Recommendations & Technical Guidance

Prepared in conjunction with
the Baltimore community gathering
"Protecting our Families, Securing our Future"
October 24, 2010

Recommendations to Enhance Computer and Technology Safety for Children

A combination of parental guidance along with technological safeguards is the most effective way to protect your home. The following items will be beneficial to those who do not have technological knowledge, as well as those who are technologically advanced.

> *The items below are not meant to imply that it is wise for children to have (even supervised) Internet access.*

Parental Guidance

❖ Communicate to your children clearly and lovingly about the benefit of having safe practices when using technology. This is the most effective way to educate your children about the dangers of unsafe use of technology. Even if you don't have much technological background, you can still have an important role in helping your child acquire the appropriate degree of caution needed to deal with it. If you are unable to talk openly with your child, reach out for professional help as appropriate.

❖ Young children should never access the Internet without adult presence.

❖ Before sending your child to a friend's home, be aware of their home computer safety standards.

❖ If your child has already had extensive use of technology and will not willingly follow these guidelines, *pulling the plug will just send them underground*. The benefits of changing their behavior should be explained to them in an understanding and encouraging manner. Expert guidance can be very useful in such situations. A community resource is being developed (beyond the information available in the technology booklet distributed this evening,) to assist those families who are grappling with this scenario.

❖ Elevating your own level of kedusha and shmiras ainaim will support the message that you are trying to give your children. *Actions speak louder than words (*GuardYourEyes.org *is an excellent resource for adults struggling with these issues.)*

Technological Safeguards

❖ Openly communicate to your children _before_ installing any filtering and monitoring solutions that the purpose of the software is to function as a deterrent and not a spying mechanism.

❖ Children should not be permitted to use computers in their rooms or other secluded areas.

❖ Install filtering and monitoring solutions on all computers accessible to children (see included guide).

❖ Don't forget! Monitoring software does not monitor by itself! It is necessary for _the parent_ to monitor regularly, using the software.

❖ Check all family cell phone call detail and texting usage that your children might have access to (even for Shabbos).

❖ Children should not have access to social networking sites or be able to chat online.

❖ Children should not have access to unmonitored Internet-capable devices like iPod Touch, Internet-enabled cell phones, etc.

❖ Don't have a false sense of security. **No technology-based solution is ever fool proof.** Again, close parent involvement and communication with the child is a must!

May Hashem bentch us with hatzlacha in safeguarding our families and educating our children to make wise choices.

Guide to Installation and Configuration of Recommended Filtering and Monitoring Software

produced by

technology & family safety **ALLIANCE**

www.TFSAlliance.org

Introduction

This booklet is a guide on how to obtain, install, and properly configure filtering and monitoring software. The recommendations contained in this guide were developed by Technology and Family Safety Alliance.

Technology and Family Safety Alliance (formerly known as The Nobility Alliance) is a new Baltimore-based organization staffed by IT professionals who volunteer their time to research and develop technology safety solutions, as well as to provide technical support and educate the Jewish community about safe and responsible use of modern technologies. The activities of the organization are undertaken with close involvement of numerous Rabbonim. For more information about Technology and Family Safety Alliance, please visit us at https://blog.tfsalliance.org/about/.

Recommended Filtering and Monitoring Software

There are a number of filtering and monitoring software products on the market. After much research, while taking into account recommendations by the experts in the field, Technology and Family Safety Alliance (TFSA) recommends the following software products as optimum choices: K9 Web Protection as an Internet filter, and Spector Pro as the computer monitoring solution.

K9 Web Protection is a free software product and is one of the most accurate filters we've tested. Spector Pro is one of the best and easiest to use monitoring software products on the market.

The other viable option for monitoring is eBlaster, which is produced by the same software company as Spector Pro.

Both monitoring products (Spector Pro and eBlaster) produce a detailed report of Internet and computer activity, including web pages visited, computer programs used, emails sent/received, as well as chat session content. The advantage of eBlaster is that it delivers those reports to you by email, so you don't have to be physically at the monitored computer to see them. Spector Pro requires you to be physically at the monitored computer or on the same home network to see those reports. However, its key advantage is that it records computer activity by taking screenshots of the monitored user's computer screen. This is an invaluable feature! It lets a person review hours of user activity within minutes with just a few glances. No need to "pore over" hundreds of web addresses to determine if they are appropriate. This feature allows you to virtually stand over their shoulder. *Amazingly, neither of these programs affect the performance of your computer in any noticeable way and therefore the user experience is not negatively affected.*

Please be aware that having eBlaster send activity reports to an email address which is accessed through an unencrypted (non-secure) connection presents a potential security and privacy concern, since an unencrypted email communication is easily intercepted. If the extra feature of emailed activity reports is something you require and you are not sure how to establish that your email communication is encrypted, please seek technical support from TFSA. For more in-depth information regarding this issue, please see the following post https://blog.tfsalliance.org/?p=60. This is not an issue for Spector Pro.

> *Whichever monitoring tool you decide to use, please remember to clearly and openly communicate to the monitored party that the software tool is used only as a deterrent. Never install it without their knowledge to spy on them!*

Both Spector Pro and eBlaster are available for purchase through TFSA for a significantly discounted price. TFSA is a reseller of these products and can pass on the reseller pricing straight to you at cost. Please refer to the *Purchasing Discounted Spector Pro and eBlaster Software* section on page 8 for more details.

Local Technical Support
(provided by Technology and Family Safety Alliance)

While eBlaster and Spector Pro both come with 24x7 technical support by phone, chat, or email, TFSA will likewise provide phone and email support for these tools, as well for the K9 Web Protection software. Our support will include help with purchasing software (at a significantly discounted price), installation, proper configuration of the software, or any other questions regarding this topic that you might have. In rare circumstances, we can come out to your house and help you install and configure these software products.

To contact the TFSA support team, please use the following email and phone number information:

EMAIL: support@tfsalliance.org

PHONE: 443-420-TFSA (8372)

Purchasing Discounted Spector Pro and eBlaster Software

TFSA is happy to provide significantly discounted licenses to the Jewish community. The software products usually cost $99.95 each. However, when ordering them through TFSA, either Spector Pro or eBlaster can be obtained for $79.95 (that's 20% off regular price).

Please contact TFSA either at sales@tfsalliance.org or call us at 443-420- TFSA (8372) to purchase the software. Please have the email address you want to associate with the software license handy when you contact us.

K9 Web Protection

If you have questions about any of the steps below, please contact **TFSA** support.

Registration

Before downloading and installing K9 Web Protection (K9), you have to register with the product provider to get a free license. A license looks like a short string of characters (license key) that you will need later in the installation process. This free license is provided for you upon completion of a short online registration. Open your web browser (e.g., Firefox or Internet Explorer) and go to the following address:

http://www.k9webprotection.com

Click on the words "Download K9 today for free." This will take you to the registration page. It will ask you for your first and last name and email address. ***This email address must be accessible only by the designated K9 administrator.***

Once this online form is filled out and submitted, an email will be sent to the administrator's email. This email will contain the license for the software.

Downloading of the Software

Once registered, an email with the license key and instructions will be emailed to the email address you provided during the registration. This email will contain the link to download the software. Click on the link in the email, or copy and paste it into the address textbox of your browser. Consequently, you'll need to choose which version of the software you want to download. There are versions for several operating systems: Windows XP, Windows Vista, Windows 7, and Mac OS X. Please verify the type of Windows operating system you have as well, i.e., either 64-bit or 32-bit. Choose the one that matches the operating system of the computer you're planning to install the software onto. This guide will describe the

installation of the Windows 7 (32-bit) version of the software. However, the installation of other Windows versions is almost identical.

Make a note of where the K9 installation program was downloaded to on your computer. For example, you may choose to download the installation program to the Downloads folder.

Installing the Software

Locate the k9-webprotection-32.exe file (or k9-webprotection-64.msi), which you downloaded in the previous step, and double click it. At this point you may be prompted "Do you want to allow the following program to make changes to this computer?" This is a security feature of your operating system. If the "Verified publisher" is shown as Blue Coat Systems, Inc., click the *Yes* button to proceed.

Once you get to the "Install License" screen, copy the license key you received via email during the registration into the License textbox and click the *Next* button as shown in Figure-1:
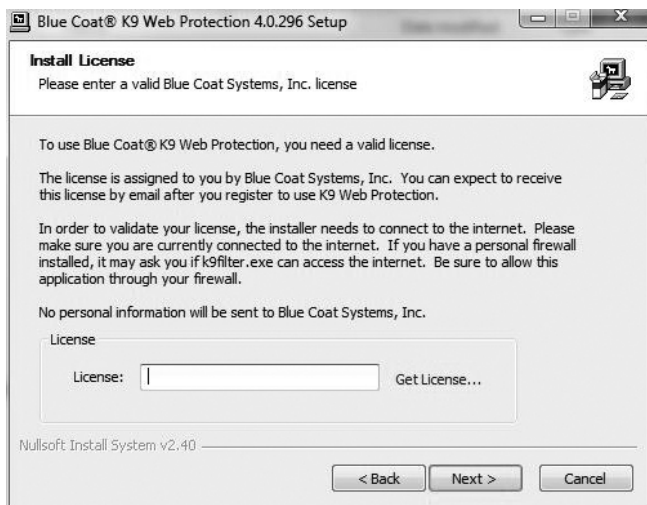
Figure-1

The installation program will display the Install Password screen, as shown in Figure-2:

Figure-2

In the above screen, the administrator will need to enter a password twice. Please make sure you choose the password that is not known to anyone else. If other members of your household know that you use the same password for several software applications or websites, make sure to choose a different password. Make the password hard to guess by using punctuation and numbers as well as regular English letters as part of the password.

It is very important that you choose a password you will remember. If at any time during the use of K9 you forget the password, return to the K9 login screen and click on the link "Forgot your password?" When you click on this link, K9 will email a temporary password to the administrator's email address. Use the temporary password to log into K9 and change the password to something you can remember. *Since the temporary password is sent to the email address of the administrator, it is very important that this email account is not accessible to anyone else in the household.*

After you've entered the password twice (once in the Password textbox and once in the Verify textbox), click the *Next* button to proceed with the installation.

As the last step of the installation process, the install wizard needs to reboot the computer in order for the K9 Web Protection filtering software to take effect. Restarting your computer will complete the installation of the K9 Web Protection filtering software.

Configuring K9 Web Filtering Software

General Configuration

Once the K9 filtering software is successfully installed and the computer is restarted, you should see the icon shown in Figure-3 somewhere on the desktop area of your computer.

Figure-3

Double clicking this icon will start up your Internet browser (e.g., Firefox or Internet Explorer) and take you to the administration console of K9, shown in Figure-4.

Figure-4

Clicking on the Setup link will take you to a page that will prompt you for the administrator's password. After entering the password, you will be taken to the setup screen of K9, shown in Figure-5.

Figure-5

Here is where you can adjust which categories of web pages are to be blocked by the filtering software. Go through the available categories and put a check next to each inappropriate category. *After selecting all of the*

intended categories, make sure to click the Save button.

After saving the changes, you may log out of K9 Administration Console. *Make sure you actually click on the Logout link at the top right of the web page.*

K9 Web Protection software has many other great features like blacklisting, white-listing, sleep schedule, etc. For more on these features, please visit http://www1.k9webprotection.com/support/documentation or contact TFSA for support.

Spector Pro

Please refer to the *Purchasing Discounted Spector Pro and eBlaster Software* section on page 8 for details on how to purchase the software.

Once purchased, TFSA will provide you with either a CD containing the software or a link where to download the software as well as a special serial number to enter during the installation process.

Start the installation program and follow the wizard instructions. When asked for the "Email Address for the Registration", be sure to use the email address that is only accessible to you and not the person being monitored.

Please be sure to choose the "Standard" installation (not Viewer Only) as shown in Figure-6:
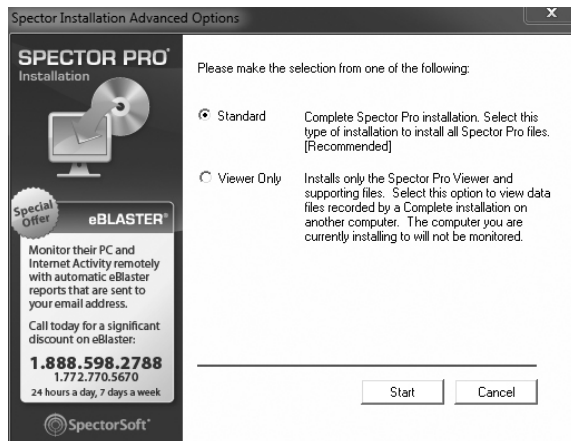
Figure-6

After you click start, the installation wizard will require you to set a password for the program and choose whether or not you want the program in stealth or visible mode as shown in Figure-7:
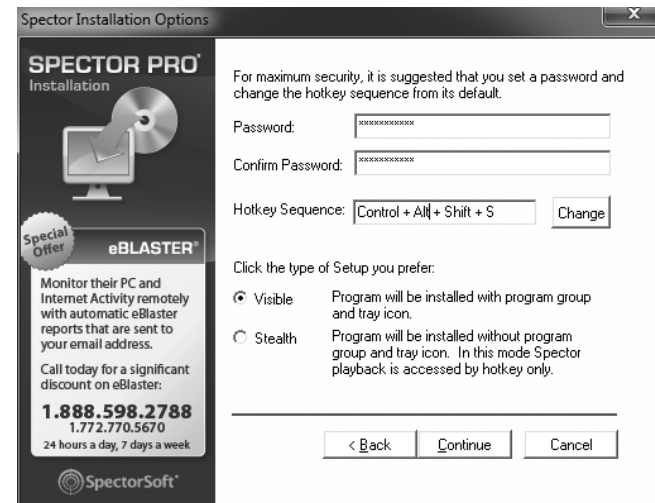

Figure-7

In the above screen, the administrator will need to enter a password twice. Please make sure you choose the password that is not known to anyone else. If other members of your household know that you use the same password for several software applications or web sites, make sure to choose a different password. Make the password hard to guess by using punctuation and numbers as well as regular English letters as part of the password.

> *It is very important that you do install Spector Pro in "visible mode". This program is to be used only as a deterrent and not as a spying tool. In "visible mode", Spector Pro will place an indicator on the task bar, reminding the monitored party that their computer activities are being recorded which will serve as a deterrent.*

Continue to follow the installation wizard's instructions and finish the installation of the program, including restarting of the computer. Once the computer is restarted, the installation is complete.

By default, Spector Pro records every keystroke. We recommend that you turn this feature off. Please note that recording of online Chat/IM activity is independent of the keystroke recording feature. To turn off keystroke recording, log into the Spector Pro by double clicking on the red square icon shown in Figure-8. This red square is an indicator that activity recording is currently on.
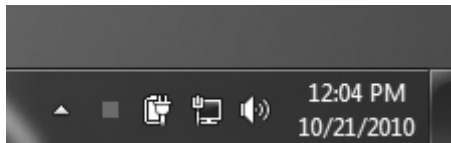

Figure-8

Spector Pro will ask you for the password you chose during the installation process. In addition, your operating system might give you a warning about an unknown program that is trying to run. This is normal and you should allow the program to run. Once logged in, choose the File-Profiles menu, click on the Keystrokes Type and select the "Off" option. Click the *OK* button. This is shown in Figure-9:

Figure-9

Exit the program by choosing the File-Close menu or simply click the "x" in the top right corner. Spector Pro will ask you if you would like to resume recording computer activities as shown in Figure-10. Be sure to click *Yes*.
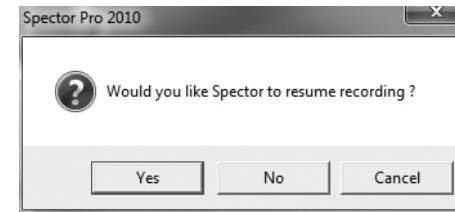

Figure-10

Once exited from the program, make sure the little red square icon appears in your taskbar shown in Figure-8. Its presence indicates that the computer activity recording has resumed.

Reviewing User Activity with Spector Pro

To review user activity, you need to log into Spector Pro by double clicking on the red square icon shown previously in Figure-8. Once you've logged in, you can view the recorded activity just like playing a video by clicking on the play icon. This is shown in Figure-11:
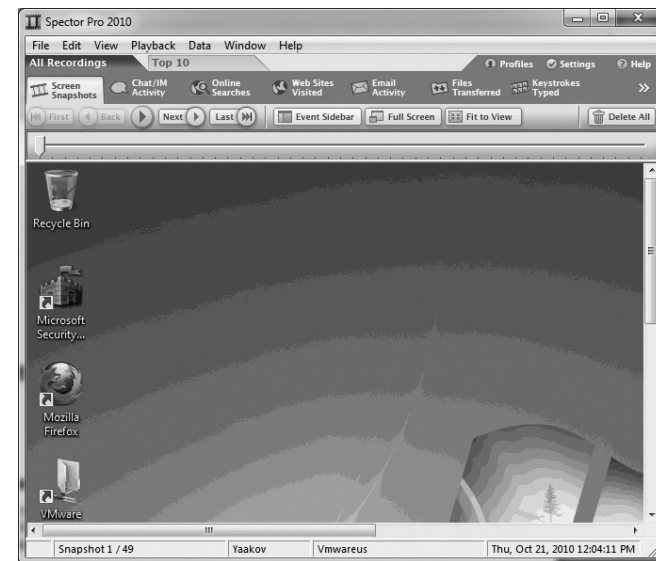

Figure-11

If you see something suspicious, you can click the stop button which will pause the playback. Use the *Back* and *Next* buttons to navigate through the recorded screenshots.

We suggest that you do not accumulate more than a couple of days worth of activities to review. The amount of time you'll need to spend reviewing the activities shouldn't take longer than a few minutes. Depending on how often and how heavy the computer is used, you might need to adjust your reviewing intervals to keep the actual reviewing activity to just a few minutes.

After you are done reviewing the computer activity, click the *Delete All* button on the top right part of the Spector Pro screen. This will ensure that the next time you review computer activity, you will not waste time reviewing the activity you already inspected.

Exit from the program by choosing the File-Close menu. When Spector Pro prompts the user to resume computer activity recording, select *Yes*. Once exited from the program, make sure the little red square icon appears in your taskbar shown in Figure-8. The icon's presence indicates that computer activity recording has resumed.

For additional overview of the features, click on the *Help* link located at the top right within the Spector Pro window.

eBlaster

Please refer to the *Purchasing Discounted Spector Pro and eBlaster Software* section on page 8 for details on how to purchase the software.

Once purchased, TFSA will provide you with either a CD containing the software or a link where to download the software as well as a special serial number to enter during the installation process.
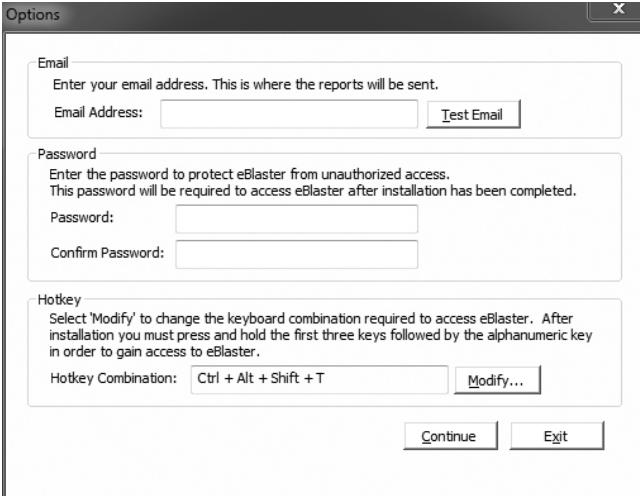
Start the installation program and follow the wizard instructions. When asked for the "Email Address for the Registration", be sure to use the email address that is only accessible to you and not the person being monitored.

eBlaster will also ask you for potentially different email address where it will send computer activity reports to. As with the registration email address, be sure to use the email address that is only accessible to you and not the person being monitored.

eBlaster will also ask you to setup a password which you will use to log into the eBlaster configuration interface on the monitored computer, as well as remote configuration interface provided through the Internet. Please make sure you choose the password that is not known to anyone else. If other members of your household know that you use the same password for several software applications or web sites, make sure to choose a different password. Make the password hard to guess by using punctuation and numbers, as well as regular English letters as part of the password.

Finally, eBlaster will let you modify the sequence of keys which you need to press on the monitored computer in order to bring up the eBlaster configuration interface. There is no need to change the default combination of keys already pre-entered for you as shown in Figure-12:

Figure-12

After the installation is finished, you should let the installation program restart your computer to complete the installation process.

By default, eBlaster records every keystroke. **We strongly recommend that you turn off the keystroke recording feature in eBlaster**. If you don't and you are not careful how you access the report email, you are risking compromising potentially sensitive materials. For a more in-depth explanation of this issue, please see our blog post at https://blog.tfsalliance.org/?p=60. Please note that recording of online Chat/IM activity is independent of the keystroke recording feature.

To turn off keystroke recording, log into the eBlaster interface by clicking anywhere on the desktop and holding down Hotkey Combination (shown in Figure-12) and entering the password you setup during installation. Then, click on the *Settings* link at the top right of the eBlaster screen, select the *Keystrokes Typed* category and then select the "Off" option as shown in Figure-13:

Figure-13

To save these settings, click the *OK* button and then click the "x" button to close the eBlaster interface. You will now start getting emailed reports of user activity on that computer.