EFFECTIVENESS

The overall effectiveness score is weak.
The tool has a bad effectiveness results on adult content. On the other category there is almost no filtering.

**Effectiveness score with adult content filtering for ≤12 years old user: 1,2**

**Effectiveness score with other harmful content filtering for ≤12 years old user: 0,0**

**Effectiveness score with adult content filtering for ≥ 13 years old user: 1,4**

**Effectiveness score with other harmful content filtering for ≥ 13 years old user: 0,0**

**OVERALL SCORE FOR EFFECTIVENESS FOR ≤ 12 YEARS OLD USER:  0,6   OUT OF 4 POINTS**

**OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 13 YEARS OLD USER:  0,7  OUT OF 4 POINTS**

## USABILITY

Installation of the tool: The installation process is mostly comprehensible, but context sensitive explanations are missing at some points. The installer provides a few optional steps for advanced users, but it cannot be influenced with regard to kind or amount of information. The process contains some inconsistencies and behaves unexpectedly concerning the order of steps.

Configuration of the tool: The configuration process is partly not comprehensible and due to its complexity rather difficult to learn. The user has several options to influence and individualise the process. It contains some inconsistencies, but overall the process meets users' expectations. The look and feel could be improved to match the common standard.

Usage of the tool: The tool provides an instant override, when a website has been blocked, but no further options to react. The alert message can be customised a little, but it is not worded with respect to children's capability of understanding. The reporting is partly difficult to understand.

Usability of the installation process: 1,67

Usability of the configuration process: 3,15

Usability of the usage of the product: 2,25

**OVERALL SCORE FOR USABILITY:  2,58 OUT OF 4 POINTS**

## SECURITY

The children may be able to access a prohibited page by using a proxy if the parent does not block the related category "Remote Proxies". If the parents set up a time restriction, the children may by-pass it by changing the PC date settings. In this case the parent will be alerted only about the violation when entering the admin panel.

**OVERALL SCORE FOR SECURITY:  2  OUT OF 4 POINTS**

# DETAILED FUNCTIONALITY FICHE

| AREA OF NEED | FUNCTIONALITY | SPECIFIC ISSUE | ASSESSMENT |
|---|---|---|---|
| **MGMNT** | **Management of users profile** | Create several profiles | YES |
| | **Monitoring** | Remote access | NO |
| **FILTERING CUSTOMIZATION** | **Topics** | Customisation of filtering topics | YES |
| | **Urls White lists** | Restrict browsing to a white list | YES |
| | | Default white list | NO |
| | | Modification OR Creation | Modification – NO |
| | | | Creation – YES |
| | **Urls Black lists** | Creation of user's own black list | YES |
| **KEYWORDS** | **Keywords** | Default black list | NO |
| | | Default white list | NO |
| | | Creation of a user's black list | YES |
| | | Creation of a user's white list | YES |
| **TIME** | **Time limit settings** | Set a specific timeframe or web access duration | YES |
| **BLOCKING MESSAGE** | **Type** | Ask for unblocking to parents | NO |
| | | Redirect to safe resources | NO |
| **USAGE RESTRICTION** | **Web** | **Block** access | YES |
| | | **Monitor** access | YES |
| | **Safe Search** | **Availability** | NO |
| | **Social Networks** | **Block access** | NO |
| | | **Monitor** usage | NO |
| | **Personal data provision** | **Block** | YES |
| | **Streaming** | **Block** the access | Application - YES |
| | | | Web - YES |
| | | **Monitor** the access to the application | NO |
| | **P2P application** | **Block** the application | YES |
| | | **Monitor** downloads | NO |
| | **Skype application** | **Block** (chat, VoIP, Video-chat) | YES |
| | | **Monitor** the access | NO |
| | | **Prevent** from *new* contact | NO |
| | **Windows Live Messenger** | **Block** the application | YES |
| | | **Monitor** the access | NO |
| | | **Prevent** from *new* contact | NO |
| | **e-mail** | **Block** email Client and/or web | YES |

# DETAILED SECURITY FINDINGS

| The Tool prevents the user from by-passing the filter by: | YES/NO |
|---|---|
| Using the IP address instead of the URL | YES |
| Using an alternative browser | YES |
| Changing time and date settings* | NO |
| Disabling or uninstalling the software without a password* | YES |
| Closing the filtering tool trough the Task Manager | YES |
| Using a proxy instead of a direct connection to the Internet | YES |
| Accessing the web-pages through the Google Cache | YES |
| Reaching a website through translation sites | YES |
| Renaming a blocked application | YES |
| Using Safe Mode | YES |
| Changing the port of Peer-to-Peer application | N/A |

*As managed directly by the tool and not by the device.

# DETAILED USABILITY FINDINGS

| | YES/NO |
|---|---|
| I: installation in 3 steps or less | NO |
| I: choice of installation for beginners or advanced users | YES |
| | |
| C: different degrees of strength for the filtering | YES |
| C: different content criteria for the filtering | YES |
| C: option to transfer filter configurations between target users | YES |
| C: option to transfer filter configurations between devices | YES |
| C: altogether comprehensible configuration | NO |
| C: altogether in conformity with user expectations | NO |
| C: altogether easy to learn | NO |
| | |
| U: alert message in a child friendly language | NO |
| U: option to customise the reaction in case of blocking | YES |
| U: altogether easily operable and comprehensible reporting | NO |