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## Softwin, BitDefender Internet Security v9

Softwin's BitDefender 9 Internet Security is an integrated security package providing anti-virus, anti-spam, anti-spyware, firewall and parental control functionality.

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

| Type                         | Client         | Server             | Service     |                |                |                      |                  |       |        |
|------------------------------|----------------|--------------------|-------------|----------------|----------------|----------------------|------------------|-------|--------|
| Platforms                    | Win95          | Win98              | WinME       | <b>Win2k</b>   | Win03          | WinNT                | <b>WinXP</b>     | Linux | MacOS  |
| Protocols / Applications     | <b>browser</b> | <b>instant msg</b> | <b>chat</b> | <b>e-mail</b>  | news           | <b>file transfer</b> | <b>peer2peer</b> | VoIP  | Stream |
| Languages User Interface     | Czech          | Danish             | Dutch       | <b>English</b> | Estonian       | Finnish              | <b>French</b>    |       |        |
|                              | <b>German</b>  | Greek              | Hungarian   | <b>Italian</b> | Latvian        | Lithuanian           | Maltese          |       |        |
|                              | <b>Polish</b>  | Portuguese         | Slovak      | Slovenian      | <b>Spanish</b> | Swedish              |                  |       |        |
| Languages Filtering Criteria | Czech          | Danish             | Dutch       | <b>English</b> | Estonian       | Finnish              | <b>French</b>    |       |        |
|                              | <b>German</b>  | Greek              | Hungarian   | <b>Italian</b> | Latvian        | Lithuanian           | Maltese          |       |        |
|                              | <b>Polish</b>  | Portuguese         | Slovak      | Slovenian      | <b>Spanish</b> | 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   | ●●○○  | 2,4          | 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                    | ●●●○  | 3,0          | 2,6               | 4,0       |
| Effectiveness for kids                    | ●○○○  | 1,0          | 2,0               | 4,0       |
| Effectiveness for adolescents             | ●○○○  | 1,0          | 1,8               | 2,5       |
| Effectiveness for kids (porn only)        | ●○○○  | 1,0          | 2,6               | 4,0       |
| Effectiveness for adolescents (porn only) | ●○○○  | 1,0          | 2,5               | 4,0       |
| Speed of filtering                        | ●●●●  | 4,0          | 3,2               | 4,0       |
| Security Integrity                        | ●○○○  | 1,0          | 2,7               | 4,0       |
| Legal Compliance                          | ●●○○  | 2,0          | 2,4               | 3,5       |

## 1. Configurability

BitDefender comes with a more or less useful default filtering policy, but no harmful content categories are available and the product leaves not much room for fine-tuning the policy.

The child carer can choose whether parental control is enabled or not. If parental control is enabled, the child carer can also choose if web control and applications control is enabled or not. If Web control is enabled, the child carer can only override the settings by allowing or blocking specific website URLs. If Applications control is enabled, the child carer can block the execution of specific applications. BitDefender does not provide the option to create and manage several users. All settings apply to all users.

The product can be updated both manually and automatically.

## 2. Usability

As BitDefender does not provide many options, the terms used in the user interface are rather easy to understand.

The user interface is not adaptable to the own wishes and cannot be accessed without the mouse (even when entering the child carer's password, we could not press the "enter"-button, but needed to click with the mouse on the "OK"-button).

Help information is available and the manual is detailed, user-friendly and to-the-point.

## 3. Filtering Algorithm & Effectiveness

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

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

### Web filtering: URL based filtering

BitDefender provides an updatable default URL list of websites with objectionable content. All access to these sites is blocked. The child carer can maintain his/her own white and black list. However, objectionable websites that are not in the default or the child carer's list can be accessed. We have not found content category filtering options in BitDefender.

Based on the tests performed, we noted that there is significant underblocking.

### **Web filtering: Content filtering**

Based on the tests performed, we noted that there is no content-based filtering.

### **Instant messaging MSN**

BitDefender does not provide instant messaging blocking or filtering. However, the IM application can be added to a list of blocked programs, so it cannot connect to the Internet.

### **Chat IRC filtering**

BitDefender does not provide IRC filtering or blocking. However, the IRC chat application can be added to a list of blocked programs, so it cannot connect to the Internet.

### **Email filtering**

BitDefender provides an antispam option with several filtering settings to recognize, tag and/or block spam and other emails with potentially harmful content. There is no filtering or masking on message content.

### **Newsgroup filtering**

BitDefender does not provide Newsgroup filtering or blocking. However, the newsgroup application can be added to a list of blocked programs, so it cannot connect to the internet.

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

BitDefender does not provide FTP filtering or blocking. However, the FTP application can be added to a list of blocked programs, so it cannot connect to the internet.

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

BitDefender does not provide filtering or blocking for voice over IP, streaming media and peer-to-peer. However, such applications can be added to a list of blocked programs, so they cannot connect to the internet.

## **4. Performance**

Based on the values observed during our tests, we determined that the memory consumption for the tool BitDefender is above the average of the other filtering tools tested. However, 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 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 of the logging, filtering and monitoring activities of BitDefender.

When the user is trying to access a prohibited website, the user is redirected to a BitDefender Parental Control webpage with the message that the website has been blocked and a guideline to change parental control settings (open BitDefender, click Parental Control, etc.). The reason why the website has been blocked is not indicated and the page does not provide the option to override the blocking with a password.

Detailed Parental Control logging and reporting is not available.

## 6. Security Integrity

### Network tests

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

### Local tests

By configuring the browsers to use a proxy, we were able to surf the Internet without restriction (access to all harmful sites possible).

When attempting to access prohibited websites by directly giving in their IP addresses in the browser, we found that most websites were accessible.

## 7. Legal Compliance

The vendor's identity, activities and products are described sufficiently. Following basic EU e-commerce/distance selling rules, the on-line purchase form directs users through obvious hyperlinks to information they need to be aware of before placing an order, e.g. company information, products, legal information, privacy statement, commercial terms and conditions, support services, legal terms. The level of contractual details provided in the sales terms and conditions is very satisfactory (on-line sales performed by a different service provider, Digital River Germany). It is noteworthy that there is an explicit clause on buyers' right to cancel their on-line order with particular reason within a certain time period ("cooling off period") or their rights with respect to delivery of defective material and the liabilities that the vendors undertakes in this respect.

Another positive feature on the vendor's website is the detailed step-by-step explanations on the two-fold registration needed (for products and for users) before using the solution.

Nevertheless, the privacy statement provides only basic information. There is an express mention that users' information is collected and stored to respond to users' requests and for marketing purposes, but no details are disclosed about the processing modalities (place of storage, responsibilities, storage duration). There is the vague statement that users' data are shared with subsidiaries, business partners and affiliated companies but without any warranty about how their data are divulged or used by these third entities. Finally, the privacy statement may change without notifying users (on the contrary, it is users' responsibility to regularly review the policy for potential changes).