



<b>NAME</b>	<b>CYBERSITTER</b>
<b>Company</b>	LLC/Solid Oak Software
<b>Version</b>	11.12.7.20
<b>Type of product</b>	Client
<b>Devices supported</b>	Computer
<b>Operating systems</b>	Windows Vista (32/64 Bits) Windows 7 (32/64 Bits) Windows XP Windows 2000
<b>Price *</b>	Up to 3 computers 1 year 30 € Up to 3 computers 3 years 60 € Up to 5 computers 1 year 38 € Up to 5 computers 3 years 75 €
<b>Language of interface</b>	English
<b>GLOBAL RANKING</b>	<b>≤ 12 years old users: 18/21</b> (points 1,43 out of 4) <b>≥ 13 years old users: 18/21</b> (points 1,54 out of 4)

\* Prices might change according to the latest company offers





## FUNCTIONALITY

The Internet Parental Control is able both to customize the webpage filtering and to manage the use of some applications. The parent can indicate specific URLs to be blocked (creation of a black list) or allowed (creation of a white list) by the filter despite the selected categories to be blocked/allowed.

It is possible to block Streaming, Skype, MSN and P2P and email applications by blocking the related software installed on the PC.

The remote monitoring is possible if the parents ask for a specific add-in.

It is possible to choose the page where users are redirected when a page is blocked.

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

## EFFECTIVENESS

The overall effectiveness score is fair on adult content and very weak on other harmful content.

There is no major difference in effectiveness between teenagers and children.

There is no major difference in effectiveness between web and web 2.0.

There is no major difference in effectiveness among the different languages.

**Effectiveness score with adult content filtering for  $\leq 12$  years old user: 2,2**

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

**Effectiveness score with adult content filtering for  $\geq 13$  years old user: 2,4**

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

**OVERALL SCORE FOR EFFECTIVENESS FOR  $\leq 12$  YEARS OLD USER: 1,1 OUT OF 4 POINTS**

**OVERALL SCORE FOR EFFECTIVENESS FOR  $\geq 13$  YEARS OLD USER: 1,2 OUT OF 4 POINTS**





## USABILITY

Installation of the tool: The installation process is mostly comprehensible, but the installation file name is not optimal. The installer does not provide advanced options and cannot be influenced with regard to kind or amount of information. The process is generally consistent, but it does not fully meet users' expectations as, for example, the installation button is not labelled adequately.

Configuration of the tool: The configuration process is generally comprehensible and overall easy to learn. The process contains some inconsistencies and it does not always meet users' expectations. There are barely any options to individualise or influence the process. The design could be optimised to match the common standard.

Usage of the tool: When a website has been blocked, the tool provides a button which leads the child to unknown 'child-friendly' websites without any further explanation. The alert message is child friendly and can be a little customised. The reporting is difficult to understand and uncomfortable to read.

Usability of the installation process: 2,53

Usability of the configuration process: 2,45

Usability of the usage of the product: 1,83

**OVERALL SCORE FOR USABILITY: 2,28 OUT OF 4 POINTS**

## SECURITY

The software allowed us to access some blacklisted webpages through the Google translation tool. It is also possible to by-pass the tool using IP addresses instead of URLs.

No password for administration access is created by default. The parent has to do it after having installed the software.

**OVERALL SCORE FOR SECURITY: 1 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	YES
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	NO
		Creation of a user's white list	NO
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	YES
		Monitor usage	NO
	Personal data provision	Block	NO
	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
	MSN	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	NO
Using an alternative browser	YES
Changing time and date settings*	YES
Disabling or uninstalling the software without a password*	YES
Closing the filtering tool through 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	NO
Renaming a blocked application	YES
Using Safe Mode	YES
Changing the port of Peer-to-Peer application	YES

\*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	NO
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	NO
C: option to transfer filter configurations between devices	NO
C: altogether comprehensible configuration	YES
C: altogether in conformity with user expectations	NO
C: altogether easy to learn	YES
U: alert message in a child friendly language	YES
U: option to customise the reaction in case of blocking	YES
U: altogether easily operable and comprehensible reporting	NO

