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Netintelligence Ltd., Netintelligence Home Edition 1.2

Netintelligence Home Edition provides content filtering for web surfing, anti-virus and firewall functionality, as well as logging of computer and Internet usage.

Its support of platforms and languages is summarised in the table below:

| Type | Client | Server | Service | | | | | | |
|------------------------------|----------------|--------------------|--------------|----------------|----------|----------------------|------------------|-------|--------|
| Platforms | Win95 | Win98 | WinME | Win2k | Win03 | WinNT | WinXP | Linux | MacOS |
| Protocols / Applications | browser | instant msg | chat | e-mail | news | file transfer | peer2peer | VoIP | Stream |
| Languages User Interface | Czech | Danish | Dutch | English | Estonian | Finnish | French | | |
| | German | Greek | Hungarian | Italian | Latvian | Lithuanian | Maltese | | |
| | Polish | Portuguese | Slovak | Slovenian | Spanish | Swedish | | | |
| Languages Filtering Criteria | Czech | Danish | Dutch | English | Estonian | Finnish | French | | |
| | German | Greek | Hungarian | Italian | Latvian | Lithuanian | Maltese | | |
| | Polish | Portuguese | Slovak | Slovenian | Spanish | Swedish | | | |

The feedback given by the User Reference Group is summarised as follows:

| Test domain | Score | Actual score | Average all tools | Best tool |
|--|-------|--------------|-------------------|-----------|
| (Un)installing and updating the tool | ●●○ | 2,6 | 2,3 | 2,8 |
| Tailoring and monitoring the filtering | ●●○ | 2,7 | 2,5 | 3,2 |

The scores of the Lab tests are summarised as follows:

| Test domain | Score | Actual score | Average all tools | Best tool |
|---|-------|--------------|-------------------|-----------|
| Local language support | ●●○○ | 2,0 | 2,6 | 4,0 |
| Effectiveness for kids | ●○○○ | 1,5 | 2,0 | 4,0 |
| Effectiveness for adolescents | ●○○○ | 1,5 | 1,8 | 2,5 |
| Effectiveness for kids (porn only) | ●●●○ | 3,0 | 2,6 | 4,0 |
| Effectiveness for adolescents (porn only) | ●●○○ | 2,5 | 2,5 | 4,0 |
| Speed of filtering | ●●●○ | 3,0 | 3,2 | 4,0 |
| Security Integrity | ●○○○ | 1,0 | 2,7 | 4,0 |
| Legal Compliance | ●●●○ | 3,0 | 2,4 | 3,5 |

1. Configurability

NetIntelligence Home Edition comes with default harmful content categories that can not be adjusted by the child carer. The child carer can only chose what categories apply to which user.

Netintelligence Home Edition provides a web interface to customise these settings. The settings can be defined separately for each Windows user profile. However, it is not possible to use a user group.

The child carer can add websites to the white list (allowed access) and black (denied) list.

NetIntelligence can be both updated manually and automatically.

2. Usability

NetIntelligence Home Edition is available in German and English. The terms used in the user interface are easy to understand. The user interface is also quite easy to control with only a keyboard.

The help information is easily available, both in English and German. The manual is user-friendly and to the point, and also available in English and German.

3. Filtering Algorithm & Effectiveness

The scores of the Lab tests for the individual effectiveness tests are:

| Content Type | Score |
|-------------------------------|---------|
| Web ICRA filtering | N/A |
| Instant Messaging | Disable |
| Chat | N/A |
| Email | N/A |
| Newsgroup | Disable |
| File Transfer Protocol | N/A |
| Voice over IP | N/A |
| Streaming media | N/A |
| Peer-to-peer | Disable |

Web filtering: URL based filtering

Netintelligence Home Edition provides the option to block websites based on six categories of harmful content (Adult, Gaming, Gambling, Threats, Drugs, Hate). It also provides the possibility to maintain a list of websites that are safe to be browsed.

Web filtering: Content filtering

Netintelligence Home Edition does not support ICRA filtering.

Instant messaging MSN

Netintelligence Home Edition can block instant messaging applications. Child carers can set time limits for the length of time that their children can use IM for. When this option is enabled, the IM application cannot connect to the internet.

It does record and report the number of messages sent per user per day, as well as the full content. Netintelligence mentions that this is done for MSN Messenger, Yahoo IM, ICQ and AIM AOL.

Chat IRC filtering

Netintelligence Home Edition does not filter or block chat applications.

Email filtering

Netintelligence Home Edition does not provide any email filtering. Browser based email services are not blocked nor filtered and both Outlook Express and Thunderbird downloaded all test emails without any content filtering.

Newsgroup filtering

Netintelligence Home Edition provides the possibility to block access to newsgroups. When active, there is no connection possible with the newsgroup server.

File Transfer (FTP) filtering

Netintelligence Home Edition does not provide any settings to block FTP traffic. However, it is still possible to block web based ftp sessions by blocking their websites. It is not possible to specify which content has to be filtered out when using FTP.

Voice over IP, streaming media, peer-to-peer blocking

Netintelligence Home Edition does not provide filtering or blocking for voice over IP and streaming media.

It does provide the possibility to block access to peer-to-peer applications. When active, Netintelligence prevents peer-to-peer applications from connecting to a server.

4. Performance

Based on the values observed during our tests, we determined that the impact on memory consumption for the tool Netintelligence was very low. The results of the tests on CPU usage were very close to those of the base system, thus demonstrating a low consumption of CPU resources.

Based on the HTTP loading tests for this tool, it scored a 3, meaning that there was a low impact in terms of delays and therefore did not degrade the surfing experience significantly.

5. Transparency

When logging in, the user is not informed about any logging, filtering or monitoring activities.

When trying to access a prohibited website, Netintelligence Home Edition shows a webpage with the URL of the website that was attempted to access and the reason (content category) why it was blocked.

Netintelligence Home Editions provides several reports on the usage for each user during the last seven days of surfing, messenger conversations, blocked sites, number of minutes of computer usage, software usage, etc. For blocked sites, the website-URL and the reason for blocking are listed. Netintelligence Home Edition collects information about Internet usage, but also on general application usage (e.g. Word, Windows Explorer).

All reports provide a clear and easily readable bar or pie chart.

6. Security Integrity

Network tests

The network security tests performed did not identify security issues caused by the tool.

Local tests

During our local tests, we could disable the application or reinstall it manually. The tool does not prompt the user for a password to give him access to the Internet; the OS accounts are trusted for this.

During the filtering of web access, the tool is sending information to the vendor's website. The kind of information sent to the vendor was: URL accessed, blocking category, and a customer id number (e.g.

http://www.nihome.netintelligence.com/blocked_page.php?url=http://BlockedSiteURL/&category=Adult&custno=Cust_id).

In addition, the page shown when a page is blocked has been found vulnerable to cross-site scripting attacks. This way, the users can be subject of hackers stealing their cookies, phishing and executing malicious code on the user's PC.

7. Legal Compliance

Although the product features are explained in clear and user-friendly language, users have to go into the buying process to identify basic information about Netintelligence (e.g. its location and address is mentioned only in the license agreement).

A number of additional elements on the vendor's website enable users to be better informed about the solution and the risks it is designed to prevent. Examples include user-friendly tips on how parents or children can use the internet safely. Also, a number of hyperlinks direct users to educational material and organisations defending children's interests.

The privacy information is present on the website. However, we would recommend adding a link to this information on the page where the user can register and receive a free download. In addition, a number of improvements in the privacy statement or privacy policy may be envisaged. We also recommend to ensure a certain level of protection for data that may be shared with other service providers or when they are transferred to countries where protection may not be adequate.