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## Integrity Online, Integrity Online Shield 3.2

Integrity Online's Internet Filter/Integrity Online Shield provides content filtering for web surfing, and blocking for many other Internet-based applications.

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>	<b>news</b>	<b>file transfer</b>	<b>peer2peer</b>	<b>VoIP</b>	<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	Czech	<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		
	Polish	<b>Portuguese</b>	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	●○○○	1,9	2,3	2,8
Tailoring and monitoring the filtering	●●○○	2,6	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	●○○○	1,0	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	●●○○	2,0	3,2	4,0
Security Integrity	●●○○	2,0	2,7	4,0
Legal Compliance	●●●●	3,5	2,4	3,5

## 1. Configurability

Integrity Online has a useful default filtering policy with several harmful content categories available that can be fine-tuned to the child carer's wishes.

The tool is configured via an online web interface on their website. The settings are then synchronised frequently with the PC. This does generate some delay in propagating the settings to the PC.

The tool allows the child carer to create several new user profiles, but it is not possible to work with group accounts.

Integrity Online can be updated both manually and automatically.

## 2. Usability

The interface is relatively clear, though e.g. the screen to block some applications does not explicitly mention whether the setting will block or not block the functionality.

The user interface is only available in English. This is also the case with the help information. The manual is detailed, user friendly and to-the-point.

The user interface can be quite easily controlled with only a keyboard.

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

### Web filtering: URL based filtering

Based on the tests performed, the tests pointed out significant underblocking, combined with high overblocking.

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

Integrity Online Shield provides content filtering based on several categories. It does not support ICRA filtering. Based on the tests performed, we noted significant underblocking, combined with high overblocking.

### **Instant messaging MSN**

It is possible to disallow instant messaging and/or instant messaging file transfers. No option exists to filter certain content or subjects during conversations.

### **Chat IRC filtering**

Integrity Online Shield provides the option of blocking IRC traffic. When trying to connect to an IRC server by using a chat application, the connection is prevented and a warning message is given. No option exists to filter certain content or subjects during conversations.

### **Email filtering**

Integrity Online Shield provides the option of blocking both incoming (IMAP and POP3) and outgoing (SMTP) email.

When using the most secure option in the policy, it is impossible to connect to the email servers. If the option is adjusted and access is allowed, all messages are downloaded without any trace of filtering or blocking potentially harmful e-mails.

### **Newsgroup filtering**

Integrity Online Shield provides the option of blocking news traffic. When activated, no news traffic is permitted.

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

Integrity Online Shield provides the option of blocking File Transferring. When trying to connect to an FTP server, no connection is permitted.

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

Integrity Online Shield provides the option of blocking Voice over IP traffic. When activated, no Voice over IP traffic is permitted.

Integrity Online Shield provides the option of blocking Streaming Media. However, when trying to connect to streaming media, the connection is permitted.

Integrity Online Shield provides the option of blocking File Sharing applications like BitTorrent, BearShare, Gnutella, Kazaa, eDonkey and Napster. However, we were able to start eMule+, connect to an eDonkey server and download files.

## **4. Performance**

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

Based on the HTTP loading tests for this tool, it scored a 2, meaning that there was a relevant delay that could be noticed by the user.

## 5. Transparency

When logging in, the user is not informed that Internet filtering, blocking or monitoring software is running.

When the user tries to access a blocked website, an "Integrity Online – Internet Access Denied" website is shown with the reason (category content) of the blocking. The user also has the ability to logout, to switch profiles and/or to manage the profiles.

When the user tries to connect to a blocked IRC server, newsgroup, etc..., a balloon tip pops up with the notification that the connection is blocked.

The Internet Filter/Integrity Online Shield provides an extensive set of reports on the Internet usage. The child carer can be informed about the categories visited, the denied categories visited, the activity of the user, the top websites accessed, the top websites denied, the request log and/or the denied request log.

## 6. Security Integrity

### Network tests

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

### Local tests

During the filtering of web access, the tool is sending information to the vendor's website. The kind of information sent to the vendor was: URL accessed, blocking category, customer email, child user id, client IP Address (e.g.

`http://nsp2-`

`jan.integrity.com:8080/webadmin/clientlogin/?dpid=1&cat=105&tli=0&groupname=EMAIL_ADDRESS@integrity.com|kind&policyname=default&username=EMAIL_ADDRESS@integrity.com|kind&userip=SRC_IP_ADDRESS&sessionid=-&url=http%3a%2f%2fBlocked_URL%2findex%2ehtm`

## 7. Legal Compliance

The vendor provides comprehensive and user-friendly information about the product and its functionalities. The legal notice on the webpage "About us" communicates basic information about the provider's liabilities and product warranties in acceptable legal language. Although the vendor disclaims any and all liability causes, it provides however a liability cap for jurisdictions in which such a wide liability disclaimer can be considered as void. The refund policy (30 days after registration) reflects good EU e-commerce practices.

The privacy statement contains the basic necessary information about the users' information that is collected and stored. It is positive that the vendor explicitly states that users' data are not shared with third parties; also, the explicit warning to customers that if an order/purchase is not directly made to the vendor, the latter has no control over the information disclosed to the third service providers. However, no mention is made of about whether any user's data are transferred to the US (that may be possible given that the vendor's contact details reveal a US location), by whom they are processed, etc.

If a page is blocked, the page URL, the user name of the user logged in, and the IP address of the PC is sent to the Integrity Online website. Therefore, Integrity Online could retain information on the sites that were blocked for a user.

The privacy notice only appears on the vendor's webpage "About us", without possibility for users to view it at the time they input their personal data in the on-line registration form. On the contrary, the manner in which the vendor requires user's consent to the sales terms and conditions aligns fully with EU e-commerce rules. Accordingly: a) there is a direct hyperlink to the terms and conditions on the registration form, b) users are asked to tick a box that they have read and agreed to the terms and conditions before sending out the registration form and c) if they do not do so, the registration process is blocked and users are explicitly required through a pop-up screen to agree first to the terms and conditions.