NAME	MCAFEE FAMILY PROTECTION
Company	McAfee
Version	2.3.027
Type of product	Client
Devices supported	Computer
Operating systems	Windows XP (32/64 bit) Windows Vista (32/64 bit) Windows 7 (32/64 bit)
Price*	1 year, 3 licences: 36,95 €
Language of interface	English, Italian, Spanish, German, French, Portuguese, Polish, Dutch, Swedish, Finnish, Danish
GLOBAL RANKING	≤ 12 years old users: 12/21 (points 1,63 out of 4) ≥ 13 years old users: 10/21 (points 2,03 out of 4)

*Prices might change according to the latest company offers

User's voice

Comprehensibility:

Look and Feel:

Time to install and configure:

37 minutes

"Intuitive, efficient!!"

Test user placed in: Germany

Test user´s degree of Internet literacy:

0   100

3 test users

FUNCTIONALITY

It is possible to create several users and to customize filtering according to age classes. It is possible to customize the webpage filtering according level of filtering (High, Medium, Low) and further choosing among topics categories. 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. It is also possible to restrict browsing to the white list. It is possible to filter keywords during the searching activity but not while writing instant messaging. Access to Social Networking can be blocked and it is possible to save posts with "mean" or sexually explicit contents and with specific personal information. This way it is not possible, however, to block the provision of personal data. The P2P application blocking failed (tested with uTorrent). Troubleshooting encountered blocking during the testing of the application.

SAFE EYES is now a McAfee product. The functionalities of SAFE EYES and MCAFEE FAMILY PROTECTION are similar.

FUNCTIONALITY SCORE: 2,7   OUT OF 4 POINTS

EFFECTIVENESS

The overall effectiveness score is good for adult content but very weak for 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.

SAFE EYES is now a McAfee product. The effectiveness of SAFE EYES and MCAFEE FAMILY PROTECTION are the same.

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

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: 2,4

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

OVERALL SCORE FOR EFFECTIVENESS FOR ≤ 12 YEARS OLD USER: 1,1   OUT OF 4 POINTS

OVERALL SCORE FOR EFFECTIVENESS FOR ≥ 13 YEARS OLD USER: 1,2   OUT OF 4 POINTS

USABILITY

Installation of the tool: The installation process is well comprehensible except for the installation file name, which isn't optimal. The installer does not provide advanced options and cannot be influenced with regard to kind or amount of information. The process is consistent, but it does not fully meet users' expectations as, for example, the destination folder for the installation file is neither explained, nor can it be chosen. The overall design is appealing.

Configuration of the tool: The configuration process is partly not comprehensible and partly difficult to learn. The navigation contains some inconsistencies and the process does not always meet users' expectations. The process can be individualised with regard to several filter tasks, but it cannot be influenced with regard to kind or amount of information. The design could be improved to match the common standard.

Usage of the tool: The tool provides little options to react when a web site has been blocked, but these are mainly addressed to parents and not to children. The alert message is not worded with respect to children's capability of understanding. The reporting is well comprehensible.

Usability of the installation process: 2,62

Usability of the configuration process: 2,3

Usability of the usage of the product: 2,1

OVERALL SCORE FOR USABILITY: 2,30 OUT OF 4 POINTS

SECURITY

The tool resisted to the main hacking attempts to by-pass it.
To avoid by-passing through proxies it is important to block the "anonymiser category".

OVERALL SCORE FOR SECURITY: 4 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	YES
		Default white list	NO
		Creation of a user's black list	YES
		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**	YES
	Social Networks	**Block access**	YES
		Monitor usage	YES
	Personal data provision	**Block**	NO
	Streaming	**Block** the access	Application - YES
			Web - YES
		Monitor the access to the application	YES
	P2P application	**Block** the application	YES
		Monitor downloads	NO
	Skype application	**Block** (chat, VoIP, Video-chat)	YES
		Monitor the access	YES
		Prevent from *new* contact	NO
	Windows Live Messenger	**Block** the application	YES
		Monitor the access	YES
		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*	YES
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	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	YES
C: option to transfer filter configurations between devices	NO
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 customize the reaction in case of blocking	NO
U: altogether easily operable and comprehensible reporting	YES