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## Vicomsoft Ltd., InterGate PolicyManager Suite 9.1

Vicomsoft's InterGate PolicyManager Suite provides Internet content filtering through a server-based solution.

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
	Polish	Portuguese	Slovak	Slovenian	Spanish	Swedish	Maltese		
Languages Filtering Criteria	Czech	Danish	Dutch	English	Estonian	Finnish	French	German	Greek
	Polish	Portuguese	Slovak	Slovenian	Spanish	Swedish	Maltese		

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

## 1. Configurability

InterGate PolicyManager Suite was rather difficult to install, as it uses proprietary interfaces and terminology. It has a large number of features, but it is difficult to combine them in a coherent and functional way.

The tool has a useful default filtering policy that can be fine-tuned by the child carer, although this is rather difficult. The child carer can also choose from different harmful content categories.

The filtering functionalities can be linked to the different user accounts defined in the tool or to the workstations connected to the InterGate PolicyManager Suite. New users can be created and assigned to a user group with a specific filtering policy.

The tool can be updated both manually and automatically.

## 2. Usability

The tool is available in several languages.

The user interface does not lead you through the different steps and configurations and does not prevent you from making serious mistakes, and the terms used are sometimes confusing. Also, the user interface is not adaptable to the wishes of the user and is hard to control without a mouse.

The product can be accessed and managed from a remote location and help information is available and easily accessible.

However, the manuals are not very user-friendly.

## 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>	Disable
<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>	Disable
<b>Streaming media</b>	N/A
<b>Peer-to-peer</b>	Disable

### Web filtering: URL based filtering

The child carer is allowed to maintain a black and white list of websites and keywords.

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

The tool does not support ICRA filtering. Based on our tests, the tool did not filter pages based on their content.

### **Instant messaging**

The tool allows child carers to block instant messaging applications. When enabled, the application cannot connect to the internet.

### **Chat IRC filtering**

The tool allows child carers to block IRC applications. When enabled, the application cannot connect to the internet.

### **Email filtering**

The tool does not provide the option to filter or block email applications.

### **Newsgroup filtering**

The tool allows child carers to block usenet newsgroups. However, we were able to connect to a newsgroup server, using a newsgroup application and download all newsgroup messages. The messages were not filtered.

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

The tool allows child carers to block FTP applications.

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

The tool allows child carers to block VoIP applications. When active, the VoIP application could not connect to the internet.

The tool allows child carers to block streaming media. Although enabled, we were able to connect to some streaming media sources.

The tool allows child carers to block peer-to-peer applications. When active, the peer-to-peer application could not connect to the internet.

## **4. Performance**

The CPU and memory consumption tests are only applicable to end users systems and were not performed on the servers.

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 notified of any logging, monitoring or filtering activities.

When the user tries to open a prohibited website, a warning page is given that access is denied. The page does not contain any reason for the blocking, neither does it provides the possibility to overrule the blocking.

The child carer can choose to log all activities, or only violations.

Summarised and more detailed reports are available and are easy to understand. They can also be accessed remotely.

## 6. Security Integrity

### Network tests

We did not identify any security issue during the network scans.

### Local tests

Since the product is server based, children do not have access to the server, but only to its filtering services. Therefore, many of the local tests done with client side tools were not applicable to server based solutions. We did not identify security issues during the local tests.

## 7. Legal Compliance

We have found clear and comprehensive information about the vendor's solution, the vendor's identity and its activities, according to the EU e-commerce rules. Other documents to help users understand the product's functionalities and operation, such as the user's manual and user's "quick start" are downloadable before placing the on-line order. The sales terms and conditions (T&C) contain a very wide warranty and liability disclaimer that does not align with EU fair commercial practices towards consumers.

On the privacy aspects, a few issues raise concerns. Although the privacy statement informs users that their data may be transferred, accessed or used in another country from which the vendor operates (hence also to the US), it does not undertake any obligations regarding the protection of the users' data in the event of such processing. The second issue relates to the definition of the purposes for which users' information may be used. The privacy statement reads that users' data may be used for *any purposes related to the vendor's business, including but not limited* to certain specific purposes which are outlined in the text.