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Trend Micro Inc., PC-cillin Internet Security 14/2006

Trend Micro's PC-cillin Internet Security 2006 is an integrated suite providing functionality such as antivirus, anti-spyware, firewall, and parental controls.

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	●●●○	2,8	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	●●●○	3,0	2,6	4,0
Effectiveness for kids	●○○○	1,0	2,0	4,0
Effectiveness for adolescents	●○○○	1,5	1,8	2,5
Effectiveness for kids (porn only)	●○○○	1,5	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	●●○○	2,0	2,7	4,0
Legal Compliance	●●○○	2,0	2,4	3,5

1. Configurability

PC-cillin Internet Security has a useful default filtering policy with several pre-defined harmful content categories. The categories cannot be fine-tuned, the child carer can only choose whether the category is applicable or not. However, the child carer can maintain his/her own list of approved and blocked websites.

No new users can be created and the filtering policies cannot be linked to the windows user profiles. Therefore, all settings apply to all users.

PC-cillin Internet Security can be updated both manually and automatically.

2. Usability

The user interface is very easy to use and understand, but is not adaptable to the own wishes. The product can be controlled with only the keyboard.

Help information is available in several languages and easy 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
Web ICRA filtering	N/A
Instant Messaging	N/A
Chat	N/A
Email	N/A
Newsgroup	N/A
File Transfer Protocol	N/A
Voice over IP	N/A
Streaming media	N/A
Peer-to-peer	N/A

Web filtering: URL based filtering

TrandMicro allows the child carer to block URLs.

Web filtering: Content filtering

Based on the tests performed, we noted that there is significant overblocking. Furthermore, it does not support ICRA filtering.

Instant messaging MSN

PC-cillin does not provide the option to filter or block Instant Messaging applications.

Chat IRC filtering

PC-cillin does not provide an option to block IRC chat applications. However, it does block access to websites that contain chat services. Based on the tests performed, harmful content is not filtered.

Email filtering

PC-cillin Internet Security does not filter email for content that could be harmful to children. It does provide the option to block browser based email services.

Newsgroup filtering

When using newsgroup client applications, no restrictions were encountered when trying to access and download messages. PC-cillin Internet Security does provide the option to block access to website newsgroups. However, we were still able to access browser based newsgroups.

File Transfer (FTP) filtering

PC-cillin Internet Security does not provide the option to block or filter File Transfer applications.

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

PC-cillin Internet Security does not provide the option to block or filter voice over IP or peer-to-peer applications.

PC-cillin Internet Security provides an option to block streaming media. When activated, websites containing streaming media links can not be accessed. However, we were still able to access the streaming media by entering the direct link in the browser.

4. Performance

Based on the values observed during our tests, we determined that the memory consumption for the tool PC-cillin Internet Security 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 about the filtering, logging and monitoring activities of the tool.

If the user attempts to open a prohibited website, he/she is redirected to a Trend Micro PC-cillin Internet Security page with the message that access has been blocked, the address of the website and the reason (content type) of the blocking.

Event logs are available for web site filtering. The log can keep track of activities for the last 60 days and contains information on time, filter setting (allow, block, ...), web site URL and description (content type). We did not find summary 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 a non standard browser such as WGET.

In addition, a regular user was found able to access modify or delete the log files for web filtering.

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

7. Legal Compliance

Short-cut information about the solution is completed with a short overview of the product's features and system requirements for. Upon placing an on-line order, users are confronted with the End user License Agreement. Basically, this agreement reflects good licensing practices also under the EU law, for instance: the licensor undertakes a 30-days warranty and limited liability to repair or "work around" (make users avoid) the error. The license contains also a clear privacy statement that users' personal data may be stored outside of the country in which users are located. We appreciated that the vendor makes explicit mention to children, stating that children are never targeted as customers and data are not solicited by them.

The vendor's privacy statement is very basic. It only provides information that personal data are collected during use of the service so as computer-related data. However, no information is provided about the modalities of the processing of these data (duration of storage, responsibilities, etc.).