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## Welcome

Thanks for installing CYBERSitter. We hope you will find that CYBERSitter is the easiest to use and most sophisticated filtering software product available today. CYBERSitter was first published in 1995, and there is no one in the industry with more experience than we have. CYBERSITTER 2003 is the latest in a series of cutting edge applications to better help you manage the content your family has access to on the Internet.

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## Getting Started

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## Setup and Initial Configuration

### Installation

If you can see this help file, we will assume that you have already installed CYBERSitter. We recommend copying the installation to a floppy disk or other removable media so that you will have a backup copy in case of some sort of system malfunction.

Also, make sure you save your serial number in a safe place. You will need this serial number if you want to install CYBERSitter again for some reason. Do not give your serial number to anyone else, and NEVER post it in a public place. This is yours and only yours. Keep it secure.

### Initial Setup

Before you do anything else, you should enter in your [registration information](#) and serial number to validate your purchase and make your copy of CYBERSitter fully functional. It will operate as an evaluation or unregistered copy until you do.

Click on the "Register" button and fill out the required information, including your serial number. Then click the "Submit" button. This will complete the registration and remove any restrictions imposed on unregistered copies.

If you have not purchased CYBERSitter and received a serial number, you are free to evaluate it for 10 days. If you wish to purchase it at any time during that period, you can click on the "Register" button, supply your credit card information and your purchase will be completed instantly on line and you will receive a serial number within a few seconds.

Once you have completed your registration, you can set up your preferences. Simply peruse the options screens to see all the available options and make whatever changes you like.

### Recommended Setup Procedure

CYBERSitter is pre-programmed with the recommended settings. However, there are a couple of additional items we suggest you do immediately after completing your registration.

1. Select and update your filter files. You can do this on the [Filters Files Screen](#).
2. Choose a password. You can do this on the [Security Options Screen](#). Please remember to choose a password you will remember or write it down in a safe place. If you forget or lose your password, we may be able to help you if you have your original serial number, but it is still a difficult process. It will involve a call to tech support and cannot be done by e-mail. The important thing to remember is that CYBERSitter is designed to be as secure as possible. The password option is purposely disabled until you register CYBERSitter.

## General Options

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## CYBERSitter Filtering Status Options

### **Active**

Turn filtering on based on settings you define.

### **Inactive**

Turn filtering off.

### **No Internet Access**

Disables all Internet access.

### **Suspend Button**

This option will suspend CYBERSitter filtering for a user selected number of minutes. This is useful in situations where an adult may want to turn off filtering for awhile and does not want to have to remember to turn it back on. It is also useful in situations where normally filtered users may need temporary unfiltered access.

## Filtering/Blocking Options

### **Use CYBERSitter Search Engine**

This option will redirect all search engine requests to the CYBERSitter Family Friendly search engine. For example, if you type in www.yahoo.com, CYBERSitter will automatically redirect you to a filtered search engine instead.

Almost all search engines will return objectionable material even when the requested terms were innocent in nature. By using a filtered, family friendly search engine, you are adding yet another layer of safety to your family's Internet activities.

**NOTE:** This option is not compatible or available on Windows NT/2000/XP based machines.

### **Do Not Filter E-Mail**

CYBERSitter can be set to filter incoming and outgoing e-mail. We do not recommend this option if you commonly receive attachments such as programs or photos. CYBERSitter has no way of knowing that these are attachments and may filter words from the files.

It should also be noted that this option has no effect on HTTP (www) based e-mail services such as HotMail. This option applies only to POP3 and SMTP based mail services.

### **Block All Instant Messengers**

This option will block access to all popular "Instant Message" type programs.

AOL Users should not use this option because AOL Instant Messenger is integrated into the AOL program.

### **Block All File Sharing Programs**

File sharing programs have become extremely popular. New ones appear almost monthly. Some notable past and present programs are Napster, Kazaa, Morpheus, Audio Galaxy, and BearShare. While the most common use is to share music files between users, they are also commonly used to share adult movie clips and pictures. Because the names of the files being shared could be anything, CYBERSitter's normal filters will not catch objectionable material.

### **Block All FTP Sites**

FTP Sites are places where files and sometimes pictures are available for download. Unless you have a specific need to block FTP, we do not recommend you do so.

### **Block All Newsgroups**

Newsgroups are a free-for-all area where almost anything goes. While there are thousands of useful and totally friendly newsgroups, there are thousands more where x-rated material is easily available. By checking this option, you will block access to ALL newsgroups good and bad including the CYBERSitter support newsgroups. We do not recommend using this option unless you have no interest in newsgroups.

#### **Default To Active (filtering) Mode**

This option will ensure that CYBERSitter will always assume the Active state when you turn on (boot up) your computer. In other words, CYBERSitter will always start in the Active state regardless of the state it was in when the computer was turned off. If you suspend filtering, CYBERSitter will return to the active mode after the time limit is reached.

#### **Default to No Internet Access Mode**

This option is the similar as the option above, except that CYBERSitter will always start up blocking all Internet access.

#### **Default to Allowable Times Only**

This option will tell CYBERSitter to only allow access to the Internet during predefined [Allowable Times](#).

#### **Redirect Options Button**

When CYBERSitter blocks a site by URL or by the site name, it will redirect the user to a different page. You can select from three different locations to be redirected to. Either the CYBERSitter "Family Friendly" search can be displayed, a random educational site can be displayed, or a simple "Error" page can be displayed. Users using Windows XP, NT or 2000 will not see this button.

#### **Advanced Options Button**

Users with specific needs for blocking or ignoring specific TCP/IP ports can use this option to configure CYBERSitter to work best with their systems.

You can either exclude certain ports from filtering or specify ports to deny access to all together.

You can enter as many ports as necessary separated by commas.

Example:

110,25,2000,2010

Also you can enter a range of ports by specifying a low and high range separated by a hyphen.

Example:

2000-2200

You can combine them together as follows:

110,25,2000-2200,3000

Advanced blocking options should only be modified by sophisticated users as an incorrect setting here could disable your system. Basically, if you do not know exactly what TCP/IP ports are, you do not need to be concerned with this option.

## Filter Files

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#### **Filter List**

CYBERSitter currently makes available over 35 different categories for filtering Internet content. The filter list displays a list of all the available filters. To select or deselect a filter, just check or uncheck the filter name. After making changes to this list, you should go online and update your filters (Using the "Update Filters" button to load the selected filters onto your system.

#### **Update Filters Button**

Click this button to update your filters. When a new master list of available filters is downloaded, you will be notified and requested to re-select your desired filters.

#### **Allow CYBERSitter to Automatically Update Filters Each Week**

CYBERSitter can optionally keep your filter files up to date automatically. If this box is checked, CYBERSitter will secretly log on to the necessary servers and update your preferred filter files automatically, requiring no user action whatsoever.

If you select this option, this operation is performed whenever your files are more than 7 days old. CYBERSitter will know when your computer is on-line, and do everything in the background without the user ever being aware that the filter updates are being performed.

If for some reason the user disconnects before all files were updated, CYBERSitter will remember this and complete the task the next time it detects someone on-line.

**Note:** You should check your selected filters at least monthly. If a new master list was downloaded automatically, and any of the filter names changed, some of the filters you had previously selected may be unchecked.

## Security Options

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#### **Password**

CYBERSitter will allow you to select a password so that only authorized users will be able to access the program and change settings. Select a password you will remember, or write it down and keep it in a safe place. The password option is purposely disabled until you have completed your registration.

#### **Lost or Forgotten Passwords**

If you lose or forget your password, we may be able to help you gain access, but you will need to send a message to our technical support department. The address to use is [support@cybersitter.com](mailto:support@cybersitter.com).

There is a \$10 service charge for recovering or resetting passwords. This is necessary because we must validate each user to determine whether or not they are authorized to access the program.

#### **Allow Remote Access and Configuration**

Checking this option allows access by the CYBERSitter [Remote Control](#) program. This is a utility available at no additional charge to registered users. It allows the parent or administrator to access CYBERSitter from a remote location and change certain settings, view violations, and update filter files.

#### **Advanced Options Button**

Clicking on this option will display a dialog with additional security options.  
For more information, see the [Advanced Security Options](#) topic.

## Internet Settings

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#### **Use Modem Dialup Connection**

Select this option if you use a standard phone line modem to connect to the Internet.

#### **Use Cable, DSL or Other Network Connection**

Select this option if you use any non-dialup method of connecting to the Internet. You should also select this option if you are running CYBERSitter on a workstation connected to a proxy server, regardless of how the proxy server connects to the Internet.

#### **Primary E-Mail Address**

CYBERSitter needs the e-mail address of the parent or administrator so that the registration can be sent, and we know who to reply to for tech support requests. You will not receive unsolicited e-mail from us or anyone else. This is used purely for CYBERSitter related functions. Please select an e-mail address you are likely to use for a long time if possible. One of our biggest headaches is users changing e-mail addresses. Always using the same e-mail address when corresponding with us will help us speed up our service.

#### **Advanced Connection Options - Proxy Servers**

Many networks use proxy servers to speed up Internet access as well as to provide additional security. To access the latest filter files, CYBERSitter uses HTTP services much like web browsers do. This means that in order to update your filter files through a proxy server, you will have to tell CYBERSitter a little about it.

Click on the Advanced button to configure your proxy server connection. The format must contain the gateway name, domain name, or IP address of the proxy. A separate box is provided for the proxy server port.

If your proxy server uses a dial-up (regular modem) connection, you may want to check the box "Proxy Server Uses Dial-up Connection". This will prevent CYBERSitter from performing its regular hourly synchronization procedures and will force filters to update every 7 days instead. This will reduce excess connections made by your modem.

If user authentication is required, check that option and provide your login name and password.

If you are in doubt as to the names or port numbers needed, [please contact your systems administrator for assistance.](#)



## Logging and Reporting

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#### **Violations (Log) File Folder**

You can select the folder and/or computer where your violations files are stored. We recommend that you use the default settings unless there is a specific need to do otherwise.

#### **Record Violations**

Selecting this option will cause CYBERSitter to record all blocked sites, words, and phrases in the Violations file.

#### **Record User Name**

Selecting this option will cause CYBERSitter to also record the currently logged in user for each violation or action recorded.

#### **Log Instant Messenger Chat**

Selecting this option will cause CYBERSitter to record all AOL, MSN, and Yahoo Instant Messenger chat conversations.

#### **Record Web Sites Visited**

Selecting this option will cause CYBERSitter to record all URLs the browser accesses. This can greatly increase the file sizes of the violations files, but it may be a useful tool for certain situations.

#### **Delete Violations Files After x Days**

You can tell CYBERSitter to only keep violations files on your computer for a certain number of days. This number can be a number from 1 to 366. Any violation file older than the number of days specified will be deleted automatically.

**Note:** CYBERSitter will automatically record some internal actions such as when filters were updated, if and when an invalid password was entered, as well as [Remote Control](#) operations.

#### **Configure Daily E-mail Reports**

CYBERSitter can optionally send you a daily report that contains all recorded activity from the previous day. The reports are automatically e-mailed to the address you specify shortly after midnight if the computer is connected to the Internet all the time, or within a few minutes of going on-line the first time each day.

You can optionally have the log file sent to you in a ZIP compressed format. This will save time when retrieving your mail, especially if your log files tend to be large. If you have specified a password for access to CYBERSitter, the same password will be applied to the file when using this option. You must have a third party ZIP extraction program on your computer such as WinZip to open the files sent to you.

You will need to supply your SMTP server name and your e-mail address. If you are unsure of your SMTP server name, contact your Internet Service Provider for help. This feature is not available when using Windows NT or Windows 2000.

#### **Examine Violations Button**

By clicking on this button, you will be presented with a dialog box showing all the violations files currently on your computer. The violations files are named according to date as follows:

The first 4 digits = year  
Next 2 digits = month  
Next 2 digits = day

So, a violations file for January 31, 2000 would have a file name of 20000131.log. When you open the file selection dialog box, it will always default to the log file for that day. Highlight the violations file you want to view and click on the "Open" button to view it.

Understanding the violations file can be sometimes confusing to novice computer users. You may see many objectionable words or phrases that were blocked. This does not necessarily mean that your children actually accessed those words or phrases purposely.

Many web site designers add hidden words and phrases to their web sites so that search engines will return their web address when common searches are made on particular topics.

A common trick now being used by web designers is to add words like "sex" to their hidden index words so that a search on "sex" will list their web site even though it may have nothing to do with sex at all. This is a simple example, but illustrates the point that some bad words in the violations file may have been innocently accessed.

If your children regularly access chat rooms, you will undoubtedly see many violations indicating profanity. This is extremely common in chat rooms; even those targeted towards children. This does not necessarily mean that your children used profanity, only that someone in the chat room did. If there is an entry in the violations file, then your children did NOT see the profanity, nor did it get posted to the room if they were the ones issuing it.

You may also see entries containing words preceded by a plus (+) or equal (=) sign. This indicates that the words were probably used in a search using Yahoo, Excite, or other search engine. This is not conclusive proof that your children used these search terms, however if you see several in succession, you can be pretty much assured that someone was searching for these terms. If there are entries in your violations file like this, then the searches were unsuccessful.

## Tools and Support

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The Tools screen contains useful functions to help you customize CYBERSitter, get help, discover objectionable material on your computer and repair problems.

### [System Snooper](#)

#### **Send Support Message**

Click this button to use the CYBERSitter built-in tech support function.

[See also: Technical Support Options](#)

#### **On-line Support Center**

Click this button to access our on-line support center where you can find answers to common questions, search the CYBERSitter Knowledge Base and more.

#### **Repair - See [Troubleshooting](#)**

#### **Uninstall**

Should you to desire to remove CYBERSitter from your computer, we have included a convenient uninstall function. Please use the following method to remove CYBERSitter from your computer.

1. Open CYBERSitter.
2. Click on the Misc. button on the lower left side.
3. Click on the Tools / Support Icon.
4. Click on the Uninstall button.

**Important Note:** DO NOT USE AN UNINSTALLER PROGRAM to uninstall CYBERSitter. Because of the secure nature of CYBERSitter, we have made it impossible to uninstall without using it's own built-in function.

## Info Option

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The Info screen contains system information that may be useful to you, or useful if you ever need to contact tech support to discuss a problem.

Of particular interest if you plan to use the [Remote Control](#) program, is your computers name and IP address. This can be used for the Host address to connect to that computer.

## Registering CYBERSitter

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#### **Registering CYBERSitter**

When you first download or install CYBERSitter it will be unregistered. CYBERSitter will work for 10 days and will cease functioning at the end of that time. Until CYBERSitter is registered, you will not be able to use the password feature.

If you have already purchased CYBERSitter 2003, either as a first time customer or as an upgrade, you may have been given a serial number. Please refer to the e-mail you received confirming your purchase. To register CYBERSitter, simply complete the information on this page and click the "Register Button".

If you purchased CYBERSitter from our web site you should have received a serial number by return e-mail immediately after your purchase was completed.

If you ordered by phone, your serial number should have also been sent by e-mail after your order was entered.

If you downloaded CYBERSitter for evaluation purposes, you can register it at any time by completing the information on this page. Click on the "Register" button and CYBERSitter connect to our secure server to complete the registration. You will receive your serial number by return e-mail within a few seconds.

**Important:** Please retain your serial number for future use. You will need it if you ever have to reinstall CYBERSitter in the event of a system crash or if you purchase a new computer.

The Register button is only visible until you have completed your registration process.

## Troubleshooting

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If you are experience problems with the CYBERSitter's filtering operation, there could be several causes.

You may have recently installed some new Internet software that changed some system settings.

You may have installed a Windows upgrade of some kind.

Someone may have intentionally tampered with CYBERSitter.

To help correct these problems quickly, we have included a Repair function. This is accessible on the [Tools](#) screen.

Just click on the "Repair" function and CYBERSitter will check and correct the most common problems.

After completing the repair, check to see if everything is functioning correctly.

If it is not, then update your filter files, reboot your computer and check again.

If you are still experiencing problems, we recommend the following procedure:

Use the built-in [CYBERSitter support](#) function to report the problem. Try to be as descriptive as possible.

or

Contact us using any of the methods listed in the [Technical Support](#) section.

## Technical Support

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Solid Oak Software can best respond to your technical support requests if you use CYBERSitters built-in tech support function. CYBERSitters built-in e-mail function allows you to send a tech support request directly to Solid Oak Software.

Access this function by clicking the Online technical Support button on the [Tools Screen](#). Choose Send Support Message to send an e-mail message directly to Solid Oak Software. Be sure to supply your e-mail address and mail server information under Options E-mail before attempting to use this function or to Update your filter files.

When you request support this way, there are 2 major benefits.

When your message is sent, complete information about your CYBERSitter installation is automatically attached. This allows us to diagnose the problem much faster, and in greater detail.

Your support problem is handled 7 days a week on a priority basis,

You may also use any of the following methods to get help.

**E-Mail**                    [support@cybersitter.com](mailto:support@cybersitter.com)

**Web**                      <http://www.cybersitterhelp.com>

**Telephone** Please refer to your Serial Number confirmation e-mail  
for the appropriate phone number.  
Hours are 8:00am to 4:00pm Pacific Time Mon - Fri

**Fax**                        (+1) 805 - 884-8206

Solid Oak Software, Inc. welcomes your comments and suggestions for future releases. You can contact us through technical support or by mail at:

**Solid Oak Software, Inc.  
Customer Service Department  
Post Office Box 6826  
Santa Barbara, CA 93160-6826**

## Frequently Asked Questions

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#### **How do I access CYBERSitter to change settings?**

CYBERSitter no longer adds a Desktop icon, or a Start menu item. A "rainbow" colored icon is added to your system tray in the lower right hand corner of your screen. Just double-click on the icon to access CYBERSitter. If you specify a password, a dialog will open up first asking for your Password.

#### **How can I hide the icon in the system tray?**

We have provided a method for this. Select the "Security" icon from the main configuration options, then click on the "Advanced" button. For more information see the [Advanced Security](#) topic.

#### **How can I open up CYBERSitter if the Icon is hidden?**

First, click on the Windows "Start" button. Then select the "Run" menu item. In the Run dialog type CYB2K.EXE showicon. For more information see the [Advanced Security](#) topic.

#### **My violations file shows words and sites I know we didn't access. Why?**

Although you may not have intentionally visited sites or accessed words CYBERSitter has logged in its violation file, the words or site names were actually somewhere on a site you did visit. This could be a link posted on the site or even HTML codes formatted has hidden tags you can't see. You can be assured however, that CYBERSitter didn't make a mistake even though no intentional violation was made.

#### **Sometimes when I download programs from the Internet they won't run. How come?**

When downloading programs from the Internet, CYBERSitter will sometimes see them as just plain data. Compilers will sometimes generate bad words that get filtered. This is not intentional on their part. First, if you experience these kinds of problems, we recommend you deactivate the PICS filter file. They use ratings that are pretty much useless, but are similar to compiler generated code. If you want to be really safe, deactivate CYBERSitter before doing important downloads.

#### **Sometimes when I access my HotMail account my mail is filtered. I have Ignore E-mail checked. Why?**

Well, Hotmail is not really e-mail. At least it is not standard e-mail meaning it does not use the POP3 and SMTP protocols. It uses the HTTP protocol (web based). The Ignore E-mail setting is for use when using a dedicated e-mail program that supports standard mail protocols. You can generally get around this problem by adding [hotmail.msn.com] to your "Always Allowable" web sites list.

#### **After installing CYBERSitter I cannot access the Internet at all. What is going on?**

The most common reason for this is that you have previously installed some commercial or shareware program that has replaced some of the official Microsoft Internet files with their own. These types of programs pop up from time to time and what they do is extremely bad practice. If this occurs, we suggest you temporarily uninstall CYBERSitter, then contact us. Be sure to make a list of any program you have installed on your computer that uses the Internet. We will probably be able to quickly resolve the problem.

#### **How can I get the latest version of CYBERSitter?**

Commencing with CYBERSitter 2003, all you need to do is go to the following web site to get the latest version of CYBERSitter: <http://getcybersitter.com>

#### **How do I get the CYBERSitter Remote Control program?**

This program is available for registered users only. When you registered CYBERSitter, a receipt should have been mailed to you. The address for downloading the Remote Control program is included in the e-mail you received showing your serial number.

#### **What if I forget my password?**

DON'T forget your password! We do NOT know what it is. We are always surprised at the number of support requests we get from people who forget their password. They expect some magic solution but there is none.



CYBERSitter is designed to be secure, even from us. There are things we can do to help fix the situation, but they are time consuming and you will need to call tech support personally, and be prepared to prove you are who you say you are.

### **Why does CYBERSitter 2003 re-direct searches to a Family Friendly Search Engine?**

CYBERSitter adds a second layer of protection by locking the user into using a Family Friendly Search Engine, even though a child is unlikely to find inappropriate material through a normal search engine. This can be turned off on the [General Options Screen](#).

### **Sometimes CYBERSitter 2003 seems to re-direct bad sites to other sites. Why is this?**

Depending on how the site is blocked, CYBERSitter will often times re-direct to a site that is child friendly and/or educational. We maintain a special server for this purpose as well as a database of family friendly web sites. When a user attempts to access certain sites, they are taken to a random family friendly site instead.

### **Sometimes I get random errors displayed when I am browsing the Internet. Why is this?**

Sometimes CYBERSitter does not realize the user is accessing a bad site until the computer is actually receiving the data. This is not a bug, this is actually one of CYBERSitters advanced filtering features. CYBERSitter attempts to determine a pages content by reading it before the user does. In some cases when potentially objectionable material is discovered it will simply close the connection with that server. This is what causes the error.

### **I just installed CYBERSitter and I can still get into adult web sites. What's wrong?**

You probably need to clear your browsers cache. Both Netscape and Internet Explorer use cache (temporary) files for saving web pages you have recently visited so they can load faster the next time.

### **How do I clear my browsers cache if I am using Netscape?**

Open Netscape - on the Menu bar(starts with File) choose Edit, then Preferences, then Advanced, then Cache, click on "Clear disk cache", then OK, and OK and you have cleared the disk cache for Netscape.

### **How do I clear my browsers cache if I am using Microsoft Internet Explorer?**

**Version 4.x** - Open Internet Explorer - on the Menu bar(starts with File) choose View, then Internet Option, choose the General tab, in the section Temporary Internet files click on "Delete files", then OK, and OK and you have cleared the cache for Internet Explorer.

**Version 5.x** - Open Internet Explorer - on the Menu bar(starts with File) choose Tools, then Internet Option, choose the General tab, in the section Temporary Internet files click on "Delete files", then OK, and OK and you have cleared the cache for Internet Explorer.

**Clearing IE cache from the control Panel- Any IE version** - An alternate method for clearing the cache file of Internet Explorer - Start, Settings, Control panel, then look for the Internet or Internet options icon(has a globe with a hammer if front) - upon opening choose the General tab, in the section Temporary Internet files, press Delete Files button, then OK when done then press OK and close the windows the cache for Internet Explorer has been cleared.

### **I use a free access Internet Service. Will CYBERSitter work with it?**

While CYBERSitter will filter Internet content of the service for the categories of Filter files that you have chosen to use, you will not be able to use any of the advertising filters with the service if the service requires you to accept ads as part of providing the service. You will not be able to use the [Banner Ads, Pop-up ads or www advertising](#) filters or you may not be able to connect with the service.

### **How do I limit times on-line?**

We have included a function to do this on the [Allowable Times Screen](#).

### **Sometimes we can still access the Internet during restricted times. Why?**

In some cases, you may be on-line when an allowable time period expires. Certain programs, like some Instant

Messaging programs, will still function even though the allowable time has expired. This is because they open a "port" (an internet connection) and leave it open during the whole time the program is running. Other programs like browsers, open a port each time a new page is requested. CYBERSitter does not close open ports, it keeps new ports from being opened. It is important to keep open connections open because other programs may be doing a file update, programs may be being downloaded, or you may be in the middle of checking mail. Simply closing all ports when the time expires could cause numerous problems.

### **Does CYBERSitter support different settings for different users?**

No it doesn't. There is a reason for this however. In order to support different user settings we must do one of two things. We must either support Windows User Profiles, or provide a user name/password function from within CYBERSitter.

The problem with supporting Windows User Profiles is that most of our users do not know how to set them up. This would create support problems for these users where we would have to basically teach them how to use this Windows function.

Providing a user name/password function would also require additional support. Our number one support issue is forgotten passwords. Adding yet another layer of passwords would require even more support.

Our goal with CYBERSitter is to provide quick turn-around when support requests are received. We are able to do this within an hour in most cases, and adding features that we know are going to create support issues will serve to delay responses to users are having other problems.

## System Requirements

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CYBERsitter will run on virtually any IBM PC compatible computer that has the following:

- Dial-up, cable, DSL, or direct Internet connection.
- Windows 95 with the Winsock 2 upgrade installed.
- Windows 98/98SE.
- Windows Me.
- Windows NT 4.0 with SP5 or higher.
- Windows 2000.
- Windows XP (Home or Professional)
- Microsoft Internet Explorer 4.0 or higher or Netscape Navigator 4.0 or higher.

## Remote Control

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The CYBERSitter Remote Control is a utility available at no additional charge to registered users. To download this utility, please refer to the URL (Internet Address) supplied on your receipt.

The Remote Control program allows you to change the active state, turn off Internet access entirely, update filters, and check violations from a different computer.

#### **Using CYBERSitter Remote Control**

The Remote Control program can be used to connect to any computer running CYBERSitter. CYBERSitter does not need to be installed on the computer running Remote Control.

To access the CYBERSitter computer, you will need to know the Computer Name or IP address of the computer you want to connect to. You can get this information from the [Info Screen](#) in CYBERSitter. If you have specified a [password](#) to access CYBERSitter, you will need to know that as well.

#### **Accessing CYBERSitter from a LAN (Local Area Network)**

Generally, you will do this by specifying the computer name (Host) that you want to access. Every computer on a network must have a name, and this is the easiest way you connect. If you are running behind a firewall or proxy server, you may have assigned the computer an internal IP address. You can use this address as well.

#### **Accessing CYBERSitter from a Remote Location**

To access CYBERSitter from somewhere other than a local network, the computer running CYBERSitter must have a static IP address. This means that the IP address never changes and is used on that computer only. Typically, static IP addresses are only available to those using cable modems, DSL connections, frame relay or T1 connections.

If you are using a regular phone line dialup modem, you will not be able to easily access the CYBERSitter computer remotely because the IP address changes every time you connect.

## Custom Filter Settings

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Custom gives CYBERSitter users the powerful ability to add their own bad sites, words and phrases to be blocked from access. You add these words and phrases to a text box that functions much like a word processor. Enter each item you want to block on a different line. Sites you wish to block are simply entered as follows:

[www.badsite.com]

Note the brackets [ ] around the site name. These are required.

Care should be taken when adding words and phrases as you do not want to block something accidentally. You should always try to enter as unique a phrase as possible. Words and phrases must be enclosed in brackets. Here are some examples (ignore the parts in parentheses):

[1111-2222-3333-4444]	(a visa card number)
[505-255-5555]	(a phone number)
[Billy Smith]	(a real name)
[1234 Main Street]	(an address)

Note the brackets [ ] around phrase. These are required.

Words and phrase filtering is not case-sensitive. That is, if you want to block all instances of "Billy Smith" you need enter only:

[Billy Smith]

To block "Billy Smith", "billy smith", and "BILLY SMITH". However, only the entire phrase "Billy Smith" would be blocked. You would have to enter a separate character string to block the substring "Billy".

CYBERSitter will also let you override sites that are blocked accidentally, either because their content may temporarily contain something objectionable, or because their URL contains a blocked word. You cannot override the blocked word, but you can tell CYBERSitter that the web site is not to be filtered.

This can be accomplished by selecting the "Always Allowable Sites" tab in the. You enter sites in the same way as you would bad sites. Whenever CYBERSitter sees any site in this list getting loaded, it will ignore the content.

**Important note:** There are occasions where you will not be able to override a particular site. This is because of a method of web site hosting called *Virtual Domain Hosting*. This means that while it looks like a normal web site it actually shares the IP address (the numerical address the Internet uses to find web sites) with numerous other sites.

# System Snooper

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### **About CYBERSitter System Snooper**

CYBERSitter System Snooper serving is a useful tool for determining if objectionable material is being or has been recently accessed. It can help determine if security has been breached (i.e. passwords) or if the selected filters are blocking the types of sites intended.

### **What it Does**

The program tries to identify questionable web pages that users may have recently visited. It can also find and display common graphics files such as GIF or JPG files that may have been downloaded from web sites.

### **How it Works**

The program scans your installed hard disks for Internet web pages that have been downloaded to your computer. When it finds them, the content of each page is scanned to see if it contains any keywords that may indicate that it is not a suitable site for children. This version will search for words that may indicate that the site contains adult, sexually oriented, violence, or hate related material.

When evidence of a suspect site is found, the file name is listed on the screen. Simply double-click on that entry to view the file. If the page contains graphic images, they will display as well unless the related files have been deleted.

The list of keywords is fairly small and is in no way as comprehensive as the lists used in CYBERSitter. However, the keywords included are sufficient to give the parent a good indication of whether or not there has been some kind of "unapproved" internet activity.

### **Viewing the Results**

To make it easier to view the results of the scan, you can click on the column title buttons at the tops of the columns. This will sort the list depending on which column you click. If you click the same column again, it will reverse the order.

**Important Note:** If you find no objectionable web pages after a search, this does not mean that no pages were accessed. It is possible to routinely delete any evidence of previous Internet activity. This may have occurred and there may still be access to objectionable web sites occurring on a regular basis.

## Advanced Security Options

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#### **Hide CYBERSitter System Tray Icon after boot up.**

In many cases, you may not want the CYBERSitter Icon to be displayed in the System Tray. However this presents a problem. Double-clicking on this icon is the ONLY way to open CYBERSitter to set configuration options other than using the Remote Control program from another workstation.

We resolved this problem by providing this option. By checking this box, you will instruct CYBERSitter to hide its System Tray icon in a user defined number of minutes after the computer is booted up. The default delay time is 5 minutes, but it can be set anywhere from 0 to 60 minutes. This means that the icon will only display for the number of minutes you specify. Then it will disappear. If you specify 0, the icon will not display at all.

Of course, after the icon has disappeared, you will not be able to access the user interface normally. We have built in a method however, that will re-display the icon in the system tray so you can once again access CYBERSitter. Here is the procedure:

Click on the Windows Start button.

Click on the "Run" menu item.

In the Run Dialog type: cyb2k.exe showicon

This will display the system tray icon and you will be able to access CYBERSitter. When you close the user interface, the icon will disappear again (or not) based on your previous settings, or the new settings you have chosen.

Under Windows NT/2000, the Icon will never be displayed when a non-administrator user is logged on to the computer.

#### **System Tray Icon "Hint" Text**

By default, the words "CYBERSitter 2003" will be displayed when you pass the mouse pointer over the CYBERSitter system tray icon. You can change this to anything else you like to disguise what the icon represents.

#### **Disable Registry Editing**

By selecting this option, you can restrict access to the Windows Registry. Under normal conditions, all users have access to REGEDIT.EXE, a built in program that allow editing of the Windows Registry. This means that users can access settings to most every program including some needed by CYBERSitter. It is recommended that this option be used. When CYBERSitter is exited using the "x" button in the upper right hand corner of the program, this setting returns to normal.

#### **Disable Network/Internet Icons in Control Panel**

By selecting this option, you can restrict access by users to the network and Internet settings in the Windows Control Panel. This is a security precaution that is recommended to keep users from changing any network settings to try to bypass filtering. This also keeps unauthorized users from adding any new Internet accounts that may not be authorized. When CYBERSitter is exited using the "x" button in the upper right hand corner of the program, this setting returns to normal.

**Note:** This option also disables access to the "Internet Options" settings under Microsoft Internet Explorer version 5.0 and higher.

#### **Disable Windows Time Application (Windows 95/98/Me Only)**

By selecting this option, you can restrict access to Windows functions that allow the user to change or set the system time. This can be useful to ensure that unauthorized users cannot manipulate the system time for purposes of confusing the [CYBERSitter Activity Logs](#) or defeating the [Allowable Times](#) option.

### **Disable Access to the MS-DOS Prompt (Windows 95/98/Me Only)**

Users wishing to change the system time can also change the time by using the MS-DOS Time command. By selecting this option, access to the MS-DOS prompt will be restricted.

This option may cause other programs not to run if they are not true Windows programs. This also applies to batch files. If you experience problems running some program(s) after selecting this option, you may need to disable it.

**Note:** All Advanced Security options are deactivated when CYBERSitter is set to inactive by the parent or administrator.

### **Excluded Users**

By default, all users of the computer have filtered access as well as any other security settings you have defined. In some situations, this may be inconvenient when the computer is shared by both adults and children.

By using the "Excluded Users" feature, you can define users that you want to be EXCLUDED from filtering and system security. Simply enter the Windows Login name of the user(s) you want to have full access in the box provided. If you are defining multiple users, put each user name on a separate line. Whenever these users log on, CYBERSitter will automatically be set to "inactive". The icon will still appear, however no restrictions will be in place.

**Please Note:** You must be using Windows User Profiles, or a Windows Network logon method and passwords for this option to work. It has nothing to do with your Internet "screen name", e-mail address, or Internet login.

For information on setting up user profiles and passwords, click on the Windows START button, then click on HELP. Then click on the "Search" tab page and search for "user profiles" (no quotes).

Some of these functions may not be available when running CYBERSitter on Windows NT/2000 machines. This is largely because these are handled by setting user permissions by the administrator.



## Allowable Times

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The Allowable Times screen allows you to set a range of allowable days and times when Internet access will be allowed.

By default, no times allowed.

To define an allowable time, simply "paint" the hours green where you want to allow access.

**Important Note:** Please read the sections about the Windows Time application, and the MS-DOS prompt in the section on [Advanced Security](#) for information on making this function completely secure.

