CyberPatrol

User Guide

Version 7.6

Protecting an Online Generation

NOTICES

Updates to the CyberPatrol documentation and software, as well as Support information are available at http://www.cyberpatrol.com/_techsupport.asp

Version 7.6 printed Jan 30, 2008.

CONTENTS

CHAPTER 1 - GETTING STARTED

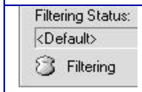
CyberPatrol helps you choose when and how your kids use the Internet by enabling you to:

- Monitor Internet activity
- Block harmful sites & images
- Restrict chat and instant messaging
- Limit time online & access to programs
- Control program downloads
- Protect Privacy

This is all done via an easy to use interface that you can customize to fit your exact filtering needs.

Note: For explanations of the terminology used, see the Glossary in the Appendix at the back of this guide.

After you have installed CyberPatrol, the first thing you will see is the CyberPatrol HQ Toolbar. Once you have closed the Toolbar for the first time, it can be accessed again by clicking **Start**, then **Programs**, followed by CyberPatrol Headquarters. This is used to customize CyberPatrol but you need to open the Headquarters (HQ) before you can do this. The options available on this toolbar are as follows:

	Gives you access to details about the version of CyberPatrol that you have installed.		Enables an authorized user to access the computer in Override Mode, providing full access to the Internet on a temporary basis.
	Shows the User Profile that is being used to manage Internet access at this present time. Any restrictions applied to this User Profile will apply.		Shuts down the CyberPatrol program completely. No filtering will take place if you have shut down CyberPatrol. For this reason, you will be asked for your Headquarters password before CyberPatrol will shut down.
	Allows users to switch to their own User Profile for surfing without having to enter the Headquarters.		Opens the Help system without having to gain access to the HQ.
	Opens the Headquarters so that you can customize CyberPatrol. You will need to enter your Headquarters password.		Accesses details about the version of CyberPatrol and serial number that you have installed.

THE CYBERPATROL HEADQUARTERS (HQ)

The CyberPatrol Headquarters is password protected so that only those with direct permission can access it.

All the CyberPatrol filter settings can be customized within the Headquarters.

1. Click **Open HQ** and a password dialog will appear.
2. Enter the Headquarters password that you created during the installation process and click **OK**.

What to do if you can't remember your password?

1. Click **Open HQ** on the CyberPatrol HQ Toolbar to see the CyberPatrol dialog appear.
2. Click **Show Hint>>**
3. The dialog will enlarge to show you the hint that you entered during set up. If you can now remember your password enter it into the password edit field and click **OK**.

Note: A Hint is a word or sentence that reminds you of the word you have chosen as your Headquarters or Override Mode password. This hint is accessible to everyone so make sure that it cannot be easily worked out by other users

If the hint does not remind you, visit the Support section of the website www.cyberpatrol.com/ support and follow the current 'Forgotten Password' directions.

Note: Failed attempts to access the Headquarters in this manner will be recorded in the Event Viewer.

CREATING/EDITING PASSWORDS

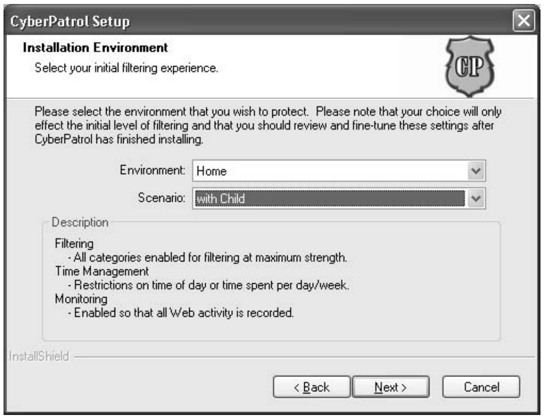
If you want to change your password you can do this by opening the Headquarters and selecting Extended Features. Once you can see this screen either click the Password link below Extended Features or click the **Change Passwords** button in the Extended Features screen itself.

The Change Passwords screen contains two sections: Headquarters Password and Override Mode's Password (for changing the Override Mode password see the next section). To change your Headquarters Password:

1. Enter your new password into the New Headquarters password edit field.
2. Enter the same password into the Confirm Headquarters password edit field.
3. In the Headquarters Password Hint pane write something that will help you to remember your password.

THE <DEFAULT> USER PROFILE

Although CyberPatrol User Profiles give you the means to make up individual Internet access profiles for each member of the family, for immediate 'out of the box' filtering a profile called <Default> is supplied. The settings for this profile are set during installation, when you specify the type of environment that you are installing CyberPatrol into:



Installation Environment

Select your initial filtering experience.

Please select the environment that you wish to protect. Please note that your choice will only effect the initial level of filtering and that you should review and fine-tune these settings after CyberPatrol has finished installing.

Environment: Home

Scenario: with Child

Description

Filtering
- All categories enabled for filtering at maximum strength.

Time Management
- Restrictions on time of day or time spent per day/week.

Monitoring
- Enabled so that all Web activity is recorded.

The most restrictive <Default> profile is the one that is set when you choose ‘Home’ as the environment and ‘with Child’ as the scenario, during installation. However, there are other environments that can be chosen during installation and the <Default> profile settings will reflect this:

- **Time Management** is set to 'On' if you have chosen a Home set up, with a daily surfing limit of 4 hours, a weekly limit of 20 hours. Internet access will be disabled between 11pm and 7 am. If you have chosen to set CyberPatrol up for a business environment then Time Management will be disabled.
- **Web Filtering** is set to 'Filter'. For a Home set up all categories will be checked and filtering at maximum strength. For other environments whether a category is checked, and the strength of filtering, if it is, will depend on the environment that you have selected.
- **The Program Restrictions** are set to ‘Filter’ but this will only apply to programs that you add to CyberPatrol after installation.
- **The ChatGard Filtering Option** is set to 'Filter'. However, this will only apply to Chat programs that you have first physically added to CyberPatrol and then added keywords for CyberPatrol to filter out. If you have not performed these two steps, ChatGard cannot filter any program.
- **Newsgroups** will be filtered against the CyberLIST in the same way as the Web Filtering option.
- **Monitoring** is set to 'On' for a Home, but is different for other environments.
- **Instant Override** will be set to ‘On’.

The Installation Environment dialog is just to give you the most suitable ‘out-of-the-box’ <Default> profile possible. You can alter any of these settings to match your filtering needs more closely by making alterations to Time Management, Web Filtering, Program filtering and ChatGard filtering within the Headquarters.

Why have the <Default> User Profile?

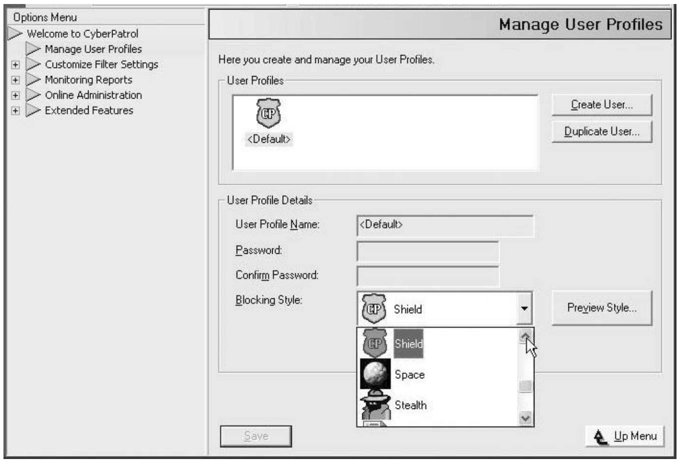
The <Default> profile is a ready-made, supplied profile that is included in the product for the following reasons:

- There is always a profile available for the computer to use if no other profile is selected.
- If you don't set up any profiles at all then this profile will still provide a reasonably safe form of filtering for your environment 'out of the box'.

With Windows 2000 and XP, if someone goes online then leaves the connection idle then Windows will log out of the Windows profile in use at the time. If you are using Windows User Name Integration then the CyberPatrol User Profile in use at the time will also be logged out of. If you are not using Windows User Name Integration then CyberPatrol can be set to do the same job by automatically resetting Internet access to <Default> after a pre-set time. This means that a younger child can't jump into the computer seat and start surfing using the less restrictive profile of the person who has left the computer idle.

BLOCKING STYLE

The Blocking Style list box, by default, shows the CyberPatrol shield. This is the default Web page that will appear when access to a website is blocked. There are a number of styles available for this page, and you can either choose one to suit each user you are creating a profile for, or even allow them to choose their own:



Manage User Profiles

Here you create and manage your User Profiles.

User Profiles: <Default>

User Profile Details

User Profile Name: <Default>

Password:

Confirm Password:

Blocking Style: Shield

As well as making the user feel that their profile is more personal to them, having a different picture and therefore a different icon for each profile makes it easier for you. The icon enables you to easily see at a glance which profile belongs to which user.

INSTANT OVERRIDE

Instant Override inserts a link onto the block page that appears when a web page has been blocked by CyberPatrol, because it belongs to a blocked category. Clicking this link (and entering a password if needed) enables the user to override the blocking and gain access to the page for a limited period. It can also enable the user to extend time spent online which goes beyond that set up in Time Management.

Once the user has clicked the link on the block page, filtering is turned off temporarily so that they can, in effect, surf the Internet with no category filtering in place. It works in exactly the same way as Override (see next section) and requires the same password if you have specified that a password should be asked for. The headquarters password can also be used (see Chapter 9 Instant Override for more details).

OVERRIDE MODE

Override Mode gives a user unfiltered access to the Internet on a temporary basis. It is particularly useful when you have someone who needs/wants to use the computer for a short period of time. If you want them to be able to use the computer without having a profile set up for them, but the <Default> profile is too limiting, you can ask them to use Override Mode with a password that you have set for them.

Setting a password for Override Mode

First create a password for Override Mode:

Note: For security reasons, if you are using Override Mode to enable another user to use the computer (rather than to Override Mode filtering for yourself), do not give them your Headquarters password. Create a new Override Mode password for them to use.

1. Open the Headquarters and select the Extended Features screen. Once you can see this screen either click the Password link below Extended Features or click the Change Passwords button in the Extended Features screen itself.
2. The Change Passwords screen contains two sections: Headquarters Password and Override Mode's Password. Enter a password into the New Override Mode password: edit field.
3. Enter the same password into the Confirm Override Mode password: edit field. In the Headquarters Password Hint pane write something that will help you or the person using Override Mode to remember the password.

Note: Everyone has access to the CyberPatrol HQ Toolbar and the Hint that you enter can be seen when clicking the Open HQ button and then clicking Show Hint. You must be sure that no-one other than administrators or the person using Override Mode will be able to guess the password by working out what the Hint actually means.

Switching to Override Mode

To use Override Mode:

1. Create an Override Mode password (see the section above) then click the **Override Mode** button the CyberPatrol HQ Toolbar. A dialog will ask you to enter the Override Mode password.
2. Click **OK.** The Override Mode Settings dialog will appear. This Override Mode Settings dialog has three settings:

- **Override Mode On - Block All** -with this setting in place the user :
  - Will be unable to access any Web pages.
  - Will be blocked from any programs that have been added to the Program List screen whether they were set to Allow or Block.
  - Will be blocked from any Chat program that uses a program that is listed in the Chat Programs screen and has the check box checked to enable it to be filtered.
- **Override Mode Off - Filter using currently selected User Profile** - this switches Override Mode off and applies the filter that was being used before CyberPatrol was set to Override Mode. The main use for this setting is so that a Override Mode user can switch CyberPatrol back to filtering when they have finished using the computer. However, you can use this setting to apply filtering to Override Mode, by first switching user to the User Profile with the settings that you want to be in place when they use the computer, then choosing Override Mode Off. For general filtering restrictions it is a good idea to select the user <Default>.
- **Override Mode On - Allow All** - the Override Mode user will be able to access all websites, programs and Chat programs regardless of the settings within the CyberPatrol profiles.

Choose one of these settings then click **OK**. The user can now use the computer with Override Mode in place.

Note: If someone other than yourself is using Override Mode, make sure that they know how to switch CyberPatrol back to filtering once they have finished.

SHUTTING DOWN CYBERPATROL

If you want to switch off filtering completely you can shut CyberPatrol down. This will then enable you to use the computer without CyberPatrol filtering anything. When you restart your computer CyberPatrol will automatically start filtering again.

Caution: Shutting CyberPatrol down will return the computer to its unfiltered state meaning no filtering will take place.

To shut CyberPatrol down:

1. Click the Shutdown button in the CyberPatrol HQ Toolbar.
2. You will see the Password dialog, enter your Headquarters password and click OK.
3. CyberPatrol will shutdown and the CyberPatrol icon will disappear from the system tray on the computer task bar.

Note: To restart CyberPatrol select Start > Programs > CyberPatrol.

For more information on any of the aspects of using CyberPatrol, visit the CyberPatrol website www..cyberpatrol.com and click on the Support tab. Here you will find further information such as FAQs and How To guides to help you use the product.

FURTHER CUSTOMIZATION OF CYBERPATROL

Carrying out the steps up to this section will make sure that you have CyberPatrol up and ready to go. Once you have reached this stage you can, however, fine-tune CyberPatrol to give you exact filtering designed for each user:

- Creating a User Profile for each user so that they can have filtering applied to them that exactly matches their surfing needs.
- Adding certain programs to CyberPatrol so that they can have time limits, in the same way that you can limit Internet access.
- Adding specific websites and Newsgroups to CyberPatrol so that they will always be allowed or blocked (depending on what you have asked CyberPatrol to do with them), regardless or whether of what filtering is in place.
- Asking CyberPatrol to launch the correct User Profile when you log into Windows with your Windows User Name.

How to perform these tasks and others are covered in the following sections.

CHAPTER 2 - USER PROFILES

You can create new User Profiles in order to apply different filtering levels to different users. The following scenarios show where this might be useful:

Scenario 1: You have a young family who use the Internet, but you, as an adult, want to be able to access the Internet on a less restrictive basis than your children. Setting up your own profile will enable you to surf with fewer restrictions, while leaving the more restrictive <Default> profile to look after the children.

Scenario 2: During installation you asked CyberPatrol to set up filtering for a business environment. You now need a profile setting up for when young people, visiting the business, want to use the internet. Setting up a more restrictive profile which they will then use, will allow them to be protected without putting unnecessary limits on everyone else.

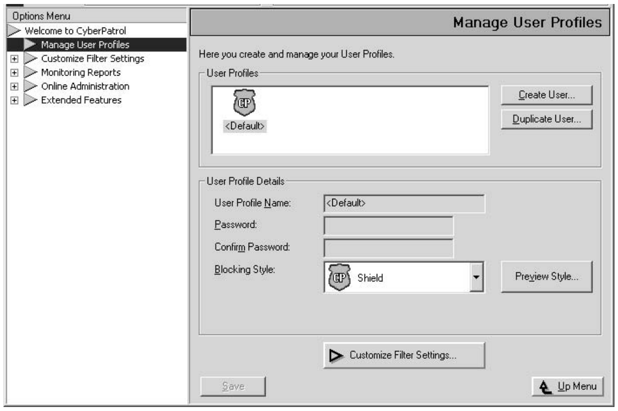
There are two types of profile that can be created:

- **Windows Integrated** - if you have CyberPatrol installed on a machine running Windows XP, you can take advantage of CyberPatrol's Windows User Name Integration facility. This enables you to apply the XP profiles that you have already set up on your computer to CyberPatrol, so that it will automatically launch the CyberPatrol user profile that applies to whoever has logged in (see the following section 'Creating Profiles that match your Windows profiles' for details on how to do this).
- **Stand alone profiles** - if you don't have XP on your computer or don't want to use this feature then you can set up CyberPatrol User profiles in the same way as you have always been able to do (see 'Creating Independent CyberPatrol profiles').

CREATING NEW USER PROFILES

To create a new User Profile:

1. Click Welcome to CyberPatrol then Manage User Profiles, in the left-hand pane of the CyberPatrol Headquarters. The Manage User Profiles screen will appear:



Here you create and manage your User Profiles.

User Profile Name: <Default>
Password:
Confirm Password:
Blocking Style: Shield

2. Click either **Create User** or **Duplicate User**.

Creating Profiles that link to your Windows profiles

Windows User Name Integration enables CyberPatrol to automatically select your CyberPatrol User Profile on Windows Login, providing seamless integration that is great for Windows XP. Once this is set up, all you need to do is log on to your computer as normal and CyberPatrol will do the rest.

1. To enable Windows User Name Integration:
2. Select any User Profile other than <Default>.
3. Click the **Additional Options** button.

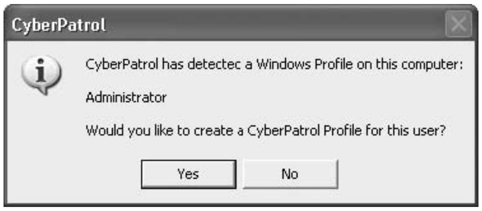
   Select the 'Windows User Name Integration' check box.

   There is a wizard available that helps you set up your CyberPatrol User Profiles so they can match the

Windows User Logon profiles on your machine. The wizard can only be used in the following circumstances:

- You have Windows 2000 or XP installed on your computer.
- You have created Windows 2000 or XP profiles for users of this computer.
- You have not created any independent profiles within CyberPatrol so that the only user profile in existence is <Default>.

1. Click **Create User**. If all of the above are true a dialog will appear telling you that CyberPatrol has detected Windows profiles and asking if you want to cerate CyberPatrol User Profiles to match:

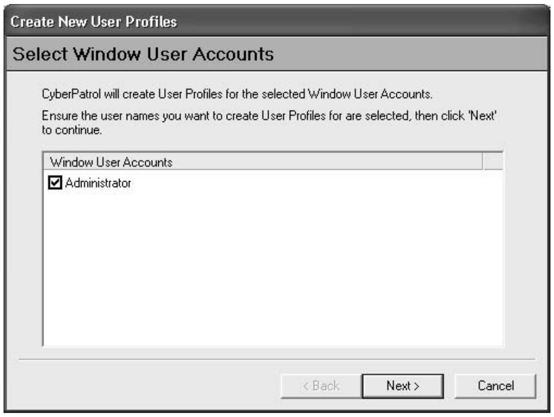


CyberPatrol has detectec a Windows Profile on this computer:

Administrator

Would you like to create a CyberPatrol Profile for this user?

2. Click **Yes**.
3. You will now see a 'Select Windows User Accounts' dialog:



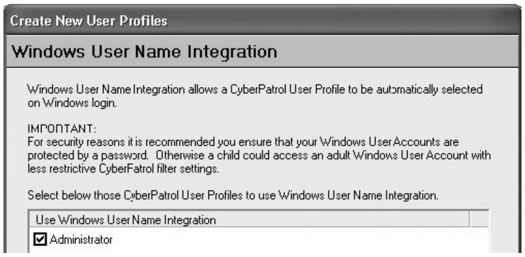
CyberPatrol will create User Profiles for the selected Window User Accounts.

Ensure the user names you want to create User Profiles for are selected, then click 'Next' to continue.

Window User Accounts
☑ Administrator

Select the Windows User Profiles that you want to match a CyberPatrol User Profile to and click **Next>**.

4. You will now be asked which of the Windows User Profiles that you selected in step 2, are to use CyberPatrol's Windows User Name Integration:



Create New User Profiles

Windows User Name Integration

Windows User Name Integration allows a CyberPatrol User Profile to be automatically selected on Windows login.

IMPORTANT:
For security reasons it is recommended you ensure that your Windows User Accounts are protected by a password. Otherwise a child could access an adult Windows User Account with less restrictive CyberFatrol filter settings.

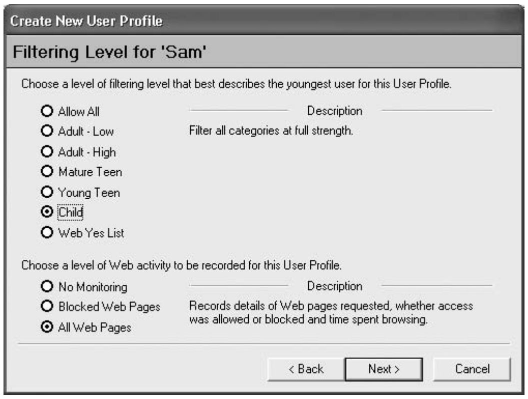
Select below those CyberPatrol User Profiles to use Windows User Name Integration.

Use Windows User Name Integration
☑ Administrator

For those chosen, CyberPatrol will automatically select the corresponding CyberPatrol User Profile when the user logs into Windows.Click **Next>**.

5. In the next dialog enter the details to set:

- a filtering level for each User Profile that you have asked to be associated with a Windows User Profile
- how you want the Internet use of this User Profile to be recorded (if at all):



Create New User Profile

Filtering Level for 'Sam'

Choose a level of filtering level that best describes the youngest user for this User Profile.

○ Allow All
○ Adult - Low
○ Adult - High
○ Mature Teen
○ Young Teen
● Child
○ Web Yes List

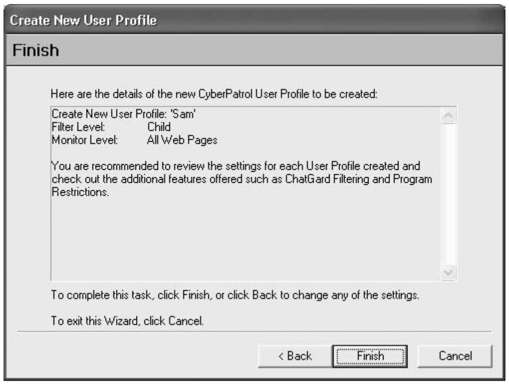
Description: Filter all categories at full strength.

Choose a level of Web activity to be recorded for this User Profile.

○ No Monitoring
○ Blocked Web Pages
● All Web Pages

Description: Records details of Web pages requested, whether access was allowed or blocked and time spent browsing.

6. Click **Next>**.
7. A dialog will appear for each User Profile. Set each of these up in the same way as in step 4, clicking **Next>** after each one.
8. Once all settinga have been entered for each User Profile, you will see a summary of these:



Create New User Profile

Finish

Here are the details of the new CyberPatrol User Profile to be created:

Create New User Profile: 'Sam'
Filter Level: Child
Monitor Level: All Web Pages

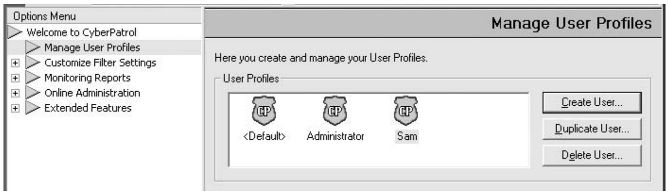
You are recommended to review the settings for each User Profile created and check out the additional features offered such as ChatGard Filtering and Program Restrictions.

To complete this task, click Finish, or click Back to change any of the settings.

To exit this Wizard, click Cancel.

To make changes to any of these settings click **<Back**. If you are happy with the settings click **Finish**.

9. The profiles will appear in the 'User Profiles' section fo the Manage User Profiles screen:



Here you create and manage your User Profiles.

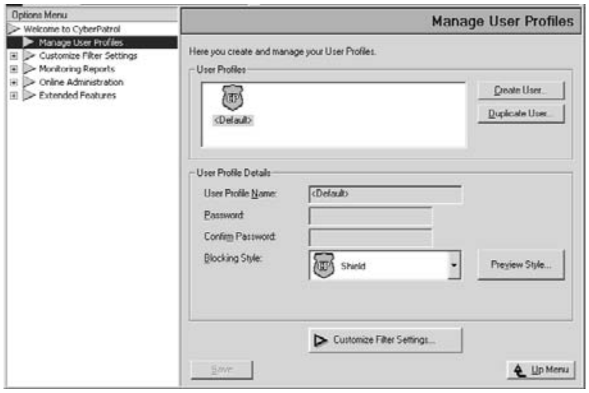
Setting the filtering level in Step 5 will create a default level for users in the age range that you have selected. This gives a good starting point but the User Profile can be made to be even more effective by fine-tuning it further. To do this simply select the aspect of filtering that you are interested in from the menu on the left, then select the User Profile that you want to customize from the 'User Profile:' list box at the top of the screen. You can then start to customize the profile as detailed in Chapters 4 - 10.

Creating Profiles that do not link to Windows User Profiles

You can create User Profiles that are independent of your Windows User Profiles which can be useful in the following circumstances:

- You are not using Windows 2000 or XP so there are no profiles available for CyberPatrol to link to.
- You prefer to have just one Windows profile to log into the computer but would like each user to have their own CyberPatrol User Profile.
- You want to create a CyberPatrol User Profile on a temporary basis so do not want to have to create a Windows User Profile at the same time.

1. Click Welcome to CyberPatrol then Manage User Profiles, in the left-hand pane of the CyberPatrol Headquarters. The Manage User Profiles screen will appear:



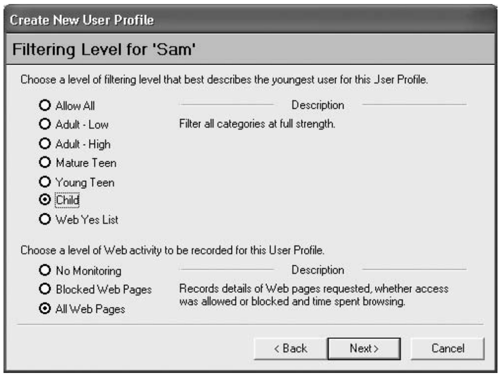
Here you create and manage your User Profiles.

User Profile Name: <Default>

Blocking Style: Shield

2. Click **Create User** or **Duplicate User...**
3. If you see the dialog informing you that CyberPatrol has detected Windows User Profiles and asking if you want to link to them, click **No**.
4. Enter a name and password for this User Profile into the New User Profile dialog. **Do not select the 'Windows User Name Integration' check box.**
5. Click **OK**.

6. Set the filtering level for this user and specify how you want their Internet use to be recorded (if at all):



Create New User Profile

Filtering Level for 'Sam'

Choose a level of filtering level that best describes the youngest user for this Jser Profile.

○ Allow All
○ Adult - Low
○ Adult - High
○ Mature Teen
○ Young Teen
● Child
○ Web Yes List

Description

Filter all categories at full strength.

Choose a level of Web activity to be recorded for this User Profile.

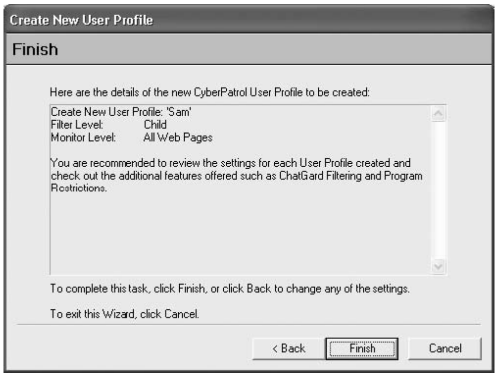
○ No Monitoring
○ Blocked Web Pages
● All Web Pages

Description

Records details of Web pages requested, whether access was allowed or blocked and time spent browsing.

7. Click **Next>**.

8. You will now see a summary of the settings for this user:



Create New User Profile

Finish

Here are the details of the new CyberPatrol User Profile to be created:

Create New User Profile: 'Sam'
Filter Level: Child
Monitor Level: All Web Pages

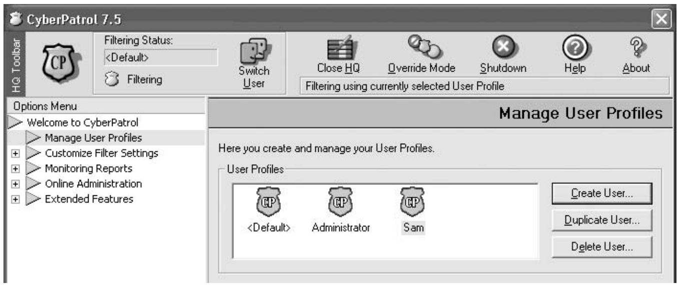
You are recommended to review the settings for each User Profile created and check out the additional features offered such as ChatGard Filtering and Program Restrictions.

To complete this task, click Finish, or click Back to change any of the settings.

To exit this Wizard, click Cancel.

9. Click **Finish**.

10. The profiles will appear in the 'User Profiles' section of the Manage User Profiles screen:



CyberPatrol 7.5

Filtering Status: <Default>

Filtering

Filtering using currently selected User Profile

Manage User Profiles

Here you create and manage your User Profiles.

User Profiles

11. Choose an image from the Blocking Style list box and click **Preview** to see what this page will look like when it appears in front of the user:

12. By default, as a safety mechanism, there is a Switch to <Default> function that will set CyberPatrol to the user <Default> after a certain length of time (see the 'Switch to <Default>' section below).

13. Click **Save**. Click the **Duplicate User** button if you want to make an instant copy of a user profile. You can then edit parts of this new profile, if necessary.

ADDING WINDOWS PROFILES LATER

If you create a new Windows profile when you have already added some profiles to CyberPatrol, then you can ask CyberPatrol to also recognize this profile when this user logs in.

Creating new profiles to recognize

1. Click Create User.
2. In the dialog that follows enter the same name as that of the Windows profile that you want CyberPatrol to recognize.
3. Enter a password and confirm it. This password does not need to be the same as the Windows profile password.
4. Select the check-box in the Windows User Name Integration section.
5. Click OK.

Applying Windows User Name Integration to existing profiles

This applies if you have already created CyberPatrol User Profiles and would like to link them to your Windows User Profiles, e.g. you have created a new Windows User Profile and wish to link to a CyberPatrol User Profile that is already in use:

1. Click Welcome to CyberPatrol then Manage User Profiles in the left-hand pane of the CyberPatrol Headquarters. You will now see the Manage User Profiles screen.
2. Select a User Profile that you want to be recognized by selecting the user icon in the Manage User Profiles screen. The details of this user profile will appear beneath.
3. Change the name of this profile so that it exactly matches the Windows User Profile name that you want CyberPatrol to recognize.
4. Click the **Additional Options** button at the bottom of the screen.
5. Select the check box in the Windows User Name Integration section. If you want the computer to automatically switch to the <Default> profile if the computer is left unattended, make sure that the 'Switch to <Default>' check box is checked. Alternatively deselect this check-box if you do not want to use this feature.
6. Click **OK**.
7. Click **Save** in the Manage User Profiles screen.

Caution: The CyberPatrol User Name must match the Windows User Name exactly or this will not work.

CREATING PROFILES USING THE DUPLICATE USER FUNCTION

You can create a new User Profile with the exact settings of another User Profile by using the Duplicate User function:

1. Click **Welcome to CyberPatrol** then **Manage User Profiles**, in the left-hand pane of the CyberPatrol Headquarters. You will now see the Manage User Profiles screen.
2. Select the User Profile you want to copy the settings from and click **Duplicate User**.
3. Enter a name and password for this User Profile and click **OK**. If you want this User Profile linked to a Windows User Profile then make sure:
    - the User Profile name exactly matches the Windows User Profile name.
    - the check box in the 'Windows User Name Integration' section is selected.
4. A new icon along with its name will appear in the top pane of the Manage User Profiles screen. Choose an image from the 'Blocking Style' list box and click **Preview** to see what this page will look like when it appears in front of the user.
5. Click **Save**.

SWITCHING BETWEEN USER PROFILES

This enables your users to manually switch to their own CyberPatrol User Profile. To change to a different User Profile:

1. In the CyberPatrol HQ Toolbar click **Switch User** or right-click the yellow CyberPatrol icon in your taskbar system tray (next to the time) and select Switch User.
2. A dialog will appear with all of the profiles that you have in place listed. Choose the profile that you wish to use to access the Internet.
3. Click **Switch To...**
4. If the Headquarters is not open a dialog will appear asking for this user's password. Enter the password and click **OK**.

There are example profiles on the CyberPatrol Support website which will take you, step-by-step through setting up of profiles of a particular type. These profiles can be found at https://www.cyberpatrol.com/ support/ in the Online Resources section.

SWITCH TO <DEFAULT>

This feature is enabled by default for User Profiles that are not using Windows User Name Integration. If the computer is connected to the Internet but no browsing is taking place, as soon as the time limit set in the Switch to <Default> dialog is exceeded, CyberPatrol will switch the User Profile back to the <Default> User Profile. If unchanged, this is a fairly limiting profile and will give a high degree of protection. This will only happen if the computer is connected to the Internet but you are not actually browsing.

You can set up a specific Switch to <default> time for each User Profile. In this way, a less limiting profile can have a shorter timeout set than a stricter one, resulting in the profile switching taking place sooner if the computer is left unattended with the less limiting profile in place than if the more restrictive profile was being used. If you use Switch To <Default> you must also make sure that you set the <Default> User Profile to be the most restrictive e.g. it blocks all Internet access. This will ensure that the computer is at its most secure when the switch to <Default> User Profile occurs. It also makes sure that users aren't tempted to switch from their own profile to the <Default> one because it allows them more freedom.

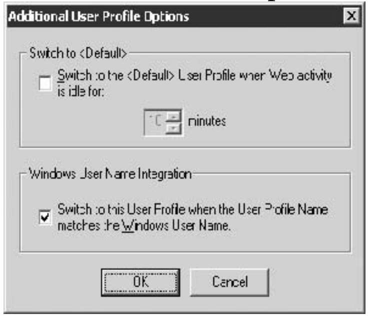
To use Switch to <Default>:

1. Click the **Additional Options...** button in the 'User Profile Details' section.
2. In the dialog that follows check the 'Switch to <Default> check box. Switch to <Default> can be disabled by un-checking this checkbox.
3. If you wish to alter the span of time before the computer switches to the <Default> profile in this dialog, increase or decrease the time in minutes in the list box. It can be set to any value that you feel is necessary for your set up within a range 1-60 minutes. By default it is set to 10 minutes.
4. Click **OK**.
5. Click **Save**.

Switching to <Default > when you are using Windows User Name Integration

If you use the Windows User Name Integration feature then the ability to
switch back to the <Default> profile will need to be enabled:

1. Click Create User...
2. In the dialog that follows add the User Profile name and password then select the 'Windows User Name Integration' check-box.
3. Click OK.
4. When you see the new User Profile icon appear the User Profiles pane, select it and click the Additional Options button. You will now see an Additional User Profile Options dialog:



Additional User Profile Options

Switch to <Default>

□ Switch to the <Default> User Profile when Web activity is idle for:

10 minutes

Windows User Name Integration

☑ Switch to this User Profile when the User Profile Name matches the Windows User Name.

5. Select the 'Switch to <Default>' check-box.
6. Click **OK**.

CHANGING THE PROFILE <DEFAULT>

If you are not using Windows User Integration, but you are setting up specific profiles for your users, it is a good idea to make the profile <Default> as limiting as possible. This will ensure a better degree of protection, particularly in the case of Default being used if the computer is likely to be left connected to the Internet and unattended:.

Setting <Default> to 'Block All'

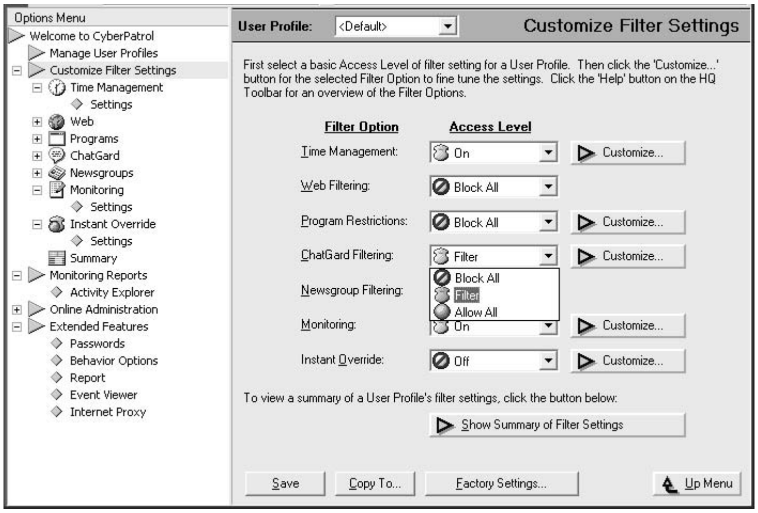
The profile <Default> can be set so that it blocks all Internet access along with any programs that are listed in the Programs screen. There are a number of reasons why you might want to do this:

- You could prevent your users from just Switching User to the profile <Default> when it is less limiting than their own profile.
- If you don't want to spend time copying the most limiting profile to <Default> you can just ask <Default> to block all access. This will make it the most limiting profile. To set the <Default> profile to block everything:

1. Open the Customize Filter Settings screen by clicking the Customize Filter Settings button in the Welcome to CyberPatrol screen.

2. Click the arrow at the side of each list box to reveal a drop-down list.

3. Make the following changes:
   - Ensure that Time Management is set to 'On'.
   - Set Web Filtering to 'Block All'.
   - Set Program Restrictions to 'Block All'.
   - Set ChatGard Filtering to 'Block All'.
   - Set Newsgroup Filtering to 'Block All'.
   - Set Monitoring to 'On'.
   - Set Instant Override to 'Off ':



User Profile: <Default>

Customize Filter Settings

First select a basic Access Level of filter setting for a User Profile. Then click the 'Customize...' button for the selected Filter Option to fine tune the settings. Click the 'Help' button on the HQ Toolbar for an overview of the Filter Options.

Filter Option	Access Level
Time Management:	On
Web Filtering:	Block All
Program Restrictions:	Block All
ChatGard Filtering:	Filter Block All Filter Allow All
Newsgroup Filtering:	
Monitoring:	On
Instant Override:	Off

To view a summary of a User Profile's filter settings, click the button below:

4. Click **Save**. Now if anyone tries to use this profile to access the Internet, use a Chat program or run any programs that have been added to CyberPatrol, they will be blocked.

Note: When setting the Program Restriction Options to Block All CyberPatrol will only block programs (including Chat programs) that have been added to the Defined Programs screen.

Copy the settings of the most restrictive profile to the <Default> profile.

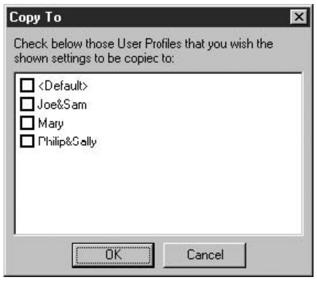
If you one of your users has a profile that is more restricting than the <Default> profile, for example if CyberPatrol was installed for a Home environment but you have a young child whose profile uses a Yes List, then one way to make sure that a user is still being filtered safely if they use the profile <Default> is to make it an exact copy of their own profile. To do this, use the 'Copy To' function within CyberPatrol:

1. Select the most restrictive profile from the User Profile list box at the top of the Headquarters pane.

2. Select the Time Management screen.

3. Click the Copy To… button at the bottom of the Time Management screen.

4. A Copy To... dialog appears:



Copy To

Check below those User Profiles that you wish the shown settings to be copiec to:

☐ <Default>
☐ Joe&Sam
☐ Mary
☐ Philip&Sally

5. Check the check box next to the <Default> User Profile.

6. Click **OK**.

7. Now navigate through each screen of the User Profile that you are copying, clicking the Copy To... button and checking the check box by the <Default> profile before clicking **OK**.

8. Choose <Default> from the User Configuration list box at the top of the Headquarters screen and check each screen that you have copied from the restrictive profile to make sure that they are a perfect match.

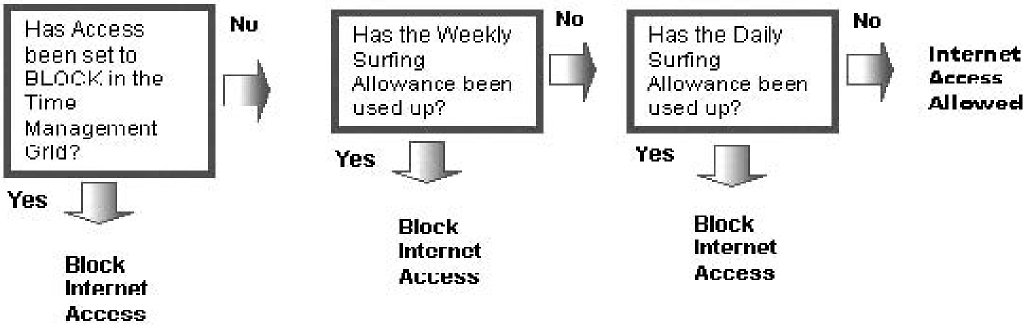
Note: The profile <Default> can be returned to its original settings at any time by clicking the Factory Settings... button.

CHAPTER 3 - TIME MANAGEMENT

CyberPatrol enables you to manage the amount of time each user spends online. Surfing limits within CyberPatrol are all interdependent so when a Web page is requested CyberPatrol runs through a check list, checking each time limit to see if any of the limits set will restrict access.

HOW DOES IT WORK?

The diagram shows the order in which time limits are checked before Internet access is allowed:


Has Access been set to BLOCK in the Time Management Grid?
Nu
Yes
Block Internet Access
Has the Weekly Surfing Allowance been used up?
No
Yes
Block Internet Access
Has the Daily Surfing Allowance been used up?
No
Yes
Block Internet Access
Internet Access Allowed

The Daily Limit is set within the list boxes alongside each day of the Time Management graph and is also dependant to some extent on limitations imposed by the Weekly Limit.

Example

If the weekly limit is 20hrs and each daily limit has been set to 4hrs, a user could:

- Access the Internet for two hours a day - this would be well within the daily limit and their total surfing would only add up to 14 hours so they would also be within the weekly limit.
- Access the Internet for 4 hours on Saturday and for 4 hours on Sunday, 3 hours on Monday and Tuesday and 2 hours on Wednesday, Thursday and Friday.

What they could not do:

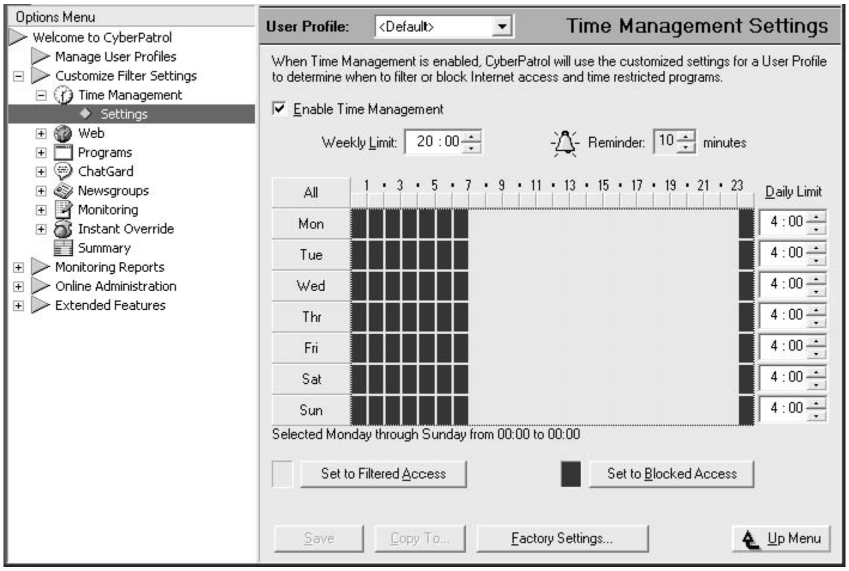
- Access the Internet for 6 hours on Saturday and 2 hours on each day for the rest of the week. Hours not used in the week cannot be ‘carried over’. As 6 hours will exceed the daily limit of 4 hours, access will be blocked as soon as the 4 hour limit is reached on Saturday.
- Access the Internet for 4 hours every night because this would exceed the twenty hours set in the weekly limit. Once the limit is reached (in this example, on Friday) then Internet access will be blocked until the following Monday.

Because of the order in which CyberPatrol checks time limits, no matter how much weekly or daily time there is available, if the Time Management grid is set to ‘Block’ then no Internet activity can take place.

SETTING UP TIME MANAGEMENT

The Time Management screen is where you can set a limit for your user's surfing. By default CyberPatrol will allow filtered surfing from 7.00am till 11.00pm. Between 11.00pm and 7.00am, Internet access will be disabled. To access the Time Management screen:

1. Open the CyberPatrol Headquarters and double-click **Welcome To CyberPatrol** in the left-hand navigation panel.
2. Select Customize Filter Settings then click **Time Management**.
3. Click **Settings**. You will now see the Time Management screen:



User Profile: <Default>

Time Management Settings

When Time Management is enabled, CyberPatrol will use the customized settings for a User Profile to determine when to filter or block Internet access and time restricted programs.

☑ Enable Time Management

Weekly Limit: 20 : 00

Reminder: 10 minutes

All	Daily Limit
Mon	4 : 00
Tue	4 : 00
Wed	4 : 00
Thr	4 : 00
Fri	4 : 00
Sat	4 : 00
Sun	4 : 00

Selected Monday through Sunday from 00:00 to 00:00

To change these settings, customize the following options:

Enable Time Management - if this box is checked then the settings within the Time Management screen are active. If it is unchecked then Internet access will have no time restrictions in place.

Reminder Minutes - a Reminder dialog appears a short-time before access to the Internet is blocked due to the user either reaching their pre-set limit or a filtered access period is changing to blocked access.

You can set this to any time that you feel is useful within a range of 1-60. Changing the Reminder time value to 0 will switch it off. When a Reminder is set CyberPatrol behaves in the following way:

- A warning dialog will appear telling the user that Internet access is about to be blocked.
- CyberPatrol will start to count down the time in minutes till it reaches the timespan set in 'Reminder'.
- Internet access will stop.

Weekly Limit - this specifies how much surfing time the user can have access to throughout the week running from Monday through Sunday. CyberPatrol adds up the time spent surfing on a daily basis and compares this against the value that is set as the maximum total weekly surfing allowed. Once this maximum is reached Internet access is blocked. The time is reset at the beginning of the next week.

Daily Limit - set a limit of surfing time for each user. The daily limit works within the weekly limit and does not override the blocked access settings set in the Time management graph.
To set up time management:

1. Ensure that you have the correct User selected in the User Profile list box at the top of the Time Management screen.
2. Check the 'Enable Time management' check box so that you can interact with the time management screen. This will in effect switch Time Management on. Without this box being checked, no time limits will be set.
3. Enter a weekly limit of Internet access for the user in the Weekly limit box, this will give them a cumulative surfing

time. Decide how much warning the user will need before their access to the Internet is blocked. Enter this number into the Reminder Minutes box.

Note: Entering 0 or a number less than 5 as a value will, in effect, switch the Reminder off. 5 is the minimum time value that can be entered into the Reminder Minutes box.

4. Click on the graph and drag the box that appears so that it covers all of the times that you want to set to filtered or blocked access.
5. If you want to set a daily limit for access to the Internet you can do so by entering a number into the Daily Limit list box alongside each day shown on the graph.
6. Set the selected area to Filtered or Blocked access by clicking the **Set to Filtered Access** button or the **Set to Blocked Access** button.
7. Click **Save**.

APPLYING TIME MANAGEMENT TO PROGRAMS

Time Management can also be applied to programs. This is useful if you want to limit the time that users spend with particular programs such as games and Instant Messenger. For more information on adding programs to CyberPatrol and applying time management to them see Chapter 5: 'Filtering Programs'.

INSTANT OVERRIDE AND TIME MANAGEMENT

Once a user's time limit has been exceeded Time Management will block access to the Internet or any programs which have been added to CyberPatrol. It is possible to override this block by using Instant Override if it has been enabled for the profile in use. This can be useful if you find that occasionally the times set up in Time Management are just not quite long enough, but you don't want to extend the time limit on a permanent basis (for more information on using this feature see Chapter 5 -Web Filtering 'Accessing sites that have been blocked'). It also allows a user to bypass time management for a short time while they finish what they were doing.

CHAPTER 4 - WEB FILTERING

From the Web Filtering screen you can completely customize Internet filtering in the following ways:

- Set up a Web Yes List for really safe surfing.
- Block particular sites to ensure that users can never access them.
- Allow particular sites that are blocked by CyberPatrol's filtering technologies.
- Allow or block website addresses that contain specific words.
- Adjust the filter strengths for the web categories within the CyberLIST.
- Change the Pre-set Filter Strengths.

HOW CYBERPATROL FILTERS THE INTERNET

CyberPatrol uses a combination of advanced filtering technologies to provide the most effective and powerful Internet filtering available. After installation of the product all of these are functioning based on the default filter setting for the environment and user:

- **CyberLIST** - a list of websites that have been carefully researched by a global team of professional researchers and categorized according to type. The CyberLIST is automatically updated on a weekly basis, representing thousands of new sites a week, making it current, accurate and relevant. You can tell that the site is blocked because it is in the CyberLIST, and the on screen blocking message will read 'The website is inappropriate'. Due to the size and performance constraints on client workstations, it is not possible to rely solely upon a CyberLIST for Internet filtering. That is why we have developed leading edge dynamic technologies to ensure even the newest of websites are captured by CyberPatrol. These include:

– **CyberPATTERNS** - this is a dynamic filtering technology that analyzes the Web address for keywords and patterns which are categorized 'on-the-fly'. The CyberPATTERNS are updated in the same way as the CyberLIST. You can identify whether a site is being blocked by a CyberPATTERN or not, as if it is, the blocking message will read 'Restricted by CyberPATTERN'.

– **Web Page Analysis** -a dynamic neural network filtering technology that uses complex algorithms to analyze the text contained on a Web page and in its HTML source code. It then uses this information to apply a category to the page. If this category is a blocked category, access to the page will not be allowed. A block by Web Page Analysis can be identified by the blocking message 'The website's content is inappropriate'. You can choose to adjust the filter strengths by disabling this feature from within the Web Categories screen.

– **Web Link Analysis** - is a dynamic filtering technology that analyzes the URLs and links which appear on a Web page. These are then checked against the CyberLIST and CyberPATTERNS. If there are several links on the page that belong to a blocked category, access will not be allowed. Changing the filter strength to a more relaxed one will switch off this feature.

APPLYING FILTERING LEVELS TO CATEGORIES

Filtering levels enable you to apply a filtering strength to a category rather than just blocking it or allowing it. Filtering Strength works by turning the different filtering technologies within CyberPatrol on or off. There are five filtering levels available, with the lowest being 'Allow All' (no filtering) and the strongest being 'Maximum' (all of CyberPatrol's filtering technologies are used). The following list shows how CyberPatrol technologies are being used at each level of filtering, and how filtering becomes more restrictive, the higher the setting:

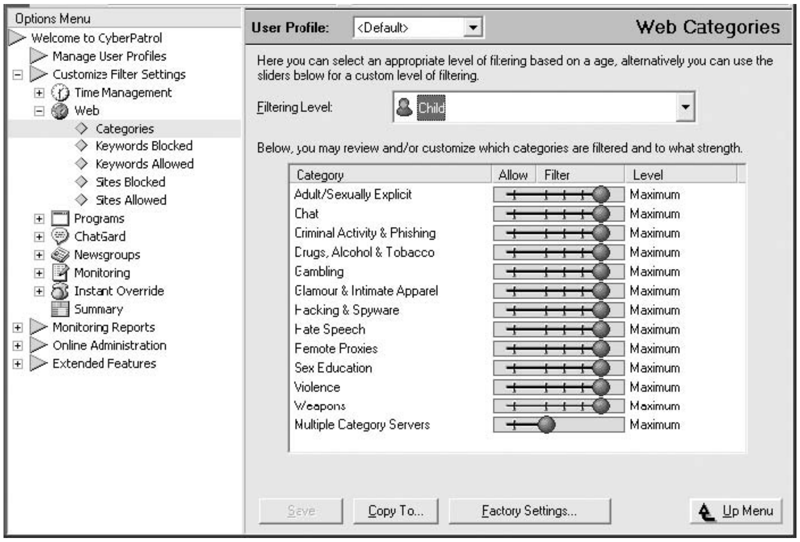
- **Allow All** - the category is not filtered.
- **Low -checks against the CyberLIST**. If the *site* does not belong to a blocked category in the CyberLIST then it will be allowed. A very relaxed setting, there should be no unexpected blocks but inappropriate sites may be allowed through.
- **Medium -checks against the CyberLIST then CyberPATTERNS**. If the *site* does not belong to a blocked category in the CyberLIST and its *URL* does not contain any words that can be recognized by CyberPATTERNS, then it will be allowed. Though more secure than the Low setting, inappropriate sites may still be allowed.
- **High -checks against the CyberLIST then CyberPATTERNS then Web Page Analysis**. If the *site* does not belong to a category in the CyberLIST, the *URL* and *page content* do not contain any words that can be recognized by CyberPATTERNS and Web Content Analysis, then the site will be allowed. Access to inappropriate sites is much less likely with the High setting as the site address, words in the URL and the actual words on the page are checked. However, a page may still be allowed while carrying links to sites belonging to a blocked category.
- **Maximum - checks against the CyberLIST then CyberPATTERNS then Web Page Analysis then Web Link Analysis**. If the *site* does not belong to a category in the CyberLIST, the *URL* and *page* do not contain any words that can be recognized by CyberPATTERNS and Web Content Analysis and there are no *links* from the site belonging to a blocked category, then the site will be allowed. Particularly useful when users are using Search Engines, this is the strictest of all the settings. The Maximum setting actually checks for undesirable links to inappropriate websites as well as the content of the web page itself. This is a very secure form of filtering but there may be instances when CyberPatrol blocks a page which should be allowed.

Note: If you need a very secure filter but find that CyberPatrol is over-blocking, you can use Instant Override to access the page (see the section 'Accessing Sites that are blocked'). Alternatively add the web page to your Sites Allowed (see the section 'Ensuring that certain sites are always allowed' so that CyberPatrol will always allow it regardless of what filter setting is in place.

USING THE CYBERLIST

Full details of CyberPatrol CyberLIST category criteria can be found in the Appendix or online at www.CyberPatrol.com.

The Web Categories screen shows the categories in the CyberLIST with a slider beside each one, where you can set a filtering level for that category. The way that this screen looks depends on the type of environment you specified when you installed CyberPatrol. The following Web Categories screen shows how filtering for web categories would be set up if you chose ‘Child’ (for a family with a young child) during installation:



Web Categories

User Profile: <Default>

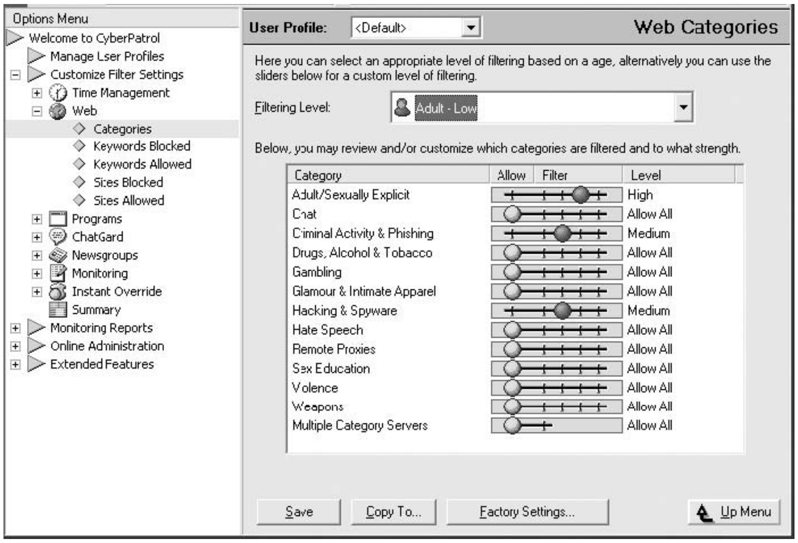
Here you can select an appropriate level of filtering based on a age, alternatively you can use the sliders below for a custom level of filtering.

Filtering Level: Child

Below, you may review and/or customize which categories are filtered and to what strength.

Category	Level
Adult/Sexually Explicit	Maximum
Chat	Maximum
Criminal Activity & Phishing	Maximum
Drugs, Alcohol & Tobacco	Maximum
Gambling	Maximum
Glamour & Intimate Apparel	Maximum
Hacking & Spyware	Maximum
Hate Speech	Maximum
Remote Proxies	Maximum
Sex Education	Maximum
Violence	Maximum
Weapons	Maximum
Multiple Category Servers	Maximum

All the categories are set to Maximum filtering except for Multiple Category Servers which is set to Medium. You can reset the filter levels to apply them to a different age range or environment by choosing a different item from the Filtering Level list box at the top of the Web Categories pane. The picture below shows the default filtering strengths for Adult - Low:



Web Categories

User Profile: <Default>

Here you can select an appropriate level of filtering based on a age, alternatively you can use the sliders below for a custom level of filtering.

Filtering Level: Adult - Low

Below, you may review and/or customize which categories are filtered and to what strength.

Category	Level
Adult/Sexually Explicit	High
Chat	Allow All
Criminal Activity & Phishing	Medium
Drugs, Alcohol & Tobacco	Allow All
Gambling	Allow All
Glamour & Intimate Apparel	Allow All
Hacking & Spyware	Medium
Hate Speech	Allow All
Remote Proxies	Allow All
Sex Education	Allow All
Violence	Allow All
Weapons	Allow All
Multiple Category Servers	Allow All

Any of these default filter levels can then be changed to fine-tune the filtering levels of the <Default> profile for each of these set ups.

ADJUST THE FILTER STRENGTHS

You can also use the slider to change the filtering levels on a per user basis should you find that you need to fine-tune their web access:

1. Choose Customize Filter Settings followed by Web then Categories from the left-hand menu.
2. You will see the Web Categories screen. Move the slider to the right or left to increase or decrease the filtering strength. The slider icon will change color according to how you set up the filtering: green for 'Allow' and red for any other setting.
3. Click **Save**.

CREATING A YES LIST

Creating a Yes List enables you to impose a very restrictive form of filtering on a User Profile. In this way you can, for example, give a young child access to the Internet without running the risk of them finding something inappropriate. Then, when the child asks to visit a particular website, you can visit the site to make sure that it is safe before adding it to the Yes List. The user will then only be able to access sites contained in the Yes List.

To add sites to a Yes List:

1. Open HQ and then from the left-hand menu double-click **Welcome To CyberPatrol**.
2. Click **Customize Filter Settings**.
3. Click **Web** then **Sites Allowed**.
4. Ensure you have the correct User Profile selected in the User list box at the top of the Sites Allowed screen.
5. Ask yourself the following question: "Do I want this website to be allowed for this user only or for everyone who has a profile?" To add a site to a particular profile use the top pane of the Sites Allowed screen. To add a site to every profile use the bottom pane of the Sites Allowed screen.
6. Click the **Add** button by the relevant pane.
7. Enter the Web address of the website that you want to allow into the dialog that follows.
8. Click **OK**.
9. The address of the website will appear in the Sites Allowed screen with a green icon beside it to show that it is an Allowed website.
10. Click **Save**.
11. Click the **Up Menu** button once then click the **Web Categories** button. You will now see the Web Categories screen.
12. Choose 'Use your own Yes List' from the Select List drop down list.
13. Click **Save**. Anyone using a profile that this Yes List has been applied to will now only be able to visit those sites that you have added to your Yes List.

Example Yes List - Allow Disney website

The following instructions show how to set up a Yes List for Disney.com:

1. Open the CyberPatrol Headquarters and click **Customize Filter Settings**.
2. In the screen that follows click the **Customize** button alongside Web Filtering.
3. Click **Select Web Categories**.
4. Click the arrow on the 'Select List' field and choose 'Use your own Web Yes List' from the drop-down list.
5. Click **Up Menu** then click **My Allowed Sites**.
6. Click the **Add** button alongside the pane corresponding to who you want the Yes List to apply to: - just this profile (User Profile websites) or everyone's profile (All User Profiles).
7. Enter the website address: www.disney.com

   On some websites the Web address changes as you navigate to or through the website (it redirects to a different site server). Disney is a good example of this so you need to add more than one website address as an Allowed site. Generally you can just add a Keyword to be allowed rather than a website e.g. add .disney as an Allowed Keyword.

   It is recommended that you identify exactly which Web addresses need to be added as Sites Allowed in order to be really accurate. The Real-Time Activity Monitor helps make this an easy task to complete (See 'Using the Real-Time Activity Monitor to add URLs' later in this chapter).
8. Click **OK** then S**ave**.

ENSURING CERTAIN SITES ARE ALWAYS ALLOWED

You can set CyberPatrol to allow sites by adding the site URL or keywords. This will make sure that any site with a particular URL or a URL containing particular words will be allowed through regardless of what filtering is in place.

Using the site URL to allow blocked sites

If you find that you want to access a site that is blocked by CyberPatrol then you can add the URL of this site to CyberPatrol as an allowed site.

1. In the Customize Filter Settings screen click the **Customize** button alongside Web Filtering.
2. Click **My Allowed Sites**. You should now see the My Allowed Sites screen.
3. Ensure you have the correct User Profile selected in the User list box at the top of the Sites Allowed screen.
4. Ask yourself the following question: “Do I want this website to be allowed for this user only or for everyone who has a profile?”
5. To add a site to a particular profile, use the top pane of the My Allowed Sites screen. To add a site to every profile, use the bottom pane of the My Allowed Sites screen.
6. Click the **Add** button by the relevant pane and enter the Web address of the website that you want to allow.
7. Click **OK**. The address of the website will appear in the website pane with a green icon beside it to show that it is an Allowed website.
8. Click **Save**

Using the Real-time Activity Monitor to add URLs

1. Select Monitoring Reports in the left-hand menu of the CyberPatrol HQ.
2. Click the **Show Real-time Monitor** button that you will see in the right-hand pane.
3. Open a browser and go to the site you want to allow.
4. You will see the URL details of all the data appear in the Real-Time Activity Monitor. Right-click on these and choose Allow access.
5. Save your changes.

Using keywords to allow blocked sites

Allowed keywords can be added to the My Allowed keywords screen so that any website addresses containing the word will be allowed through. This is sometimes necessary as with the Disney.com example earlier in the chapter, the website address can change as you navigate to and through the site.

To add allowed keywords:

1. Open the Keywords Allowed screen within the CyberPatrol Headquarters:
2. Ensure you have the correct User Profile selected in the User list box at the top of the Keywords Allowed
3. screen.
4. Ask yourself the following question: “Do I want this keyword allowed for this user only or for everyone who has a profile?”
5. To add a keyword to a particular profile use the top pane of the My Allowed Keywords screen. To add a keyword to every profile use the bottom pane of the My Allowed Keywords screen.
6. Click the **Add** button by the relevant pane and enter the keyword that you want to allow into the dialog that follows.
7. Click **OK**. The keyword will appear in the ‘User Profile URL Keyword’ pane with a green icon beside it to show that it is an allowed keyword.
8. Click **Save**.

⚠ **Caution: Any** website address containing this keyword in its Web address will now be allowed for every user who has had a profile created for them. Great care must be taken when specifying allowed keywords as these words may be included in websites that you would not normally allow, particularly if the page was found using a Search Engine.

BLOCKING SITES THAT ARE BEING ALLOWED THROUGH

If you are aware of sites that you want to be sure will always be blocked regardless of how CyberPatrol would normally filter them, you can add them to CyberPatrol by entering the site URL or keywords. This will make sure that any site with a particular URL or a URL containing particular words will always be blocked.

Using the site URL to block specific sites

1. Open the Sites Blocked screen within the CyberPatrol Headquarters and ensure you have the correct User Profile selected in the User list box at the top of the Sites Blocked screen.
2. Ask yourself the following question: "Do I want this website to be blocked for this user only or for everyone who has a profile?"
3. To add a site to a particular profile use the top pane of the My Blocked Sites screen. To add a site to every profile use the bottom pane of the My Blocked Sites screen.
4. Click the **Add** button by the relevant pane and enter the Web address of the website that you want to block into the dialog that follows.
5. Click **OK**. The address of the website will appear in the website pane with a red icon beside it to show that it is a Blocked website.
6. Click **Save**.

USING KEYWORDS TO BLOCK SPECIFIC SITES

To ensure any website addresses containing certain words are blocked, or that websites containing certain information are never allowed you can use the Keywords Blocked screen to list these words.

Adding blocked keywords

1. Open the Keywords Blocked screen within the CyberPatrol Headquarters.
2. Ensure you have the correct User Profile selected in the User list box.
3. Ask yourself the following question: "Do I want this keyword blocked for this user only or for everyone who has a profile?"
4. To add a keyword to a particular profile use the top pane of the My Blocked Sites screen. To add a keyword to every profile use the bottom pane of the My Blocked Sites screen.
5. Click the **Add** button by the relevant pane and enter the keyword that you want to block into the dialog that follows.
6. Click **OK**. The keyword will appear in My blocked Keywords screen with a red icon beside it to show that it is a Blocked keyword.
7. Click **Save**.

OVERRIDING BLOCKS TEMPORARILY

If a website is being blocked that you think should be allowed then you can use Instant Override to access the page temporarily. This also applies to pages that are blocked because limits set within Time Management have been exceeded. For more details see Chapter 9 -Instant Override.

UPDATING THE CYBERLIST CATEGORIES

A global team of professional researchers constantly checks Internet sites, adding them to the relevant CyberPatrol categories as they appear. This means that your category list will need to be updated on a regular basis to make sure that you always have the full list of current websites. By default the Cyber Lists will be updated automatically but you can set the Update to Manual so it will only occur when you want it to. The Update Categories screen enables you to specify when you want these updates to take place:

- **Daily (recommended)** - with this option selected, an update will occur every 24 hours provided the computer is running and someone is accessing the Internet at this time. If there is no Internet access within this time span then the Update will take place as soon as possible.

– **Time to wait** -this is how long CyberPatrol will wait before starting to download a new list if an update has not taken place in the last 24 hours.. The 'Time to wait' counter starts as soon as someone accesses the Internet.

Weekly - a CyberLIST update will be performed each week at a set time, providing the computer is connected to the Internet at this time. If the computer is not online when it is time for an update, then the update will take place as soon as the computer has access to the Internet.

Manual only - an update will only be carried out when the **Update Now** button in the Manual Update section is clicked. The update process will then start immediately, providing there is a connection to the Internet.

Note: With both Daily and Weekly updates, the update process waits for 10 minutes before starting, once the computer accesses the Internet. You will know this happening because you will see a black arrow in the CyberPatrol shield on the task bar. This time lapse can be changed within the Update Categories section.

Manual update section - if you have selected the 'Manual only' option in the Automatic Update section then in order for updates to take place, the **Update Now** button must be clicked. The Manual update section contains this **Update Now** button.

List Information pane - the List Information pane contains information relating to the version of each of the lists that you have in place. By checking this list you can see whether your lists have updated successfully.

CHAPTER 5 - FILTERING PROGRAMS

You can add specific programs to CyberPatrol to:

- Stop users from using programs that you don't want them to have access to.
- Place restrictions on a Chat or Instant Message program, allowing your users to use this program but at the same time, making sure that they cannot send out personal information.
- Apply time management settings to a program or programs.

ADDING PROGRAMS TO CYBERPATROL

1. In the CyberPatrol Headquarters select **Customize Filter Settings** in the left-hand pane, followed by **Programs**. Select **List**. The Program List screen will appear.
2. Click **Add**.
3. The Add Programs dialog will appear. If this is the first time that you have added a program to CyberPatrol the Program List pane will be blank.
4. Click **Add New Program**. A dialog will ask if you want CyberPatrol to look for installed programs or whether you want to look for them yourself:
   - if you choose to have CyberPatrol look for them then selecting this option and clicking **OK** will populate the dialog with the programs that CyberPatrol has found.
   - if you choose to look for the program/s yourself, after selecting this option and clicking **OK** you will see an Explorer dialog where you can navigate to the program/s you want to add.
5. Once you can see a list of programs in the dialog select the program to add and click **OK**.
6. A dialog will appear asking what User Profile/s to apply the program to. Ask yourself the following question: "Do I want this program to be added to this user's profile only or added to everyone's profile?" To add a program to a particular profile select the 'Current User Profile' option. To add a program to everyone's profile select the 'All User Profiles' option. If you choose 'All User Profiles' you will be able to specify how filtering will be applied by:
   - Allowing access at all times.
   - Restricting access based on Time Management settings.
   - Denying access at all times.
7. Click **OK**.

WHAT TO DO IF THE PROGRAM YOU HOPED TO ADD IS NOT LISTED

1. If the program that you wish to add is not in one of the default directories that CyberPatrol knows about, it may not pick it up automatically. You will need to add the program manually. To do this:
2. Click **Add New Program**.
3. Select the 'Manually locate an program executable file' option in the dialog that follows.
4. Click **OK**.
5. Windows Explorer will now open which will enable you to browse to the file that you wish to add. Navigate through your program folders to find the program that you are looking for.
6. Highlight the program file that you want to add.
7. Click **Open**. This will add the program to the Add Programs dialog.
8. Select the program that you wish to add and click **OK**. If you wish to select more than one program this can be done by either holding the SHIFT key down to select a group or by holding the CTRL key to select individual items.
9. When you apply limitations or filtering to a program you can either apply them to one specified profile or ask CyberPatrol to apply this to every profile you have. Once you have clicked **OK** a dialog will appear asking whether you want to apply this to every profile or just the one that you are working with at the moment. The default is to apply this to just the profile that you are working on at the moment. If you wish to have this limitation applied to everyone then select the 'All profiles' option. This will enable the section where you can specify whether you want access to the program to be allowed, restricted by time or denied.

MANAGING PROGRAMS

Once you have added a program to CyberPatrol you can block it completely or apply time management settings to it so that access to it is limited.

Blocking programs

To block a program:

1. Choose Customize Filter Settings then Programs followed by List.
2. If you have added the program that you want to block (see the beginning of this section) you should now see it in the Program List pane with a green 'Allowed Icon' alongside it.
3. Select the program and then click the 'Deny Access at all times' option beneath. The green Allow icon will change to a red Deny one.

Setting Time Limits to programs

To apply the time management settings to programs:

1. First select Time Management and check that Time Management is enabled. If you need to edit the settings see Chapter 3 - 'Time Management' for details on how to do this.
2. Go back to the Program List screen and select the program that you want to apply the Time Management settings to.
3. Click the 'Restrict Access based on Time Management settings' option.
4. Click **Save**.

Applying Chat Filtering to programs

You can apply Chat filtering to programs so that words can be screened out. This means that no one can get round the filtering by entering a message into Notepad, for example, and then sending it as an attachment;

1. First add the word that you want to be blocked to CyberPatrol by choosing ChatGard then keywords. Add the word to the ChatGard keywords list. See Chapter 6, 'Filtering Chat' for information on how to add keywords to ChatGard. This will stop this word from being entered into any program on the computer.
2. Next add any Chat program and Web browser to the program list. These would include programs such as MSN Messenger, Internet Explorer or Mozilla Firefox. See the beginning of this section for more information on how to add programs to CyberPatrol.
3. Go to the ChatGard filtering screen and choose Chat Programs. You will see the programs that you added earlier in the Chat Programs pane alongside a check-box. A green icon will show that they are allowed.
4. Select the check-box alongside each program to change its status to filtered. The icon will change to the CyberPatrol shield.
5. Click **Save**.

If a user tries to surf to a site containing these words they will be unable to enter the word into a Search Engine or a URL containing this word into a browser. If the URL of the site does not contain this word, they will be able to access the site but any occurrance of the blocked word will be changed to dots. If they click a link containing this dotted out word it will not work. ChatGard Keywords blocked for Instant Messenger programs will not be allowed to be sent out or received via the specified ChatGard Programs.

Blocking words in particular programs

You can ask CyberPatrol to block certain words from entering the computer via Chat programs and Internet Explorer. Once you have entered these words to CyberPatrol, anyone trying to type these words into a program will also see the word replaced by a line of dots. These could be words entered into:

- Chat programs
- Text editors such as Word or Notepad
- E-mail messages
- Search Engines such as Google.
- URLs in Internet Explorer or the like

THE MESSAGE CENTER

Once you have set CyberPatrol to completely block a program or applied Time Management to it, whenever the user tries to launch this program or they have reached their time limit with it they will see a message. This message appears in the bottom right-hand corner of the screen and gives the following details:

- How many messages there are and what number this message is.
- What profile this message is applying to.
- What program has been blocked
- Why the program has been blocked.

The Message Center can store up to 100 messages. Once there are 100 messages stored, it will save space by deleting the first message so that a new message can be added. This will happen every time a new message is created as long as the existing messages are not cleared.

Using Message Center

When you see the message center appear in the bottom right-hand corner of the window use the direction keys to navigate through your messages.

To clear all of the messages click the **Close Window** button.

Note: Clicking Close Window deletes all messages permanently. You will not be able to retrieve them.

CHAPTER 6 - FILTERING CHAT

CyberPatrol's ChatGard™ enables you to stop users from sending out personal information such as address details and at the same time filter out bad language from websites and chat messages. This is done by adding keywords and phrases to the ChatGard Keywords list then adding the relevant programs to CyberPatrol to be filtered for Chat.

ADDING THE PROGRAM TO CYBERPATROL

Before you can monitor a Chat program, it must be added to the programs that you want to filter. Do this by selecting Customize Filter Settings followed by Programs then List. For instructions on how to add these programs once you are at the Program List screen, see Chapter 5 - 'Filtering Programs'.

Once you have added the program:

1. Navigate to the ChatGard screen by choosing Customize Filter Settings followed by ChatGard.
2. Choose Chat Programs. Inside this screen you should see all of the programs that you have added to CyberPatrol and set to Allow along with a check box (by default this is unchecked).
3. Check the check-box alongside the program/s that you want to monitor for keywords and phrases. If you
4. want words to be filtered out of Web pages as well as messages, you must select Internet Explorer as well
5. as the Chat program.

If you can't see the program that you wish to monitor ask yourself the following questions:

- **"Have I added the program to CyberPatrol?"** - you must add the program to CyberPatrol so that it can monitor it.
- **"Have I set the Program Access to Allow or applied time restrictions?"** -if the Program Access is set to Deny then it will not run, as the whole point of this setting is to prevent a program from launching at all. In this case though, you want to filter the program, not deny access to it. Program Access must be set to Allow.
- **"When I added the programs to CyberPatrol did I save the settings?"** - when carrying out any customization within CyberPatrol you must save the settings regularly.

ADDING WORDS AND PHRASES FOR CYBERPATROL TO REMOVE

1. Next you need to add the words that you wish CyberPatrol to remove:
2. Navigate to the ChatGard screen by choosing Customize Filter Settings followed by ChatGard.
3. Choose Keywords. ChatGard Keywords are the words and phrases that ChatGard can recognize and blank out before the message is sent or received. You will now see the My ChatGard Keywords screen.

You will notice that this screen contains two panes:

- **User Profile ChatGard Keywords** - keywords entered into this pane will not be allowed when the user who uses this profile is using the Internet.
- **Global ChatGard Keywords** - these are applied to all User Profiles - keywords entered into this pane will apply to every user who has a profile set up for them. Applying keywords at this level is a good way to make sure that no-one can send or receive words that you do not wish them to.

4. Decide how you want the filtering to apply: to one specified profile or to every profile then start to add the words you want to be filtered out. Once you have done this click the **Add** button by the pane that matches the way that you want the filtering to apply.
5. An Add Keyword dialog will appear where you can enter the keywords that you wish to filter out. Words and phrases that are entered into this dialog must fulfill the following criteria:

- They must be no less than four characters in length, if you are entering a house number this is best attached to the street name to make the number of characters meet the specification.
- An address must be entered as individual words. If you enter the whole address then ChatGard will not recognize parts of the address if it is sent in sections. This means a user could send their address to someone by entering single words from the address and sending them one at a time. Names must be entered as single words for the same reason.

6. Once you have entered all of the words that you wish to be filtered out of any messages sent or received, click **OK** and you will see the word appear in the relevant pane of the Chat keywords screen. You can add, edit or remove any of these words at any time. These words will also be filtered out of websites, see Chapter 5 'Filtering Programs' for more details.
7. Save your settings.

Changing words that you have entered into ChatGard.

You can change any words that you have entered into ChatGard. To do this:

1. Select the word that you wish to edit. This will enable the Edit button.
2. Click **Edit** to launch the Edit Keyword dialog with the selected word in place.
3. Edit the word.
4. Click **OK**.
5. Click **Save**.

You can delete any words that you have entered into ChatGard. To do this:

1. Select the word that you wish to delete and click the **Remove** button.
2. Click **Save**.

SETTING CHATGARD TO FILTER THE CHAT PROGRAM OR WEBSITE

Once you have added a program to the CyberPatrol Program List, you can ask CyberPatrol to filter it for ChatGard Keywords and Phrases:

1. Choose Customize Filter Settings then ChatGard followed by Chat Programs.
2. You will see your Chat program in the Chat Programs pane with a check-box and alongside it.
3. Check the check-box alongside the program to have filtering applied to it.
4. Click **Save**.

Note: If you want to stop or time restrict the Chat program then you need to first add it to the Program List. See Chapter 5 - 'Filtering Programs' for details on how to do this.

CHAPTER 7 - NEWSGROUP FILTERING

CyberPatrol can help you to control your users' access to Newsgroups by either blocking all access or just allowing access to those groups that you know are safe.

The default filter settings have all Newsgroup categories set to filter, only blocking access if they contain information that falls into one of the CyberLIST categories. As with Web Filtering, the Newsgroup Filter settings are fully customizable and you can:

- Enable or disable categories within the CyberLIST Newsgroup Categories to fine-tune your filtering.
- Set time-limits on using Newsgroups.
- Set up a Yes List to only allow access to Newsgroups that you have checked and know to be safe.
- Block particular Newsgroups to ensure that they will never be accessed by your users.
- Allow particular Newsgroups that would normally be blocked by the CyberLIST Newsgroup Categories.
- Allow or block Newsgroups that contain specific words.

Click any of the rectangular buttons to begin to customize Newsgroup access or use the left-hand menu to navigate through the different screens.

USING CYBERLISTS

The list of categories used for Newsgroups is exactly the same one as that described in the Web Filtering chapter. For details of what the CyberLIST is and examples of how it can be used, see Chapter 4 - Web Filtering.

The 'Select List' list box above the CyberLIST gives you access to two types of filtering:

- **Filtering using the CyberLIST Newsgroup categories** - the CyberLIST contains a list of categorised Newsgroups. By default, when someone tries to go to a Newsgroup site, all of the categories contained in this CyberLIST will be checked.
- **Use your own Newsgroup Yes List** - Using the Newsgroups Allowed screen you can create a list of allowed Newsgroups that you have visited and know to be appropriate. Any user using a profile with a Yes List can only visit Newsgroups that you have entered. See 'Creating a Newsgroup Yes List' for information on how to use this facility.

LIMITING NEWSGROUP ACCESS TIME

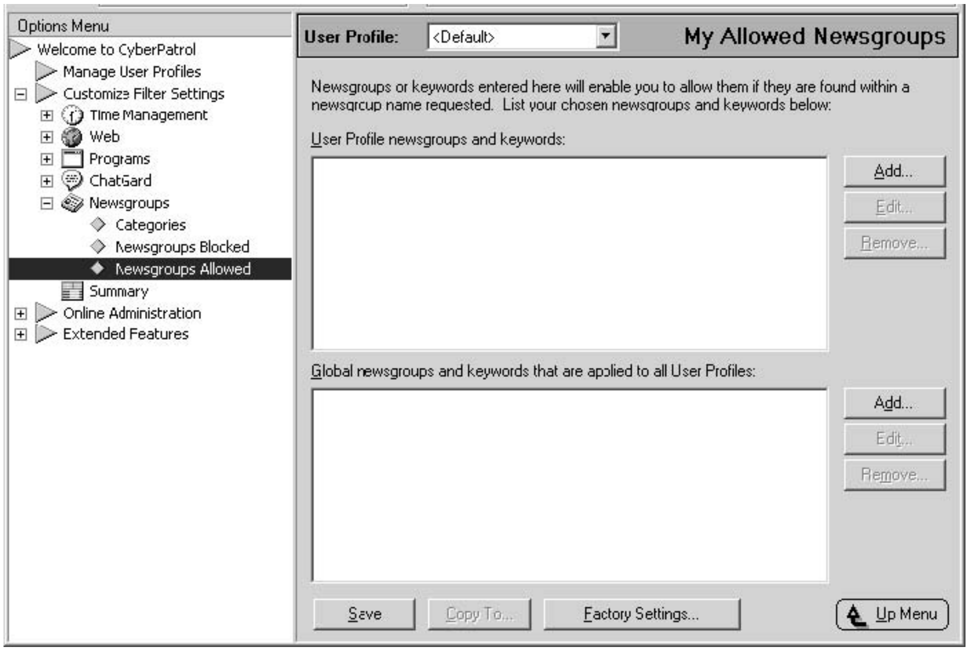
The time restrictions set for Internet access also apply to Newsgroup access, see Chapter 3 - Time Management for more information on how to set time restrictions.

CREATING A NEWSGROUP YES LIST

Creating a Newsgroup Yes List is done in the same way and for the same reasons that you would create a Yes List for websites (see 'Creating a Yes List' in Chapter 4 - Web Filtering).

To add sites to a Yes List:

1. Open the My Allowed Newsgroups screen within the CyberPatrol Headquarters.



User Profile: <Default>

My Allowed Newsgroups

Newsgroups or keywords entered here will enable you to allow them if they are found within a newsgroup name requested. List your chosen newsgroups and keywords below:

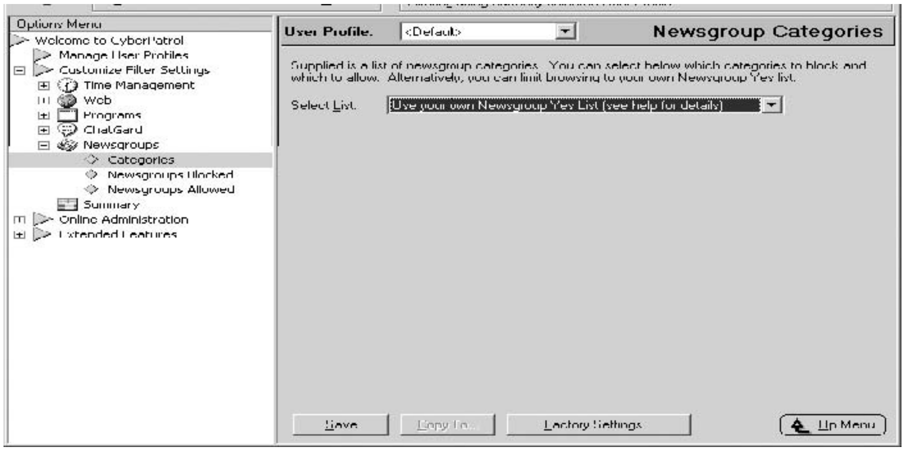
User Profile newsgroups and keywords:

Global newsgroups and keywords that are applied to all User Profiles:

2. Make sure you have the correct User Profile selected in the User Profile list box at the top of the My Allowed Newsgroups screen.
3. Ask yourself the following question: "Do I want this Newsgroup to be allowed for this user only or for everyone who has a profile?"
4. To add a Newsgroup to a particular profile use the top pane of the My Allowed Newsgroups screen. To add a Newsgroup to every profile use the bottom pane of the My Allowed Newsgroups screen.
5. Click the Add button by the relevant pane.
6. Enter the Web address of the Newsgroup that you want to allow into the dialog that follows.
7. Click OK.
8. The Address of the Newsgroup will appear in the My Allowed Newsgroups screen with a green icon beside it to show that it is an allowed Newsgroup.
9. Click Save.

Enabling the Yes List

10. Choose Customize Filter Settings followed by Newsgroups then Categories to see the Newsgroup Categories screen.
11. Choose 'Use your own Newsgroup Yes List' from the 'Select List' list box:



Newsgroup Categories

User Profile. <Default>

Supplied is a list of newsgroup categories. You can select below which categories to block and which to allow. Alternatively, you can limit browsing to your own Newsgroup Yes list.

Select List. Use your own Newsgroup Yes List (see help for details)

12. Click **Save**. Anyone using a profile that this Yes List has been applied to will now only be able to visit those sites that you have added to your Newsgroup Yes List.

ACCESSING NEWSGROUPS THAT ARE BLOCKED

You can set CyberPatrol to allow access to particular Newsgroups by adding the Newsgroup address or keywords. This will make sure that any Newsgroup with a particular address or an address containing particular words will be allowed through regardless of what filtering is in place.

Note: You cannot use Instant Override with Newsgroups.

Using the Newsgroup address to allow blocked Newsgroups

If you find that you want to have access to a Newsgroup that is blocked by CyberPatrol then you can add the address of the newsgroup to CyberPatrol as an Allowed Newsgroup.

1. In the Customize Filter Settings screen click the **Customize** button alongside Newsgroup Filtering.
2. Click **My Allowed Newsgroups**. You should now see the My Allowed Newsgroups screen.
3. Ensure you have the correct User Profile selected in the User list box at the top of the My Allowed Newsgroups screen.
4. Ask yourself the following question: "Do I want this Newsgroup to be allowed for this user only or for everyone who has a profile?"
5. To add a site to a particular profile use the top pane of the My Allowed Newsgroups screen. To add a site to every profile use the bottom pane of the My Allowed Newsgroups screen.
6. Click the **Add** button by the relevant pane and enter the Newsgroup address or Keywords that you want to allow.
7. Click **OK**. The address or keyword of the Newsgroup will appear in the website pane with a green icon beside it to show that it is an Allowed Newsgroup.
8. Click **Save**.

BLOCKING NEWSGROUPS THAT ARE BEING ALLOWED THROUGH

If you want to be sure that certain Newsgroups will always be blocked you can add them to CyberPatrol by entering the Newsgroup address. This will make sure that any Newsgroup with this address will be blocked regardless of what filtering is in place.

Using the site URL to block specific sites

1. Open the My Blocked Newsgroups screen within the CyberPatrol Headquarters.
2. Ensure you have the correct User Profile selected in the User Profile list box at the top of this screen.
3. Ask yourself the following question: Do I want this Newsgroup to be blocked for this user only or for everyone who has a profile?
4. To add a Newsgroup to a particular profile, use the top pane of the My Blocked Newsgroups screen. To add a site to every profile, use the bottom pane of the My Blocked Newsgroups screen.
5. Click the **Add** button by the relevant pane and enter the Newsgroup address or keywords of the Newsgroup that you want to block into the dialog that follows.
6. Click **OK**
7. The address or keyword of the Newsgroup will appear in the website pane with a red icon beside it to show that it is a Blocked Newsgroup.
8. Click **Save**.

UPDATING THE NEWSGROUP CATEGORY CYBERLIST

It is important to keep your category lists updated so that you have the most current list of categorized sites available. This will ensure that your users will have the best protection when using the Internet. Updating your CyberLIST will automatically update the Newsgroup Category CyberLIST. See 'Updating your CyberLIST' in the Chapter 4 - 'Web Filtering' for more details.

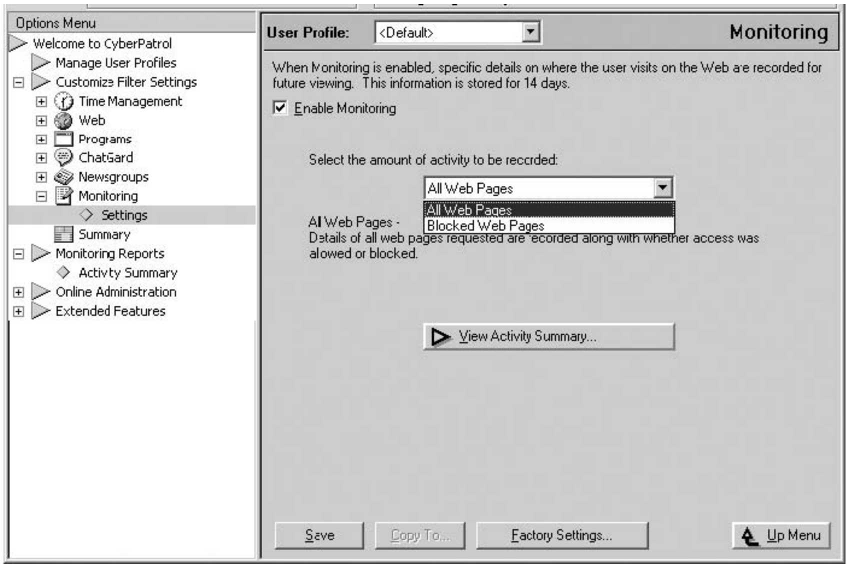
CHAPTER 8 - MONITORING

You can keep an eye on the surfing habits of your users with the CyberPatrol Monitoring feature. This enables you to see a record of up to a 14 days surfing showing, where, when and whether the site was blocked or not. All recorded data is encrypted and securely stored to prevent unauthorized access.

SETTING UP MONITORING

Set up monitoring in the Monitoring screen:

1. Click Customize Filter Settings in the left-hand pane followed by Monitoring. Alternatively, click the **Customize Monitoring** button in the right-hand screen:



User Profile: <Default>

When Monitoring is enabled, specific details on where the user visits on the Web are recorded for future viewing. This information is stored for 14 days.

☑ Enable Monitoring

Select the amount of activity to be recorded: All Web Pages

All Web Pages
Blocked Web Pages

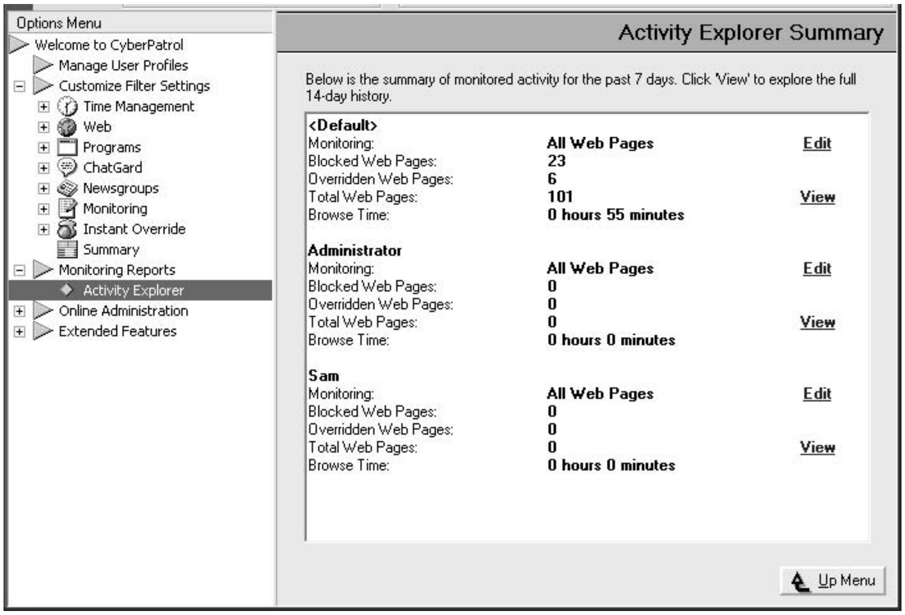
All Web Pages - Details of all web pages requested are recorded along with whether access was allowed or blocked.

2. Select the User Profile that you want to monitor from the User Profile list box.
3. Monitoring is switched off by default so you will need to enable it. From the Monitoring screen select the 'Enable Monitoring' check-box to switch monitoring on.
4. Choose how you want the monitoring to be applied:
   - **All Web Pages** - every Web page that is visited will be monitored and recorded.
   - **Blocked Web Pages** - only pages that are blocked will be recorded.
5. Click **Save**.
6. Now choose the next User Profile that you want to monitor from the User Profile list box and carry out the same steps.
7. Do this for all of the User Profiles that you want to monitor then click **Save**.
8. Once you have set up monitoring you can click the **View Activity Summary** button at any time to view a report. See the next section for information on how to do this.

VIEWING INTERNET ACTIVITY

To view a report on Internet Activity:

1. Click Monitoring Reports in the left-hand pane or click the **View Monitoring Reports** button in the right-hand pane.
2. Click **View Activity**. You will see the Activity Explorer Summary screen:



Activity Explorer Summary

Below is the summary of monitored activity for the past 7 days. Click 'View' to explore the full 14-day history.

<Default>

Monitoring:	**All Web Pages**	Edit
Blocked Web Pages:	**23**	
Overridden Web Pages:	**6**	
Total Web Pages:	**101**	View
Browse Time:	**0 hours 55 minutes**	

Administrator

Monitoring:	**All Web Pages**	Edit
Blocked Web Pages:	**0**	
Overridden Web Pages:	**0**	
Total Web Pages:	**0**	View
Browse Time:	**0 hours 0 minutes**	

Sam

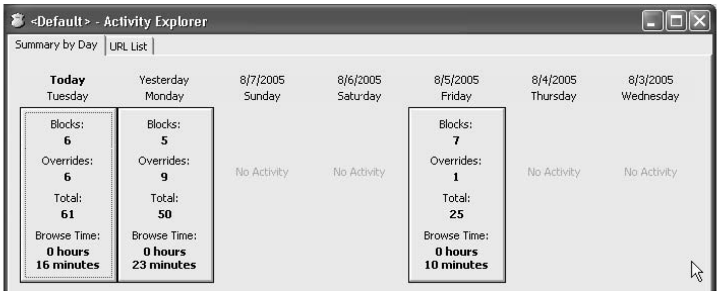
Monitoring:	**All Web Pages**	Edit
Blocked Web Pages:	**0**	
Overridden Web Pages:	**0**	
Total Web Pages:	**0**	View
Browse Time:	**0 hours 0 minutes**	

3. The Activity Summary shows a summary of Internet use:

- **Monitoring** - this shows the type of monitoring that you have set up (All Web Pages or Blocked Web Pages). If you want to make changes to the way you are monitoring Internet use, click the **Edit** link. This will take you to the Monitoring Settings screen where you can make changes if necessary.
- **Blocked Web Pages** - how many of the pages viewed have been blocked.
- **Overridden Web Pages** -how many web pages were blocked then overridden by the user.
- **Total Web Pages** - how many Web pages have actually been visited. Click **View** to see an Activity Report (see the section below).
- **Browse Time** - shows how much time has been spent browsing the Web in hours and minutes.

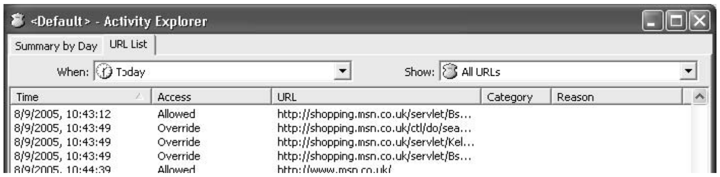
The Activity Report

The Activity Explorer first shows how much Internet activity has taken place in the last 14 days. Once activity has been recorded for a particular day, a summary of this information will appear within the day in question:



Today Tuesday	Yesterday Monday	8/7/2005 Sunday	8/6/2005 Saturday	8/5/2005 Friday	8/4/2005 Thursday	8/3/2005 Wednesday
Blocks: **6** Overrides: **6** Total: **61** Browse Time: **0 hours 16 minutes**	Blocks: **5** Overrides: **9** Total: **50** Browse Time: **0 hours 23 minutes**	No Activity	No Activity	Blocks: **7** Overrides: **1** Total: **25** Browse Time: **0 hours 10 minutes**	No Activity	No Activity

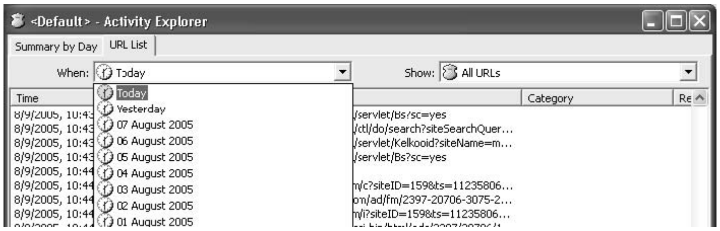
If you click the button containing this summary a new tab will appear showing details about the sites that have been visited (this report can be used to add sites to your Yes List or Blocked Sites List. See the following section 'Adding a URL to an Allowed / Blocked Website list'):



When: Today Show: All URLs

Time	Access	URL	Category	Reason
8/9/2005, 10:43:12	Allowed	http://shopping.msn.co.uk/servlet/Bs...		
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/ctl/do/sea...		
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/servlet/Kel...		
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/servlet/Bs...		
8/9/2005, 10:44:39	Allowed	http://www.msn.co.uk/		

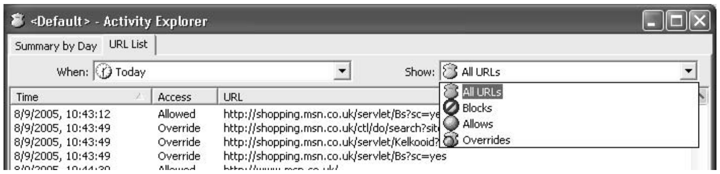
1. First choose the day that you want to view from the 'When' drop-down list:



When: Today Show: All URLs

Time		Category	Re
8/9/2005, 10:43	/servlet/Bs?sc=yes		
8/9/2005, 10:43	/ctl/do/search?siteSearchQuer...		
8/9/2005, 10:43	/servlet/Kelkooid?siteName=m...		
8/9/2005, 10:43	/servlet/Bs?sc=yes		
8/9/2005, 10:44			
8/9/2005, 10:44	m/c?siteID=159&ts=11235806...		
8/9/2005, 10:44	om/ad/fm/2397-20706-3075-2...		
8/9/2005, 10:44	m/i?siteID=159&ts=11235806...		

2. Next choose what information you want to see from the 'Show:' drop-down list:



When: Today Show: All URLs

Time	Access	URL
8/9/2005, 10:43:12	Allowed	http://shopping.msn.co.uk/servlet/Bs?sc=ye
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/ctl/do/search?sit
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/servlet/Kelkooid?
8/9/2005, 10:43:49	Override	http://shopping.msn.co.uk/servlet/Bs?sc=yes

- **All URLs** - the report will show details of all of the websites that have been visited at the time specified.
- **Blocked URLs** - the report will only show details of websites that have been blocked.
- **Allowed URLs** - the report will only show details of websites that have been allowed.
- **Overrides** - the report will only show details of blocks that have been overridden. This will be shown as 'Request for Override' (when the user clicks the link) and as 'Override' for pages beyond the initial page, that would normally be blocked but are allowed because the original page block was overridden.

3. The Activity Report will show all of the Internet activity that has taken place which fulfills the requested criteria. Click any of the entries in this report to see the site that was visited. The report shows:

- **Time** - the date and time that the site was visited.
- **Access** - whether it was allowed or blocked.
- **URL** - the URL of the site.
- **Category** - the category that the site belongs to. For example: 'Adult/Sexually Explicit'.
- **Reason** -why it was blocked.. For example for an 'Adult/Sexually Explicit' site the reason it was blocked would be 'Inappropriate website.'

4. Close the summary by clicking the Exit cross in the top right-hand corner of the window.

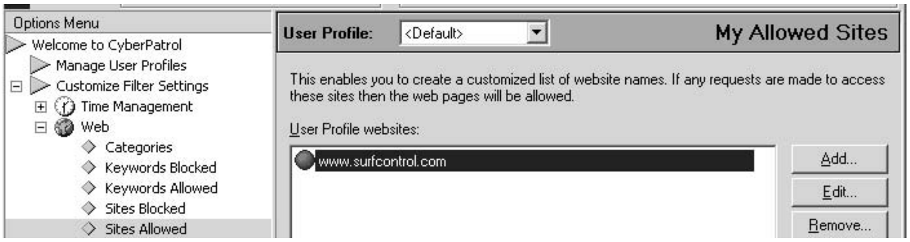
Adding a URL to an Allowed/Blocked Websites List

1. Right-click on a specific URL and choose an option from the drop-down list:

   - **Visit Web Page** - this will take you to the page.
   - **Copy URL to clipboard** - make a copy of the URL by choosing this option then pasting into a text editor like Notepad.
   - **Allow this Website for This User**- add this URL to the Allowed Sites List for this user.
   - **Allow this Website for All Users** - add this URL to the Allowed Sites List for all users.
   - **Block this Website for This User** - add this URL to the Blocked Sites List for this user.
   - **Block this Website for All Users** - add this URL to the Blocked Sites List for all users.
   - **Save List to File** -save this list onto your computer so that you can print it or store it.

Note: Once you have saved this List to your computer it will be available to anyone who wants to read it. If you want to make it secure you will need to use the Windows security features to do this.

2. You will be taken to the relevant screen within the Headquarters. In the example shown the option 'Allow Websites for This User' was chosen:



User Profile: <Default>

This enables you to create a customized list of website names. If any requests are made to access these sites then the web pages will be allowed.

User Profile websites:

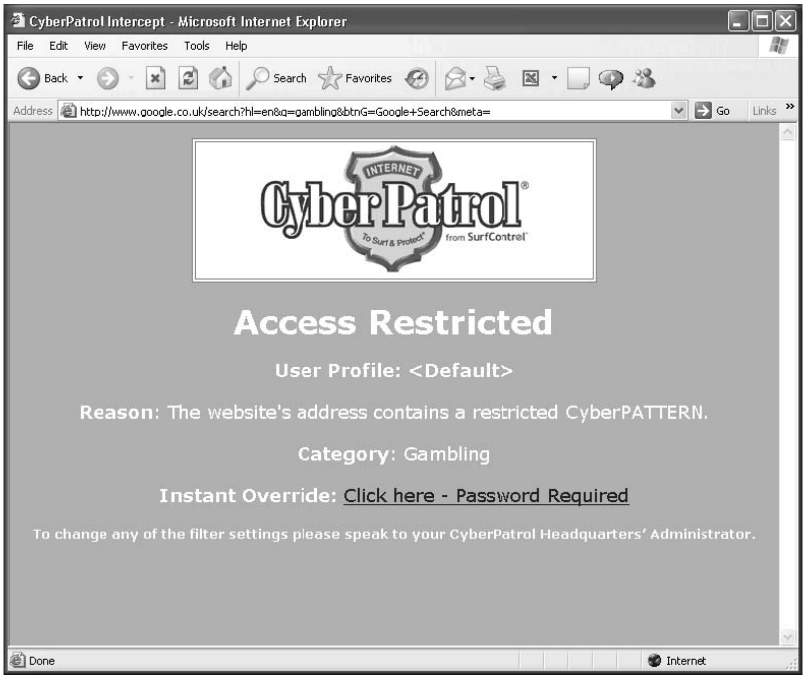
www.surfcontrol.com

3. Click **Save.**

This website will now be allowed for this User Profile. For more information on allowing or blocking specific websites see 'Accessing Sites that are Blocked' see Chapter 4 - Web Filtering.

CHAPTER 9 - INSTANT OVERRIDE

Instant Override gives you temporary access to pages that have been blocked, either because the page belongs to a blocked category or because time restrictions have been exceeded:



Access Restricted

User Profile: <Default>

Reason: The website's address contains a restricted CyberPATTERN.

Category: Gambling

Instant Override: Click here - Password Required

To change any of the filter settings please speak to your CyberPatrol Headquarters' Administrator.

It is useful in the following ways:

- If a site has been blocked and you think that it shouldn't have been, you can click the Instant Override link to be taken through to the blocked web page. You should then be able to see why CyberPatrol blocked it. If you feel that it shouldn't be blocked you can add it to your Allowed Sites list or reduce the filtering strength (see 'Using the CyberLIST' earlier in this chapter) so that it will always be allowed through.
- If web access is blocked because of Time Management settings, Instant Override enables the administrator to give the user access to the site for a limited period while they finish what they are doing.
- If you have asked for a password to be entered and have not given it to the user, you will be made aware of a user who has reached their limit with time or has been blocked from a website as they will have to ask you for the password. This gives you some control over how long the user is now able to use the Internet. Override requests are also monitored so you will be able to see these on reports.

If you have enabled Instant Override, when the block page appears you will see one of two links:

- **Instant Override: Click here - Password Required** - when the link is clicked a dialog will appear, asking for a password. If the user knows the password or if you click the link yourself the web page that was requested will be shown.
- **Instant Override: Click here -Warn only** - clicking this link will take the user to the blocked web site straight away without a password being asked for.

The text may differ according to the blocking style that you have chosen.

EXAMPLES OF INSTANT OVERRIDE USE

Time Management

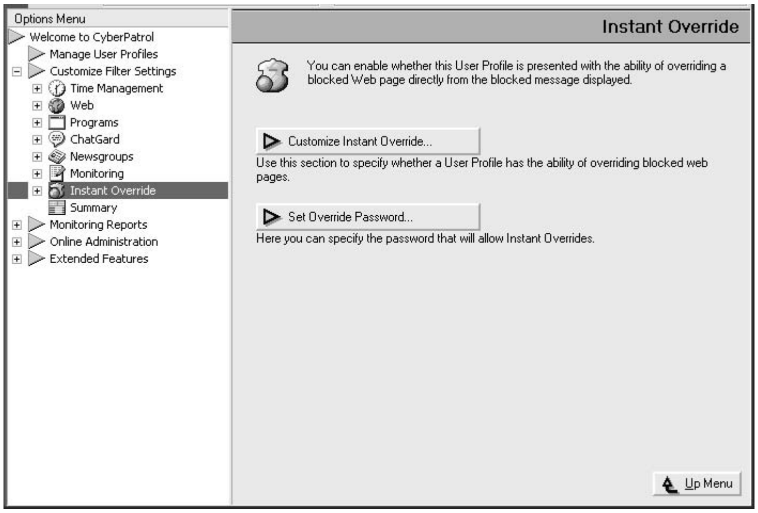
You could give a teenager access to Instant Override without a password, but at the same time make sure that Monitoring is enabled. In this way you will be seen to be giving the young person a certain amount of freedom, with an element of trust. At the same time you will be able to find out if they are abusing this privilege (by surfing for a longer time that you have said you'll allow), by checking the reports in the Monitor.

Web Filtering

You could offer Instant Override with a password in an environment such as a library or school. This would mean that anyone who was blocked from a site that they felt they really needed could ask for you to enter the password to gain access. In this way you would be in a position to check that the site was suitable. If access was required for research on sites that would normally be restricted, then you could give the password to the user. However, we would recommend that you change the password frequently if you decide to do this.

SETTING UP INSTANT OVERRIDE

1. In the left-hand pane of the CyberPatrol HQ select Welcome to CyberPatrol > Customize Filter Settings > Instant Override, or click the **Customize** button beside Instant Override in the Customize Filter Settings screen.
2. You will now see the Instant Override screen:



You can enable whether this User Profile is presented with the ability of overriding a blocked Web page directly from the blocked message displayed.

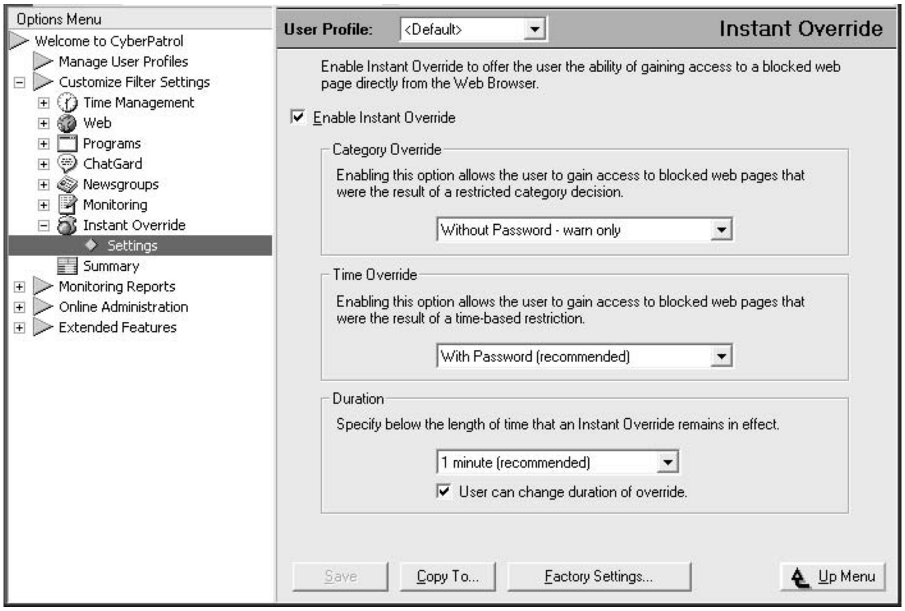
Use this section to specify whether a User Profile has the ability of overriding blocked web pages.

Here you can specify the password that will allow Instant Overrides.

3. In the Instant Override screen click the **Customize Instant Override** button to be taken to the Instant Override Settings screen. Here you can set up whether a password is needed to override a block and how long Instant Override will run for before access is blocked completely (see the following section 'Customize Instant Override' for information on how to use this screen).
4. If you want to set a password that must be entered before an Override is allowed, click the **Set Override Password** button. Set the password that you want users to enter, in order to access a blocked page, or to bypass Time settings temporarily.
5. Once you have entered all necessary details click **Save**.

CUSTOMIZE INSTANT OVERRIDE

The Instant Override Settings screen enables you to define the following:



User Profile: <Default>

Enable Instant Override to offer the user the ability of gaining access to a blocked web page directly from the Web Browser.

☑ Enable Instant Override

Category Override

Enabling this option allows the user to gain access to blocked web pages that were the result of a restricted category decision.

Without Password - warn only

Time Override

Enabling this option allows the user to gain access to blocked web pages that were the result of a time-based restriction.

With Password (recommended)

Duration

Specify below the length of time that an Instant Override remains in effect.

1 minute (recommended)

☑ User can change duration of override.

- **Enable Instant Override -** select the check box to enable Instant Override. If this box is unchecked, when the block page appears in front of the user, there will be no link that they can click to override the block and visit the requested web page.
- **Category Override** - choose one of the options from the drop-down list:
  - **With Password (recommended)** -when the Instant Override link is clicked the user will have to enter a password to access the web page that is blocked. This is useful if you want to keep a check on whether a user is using Instant Override or you need to be sure that only certain users can use it. Either you will have to enter the password or you will need to tell trusted users what the password is. The HQ password can also be used for Instant Override but you must make sure that you do not give this to the user as it will also give them access to the HQ.
  - **Without Password - warn only** - this is most useful on category blocks as it serves as a warning to a user that there might be inappropriate material on the website that they are trying to visit. They can then decide for themselves whether they wish to run the risk of seeing something that they would rather not.
  - **Off** -disables Category Override. If a block page appears because the site belongs to a blocked category, the user will not be able to override it. They will, however, still be able to override Time restrictions if this setting is not set to Off.
- **Time Override** -choose one of the options from the drop-down list:
  - **With Password (recommended)** -when the Instant Override link is clicked the user will have to enter a password to override the time restriction. This is useful if you want to allow a user to finish off what they were doing when Time Restrictions became active, but want to be kept aware of how long they are spending online.
  - **Without Password - warn only** - this allows the user to access a website despite reaching their time limit, without entering a password. The block page really only serves as a warning to the user that they have reached the limit of their time and from now on will have to keep overriding the block page until the duration limit is reached. After this point they will be unable to access any websites.
  - **Off** - disables Time Override. If a block page appears because the user has reached their time limit, the user will not be able to override it. They will, however, still be able to use Category Override if the setting for this type of Override is not set to Off.
- **Duration** - set how long Instant Override will remain in effect. Once this limit is reached, the block page will reappear and will need to be overridden again. If you have asked for a password to be entered before a block can be overridden, you can select the 'User can change duration of override' check-box. This will enable the person entering the password to change the duration time. They could use this to give themselves a longer span of time before the next block.

CHAPTER 10 - EXTENDED FEATURES

Extended Features enables you to customize CyberPatrol further as well as giving you access to information about the product.

PASSWORDS

If necessary, you can change your Headquarters password in the Password screen. For User Profile password changes refer to Chapter 2. You can also set an Override Mode password to enable an elected individual, to have unlimited access to the Internet and all programs. Override Mode can also be set to block all access (see Chapter 1 - Getting Started: 'The CyberPatrol Headquarters (HQ)').

BEHAVIOR OPTIONS

When you have CyberPatrol installed and your subscription has expired, one of two things will happen:

- **All Internet access will be Allowed** - access to the Internet will be completely open, everyone will be able to access anything..
- **All Internet access will be Blocked** - access to the Internet will be completely blocked, no-one will be able to access anything..

By default CyberPatrol is set to Allow All but if you want CyberPatrol to block all Internet access until you renew your subscription, then you need to change the settings in the Behavior screen:

1. Click **Extended Features** then click the **Behavior Options** button in the Headquarters, or double-click **Extended Features** in the left-hand pane of the Headquarters then click on Behavior Options beneath it.
2. You will now see the Behavior Options screen of the CyberPatrol Headquarters. Check the Block All Internet Access option.
3. Click **Save**.

Note: From this point onwards, when your subscription to CyberPatrol expires then all access to the Internet will be blocked until you either renew your subscription or uninstall CyberPatrol.

Headquarters Appearance section

The default appearance of the Headquarters is for all of the links in the left-hand pane to be collapsed so that you only see the main headings. You can set this so that all of the links within this pane are expanded, giving you access to all of the screens within the Headquarters in one click.

Expanding the Options menu. You can ask CyberPatrol to have the Options menu already expanded when it opens:

1. Click **Extended Features** then click the **Behavior Options** button in the Headquarters.
2. You will now see the Behavior Options screen of the CyberPatrol Headquarters.
3. Check the 'Expand Options menu on entering the Headquarters' check box in the Headquarters Appearance section.
4. Click **Save**.

Hide the CyberPatrol Icon. You can hide the CyberPatrol icon so that it doesn't show in the system tray of the Windows Taskbar. You might do this to hide the fact from your users that they are being filtered. This is useful with a user who has a tendency to spend time trying to visit inappropriate sites to see if they can get by CyberPatrol's filtering. To do this:

1. In the Behavior Options screen of the CyberPatrol Headquarters check the 'Hide the CyberPatrol icon on the Windows Taskbar' check box in the Headquarters Appearance section.
2. Click **Save**.

Show Remote Management in Options Menu. With CyberPatrol 7.6 you can install CyberPatrol as a Remote Manager, enabling one installation of CyberPatrol to manage many others. To do this you can either specify Remote Management during an Advanced installation, or switch this feature on from within the CyberPatrol Headquarters. This is an advanced feature designed to be used in organizations with multiple computers, managed by a systems administrator familiar with network infrastructure.

If you feel Remote Management may be of use to you, email Support@CyberPatrol.com for documentation relating to this feature.

Filter settings report

You can generate a report of all your CyberPatrol filter settings for one user or all users with User Profiles. Once generated, this report will appear in an Internet browser, where you can study it on screen or print it out. Having a report of your settings is useful should you ever need to recreate them in future. To create a report:

1. Open the Filter Settings Report screen by clicking **Extended Features** in the left-hand pane of the CyberPatrol Headquarters then choosing the **Filter Settings Report...** button on the Extended Features screen itself. Alternatively double-click Extended Features then Report directly beneath it.
2. Check the option that applies to the settings that you want to show:
   - **All User Profiles** -this will show all of the settings for each profile that you have customized in CyberPatrol.
   - **User Profile selected above** - this will show the settings of the single profile that appears in the User Profile list box at the top of the Report screen.
3. Specify which settings you wish to be displayed in the Report:
   - **Time Management** - shows the time management grid with the settings that you have in place for this user.
   - **Web Filtering** -shows the CyberLIST categories and whether they are set to block or allow. It also shows whether there are any allowed/blocked websites or keywords and displays what they are.
   - **Program Restrictions** - shows which programs are listed within CyberPatrol and whether any restrictions apply.
   - **ChatGard Filtering** -shows which Inbound programs are listed and monitored within CyberPatrol and which are not. It also shows what keywords have been added to ChatGard for filtering, if any.
   - **Newsgroup Filtering** - shows the Newsgroup CyberLIST categories and whether they are set to block or allow. It also shows any allowed/blocked Newsgroups or keywords.
   - **Monitoring Level** - shows whether Monitoring is switched on and to what level.
   - **Instant Override** - shows whether Instant Override is switched on or off.
4. Once you have selected which settings you wish to be displayed on the report click **Generate Report**. The report will appear inside your default Web browser.
5. The Report screen enables you to obtain a print-out of all of your configuration settings which you can save a copy as a .html file for future viewing.

EVENT VIEWER

The Event Viewer is a useful tool enabling you to see how CyberPatrol is performing and also whether it has been tampered with in any way. See the Appendix for more information.

INTERNET PROXY SETTINGS

If you access the Internet through a proxy server then you can change the settings for this connection using this screen.

Caution: The Internet Proxy Settings screen should only be customized by people who are familiar with Proxy servers and are sure of the settings of your machine.

A proxy server is a computer that stands between your computer and the Internet. When you ask for a Web page, your computer connects to the proxy server and it is this computer that actually fetches the Web page from the Internet for you. If you connect to the Internet via a proxy server, you will need to tell your computer or a program that runs on it (like CyberPatrol) to connect to this computer rather than the Internet itself. All of the details that your computer needs are usually contained within Internet Explorer and in the case of a default installation, the computer simply checks for these details.

If your Internet Service Provider (ISP) gives you information relating to a proxy server then during installation you must enter these details into the Internet Proxy Settings dialog. If you have already installed CyberPatrol then the Internet Proxy Settings screen is where you do this.

Caution: Unless you are sure that you connect to the Internet with a proxy server and have all of the connection details we recommend that you do not alter this screen in any way.

SUMMARY

The Summary screen shows you what settings you have in place for CyberPatrol. Access the Summary Screen, by selecting Customize Filter Settings, then select Summary.

If a user is blocked from a site that they should be allowed to access, you can first check the Summary screen to make sure that CyberPatrol is set to filter before checking other screens to define its filtering level. The same applies to programs and Chat programs. The Summary Screen can be found by choosing Customize Filter Settings from the Welcome to CyberPatrol menu.

Note: This screen is just an indication of what settings you have in place for each profile. Any alterations must be done in the relevant screen within the Headquarters.

CHAPTER 11 - TROUBLESHOOTING

If you experience problems with CyberPatrol, try the following solutions. If you are unable to solve your problem then check the in-depth support online at www.cyberpatrol.com/support. Alternatively you can contact us: Support@CyberPatrol.com)

Problem	Step 1	Step 2	Step 3
CyberPatrol switches from the current profile in use to the <Default> User Profile. Under the following conditions: someone has switched to their CyberPatrol User Profile, opened an Internet connection and then left it idle for 10 minutes. This is a factory set safety feature. which can be changed:	Select the relevant User Profile in the Manage user Profiles screen.	Click the Additional Options button then either: Uncheck the ‘Switch to <Default> User Profile when Web activity is idle for’ OR Leave this check-box selected but increase the time so that there is a longer time lag before the profile switches to <Default>.	Click OK then Save.
You have forgotten the HQ password or it is not being accepted	Click the Hint button to see if this will help you remember your password. If the Hint does not help you or you are sure you are entering the correct password, then it is possible that the password file has been deleted. This could be because someone has attempted to bypass the filtering or in an attempt to uninstall the product.	You need a password bypass. Log into your online CyberPatrol My Account if you have a valid subscription. If you are using a trial version, check our online FAQs for 'Forgotten your Password'.	If you have a valid subscription, click the CP Subscription button within the CyberPatrol My Account and follow the Reset HQ instructions.

Problem	Step 1	Step 2	Step 3
Access is blocked. Check the message shown on screen and compare it with those listed in Step 1. If you find the message that you have seen then follow the instructions to fix the problem.	The message tells you that the site is being blocked because of a restricted category or time of day.	Change your filter settings within the HQ to allow access.	Save your settings.
	The message shows a white screen with ‘Access Restricted’.	It is likely that a user has attempted to bypass filtering by deleting files belonging to CyberPatrol. You will need to uninstall and reinstall. If you cannot uninstall, run the installation file again, but you may need a password bypass.	If you need a password bypass, then log into your online CyberPatrol My Account if you have a valid subscription. If you are using a trial version only, check our online FAQs for 'Forgotten your Password'.
	The message shows a Time Tampering message.	This occurs when the system time is changed, perhaps in an attempt to bypass filtering.	Shut down CyberPatrol then check that the system time is correct. Restart CyberPatrol and check your subscription details. You may need to refresh the Web page.
	A message tells you that 'Subscription is Expired.	Open the HQ and click the About button then click the View Subscription Details button.	Click the My Account button to refresh the license details. Do not log into My Account. Check that the details shown here are correct. If not uninstall then reinstall.
	An 'Internal error has occurred' message.	This could be a conflict between CyberPatrol and another program, or necessary files have been deleted.	Uninstall then reinstall. If the problem re-appears contact Technical Support via email: Support@CyberPatrol.com
	Subscription is showing as expired!	Open the HQ and click the About button then click the View Subscription Details button.	Click the My Account button to refresh the license details. Do not log into My Account. If your account details are correct, check your system time is correct and perform step 2 and 3 again. If you have transferred your subscription to another installation of CyberPatrol this will cancel the license that was used on the original installation. Uninstall while connected to the internet then reinstall.

CHAPTER 12 - APPENDIX

ONLINE SAFETY

CyberPatrol's powerful filtering tools help you to manage and control whose Internet access is allowed, filtered or blocked – even when you can't be there! CyberPatrol enables you to:

- Monitor Internet activity
- Block harmful sites & images
- Restrict chat and instant messaging
- Limit time online & access to programs
- Control program downloads
- Protect Privacy

We have drawn together a range of resources to help you and your users gain the most benefit and enjoyment from a safe online experience:

Helpful Organizations:

- Childnet International (http://www.childnet-int.org/) - a non-profit organization working around the world to help make the Internet a great place for children.
- WebWiseKids (http://www.childnet-int.org/) - teaches children to make wise choices on the Internet.
- SafetyEd International (http://www.childnet-int.org/) - a non-profit organization representing children's rights in cyberspace.

Hotlines:

- Virtual Global Taskforce (http://www.virtualglobaltaskforce.com/) -an international partnership between law enforcement agencies and industry in the UK, Australia, Canada, the US, and Interpol. It enables you to report online child abuse to the appropriate law enforcement agencies in any of these countries.
- National Center for Missing and Exploited Children (http://www.virtualglobaltaskforce.com/) - handles leads on the sexual exploitation of children.
- Childquest (http://www.virtualglobaltaskforce.com/) - dedicated to the protection and recovery of missing, abused and exploited children.
- Internet Watch Foundation (http://www.iwf.org.uk/) - operates the only authorized UK 'hotline' to report illegal content on the Internet.

Resources:

- GetNetWise (http://www.getnetwise.org/) -helps ensure that families have safe, constructive, educational and/or entertaining online experiences.
- Parents Online (http://www.parentscentre.gov.uk/usingtheinternet/parentsonlinemergerarticle/) -highlights the dangers of the Internet and guides parents and children on how to get the best from it.
- FKBKO (For Kids By Kids Online) (http://www.fkbko.co.uk/) - empowers parents and children with the knowledge they need to navigate the Internet safely.

GLOSSARY

If you do not find the glossary item you were looking for you can find other internet and technology definitions here:

http://www.webopedia.com/

Activate	Enabling the subscription to a particular product installation.
Activation Code	Part of the serial number which licenses CyberPatrol.
Activity Explorer	Shows a summary of monitored activity for the past 7 days.
Application	A program that runs on your computer and enables you to carry out specific tasks. For example, Microsoft Word is a word processing application.
Automatic List Updates	The updating of your CyberLIST Web Categories is scheduled to occur automatically. If there is no Internet connection when the update is scheduled to occur, the update will be carried out after 10 minutes of a user browsing the Internet.
Automatic Timeout	Now called 'Switch to <Default>. If a connection to the Internet is made then left inactive CyberPatrol will revert to the Default Profile after a certain span of time. This time is set in the User Profile screen and can be different for each user. It is only available with profiles that you have created.
Blocking Page Styles	The picture and text that appears in he browser instead of the Web page that the user has asked for. There are a variety of blocking page styles supplied with CyberPatrol.
ChatGard	The name of the technology that filters Chat.
Copy To	The term given to the act of copying Filter settings from one User Profile to another.
CyberLISTs	The collective name for all category lists supplied by CyberPatrol.
CyberPatrol	The name of the product.
CyberPatrol (or HQ) Administrator	The Adult/Parent/Guardian who 'owns' the HQ password and can make changes to the settings within the HQ.
CyberPatrol Online Resources	Within the CyberPatrol HQ you can click a CyberPatrol Online Resources button which will take you to a Web page giving information on products, support and news.
CyberPatrol Message Centre	A message that appears in a small window when a user asks for a program that has been blocked. The message gives the name of the profile that has just been blocked and tells them that they are not allowed to run the program.
CyberPATTERNS	Technology within CyberPatrol that looks at the context of a word in the Web address to decide if or how it should be categorized.
Default profile	The User Profile that is supplied with the product to ensure that CyberPatrol will start to filter as soon as it is installed. CyberPatrol also switches to this profile if someone has connected to the Internet then left the connection idle for a while.

<Default>	This refers to the Default Profile as described above.
Deputy Mode	This is now called Override Mode (see Override Mode below).
Duplicate User	Creates an exact copy of a User Profile so that the same settings can be applied to another user or used as a starting point for a new profile.
Encryption / Encrypted file (s)	Encryption is the conversion of plain text data into ciphertext through the use of algorithms. This makes the data unintelligible to unauthorized parties.
Event Viewer	A list of events that have taken place within CyberPatrol such as category list updates, someone trying to open the HQ with the wrong password or other similar occurrences.
Expiry Behavior	By default CyberPatrol will ALLOW unrestricted access to the Internet when your subscription expires. This can be changed to BLOCK.
Factory Settings	Sets a profile's settings back to the default settings. This will only apply to the screen that you are actually viewing at the time. It will not affect any other settings within this profile or any alter the settings in any of the other profiles.
Filtering Status	Whether a setting for Time, Web Access, Program Restrictions, Chat Filtering or Newsgroup Filtering is set to Block, Allow or Filter.
Hard Allows	These sites are always allowed unless they are on the My Sites or My Keywords lists.
Headquarters	Also known as the HQ this is the part of CyberPatrol where you can customize the product and the User Profiles within it.
Hint Messages	Message boxes that appear while the HQ Administrator is customizing CyberPatrol. They carry helpful advice, reminders or warnings depending on the task in hand.
HQ	Also known as the Headquarters. See 'Headquarters' above.
HQ Administrator	The person who has permission to create and manage user profiles as well as customize CyberPatrol itself.
Instant Override	Gain access to a blocked website temporarily. Instant Override can be assigned on a per User Profile basis.
Internet Browser	The Window in which your websites appear. This window is run by a program such as Internet Explorer or Netscape Navigator.
Internet Proxy	A computer that sits between your home computer and the Internet acting as a 'go-between'. When you make a request for a Web page it is this computer which attaches itself to the Internet and finds the website for you.

IP Address	An IP address is a number that identifies each sender or receiver of information sent across the Internet. Information is sent in 'packets' and it is these packets that identify who the information was sent from and who it is going to. An IP address has two parts: the identifier of a particular network on the Internet and an identifier of the particular computer within that network. There are two ways in which an IP address can be used: • On a network both the number of the particular network and the computer within that network are looked at. • On the Internet itself - that is, between the router that move packets from one point to another along the route - only the network part of the address is looked at.
Link Analysis	The 'Web Link Analysis' analyzes the URL's that appear on Web pages and checks them against our CyberLIST and CyberPATTERNS. If there are several links on the page that are categorized in a blocked category the page will not be allowed.
Manual List Updates	An immediate updating of the CyberLISTs that is carried out when the Update Now button is clicked.
Message Center	When a program is blocked, you will see a message saying that the program is blocked and stating why.
Monitoring	CyberPatrol can keep a record of all surfing that takes place and then produce a report of this activity. The summary of this activity can be seen in the Activity Explorer.
My Account	A secure area where you can manage your subscription/account details.
My Keywords	A list of words defined by the HQ Administrator to be blocked or allowed.
My Sites	A list of websites defined by the HQ Administrator to be blocked or allowed.
Newsgroups	A Web-based discussion about a particular subject. People post their views on to the website then other people read them and post replies, opposing views or anything relevant to the subject in question.
Options menu	The menu in the left-hand pane of the CyberPatrol HQ that gives you an alternative way in which to navigate around the CyberPatrol screens. It can be used instead of the buttons in the screens themselves.
Override Mode	A temporary setting to be used in the absence of a user profile. Override Mode can be set to Allow All to give someone without a user profile, totally unrestricted access to the Internet or Block All to block all access as a safeguard.
Password	A word that you specify during installation then use to open the HQ. This can be changed at any time in the HQ itself.
Password Hint	A clue that is entered during installation by the Administrator as a reminder of what the HQ password is.

Preset Filter Strength	A set of filter strengths that are set up during installation when you choose your setup environment. The strength of filtering for each category depends on what is considered the most appropriate setting for the age group or environment chosen. These can be changed by moving the sliders next to the categories or choosing a different environment from the Preset Filter Strength list in the Web Categories screen.
Programs	Something that runs on your computer that can usually be interacted with like an application. It is this type of program that CyberPatrol can restrict. For example a computer game is an Entertainment program. However, programs can also work in the background without needing the user to do anything, for example your computer is full of programs that keep it running correctly which you would normally have nothing to do with.
Real-Time Activity Monitor	Shows Internet access in a 'real-time' setting, that is, as it happens. If you launch the Real-Time Monitor then open a browser and start to surf, you will see each URL that you visit appear in the Real-Time Monitor as you visit it.
Remote Proxies	A Remote Proxy is a Web server that will return content from another Web server. This enables you to obtain content from a website without actually having to be in direct communication with that Web server. These servers may serve you with anexact copy of the final destination website, or modify the content in some way, such as a Translation website.
Report	A list of all the settings within CyberPatrol for each user profile. This can be printed off for keeping or just viewed in a Web browser on-screen.
Serial Number	A License key that is unique to each installation.
Shutdown	Closes CyberPatrol and stops all filtering. You must enter the HQ password to Shut down CyberPatrol.
Spyware	Spyware programs gather information about a person or organization without their knowledge or consent. It is used to secretly gather information about the user and relay it to advertisers or other interested parties. Spyware can get into a computer as a virus or as the result of installing a new program.
Subscription	CyberPatrol is sold on a subscription basis much like a magazine. You subscribe for a specified time period and renew when that period has ended.
Switch User	Changing to a different user profile. This enables a user to use the Internet with a user profile that is designed to exactly fit their needs.
Time Management	Enables you to set time periods for Internet access on a daily or weekly basis.
ToolTips	Small labels that appear when buttons on the HQ tool bar are hovered over by the mouse pointer. They give a brief description of what the button does.
URL	A website address - usually starts with www. and ends with .com or something similar.
User Profile	The collection of filter settings assigned to an individual or group of users.
Web Address	A generic term for website or URL.
Web Categories	A list of URLs that is then put into different groups representing different types of website, for example, Violence. websites and Newsgroups are checked against these categories and if the website falls into any of them then it will be blocked or allowed, depending on the settings within CyberPatrol.
Web Links Analysis	The 'Web Link Analysis' analyzes the URL's that appear on Web pages and checks them against our CyberLIST and CyberPATTERNS. If there are several links on the page that are categorized in a blocked category the page will not be allowed.
Web Page Analysis	Functionality within CyberPatrol to analyze and categorize the actual content of a Web page rather than just the Web address.

Windows Taskbar	The bar at the bottom of your computer screen that carries items such as the Start button and icons relating to programs that are installed on the computer.
Windows User Name	The name you enter into the Windows Security dialog when you log into Windows XP.
Windows User Name Integration	When you log into your computer using Windows XP, CyberPatrol can launch the relevant User Profile to save having to switch user.

EVENT VIEWER

The Event Viewer enables you to see how CyberPatrol is performing and also whether anyone has tried to tamper with it. Each event has a code that can be given to Technical Support, or the administrator can use the descriptions to identify any problems. Events that are recorded are as follows:

Chapter 12 - Appendix

Event Code	Message	Description
000	HQ Access Denied: Incorrect Password	An incorrect password was entered into the Open HQ dialog because: • The administrator forgot or mistyped the password. • The user was not an administrator and didn’t know the password.
001	Override Mode Access Denied: Incorrect Password	An incorrect password was entered for Override Mode because: • No Override Mode password had been set and the administrator didn’t use the Headquarters password instead. • The person trying to use Override Mode had forgotten the password and didn’t know the Headquarters password. • Someone tried to use Override Mode who is not allowed to do so and they didn’t know the password. As Override Mode gives access to changing the status of CyberPatrol to Allow All this could be a warning that someone is trying to break through its security.
002	HQ Access Denied: Incorrect Support Response	Someone has entered the wrong code into the Support Response dialog. If this is done incorrectly then the failure will be logged. Failure could be caused by: • By mistake you have typed a wrong letter or number into the edit field of the Support Response dialog. • Someone has tried to use the Support Response dialog to enter the Headquarters. This could be a warning that a user has been trying to breach the security of CyberPatrol.
003	List Update Failure	A list update was attempted but failed. Failures of this type should be taken seriously as a failure to update the CyberLIST could mean that the security provided by CyberPatrol is not as up to date as it should be.
004	List Update Success	The update of the CyberLIST was successful.
005	Event Viewer cleared	All entries in the Event Viewer have been removed. Clearing the Event Viewer makes a single entry into the Log file to keep a record of when this occurred.

Chapter 12 - Appendix

006	Daily Browse Time reached	The Daily Browse Time set within Time Management has been reached so the user can no longer use the Internet for today. This entry provides a time and date for this occurrence so that you can see what time a user ran out of browsing time. It is a useful indication of why a user’s browsing time may be blocked if they are blocked unexpectedly.
007	Weekly Browse Time Limit Reached	The Weekly Browse Time set within Time Management has been reached so the user can no longer use the Internet for this week. This entry provides a time and date for this occurrence so that you can see what time a user ran out of browsing time. It is a useful indication of why a user’s browsing time may be blocked if they are blocked unexpectedly.
008	Change Active User Denied: Incorrect Password	Someone has tried to switch user and entered the wrong password. This could be for a number of reasons: • The user has forgotten their password. If this is the case you will need to access the Headquarters and change their password for them. • By mistake the user mistyped their password and had to re-enter it. • Someone has tried to access the Internet using a different user’s profile and they do not know the password for this user. This could be a warning that a user is trying to access the Internet using a less restrictive profile than their own.
009	Time Tampering Detected	Someone has tried to bypass Time Management so that they can use the Internet for a longer time than that specified. This is usually done by moving the system clock on the computer forward so that Time Management (which works from the system clock) will work to the following day’s settings. However CyberPatrol is aware of this happening and as soon as the system clock is reset (as it would have to be if no-one is to discover that the clock has been tampered with) it will log the fact that this has happened in the Event Viewer. At the same time all access to the Internet will be blocked. When a new user attempts to change to their own profile a warning message will appear Note: If Time Management is enabled and a user attempts to turn the system clock backwards then Internet access will be blocked.
011	Incorrect Instant Override password entered	Someone has entered the wrong password for a 'Password Required' Instant Override block. This could be because they have forgotten the password that was given to them or because they have tried to use Instant Override when they have not been authorized to do so.

CYBERPATROL CATEGORIES

The CyberLIST is a list of websites that have been carefully researched and categorized according to type. Each category covers a subject that you may want to be filtered so that you can select a category and know that any websites of this type will be filtered by CyberPatrol.

Category	Defined Criteria
Adult/Sexually Explicit	• Adult products including sex toys, CD-ROMs, and videos • Child Pornography/Pedophilia* • Adult services including videoconferencing, escort services, and strip clubs • Erotic stories and textual descriptions of sexual acts • Explicit cartoons and animation • Online groups, including newsgroups and forums, that are sexually explicit in nature • Sexually-oriented or erotic full or partial nudity • Depictions or images of sexual acts, including animals or inanimate objects used in a sexual manner • Sexually exploitive or sexually violent text or graphics • Bondage, fetishes, genital piercing • Naturist sites that feature nudity • Erotic or fetish photography, which depicts nudity **Note: We do not include sites regarding sexual health, breast cancer, or sexually transmitted diseases (except in graphic examples).** *** All child-oriented erotic sites are sent to global advocacy groups, including the Australian Broadcasting Authority (AU), Bundesministerium f¸r Inneres (AT), Internet Watch Foundation (UK), Meldpunt (NL) and the National Center for Missing and Exploited Children (US).** ****Included is the Internet Watch Foundation database of child abuse websites.**
Chat	• Web-based chat • Instant Message servers **Note: This category filters HTTP traffic only.**
Criminal Skills and Phishing	• Phishing/Fraud • Advocating, instructing, or giving advice on performing illegal acts • Phone, service theft advice • Tips on evading law enforcement • Lock-picking, and burglary techniques • Plagiarism/cheating, including the sale of research papers

Drugs, Alcohol & Tobacco	• Glamorizing, encouraging, or instructing on the use of or masking the use of alcohol, tobacco, illegal drugs, or other substances that are illegal to minors • Information on "legal highs": glue sniffing, misuse of prescription drugs or abuse of other legal substances • Distributing illegal drugs free or for a charge • Displaying, selling, or detailing use of drug paraphernalia • Alcohol and tobacco promotional websites • Distributing alcohol or tobacco free or for a charge • Recipes, instructions or kits for manufacturing or growing illicit substances for purposes other than industrial usage **Note: We do not include sites that discuss medicinal drug use, industrial hemp use, or public debate on the issue of legalizing certain drugs**
Gambling	• Online gambling or lottery websites that invite the use of real or virtual money • Information or advice for placing wagers, participating in lotteries, gambling, or running numbers • Virtual casinos and offshore gambling ventures • Sports picks and betting pools • Virtual sports and fantasy leagues that offer large rewards or request significant wagers
Glamour & Intimate Apparel	• Lingerie, negligee or swimwear modeling • Model fan pages; fitness models/sports celebrities • Fashion or glamour magazines online • Beauty and cosmetics • Modeling information and agencies
Hacking & Spyware	• Promotion, instruction, or advice on the questionable or illegal use of equipment and/or software for purpose of hacking passwords, creating viruses, gaining access to other computers and/or computerized communication systems • Sites that carry malicious executables or viruses • Sites that provide instruction or work-arounds for filtering software • Cracked software and information sites; Warez • Pirated software and multimedia download sites • Computer crime • Sites that provide or promote information gathering or tracking that is unknown to, or without the explicit consent of, the end user or the organization • 3rd party monitoring and other unsolicited commercial software **Note: We use the most current technical definition for Spyware for this category and focus on filtering malicious content, not simple adware and cookies.**

Hate Speech	• Advocating or inciting degradation or attack of specified populations or institutions based on associations such as religion, race, nationality, gender, age, disability, or sexual orientation • Promoting a political or social agenda that is supremacist in nature and/or exclusionary of others based on their race, religion, nationality, gender, age, disability, or sexual orientation • Holocaust revisionist/denial sites and other revisionist sites that encourage hate • Coercion or recruitment for membership in a gang* or cult** • Militancy, extremist • Flagrantly insensitive or offensive material, including lack of recognition or respect for opposing opinions and beliefs **Note: We do not include news, historical, or press incidents that may include the above criteria (except in graphic examples).** ***A gang is defined as: a group whose primary activities are the commission of felonious criminal acts, which has a common name or identifying sign or symbol, and whose members individually or collectively engage in criminal activity in the name of the group.** ****A cult is defined as: a group whose followers have been deceptively and manipulatively recruited and retained through undue influence such that followers' personalities and behavior are altered. Leadership is all-powerful, ideology is totalistic, and the will of the individual is subordinate to the group. Sets itself outside of society.**
Multiple Category Servers	Websites that host business and individuals' Web pages (i.e. GeoCities, earthlink.net, AOL)
Remote Proxies	• Remote proxies or anonymous surfing • Web-based translation sites that circumvent filtering • Peer-to-peer sharing
Sex Education	• Pictures or text advocating the proper use of contraceptives • Sites relating to discussion about the use of the Pill, IUDs and other types of contraceptives • Discussion sites on how to talk to your partner about diseases, pregnancy and respecting boundaries **Note: Not included in the category are commercial sites that sell sexual paraphernalia. These sites are typically found in the Adult category.**
Violence	• Portraying, describing or advocating physical assault against humans, animals, or institutions • Depictions of torture, mutilation, gore, or horrific death • Advocating, encouraging, or depicting self-endangerment, or suicide, including eating disorders or addictions • Instructions, recipes or kits for making bombs or other harmful or destructive devices • Sites promoting terrorism • Excessively violent sports or games (including video & online games) • Offensive or violent language, including through jokes, comics or satire • Excessive use of profanity or obscene gesticulation **Note: We do not block news, historical, or press incidents that may include the above criteria (except in graphic examples).**

Weapons	• Online purchasing or ordering information, including lists of prices and dealer locations • Any page or site predominantly containing, or providing links to, content related to the sale of guns, weapons, ammunition or poisonous substances • Displaying or detailing the use of guns, weapons, ammunition or poisonous substances • Clubs which offer training on machine guns, automatics and other assault weapons and/ or sniper training **Note: Weapons are defined as something (as a club, knife, or gun) used to injure, defeat, or destroy.**