

Internet security software  
Trend Micro PC-cillin Internet Security 11.0

With the upsurge in broadband connections to homes and offices, computer security is becoming an ever more serious issue. In tandem with this is a proliferation of software packages designed to deal with such issues.

We've taken a look at Zone Labs' ZoneAlarm Pro 4.0 on page 68. Trend Micro's PC-cillin Internet Security is another new version of a well-known package in a similar mould. Whereas ZoneAlarm is essentially firewall software with knobs on, PC-cillin is a multipurpose package.

Rather than specialising in one specific aspect of internet security, and hence requiring you to have a load of different packages installed on your PC, PC-cillin takes on the whole gamut, attacking viruses, hackers, privacy threats and spam.

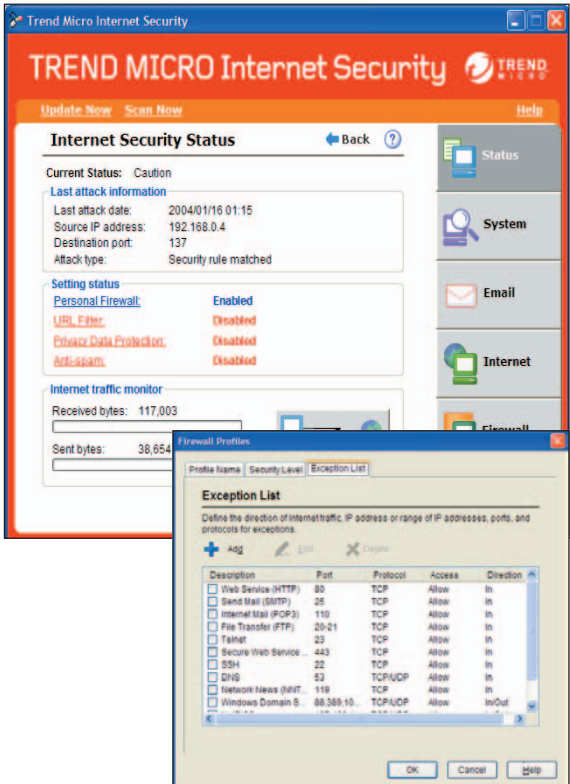
First and foremost, PC-cillin is a full-blown antivirus program which, despite perhaps not having quite its brand recognition, can take on the likes of Norton and McAfee. It's easy to update the virus description files and you can schedule automatic scans or manually search your hard disk or other volumes for viruses.

A particularly useful feature is the Network Virus Emergency Center, a database of currently circulating internet viruses that's constantly kept updated provided you're online. This early warning system allows PC-cillin to look out for new viruses before they arrive, dramatically reducing the risk of infection.

**Instant update**

Setting up the software is simple. It performs an initial virus scan of your hard disk upon installation, which didn't take as long as I feared it might. Updated components are automatically downloaded from the internet and installed.

Once the installation is completed, you can just leave PC-cillin to run in the background and rely on its default settings. However, to make the most of it you have to open the main interface which is pleasingly simple. This is important because this product is aimed at smaller office and home users who are often baffled by the myriad of options presented by security software.



The first screen allows you to check on the status of your security features, while buttons down the side of the screen allow quick access to each of its security functions.

I found the way the tasks were divided up a little lacking in logic. For example, virus scanning is under a heading called System (why not Antivirus?) while the Network Virus Emergency Center is bizarrely separate from the rest of the antivirus functions in the Firewall section.

A range of extras such as the URL Filter and data protection tool are under a subheading called Internet. And there I was thinking that all PC-cillin's functions were internet-related...

**Easy does it**

However, these are minor quibbles as all the functions are still relatively easy to find. More importantly, they're also easy to set up and use.

For example, the URL Filter allows you to easily block access to specific websites. You simply click 'Enable URL filtering' and then choose whether to block access to the sites in the list or to exclude all sites except those listed. Then just

**Top: the status screens allow you to get instant feedback on firewall and antivirus activity**

**Above: once the firewall's turned on, you can easily allow access to specific ports by selecting them from this list**

enter the addresses required, click apply and you're done.

The Firewall component is just as straightforward. You can select between any number of different profiles. So, for example, if you have a laptop you can have different settings for when you're in the office or on the road. Double-clicking on a profile allows you to fine-tune it by selecting a protection level and blocking or opening specific ports as you require. The ports for all the major internet protocols are predefined, or you can easily add your own.

PC-cillin also boasts a range of email security tools. The main one is Mail Scan, which automatically checks both incoming and outgoing email for viruses or other malicious code. There's also a clever function called Webmail Scan, which performs the same tasks for users of popular webmail services such as AOL, Yahoo and MSN.

There's also a spam filter but advanced users might be frustrated by limited access to settings. You can choose between three levels of protection and add acceptable addresses to a list, but that's all.

**Verdict**

PC-cillin Internet Security 11.0 is just what the doctor ordered for home and small office computer users in this age of always-on internet access. It provides a good level of protection and an impressive selection of tools, but doesn't overwhelm the user with complexity. **Mike Hirschhorn**

**PC-cillin Internet Security 11.0**

- Trend Micro: 01628 400 500
- www.trendmicro-europe.com
- £40 inc VAT

**System requirements**  
233MHz Pentium; Windows 98/98 SE/Me/2000/XP; 128MB RAM; 100MB hard disk space; internet connection

**EASE OF USE**  
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**FEATURES**  
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**VALUE FOR MONEY**  
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**OVERALL**  
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Internet security suite  
Panda Platinum Internet Security

As time goes by we need more, not less, security to protect us from the bad guys out there on the 'interweb', hence the growth in bundled security software packages.

Panda Software's latest offering gathers together its Platinum antivirus package and adds a firewall, anti-spam, web content filtering and protection against spyware and rogue dialler software.

Installation is uneventful but you'll need to register your copy to download your virus updates. As these happen on a daily basis, you'll want to do this from the off. Although this software's user interface is well-designed, one or two rough edges indicate a rush to get it out the door. For example, there is the odd Spanish word here and there in the dialogs and 'hover help' boxes that all say the same (wrong) thing.

While its antivirus performance was just as good as previous versions, Platinum still lags behind Norton and McAfee here. My standard test for basic firewalls is to surf over to the Shields Up Test at www.grc.com. Panda PIS passed this test with flying colours - every port I tested was reported as being 'stealthed', which is good. Anti-spam performance was disappointing, however, only detecting about 10 percent of my spam.

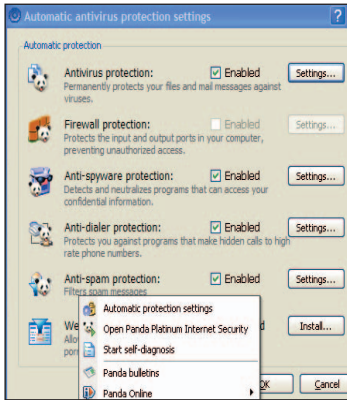
System impact is always an issue with security software bundles and Panda PIS is no different in this respect: the system slows down noticeably during PIS activity. For example, pop-up alerts often soak up 100 percent of CPU use, which isn't really on.

Platinum Internet Security's big problem, one shared with its rivals, is that a good chunk of its functionality is available out there for free. If you want a good firewall or anti-spyware product then ZoneAlarm and AdAware fit the bill admirably. The same goes for anti-spam: there are even free antivirus products, too.

The benefit of PIS is that it integrates all these elements behind a Windows XP-like user interface, making it easy to get to grips with - a feat that has eluded rival products such as Norton Internet Security 2004. For example, all security alerts have a consistently styled pop-up window, located about the system clock.

**Verdict**

Panda's Platinum Internet Security is a good choice for beginners but grizzled PC users could make do with Norton/McAfee antivirus software and help themselves to the freeware - they won't be any worse off. **Roger Gann**



**↑ Platinum Internet Security is a good choice for beginners**

**Panda Platinum Internet Security**

- Panda: 0870 444 5640
- www.pandasoftware.co.uk
- £29 inc VAT for 6mths service/support, £58 inc VAT for 12mths service/support

**System requirements**  
300MHz Pentium II; Windows 9x/NT/2000/XP; 128MB RAM; 60MB hard disk space

**EASE OF USE**  
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**VALUE FOR MONEY**  
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Internet anonymiser  
Steganos Anonym Pro 6.0

What you get up to on the internet is your business and nobody else's. But the fact is there are plenty of people out there, both good and bad, who would like to keep a beady eye on every move you make online.

The latest version of Anonym, from German security specialist Steganos, can help assuage any paranoiac fears by making your online identity hard to discern.

It does this by using an array of public proxy servers around the world to route your HTTP data to your PC - anyone 'watching' won't see your IP address but that of the proxy server. Its unique selling point is that it switches between these proxy servers very rapidly, making tracking you down all but impossible. Anonym can also control those other internet telltales: cookies, browser history, temporary internet files and passwords - all the usual suspects in other words. For good measure, a secure file deleter, File Shredder, is included.

Anonym's main dialog window is dominated by a map of the world and a rapidly moving 'rifle sight' pinpointing where it has spoofed your location details. Below this is the latitude and longitude and the fake IP address. I'm not sure how accurate or meaningful this is because it continues to run even when you yank out the internet connection, so it's just eye-candy, I suppose. I suspect that the spoof IP addresses actually belong to real users, so you're probably casting aspersions on loads of innocents abroad when you use this program.

I have several issues with Anonym. There's no doubt it does let you cover your cybertracks pretty effectively. However, this comes at a price - for example, internet browsing performance takes a drastic hit even when you've got broadband. Also, I wonder just who needs this degree of anonymity? The only people I can imagine it appealing to here are law-breakers or those doing potentially embarrassing things online (hint - Anonym comes with a version especially for keen webcam users).

**Verdict**

Steganos Anonym Pro 6.0 is bound to be popular among paedophiles, criminals and terrorists as it offers such high levels of online anonymity. But most ordinary internet users won't require its services. **Roger Gann**



**↑ Steganos Anonym lets you cover your tracks effectively, but why would you want to?**

**Steganos Anonym Pro 6.0**

- Steganos: +49 699 709 710
- www.steganos.com
- £40 inc VAT; £30 inc VAT for download version

**System requirements**  
Pentium CPU; Windows 9x/2000/XP; 32MB RAM; 12MB hard disk space

**EASE OF USE**  
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Internet security software

# Zone Labs ZoneAlarm Pro 4.0

ZoneAlarm Pro 4.0 is the latest version of the renowned firewall software from US developer Zone Labs. It boasts stronger protection against common security threats such as hackers and spyware and other enhanced features.

Despite the powerful software under the hood, ZoneAlarm Pro 4.0 has a refreshingly simple interface so it's easy to set up and configure, even for novices. It takes a question-and-answer approach, asking in plain English whether you want to enable various features. If you're still unsure, additional explanatory text is provided to the side of the questions to help you understand what each feature does.

### A question of trust

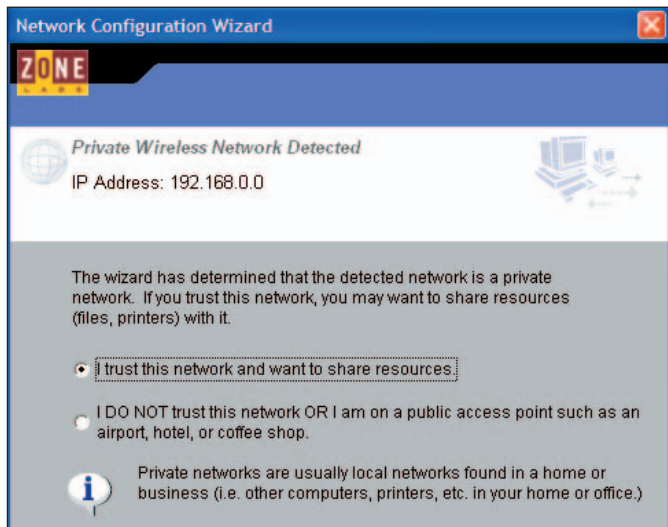
The name ZoneAlarm comes from the metaphor the software uses to deal with how it controls your computer's security. If a network or resource is safe it's placed in the Trusted Zone,

whereas anything potentially harmful is put in the Blocked Zone. For novice users this task is mostly handled automatically by the software. When it's unsure, an alert will appear on screen warning you about suspicious activity.

If you're sure it's safe, you can dismiss it and the software will learn pretty quickly to recognise your typical usage patterns. If you're unsure, you can click a button in the alert window for more info. This will send the information about the alarm to Zone Labs' website and compare it against a huge database of possible reasons for such warnings.

For novice users this is probably all the interaction you'll need to have with ZoneAlarm and you can just let it run in the background. Expert users will want to open up the application itself to access the incredible range of settings and options.

Again the interface is simple and there's plenty of explanatory text. The summary screen tells you at a



Top: if a network is safe, it is placed in the Trusted Zone

Above: if the program is unsure, an alert will appear on screen warning you about suspicious activity

glance what level of protection you're getting. You can alter settings for each component, changing the level of protection, setting up expert rules, deciding how alerts are handled and much more.

ZoneAlarm isn't just a firewall. It has a number of other components to ensure the security of your PC. The first is Program Control which blocks outgoing data as well as the firewall's incoming traffic. That means that both hackers and malicious pieces of code are unable to gain access to any of your programs.

### Firm on worms

ZoneAlarm also integrates with your email system to protect your computer against viruses and worms. It doesn't include antivirus software per se, but it protects against some of the most virulent viruses which are spread by emails containing malicious attachments.

Any incoming email with a suspicious attachment is placed in quarantine so it can't do any damage

until you've inspected it and ensured it's okay. ZoneAlarm Pro 4.0 now also monitors your outgoing email to make sure a virus isn't trying to send too many messages at once or a message to too many recipients.

Another weapon in ZoneAlarm's armoury is Privacy Protection. This is a component which prevents internet cookies from revealing personal information that may be stored on your computer. It also stops advertisers from tracking your movements on the web.

Other components include a Hard Drive Cleaner and Browser Cleaner, which remove temporary files, histories, caches and so on to keep the details of both your internet usage and the rest of your system safe from prying eyes.

### Verdict

ZoneAlarm Pro 4.0 provides a level of security for your home or office computer that the CIA would be proud of, yet wraps it up in a user-friendly package so it's suitable for novices and experts alike.

However, there may not be quite enough here to tempt users away from the likes of Norton Internet Security which also includes antivirus software. [Mike Hirschhorn](#)

### ZoneAlarm Pro 4.0

○ Zone Labs: +49 619 6773 670  
○ www.zonelabs.com  
○ \$49.95 (£28) inc VAT

**System requirements**  
233MHz Pentium; Windows 98 SE/Me/2000/XP; 128MB RAM; 10MB hard disk space; internet access

**EASE OF USE**  
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**VALUE FOR MONEY**  
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Multimedia authoring software

# Macromedia Director MX 2004

In a world where multimedia authoring applications have shelflives little longer than the average loaf of organic bread, the continuing success of Macromedia's Director, which began life as VideoWorks more than a decade ago, is all the more remarkable.

Director may no longer be as popular as its younger stablemate, Flash, when it comes to authoring web multimedia. But in other environments, such as interactive CD-ROMs, games and 3D, the program's versatility and power remains unquestioned.

Although not part of the recently released Macromedia Studio MX 2004 bundle, which included Flash Pro, Dreamweaver and Freehand, Director MX 2004 has adopted a matching appearance - and the same strict product activation policy.

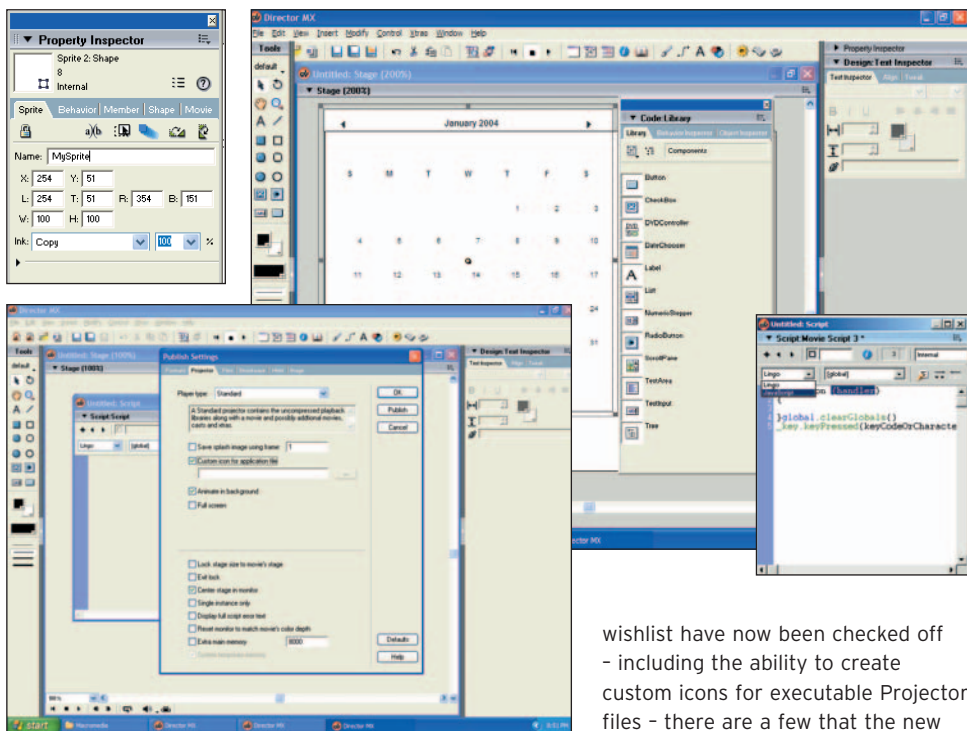
### Easy integration

The level of integration with other Studio applications isn't limited to aesthetics. For example, you can directly launch and edit Flash MX 2004 content in Director, saving you an awkward round-trip, and you can now drag and drop Flash components from the Code Library palette into your project.

Although some standard pre-built components such as a calendar and text fields are included, the beauty of integrated elements is they allow Flash developers to easily repurpose their work. In fact, throughout Director MX 2004 there is a clear attempt to embrace a wider constituency of users by adopting standards. In the past, interactivity in Director relied exclusively on Lingo - its unique scripting language.

Lingo was a discouraging hurdle for potential Director users, so the ability to author in JavaScript as well opens the program up to a wider range of users. To choose between each authoring environment you simply select from a drop-down menu in the Script editor window.

Another plus for coders is the ability to name sprites and channels, so you can now refer to them directly in your scripts making them easier to handle. Aside from this, the scripting environment remains largely unchanged.



Top left: sprites can now be named

Top right: Flash components can be dragged and dropped from the Code library

Bottom right: you can easily switch between Lingo and JavaScript

Bottom left: projects from a single Publish Settings window

One new feature that will universally delight commercial Director developers, however, is the ability to create Mac and PC Projector files, which run completed Director projects, from a single version of Director.

This is a big improvement over previous versions where you had to purchase separate Director applications native to each environment you were targeting. Even better, the ability to author for multiple platforms can be configured from a single tabbed window that makes publishing remarkably easy.

### Rich multimedia

An even more exciting innovation offered by MX 2004 is DVD-video support, although the reality is more prosaic. Director hasn't suddenly flowered into a DVD authoring tool that can create DVDs playable on standard players. Instead DVD support merely means you can embed Mpeg-2 video into a Director project and link to DVD media on the host PC.

Nevertheless, it means you can now create rich PC-based multimedia with a new DVD Event Manager allowing you to trigger events such as web access during DVD playback. While most items on the Director

wishlist have now been checked off - including the ability to create custom icons for executable Projector files - there are a few that the new version fails to address.

The only serious disappointment is the lack of improvement to Director's 3D engine. It's a key tool for the growing number of interactive 3D modellers and it sets Director apart from the less powerful Flash.

### Verdict

The ability to author cross-platform makes the upgrade to Macromedia Director MX 2004 a simple choice for existing users. If you've hit the development ceiling with Flash, Director is a more powerful, but expensive, alternative. [Tom Gorham](#)

### Macromedia Director MX 2004

○ Macromedia: 01344 458 600  
○ www.macromedia.com  
○ £1,127 inc VAT (upgrades from Director 8.5 and Director MX, £375)

**System requirements**  
600MHz Pentium II; Windows 2000/XP; 128MB RAM; 200MB hard disk space

**EASE OF USE**  
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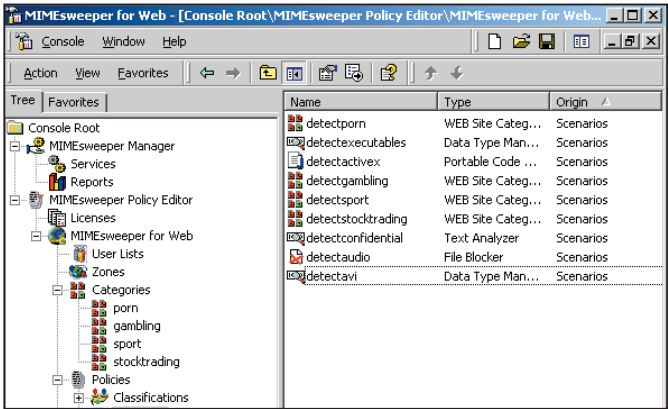
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**VALUE FOR MONEY**  
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**OVERALL**  
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Internet security package

# Mimesweeper for Web 5.0



With more and more organisations relying on internet access to conduct their business, an increasing concern is that such access does not hamper productivity and security. Mimesweeper for Web, an updated release of the former Websweeper application, is designed to enable system administrators to police internet use in medium to large-sized companies as efficiently as possible.

In a nutshell, Mimesweeper allows network managers to apply internet-access policies, replacing crude URL filtering with tools that analyse web pages or FTP files as they are downloaded. The latest version is designed for Windows 2000 servers or later so user lists and categories have to be created before scenarios are set up - for example, banning access to pornographic sites or preventing filesharing.

As is evident from pricing (with minimum licences starting at 50 users), Mimesweeper is not designed for the small office. Indeed, installation and initial setup requires considerable expertise. This said, once the program is up and running it can be accessed from the Windows management console so that experienced users will be able to set up a comprehensive range of scenarios such as detecting stock trading or gambling at work.

The simplest option is to employ URL filtering, with blocks on 40 categories including criminal skills and hacking as well as the more obvious sex filters. But, as Clearswift explains, this will not be exploiting the program to its full potential.

### Verdict

The latest version does seem to have been made easier to use than Websweeper, but it still compares poorly in this regard with products such as Smoothwall or Aladdin's Esafe.

Mimesweeper works well once it is installed but, as it also requires further antivirus and anti-spam components such as MailSweeper, to be truly effective it can quickly become expensive. Jason Whittaker

### Mimesweeper for Web 5.0

- Clearswift: 0118 903 8100
- www.clearswift.com
- £1,116 inc VAT for 50 users

#### System requirements

1GHz Pentium III (dual processor recommended); Windows 2000 Server; 1,024MB RAM; 4.5GB hard disk space

#### EASE OF USE



#### FEATURES



#### VALUE FOR MONEY

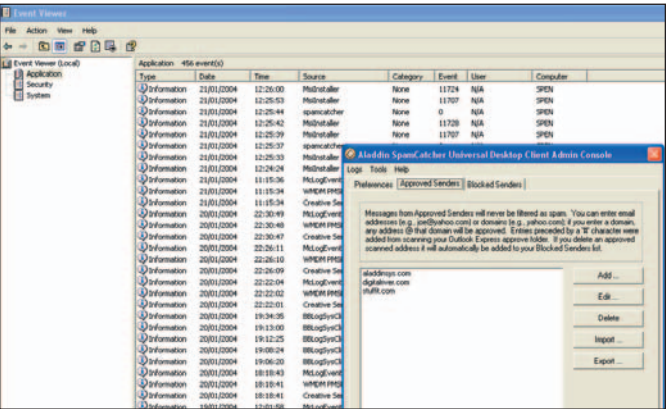


#### OVERALL



Anti-spam software

# SpamCatcher Universal



Although new spam legislation has recently hit the UK, it's unlikely to totally eliminate junk mail from your inbox so anti-spam software is still necessary. While you can download free protection, a little payout for this powerful utility is worthwhile.

Anyone who has had trouble trying to locate emails hidden in a sea of virus hoaxes and chain letters should check out the benefits of SpamCatcher. This nifty program comes in two flavours: support for Outlook only and this better universal version, which backs a wide assortment of email programs.

Installation is simple and there's no need to manually configure your mail client because the auto-wizard adjusts all the settings. If you do come across any problems, such as antivirus programs already using Port 110 (the default inbound listening port) then use the online help at www.aladdinsys.com - it is hard to find but offers all the information for manual configurations.

After registering online, start up the program and you'll see preferences, approved senders and a blocked senders list. With an import and export utility, you can add multiple contacts to be blacklisted or whitelisted from your email. Beyond that, SpamCatcher requires little user input.

You can add offending mail to your block list but SpamCatcher has a great utility called Spam Fingerprint, which should stop you having to manually add emails. It does this by assigning a fingerprint to each message that comes through, determining which ones are sent in bulk and taking note of which bulk mails the users are rejecting. As a result SpamCatcher's accuracy is vastly improved.

### Verdict

Cheap, easy to use and effective immediately, SpamCatcher is a handy program that makes eradicating unwanted junk mail simple. If you're looking for fully customisable filters then you might need a pricier piece of software but for online novices this is a good buy. Jane Francis

### SpamCatcher Universal

- Koch Media: 01256 707 888
- www.aladdinsys.com
- £20 inc VAT

#### System requirements

333MHz Pentium II; Windows 98/Me/2000/XP; 128MB RAM; 15MB hard disk space

#### EASE OF USE



#### FEATURES



#### VALUE FOR MONEY

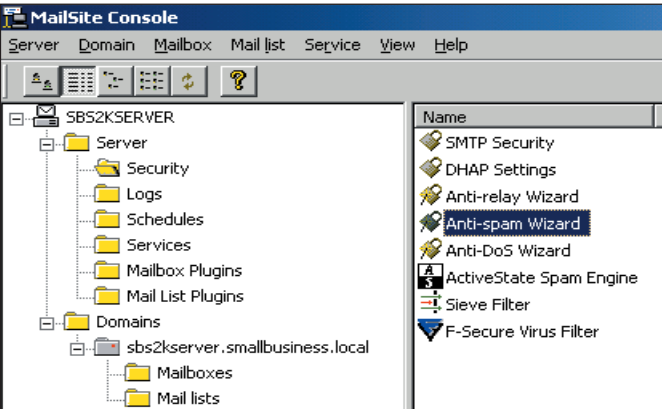


#### OVERALL



Mail server

# Rockliffe MailSite SE 6.0



MailSite SE 6.0 is a fully featured mail server for small to medium-sized (up to 500 employees) companies that is easy to set up and run. While anti-spam provision was present in the previous release, it has now been considerably beefed up in recognition of the threat spam poses to businesses.

Once installation is complete, you fire up the MailSite Console to configure it. Three types of user mailboxes can be created: registry mailboxes only allow user access to that mail server, domain mailboxes allow domain-wide access, while a third option lets you authenticate users against lists maintained in an SQL database. Top-notch virus protection is provided by F-Secure's Anti-Virus Content Scanner, which automatically scans all inbound and outbound messages. Signature updates can be applied hourly.

Trying to stop spam can be like trying to catch water but MailSite SE's ActiveState anti-spam mechanism relies on what Rockliffe calls a 'cocktail' of measures. These consist of the usual white- and blacklists of good and bad addresses. This version also has a neat option that prevents your mail directory being 'harvested' by spammers.

A nice touch is that the user can also play a part in the anti-spam process, determining whether a message is spam or not. In fact, the system is designed to work well with minimal configuration, so it's perfect for small businesses lacking dedicated IT staff.

### Verdict

MailSite SE 6.0 remains an excellent choice for small to medium-sized businesses, as it delivers an impressive range of features at a very good price. Its anti-spam and antivirus facilities are impressive but you'll need the regular updates to keep them effective and these can treble the basic cost of MailSite SE. Roger Gann

### Rockliffe MailSite SE 6.0

- Rockliffe: 0113 383 0125
- www.rockliffe.com
- 50-user licence, £400 inc VAT; 12 mths spam or AV support, £400 inc VAT each

#### System requirements

700MHz Pentium; Windows XP Pro/2000/2003 Server; 512MB RAM, 650MB hard disk space; Internet Explorer 6.0 or Netscape; DNS client installed and working; NTFS file system; TCP/IP transport installed and working; MS SQL Server 2000 required for versions with SQL integration

#### EASE OF USE



#### FEATURES



#### VALUE FOR MONEY

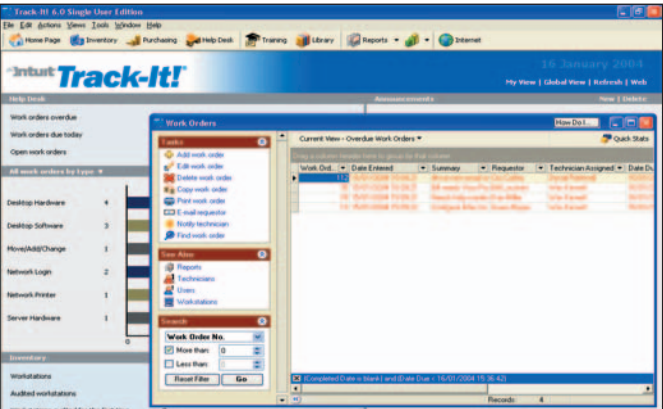


#### OVERALL



Helpdesk software

# Intuit Track-It 6.0



If you ever have to hang on the phone waiting for tech support, just pray that the guy at the other end is using software like Track-It 6.0 to manage your call. It's quite possibly the best helpdesk support system you could wish for.

It's available in three editions: Standalone, Standard and Enterprise, with price tags going from £700 to £6,000. Track-It will therefore appeal to customers from both small and large enterprises. As heavy-duty helpdesk software can carry a six-figure price tag, Track-It is also relatively cheap. To say it is scaleable is an understatement. A veritable laundry-list of add-on modules are available for Track-It including giving global web access, software deployment tools, a self-service module (for end users) and a knowledgebase.

Like its rivals, Track-It is highly customisable and supports the most commonly used relational database platforms - in our case, Oracle or SQL Server. It also provides automatic trouble-ticket escalation and notification capabilities, which makes it ideal for multi-tiered support environments in which problems are delegated to specialised workgroups.

New features include the Technician Dashboard, which gives a simple graphical view of a support agent's current workload (reminiscent of Outlook's Today view). Track-It also offers a high level of integration between the IT helpdesk and the asset management functions. It can be used as a comprehensive asset management tool to monitor and manage your hardware and software inventory. It can also be used to detect the presence of unauthorised data files - MP3 or JPG, for example - on the network.

### Verdict

Track-It 6.0 is state-of-the-art helpdesk software that benefits enormously from a tightly integrated inventory tracking system and a wide array of add-on modules that you can use to create a customised solution. Roger Gann

### Intuit Track-It 6.0

- Intuit: 0800 195 2373
- www.itsolutions.intuit.com
- Single user, £699 inc VAT; Standard Edition, £1,404 inc VAT, Enterprise Edition, £5,869 inc VAT

#### System requirements

233MHz Pentium; MS SQL Server 7.0; Oracle 8n or higher, MS IIS 4.0 or higher; 256MB RAM; 80MB hard disk space

#### EASE OF USE



#### FEATURES



#### VALUE FOR MONEY



#### OVERALL

