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## SafeBrowse.com, Safe Eyes 2006 4.2

SafeBrowse's Safe Eyes 2006 provides web filtering, as well as blocking and monitoring features for instant messaging.

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

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

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	●○○○	1,8	2,3	2,8
Tailoring and monitoring the filtering	●●○○	2,2	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	●○○○	1,0	1,8	2,5
Effectiveness for kids (porn only)	●●○○	2,5	2,6	4,0
Effectiveness for adolescents (porn only)	●●○○	2,5	2,5	4,0
Speed of filtering	●●●●	4,0	3,2	4,0
Security Integrity	●●○○	2,0	2,7	4,0
Legal Compliance	●●○○	2,0	2,4	3,5

## 1. Configurability

Safe Eyes has a useful default filtering policy, with several harmful content categories available. The default filtering policy can easily be fine-tuned by the child carer. The child carer can also choose for each category if access to websites containing this content should be blocked and/or logged.

New users can be created with their own filtering policy, but it is not possible to manage several users through group accounts.

Updates are only possible manually and for each PC individually.

## 2. Usability

Safe Eyes is only available in English, but the user interface is very easy to understand and consistent. It is however very difficult to control the user interface with only a keyboard.

The user interface cannot be adapted to the own wishes. Help information is easily accessible, but it is not very detailed.

## 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	N/A
Chat	Disable
Email	Disable
Newsgroup	Disable
File Transfer Protocol	Disable
Voice over IP	N/A
Streaming media	N/A
Peer-to-peer	N/A

### Web filtering: URL based filtering

SafeEyes allows the child carer to block access to certain websites based upon several content categories. It provides a white and black list of websites. The child carer can also maintain a list of allowed and denied website URLs and a list of keywords to block. When a URL or word from the list is found, the access to the site is prevented. It also provides a toolbar in Internet Explorer, making it easy for the child carer to allow or deny the access to the current website.

### Web filtering: Content filtering

SafeEyes does not perform content filtering.

### **Instant messaging MSN**

Safe Eyes 2006 does not provide instant messaging filtering. However, Instant Messaging can be blocked. Although we have enabled this blocking option and received a warning that windows messenger was blocked when we tried to connect, we still were able to connect and have a conversation.

Even when we added Windows Messenger explicitly to the "blocked programs" list, we still were able to connect, although an "application blocked" message was given. Problems with program controls not blocking applications are, according to the vendor, corrected in the versions after 4.2.

### **Chat IRC filtering**

SafeEyes allows the child carer to block IRC Chat applications. When active, IRC chat applications cannot connect to the Internet. SafeEyes also provides the option to block websites containing chat rooms. When active, it is not possible to open websites containing chatboxes.

### **Email filtering**

SafeEyes allows the child carer to block access to POP3 servers. When active, email client applications cannot be used to access POP3 servers.

SafeEyes also provides the option to block access to websites that provide free email services. When active, free web based email services cannot be accessed. Webmail services that are paid for are still accessible.

### **Newsgroup filtering**

SafeEyes allows the child carer to block access to newsgroups. When active, newsgroup applications cannot access newsgroup servers.

When we disabled the option to block newsgroups, we were able to download all newsgroup messages. All messages were downloaded without any filter.

### **File Transfer (FTP) filtering**

SafeEyes allows the child carer to block access to FTP servers. When active, it is not possible to access FTP servers. SafeEyes does not provide content filtering of files when FTP traffic is allowed.

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

SafeEyes does not allow the option to block or filter VoIP traffic. Even when the VoIP application Skype was added to the list of "blocked programs", we were able to connect to the Internet and have a conversation.

Although SafeEyes does not provide the option to block streaming media, it is possible to block media players. However, while we have enabled the option to block media players, we still were able to watch a streaming video through Windows Media Player.

SafeEyes allows the child carer to block peer-to-peer applications. However, although we have enabled this option, we were still able to start eMule+, connect to an eDonkey server and download files with objectionable content. This was also the case when we added eMule+ to the list of blocked programs.

Problems with program controls not blocking applications are, according to the vendor, corrected in the versions after 4.2.

## 4. Performance

Based on the values observed during our tests, we determined that the impact on memory consumption and CPU usage for the tool SafeEyes was very low.

Based on the HTTP loading tests for this tool, it scored a 4, meaning that there was a very low impact in terms of delays and therefore was almost not noticeable.

## 5. Transparency

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

If the user tries to access a website with harmful content, a Safe Eyes webpage is shown with the message that the page could not be displayed. The reason for blocking is given (category). The blocking cannot be overruled by providing a password.

Safe Eyes allows the child carer to log all internet connectivity, or only for the selected items. Instant messaging conversations can be logged, as well as individual images. The log contains information for the last 30 days and the child carer can choose to see all log entries, only banned activity or only instant messaging conversations.

When viewing the instant messaging conversations, the child carer can only see which user was talking to whom and using which service. Viewing the banned activity results in information about the user, date and time, the website URL and the content category. We did not find other reports.

## 6. Security Integrity

### Network tests

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

### Local tests

The filtering can be bypassed by using e.g. telnet on port 80.

The log files could be accessed, modified and even removed from the system by a regular system user.

In addition, when a site is blocked, the tool is sending information to the vendor's website. The kind of information sent to the vendor was: URL accessed, and blocking category (e.g. <http://www.websitedenied.com/d2006.asp?site=http://BlockedSiteURL/&r=cat&cat=22>)

## 7. Legal Compliance

The privacy statement is the only piece of legal information available to potential users at the pre-sales level (by surfing on the website before placing any buying order).

Although the level of information provided in the privacy statement is quite satisfactory, further improvements are possible. For instance, purposes of processing of personal data could be defined more accurately (if such data are actually processed as the case may be), the necessity to store such information and the duration of storage. It is positive that the privacy statement expressly

confirms that, in cases in which a number of non-personal identifiable data are collected (e.g. IP addresses, types of internet browsers, etc.), these data are not used to personally identify users.

There is an explicit statement on the protection of children's privacy in a separate clause of the privacy statement: "If it comes to our attention that we have collected and stored personal information of a child then it will be removed immediately. The SafeBrowser is specifically designed to protect children... we will make every effort to protect their [children's] privacy".