

# 18

## Symantec Corp., Norton Internet Security 2006 9.1

Symantec's Norton Internet Security 2006 is a product suite that offers anti-spyware, anti-virus, anti-adware, anti-spam, 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> | chat             | <b>e-mail</b>  | <b>news</b>    | file transfer  | peer2peer     | VoIP  | Stream |
| Languages User Interface     | <b>Czech</b>   | <b>Danish</b>      | <b>Dutch</b>     | <b>English</b> | Estonian       | <b>Finnish</b> | <b>French</b> |       |        |
|                              | <b>German</b>  | Greek              | <b>Hungarian</b> | <b>Italian</b> | Latvian        | Lithuanian     | Maltese       |       |        |
|                              | <b>Polish</b>  | Portuguese         | Slovak           | Slovenian      | <b>Spanish</b> | <b>Swedish</b> |               |       |        |
| 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              | <b>Hungarian</b> | <b>Italian</b> | Latvian        | Lithuanian     | Maltese       |       |        |
|                              | <b>Polish</b>  | Portuguese         | Slovak           | Slovenian      | <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   | ●●●○  | 2,6          | 2,3               | 2,8       |
| Tailoring and monitoring the filtering | ●●●○  | 2,8          | 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                    | ●●●●  | 4,0          | 2,6               | 4,0       |
| Effectiveness for kids                    | ●●○○  | 2,0          | 2,0               | 4,0       |
| Effectiveness for adolescents             | ●○○○  | 1,5          | 1,8               | 2,5       |
| Effectiveness for kids (porn only)        | ●●●○  | 2,5          | 2,6               | 4,0       |
| Effectiveness for adolescents (porn only) | ●●○○  | 2,0          | 2,5               | 4,0       |
| Speed of filtering                        | ●●●●  | 4,0          | 3,2               | 4,0       |
| Security Integrity                        | ●○○○  | 1,0          | 2,7               | 4,0       |
| Legal Compliance                          | ●●●○  | 3,0          | 2,4               | 3,5       |

## 1. Configurability

Norton Internet Security can only be configured when the child carer is logged on to Windows as an administrator.

The tool comes with a useful default filtering policy with several harmful content categories available. The child carer can fine-tune this default filtering policy. New users can be created, but the child carer cannot define groups of users with a specific filtering policy.

The child carer can specify permitted or blocked sites in a black and white list per user. Norton Internet Security provides a second black and white list that applies to all users. There is also a black and white list for newsgroups. Norton Internet Security also provides several program categories that can or cannot be allowed to access the Internet. However, we did not find a way to assign applications to a specific category.

The tool can be updated both manually and automatically.

## 2. Usability

The user interface is easy to understand, but is not very much adaptable to the own wishes. The tool is also difficult to control with only a keyboard.

Help information is available and easily accessible. 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>                  | 1       |
| <b>Newsgroup</b>              | Disable |
| <b>File Transfer Protocol</b> | Disable |
| <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

Norton Internet Security provides an option to maintain a black list (denied access) of website URLs. Even though we chose to block the category "email", we were still able to access several less known webmail services.

Based on the tests performed, the URL filtering quality is "limited".

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

Norton Internet Security does not filter web pages based on their content. Furthermore, it does not support ICRA filtering.

### **Instant messaging MSN**

Norton Internet Security provides the option to block access to several categories of internet programs, including instant messaging applications.

Although we have activated the option to block instant messaging applications, we were still able to start a conversation through windows messenger.

### **Chat IRC filtering**

Norton Internet Security provides the option to block access to several categories of internet programs, including chat applications.

Although we have checked the option to block chat applications, we were still able to connect to IRC servers and join channels.

### **Email filtering**

Norton Internet Security provides the option to scan email messages for spam and other potentially harmful content. It is also possible to block access to browser based email services. However, we noted that while some webmail services were blocked, others were still accessible.

### **Newsgroup filtering**

Norton Internet Security provides only a white list (allowed access) and a black list (denied access) of newsgroups that can or cannot be accessed by the user. The newsgroups themselves have to be given in by the child carer.

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

Norton Internet Security provides the option to block access to several categories of internet programs, including File Transfer applications. Once checked, no connection with FTP servers is possible.

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

Norton Internet Security does not provide the option to block or filter voice over IP and streaming media.

The tool provides the option to block peer-to-peer applications. Although enabled, we were able to download files with objectionable content by using eMule+. It is possible to block the connection by using the firewall functionality.

## **4. Performance**

Based on the values observed during our tests, we determined that the memory consumption for the tool Norton Internet Security was important compared to the other filtering tools tested. It should be noted that this tool is part of a bigger security package, including firewall or antivirus, and these other components must be also using quite some memory.

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 about the logging, filtering and monitoring activities of Norton Internet Security.

If the user tries to open a prohibited website, a webpage is shown with the message that the site is blocked and the reason why (content category). There is no option to overrule this blocking.

Norton Internet Security provides a very detailed log viewer with different categories on content blocked, firewall activity, intrusion prevention, private information in outgoing messages, ...), visited websites, alerts, blocked websites, email filtering, ...  
The events within the categories can be read in table, but also in a easy readable "email format".

A small summarised report is also available with the number of blocked websites and programs.

## 6. Security Integrity

### Network tests

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

### Local tests

When attempting to access prohibited websites by directly giving in their IP addresses in the browser instead of the URL, we found that all websites became accessible.

## 7. Legal Compliance

The vendor provides a short overview but also longer explanations about the solution's functionalities (e.g. through description of key features, system requirements, user's manuals and screenshots). Full technical/commercial support to users is ensured through an on-line Q&A, a solutions library and contact with a Symantec representative.

When entering the downloading process for a 15-days trial, end-users are confronted with the legal terms of using the software, being the end-user License Agreement for free trials. This agreement contains a separate clause on privacy. It is positive that the clause makes explicit reference to the types of (computer-related) data that can be collected through the solution (being information on product installation, on specific URLs or websites visited – for security purposes). In compliance with the EU e-commerce rules the License Agreement states expressly that the applicable law determined by the vendor (being the US or UK law) does not actually deprive consumers from any protection rights they enjoy under their own jurisdiction. However, the warranty disclaimer about the solution is quite wide.

Apart from this specific privacy clause in the License Agreement, the vendor's website provides information on its website about its general privacy policy. A first good point is that the vendor adheres to the Trustee Privacy Programme. It should be noted, however, that the scope of this enhanced protection is information collected when users are visiting the vendor's website, not users' information that may be collected when downloading software from the website.