

# ZoneAlarm Parental Control User Guide

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ZoneAlarm Parental Control User Guide  
March 2011

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[www.zonealarm.com](http://www.zonealarm.com)

[www.checkpoint.com](http://www.checkpoint.com)

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# Welcome to ZoneAlarm Parental Control

Welcome to ZoneAlarm™ Parental Control, the most comprehensive and easily adaptable Internet filtering software available today. ZoneAlarm Parental Control comes preset to protect you from objectionable and inappropriate content. However, because not all users are alike, ZoneAlarm Parental Control also allows you to modify the filter settings so you can customize ZoneAlarm Parental Control to suit your individual usage needs.

The following resources are available to help you use ZoneAlarm Parental Control:

- *ZoneAlarm Parental Control User Guide* (PDF format) is available from the ZoneAlarm Parental Control Help menu. It provides:
  - Step-by-step instruction
  - ZoneAlarm Parental Control category list with descriptions
  - Glossary and FAQ (Frequently Asked Questions)
- An online help system is available from the ZoneAlarm Parental Control Help menu. It provides step-by-step instruction and Web-based reporting.
- [Technical Support](#) – available to help you with technical issues. For 24/7 live chat assistance, go [www.zonealarm.com/support](http://www.zonealarm.com/support) and click large **Technical Support** image on the right side of the page.

## Documentation Conventions

A trademark symbol (® ,™, etc.) denotes a ZoneAlarm™ trademark. An asterisk (\*) denotes a third-party trademark.



# System Requirements and Key Features

This section describes the prerequisites that must be met for ZoneAlarm™ Parental Control to work properly. It also describes some of the key features.

## System Requirements

- Microsoft\* Windows\* 7/Vista/XP (32-bit and 64-bit)
- 128 MB RAM minimum, 256 MB recommended
- 80 MB hard drive space
- Minimum screen resolution of 800x600
- Internet connection


## Key Features

- User-friendly interface
- Fast client-based filtering
- Filtering of proxy sites
- Blocking of local host proxy applications
- PC game management using ESRB™ ratings
- Keyword blocking (user-defined)
- Post blocking (block forum posts, blog posts, image uploads)
- Client and Web IM monitoring and alerting
- Profanity masking
- Web and client based graphic reports
- Social network profile reporting
- Customizable “Safe Site List” capability (whitelist)
- Alerts for IM predator and cyberbully behavior
- Email notifications
- Easy user creation with age-based profiles
- Instant override and override request options

# Installing ZoneAlarm Parental Control

**Important:** You must be connected to the Internet to install ZoneAlarm™ Parental Control.

To install ZoneAlarm Parental Control:

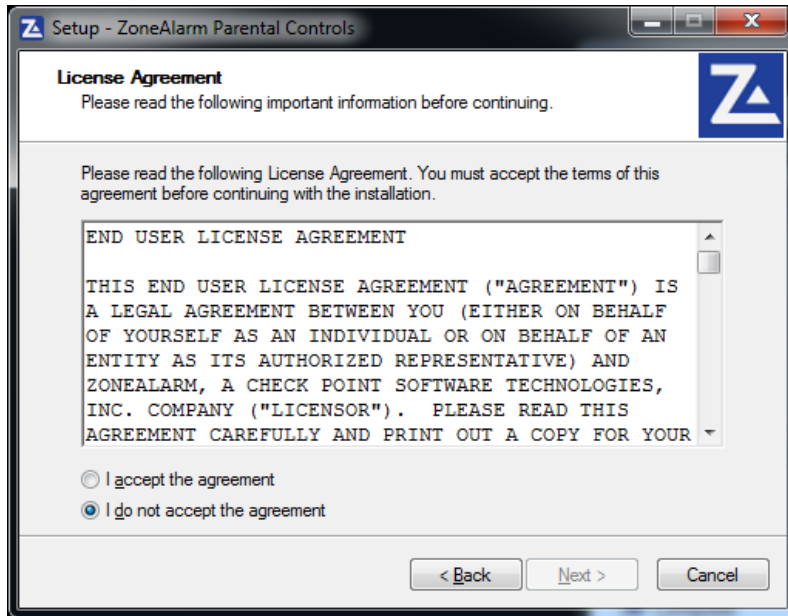
1. Double-click the ZoneAlarm Parental Control Installer icon  to launch the installation.
2. From the drop-down menu, select the language you prefer to use during setup and installation, then click **OK**.



3. When the ZoneAlarm Parental Control Setup Wizard launches, close all other applications before continuing with the installation (as recommended), then click **Next** to continue.



4. Carefully review the License Agreement, select **I accept the agreement**, then click **Next** to continue.



5. Type in your registration number, then click **Next** to continue.

If you purchased ZoneAlarm Parental Control online or requested a trialware number, the registration number was sent to you via email. If you purchased ZoneAlarm Parental Control in a store, the registration number came with your CD.



If ZoneAlarm Parental Control is unable to contact the ZoneAlarm registration server, a message displays reminding you to verify that your firewall is disabled and asking if you want to configure proxy server settings.

You can attempt to connect to ZoneAlarm via a proxy server provided that the following criteria are met:

- You have verified that your firewall is disabled.
- You have verified that your Internet connection is working (that is, your computer is able to connect to your Internet Service Provider; for example, you can load your home page).
- Your ISP offers a proxy server as an alternate means of connecting to the Internet.

To configure proxy settings:

- a) Obtain the necessary proxy server information, such as hostname and port number, from your ISP.
- b) At the prompt asking you if you want to configure proxy server settings, click **Yes**.



- c) In the Proxy Configuration screen, provide proxy server information as specified by your ISP, then click **OK**.



6. (Conditional) If you are installing and registering ZoneAlarm Parental Control for the first time, skip to Step 8.

7. (Conditional) If you purchased multiple ZoneAlarm Parental Control licenses and are now installing an additional instance of the ZoneAlarm Parental Control client, or if you only have one license and you are reinstalling ZoneAlarm Parental Control, do the following:
  - a. Type the email address and password you used to initially register ZoneAlarm Parental Control.



- b. Click **Next**.
  - c. Skip to Step 11.
8. Type your email address, then click **Next** to continue.



- Assign the password you want to use for the ZoneAlarm Parental Control administrator account, then click **Next** to continue.

Passwords are case sensitive and are limited to between 3 and 13 characters in length. Alpha and numeric characters can be combined.



The screenshot shows a window titled "ZoneAlarm Parental Control Registration". The header bar contains the "ZONEALARM Parental Controls" logo and the "Check Point" logo. Below the header, the text "Please provide the following information:" is displayed. There are two input fields: "Password:" and "Confirm Password:". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

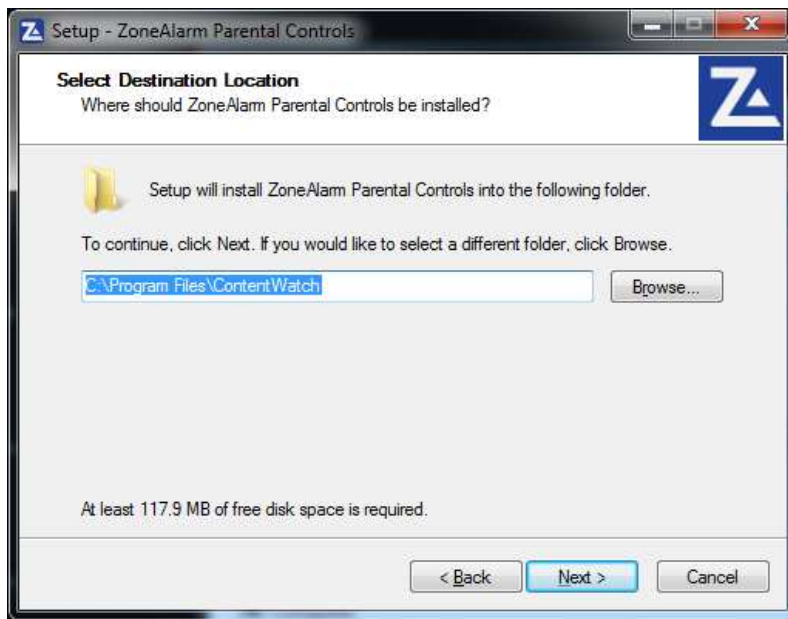
- Select a secret question, provide an answer, then click **Finish**.

If you ever forget your password, ZoneAlarm Parental Control prompts you with the secret question you chose. You must enter the correct answer before ZoneAlarm Parental Control allows you to change the administrator account password.

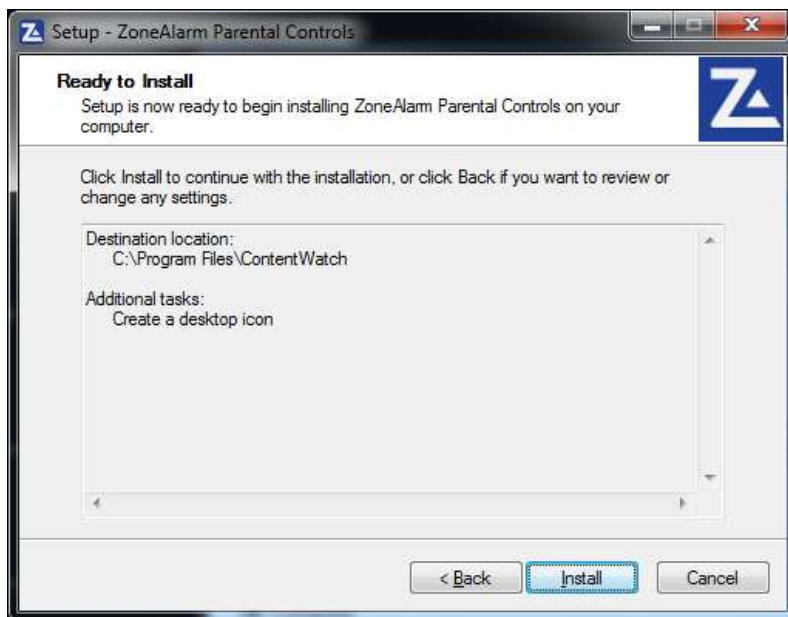


The screenshot shows a window titled "ZoneAlarm Parental Control Registration". The header bar contains the "ZONEALARM Parental Controls" logo and the "Check Point" logo. Below the header, the text "Please provide the following information:" is displayed. There are two input fields: "Secret Question:" with a dropdown menu showing "Who was your childhood hero?" and "Answer:". Below the answer field, the text "This is used if you forget your password" is displayed. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

11. Accept the default destination folder for the ZoneAlarm Parental Control installation (or click **Browse** to select an alternate installation folder), then click **Next**.



12. Click **Install**.



13. Click **Finish** to restart your computer and complete the ZoneAlarm Parental Control installation and setup.

**Warning:** Although you have the option to restart your computer later, ZoneAlarm Parental Control will not begin protecting your computer until after you have restarted.




Your computer automatically shuts down and restarts.

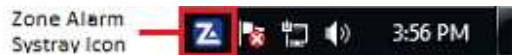
After your computer restarts, a ZoneAlarm Parental Control icon  appears in the system tray at the bottom of your Windows desktop.



## The ZoneAlarm Parental Control Systray Icon

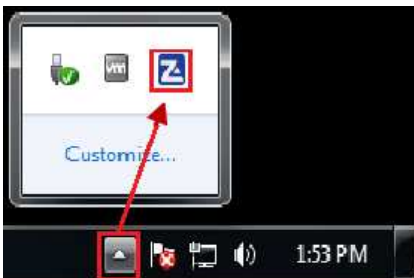
The ZoneAlarm™ Parental Control icon  in the Windows system tray gives you quick right-click access to the following:

- Admin Tools
- Login or Logout user
- Refresh profiles
- Extend time (when time controls are enabled)
- Change password
- Help
- Enable or disable ZoneAlarm Parental Control
- Check for updates
- About

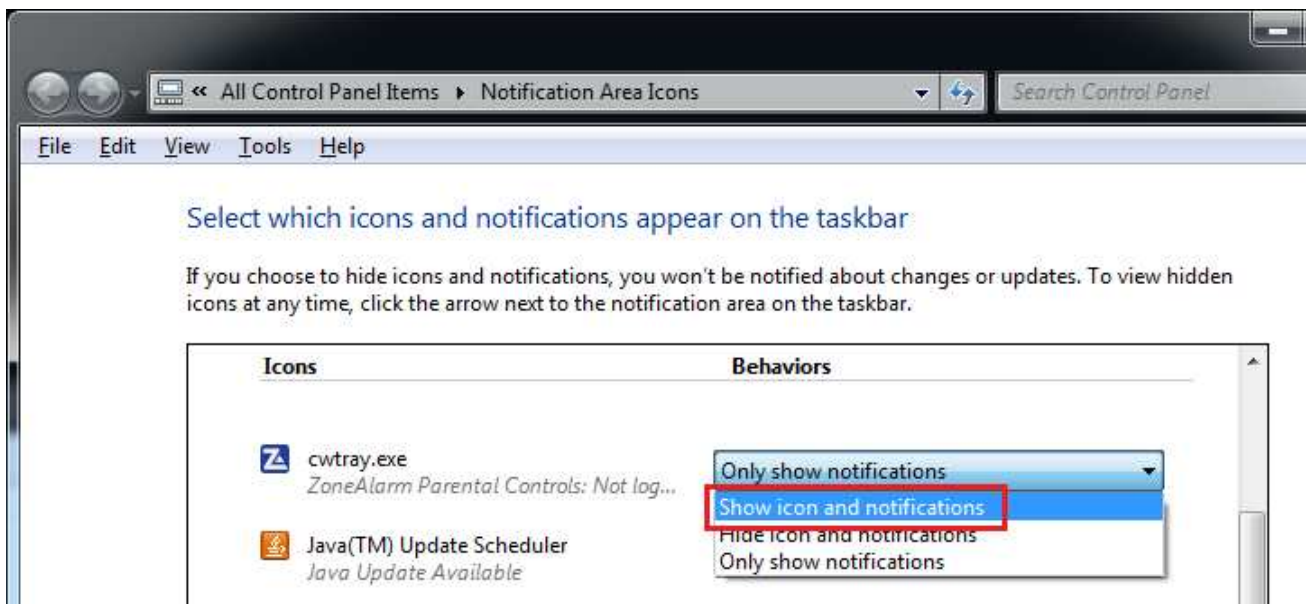


If you would like to prevent users from accessing ZoneAlarm Parental Control features using the systray icon, you can select to temporarily remove the icon from the system tray.

**Note to Windows 7 users:** After installing ZoneAlarm Parental Control, Windows 7 automatically places the ZoneAlarm Parental Control systray icon in the hidden icons group. To access the ZoneAlarm Parental Control icon, click the hidden icons expander button to the left of the system tray.



You can move the ZoneAlarm Parental Control icon to the main system tray area by clicking **Customize** in the hidden icons group box, locating the *cwtray.exe* item in the icons and notifications settings list, and choosing to “Show icon and notifications” for that item.



## Removing and Displaying the ZoneAlarm Parental Control Systray Icon

To remove or display the ZoneAlarm Parental Control systray icon:

1. Click **Start > Programs > CheckPoint > ZoneAlarm Parental Control**.
2. Log in to Admin Tools with an administrator name and password.
3. From the Tools menu, select **Hide Systray Icon** to remove or display the ZoneAlarm Parental Control icon.

If a check mark appears to the left of the **Hide Systray Icon** option, the ZoneAlarm Parental Control systray icon is removed from the system tray. Conversely, if there is no check mark, the ZoneAlarm Parental Control systray icon is displayed.



## Signing In to ZoneAlarm Parental Control

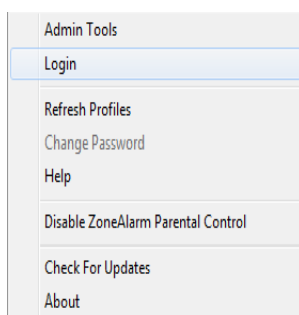
ZoneAlarm™ Parental Control is automatically installed with a default user. This means that all users are able to access the Internet and instant messaging as one ZoneAlarm Parental Control user, using the default user's settings. The default user provides ease-of-use; however, it does not separately monitor each user's Internet usage, and filters are unilaterally applied to all users.

You can create separate user profiles for each person who uses the computer. Individual users must sign in to their ZoneAlarm Parental Control accounts before they are able to use the Internet for browsing or instant messaging. This allows ZoneAlarm Parental Control to monitor each user's Internet usage and block content on a per-user basis.

You must sign in to ZoneAlarm Parental Control before you can access the Internet or instant messaging. If you do not sign in manually, you are prompted to sign in when you attempt to use the Internet.

To sign in manually:

1. Right-click the ZoneAlarm Parental Control icon  in the system tray at the bottom of your Windows desktop, then select **Login** from the quick menu.



**Note:** If you do not see the ZoneAlarm Parental Control icon in the system tray, the icon may be removed. For instructions on displaying the icon, see [Removing and Displaying the ZoneAlarm Parental Control Systray Icon](#) on page 18.

2. Select your username from the drop-down menu, enter your password, then click **OK**.

If you don't know your password, ask the administrator.

**Note:** Bullets appear as you type your password to protect it from being viewed.




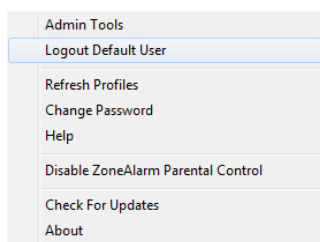
You are now signed in as a user. Launch your Internet browser and proceed with regular Internet activity. For information about the possible block and warning messages you might receive, see [Block and Warning Responses](#) on page 48.

When you finish your Internet or instant messaging session, we recommend you sign out of ZoneAlarm Parental Control.

**Warning:** If you leave your computer without signing out of ZoneAlarm Parental Control, other users have access to the Internet under your sign-in name and also to your Web and instant message privileges. Besides continuing to log Internet usage time under your name, ZoneAlarm Parental Control also continues to log Web and instant message activity under your name. However, if Inactive User Logout is enabled, you are automatically logged out according to the time settings configured by the administrator.

To sign out of ZoneAlarm Parental Control:

1. Right-click the ZoneAlarm Parental Control icon  located at the bottom of your Windows desktop.
2. Select **Logout <username>** from the quick menu.



**Note:** If you shut down your computer without signing out, your session automatically ends. You must sign in again when the computer restarts.

# Updating ZoneAlarm Parental Control with Online Updates

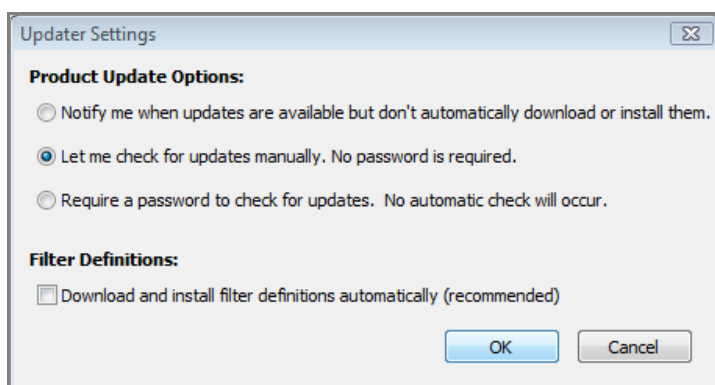
Online updates allow you to update ZoneAlarm™ Parental Control with the latest software updates. There are three methods for receiving update notifications for ZoneAlarm Parental Control: Manual (default), Automatic, and Password Protected.

## Manual Updates

To configure ZoneAlarm Parental Control for manual updates:


1. Sign in to ZoneAlarm Parental Control's Admin Tools.  
For instructions on how to do this, see [Opening the ZoneAlarm Parental Control Admin Tools](#) on page 29.
2. From the Tools menu, select **Updates**.

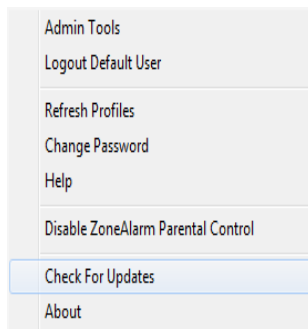
The following dialog window appears:



3. In the Updater Settings dialog, select **Let me check for updates manually** or **Require a password to check for updates**, depending on whether you want to require a password for a user to check for updates, then click **OK**.
4. Close the Admin Tools.

To manually update ZoneAlarm Parental Control:

1. Right-click the ZoneAlarm Parental Control icon  in the system tray.  
**Note:** If you do not see the ZoneAlarm Parental Control icon in the system tray, the icon may have been removed. For instructions on displaying the icon, see [Removing and Displaying the ZoneAlarm Parental Control Systray Icon](#) on page 18.
2. Select **Check For Updates** from the quick menu.



3. At the ZoneAlarm Parental Control Updater screen, click **Next**.



If there are no new updates, ZoneAlarm Parental Control indicates that none are available.

If ZoneAlarm Parental Control updates are available, a wizard appears and steps you through the process of downloading and installing the updates. If you choose to download and install the updates, you may be asked to restart your computer for the changes to take effect.

## Automatic Update Notification

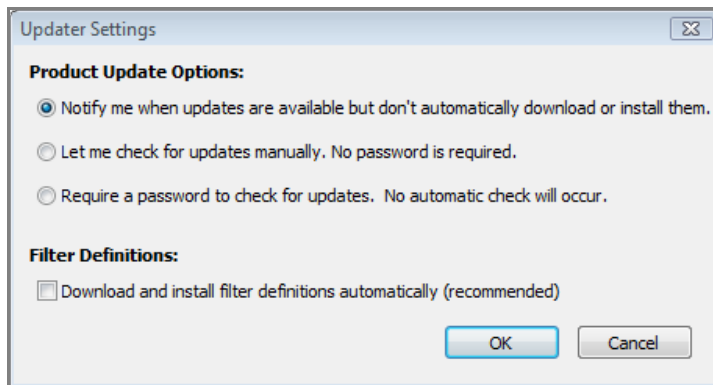
To configure ZoneAlarm Parental Control to automatically notify you when a new update is available:

1. Sign in to the ZoneAlarm Parental Control Admin Tools.

For instructions on how to do this, see [Opening the ZoneAlarm Parental Control Admin Tools](#) on page 29.

2. From the Tools menu, select **Updates**.

The following dialog window appears:



3. In the Updater Settings dialog window, select **Notify me when updates are available but don't automatically download or install them**, then click **OK**.

ZoneAlarm Parental Control is now configured to notify you when updates are available.

## Password-Protected Updates

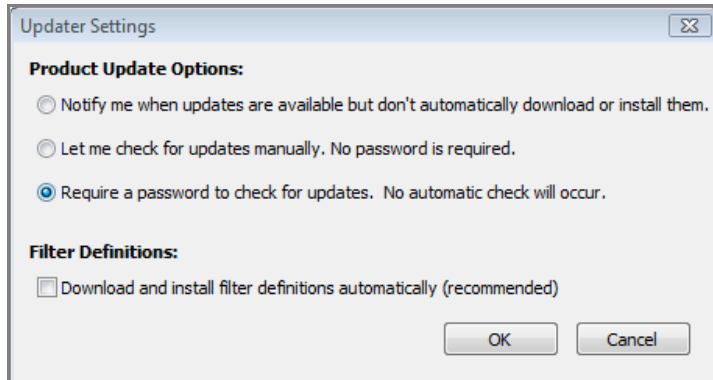
To require an administrative password in order to check for ZoneAlarm Parental Control updates:

1. Sign in to the ZoneAlarm Parental Control Admin Tools.

For instructions on how to do this, see [Opening the ZoneAlarm Parental Control Admin Tools](#) on page 29.

2. From the Tools menu, select **Updates**.

The following dialog window appears:



3. Select **Require a password to check for updates**, then click **OK**.
4. Close the Admin Tools.

ZoneAlarm Parental Control is now configured to prompt for a ZoneAlarm Parental Control administrator password whenever a user attempts to manually update the software.



## Installing Filter Definitions

A filter definition determines how content is recognized and matched against filters. Automatically downloading and installing filter definitions ensures that ZoneAlarm Parental Control is always kept current with the latest definition files.

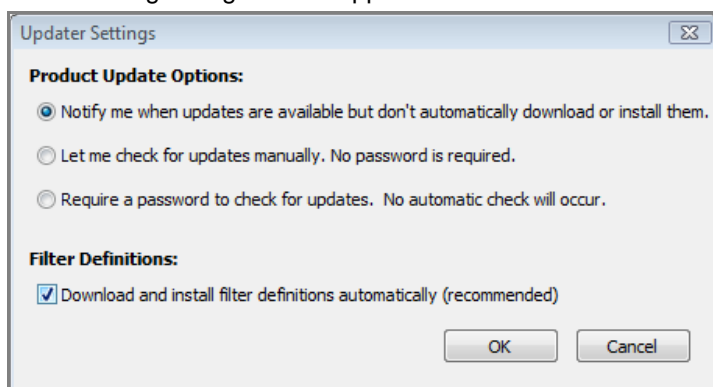
To set the filter definitions to update automatically:

1. Sign in to the ZoneAlarm Parental Control Admin Tools.

For instructions on how to do this, see [Opening the ZoneAlarm Parental Control Admin Tools](#) on page 29.

2. From the Tools menu, select **Updates**.

The following dialog window appears:




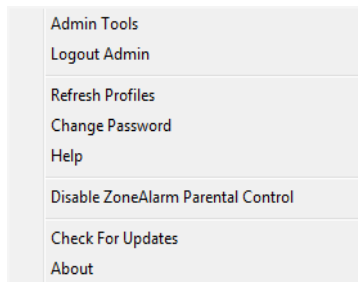
3. In the Updater Settings dialog, select **Download and install filter definitions automatically**, then click **OK**.

# Changing User Passwords

If permitted in their ZoneAlarm Parental Control profile settings, users can quickly change their own ZoneAlarm™ Parental Control login passwords.

To change a password:

1. Make sure you are logged in to ZoneAlarm Parental Control with your own username.
2. Right-click the ZoneAlarm Parental Control icon  in the system tray.
3. Select **Change Password** from the quick menu.



4. Type the old password and the new password in the appropriate fields, retype the new password to confirm it, then click **OK**.



# Disabling ZoneAlarm Parental Control

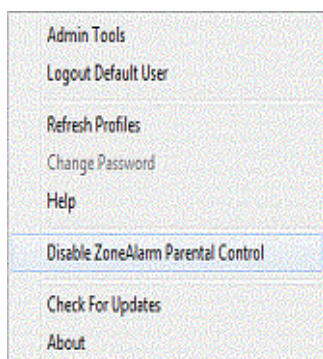
There may be times when you want to temporarily disable ZoneAlarm™ Parental Control—for example, you might want to temporarily allow access to the Internet without blocking any content. Rather than temporarily changing the current user's policies, you could temporarily disable ZoneAlarm Parental Control.

To temporarily disable ZoneAlarm Parental Control

1. Right-click the ZoneAlarm Parental Control icon  in the system tray.

**Note:** If you do not see the ZoneAlarm Parental Control icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Removing and Displaying the ZoneAlarm Parental Control Systray Icon](#) on page 18.

2. Select **Disable ZoneAlarm Parental Control** from the quick menu.




3. Type the administrator's password, then click **OK**.



4. Choose to have the client automatically re-enable itself or remind you that it is disabled after a certain amount of time has passed.

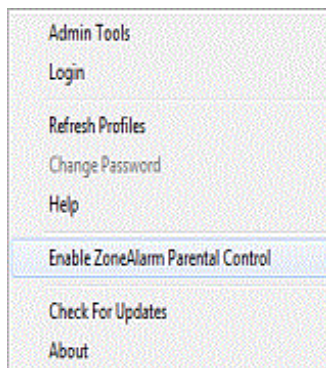


5. From the drop-down list, select the amount of time until the client re-enables itself or reminds you that it is disabled, then click **OK**.

ZoneAlarm Parental Control is now disabled. Notice that the ZoneAlarm Parental Control systray icon changes  to indicate a disabled status.

To re-enable ZoneAlarm Parental Control:

1. Right-click the ZoneAlarm Parental Control icon in the system tray.
2. Select **Enable ZoneAlarm Parental Control** from the quick menu.



# Introduction to the ZoneAlarm Parental Control Local Admin Tools

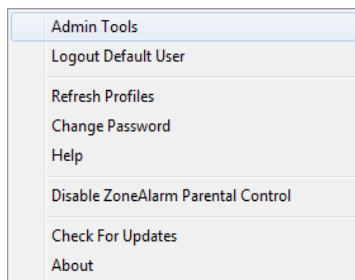
You must have an administrator account to open ZoneAlarm™ Parental Control Admin Tools. Within these tools, you can customize user profiles, define filter settings, and monitor user activity.

## Opening the ZoneAlarm Parental Control Admin Tools

To open the ZoneAlarm Parental Control Admin Tools:

1. Right-click the ZoneAlarm Parental Control icon  in the system tray at the bottom of your Windows desktop, then select **Admin Tools** from the quick menu.

**Note:** If you do not see the ZoneAlarm Parental Control icon in the system tray, the icon may be hidden. For instructions on displaying the icon, see [Removing and Displaying the ZoneAlarm Parental Control Systray Icon](#) on page 18.



You can also click **Start > Programs > CheckPoint > ZoneAlarm Parental Control** or, if you are the user who installed ZoneAlarm Parental Control, you can double-click the ZoneAlarm Parental Control icon on the desktop.

2. Select your administrator name from the drop-down menu, type your password, then click **OK**.

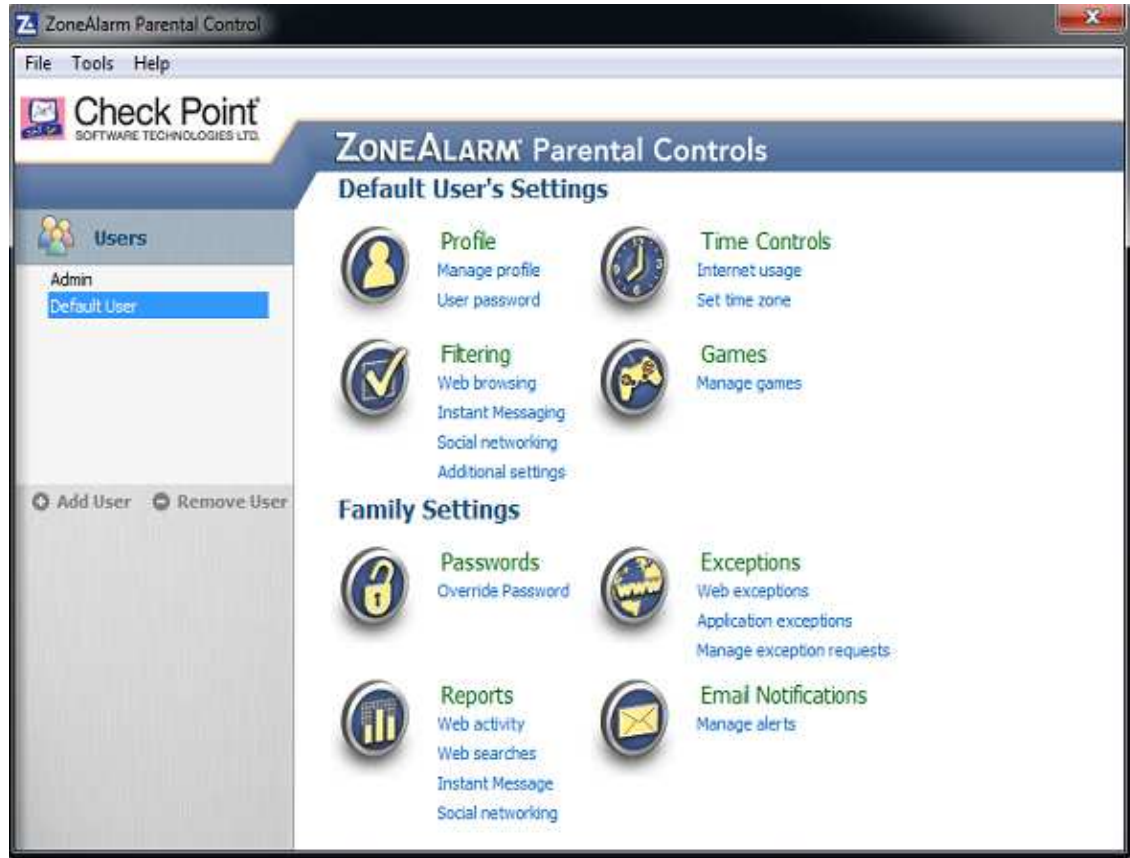


Bullets appear as you type your password to protect it from being viewed.

**Note:** If you cannot remember your administrator password, click **Forgot Password?** Your Web browser launches and takes you to the support web site, where you are asked to enter the email address you specified when installing ZoneAlarm Parental Control. An email is then sent to this address with a link to a Web page that asks you the secret question you entered when you installed ZoneAlarm Parental

Control. Correctly type the secret answer, and you are then allowed to change your password for this account.

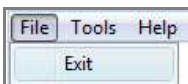
Once you have logged in, the ZoneAlarm Parental Control Admin Tools window appears:



**Important:** We recommend that you do not leave the ZoneAlarm Parental Control Admin Tools open if you walk away from your computer, because other users would have full access to all the program's administrator settings.

## Closing the ZoneAlarm Parental Control Admin Tools

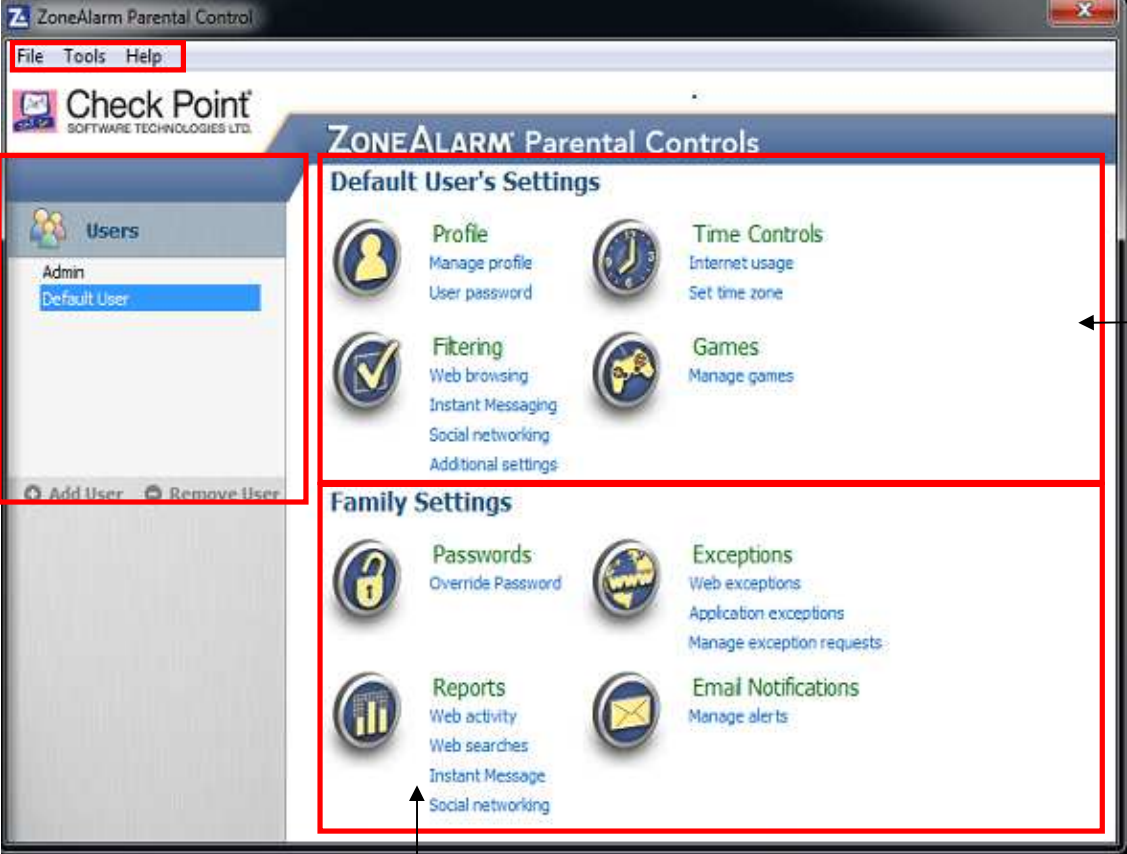
To close the ZoneAlarm Parental Control Admin Tools, click **File > Exit**.



**Note:** Closing the ZoneAlarm Parental Control Admin Tools does not disable ZoneAlarm Parental Control. User accounts, profiles, and content filters are still active.

## Overview of the ZoneAlarm Parental Control Admin Tools Interface

The following is an overview of the layout of the ZoneAlarm Parental Control Admin Tools interface. Details about how to use the Admin Tools to configure specific settings are provided in subsequent sections of this user guide.



The screenshot shows the ZoneAlarm Parental Control Admin Tools interface. The window title is "ZoneAlarm Parental Control". The menu bar includes "File", "Tools", and "Help". The main area is titled "ZONEALARM Parental Controls" and "Default User's Settings". The interface is divided into two main sections: "Default User's Settings" and "Family Settings".

**Default User's Settings:**

- Profile:** Manage profile, User password
- Time Controls:** Internet usage, Set time zone
- Filtering:** Web browsing, Instant Messaging, Social networking, Additional settings
- Games:** Manage games

**Family Settings:**

- Passwords:** Override Password
- Exceptions:** Web exceptions, Application exceptions, Manage exception requests
- Reports:** Web activity, Web searches, Instant Message, Social networking
- Email Notifications:** Manage alerts

**Users:** Admin, Default User. Buttons: Add User, Remove User.

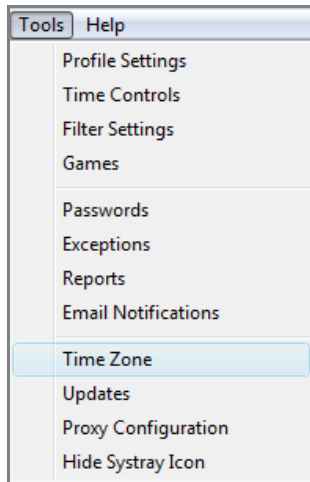
**Annotations:**

- Menu Bar:** Points to the File, Tools, Help menu.
- User List:** Points to the Users list on the left. Text: "Users are added and removed here."
- Family Settings:** Points to the Family Settings section. Text: "Settings that apply globally to all users are configured here."
- User Settings:** Points to the Default User's Settings section. Text: "Individual users' profile information and Internet access settings are configured here."

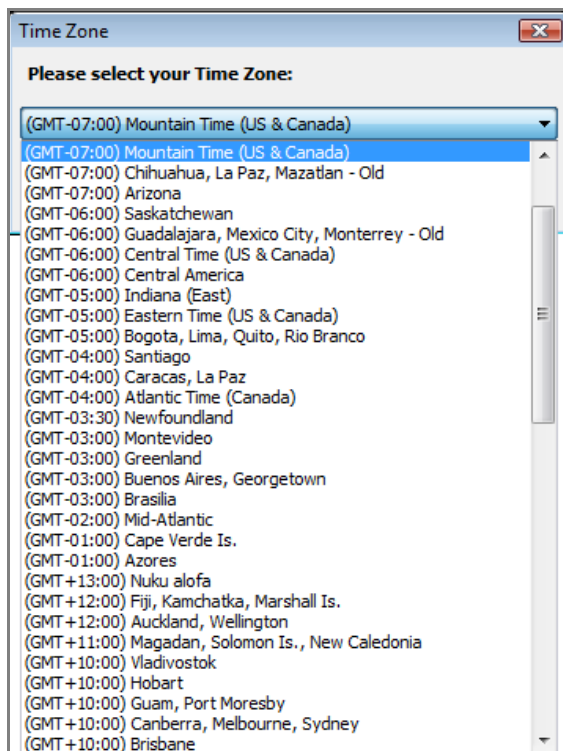
# Setting the Time Zone

To ensure that the ZoneAlarm™ Parental Control time-related features (such as Time Controls and Reports) work correctly, you must specify your time zone. To set the time zone:

1. Sign in to the Admin Tools.
2. From the Tools menu, select **Time Zone**, or select **Set time zone** in the Admin's Settings section of the ZoneAlarm Parental Control Admin Tools interface.



The Time Zone dialog appears.



3. From the drop-down list, select your time zone, then click **OK**.



# Managing User Profiles

A user profile is an account created for a system user. The user profile can be used to apply custom filters to individual users and to track each user's Internet usage.

ZoneAlarm™ Parental Control is automatically installed with a default user profile. This means that all users are able to access the Internet and instant messaging as one ZoneAlarm Parental Control user, using the default user's settings. The default user profile provides ease-of-use; however, it does not separately monitor each user's Internet usage, and filters are unilaterally applied to all users.

You can also create separate user profiles for each person who uses the computer so that individual users must sign in to their own ZoneAlarm Parental Control accounts before they are able to use the Internet for browsing or instant messaging. This allows ZoneAlarm Parental Control to monitor each user's Internet activities and block content on a per-user basis. Individual profiles should each have a unique password so users cannot log in to other user accounts.

You can use both a default user and individual user profiles. However, it is recommended that you use either one or the other, depending on whether you want all restrictions to apply equally to all users (default user) or you want to be able to monitor each user's individual activities (individual user profiles). If you use individual user profiles, it is also recommended that you delete the default user profile so that users cannot use the default profile to circumvent individual user monitoring.

## Using a Default User Profile

The default user profile that is created when you install ZoneAlarm Parental Control makes it possible for all users to log in automatically using a single profile. This is useful when you want the same restrictions to apply to all users. The default user profile provides the functionality that was delivered by Default Mode in previous versions of ZoneAlarm Parental Control.

The default user is set to use auto client login. This means that when a user accesses the Internet, they are logged in automatically as the default user. If the default user is the only user profile, all users will have the same restrictions.

If the default user profile is used together with individual user profiles, consider the following:

- The default user should be the most restricted user. Otherwise, a user with more restrictions than the default user can log in as default to circumvent some restrictions.
- For a user to log in with a different user profile, that user must log out, then log in again with the desired user profile.

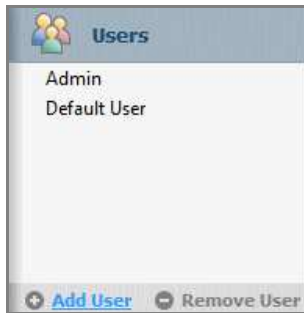
Reports for the default user do not show who is specifically responsible for the Internet activities reported.

## Creating Individual User Profiles

ZoneAlarm Parental Control allows you to duplicate settings from existing user profiles to create new user profiles. When you duplicate a user profile, the filter settings and time controls for the selected profile are applied to the new profile.

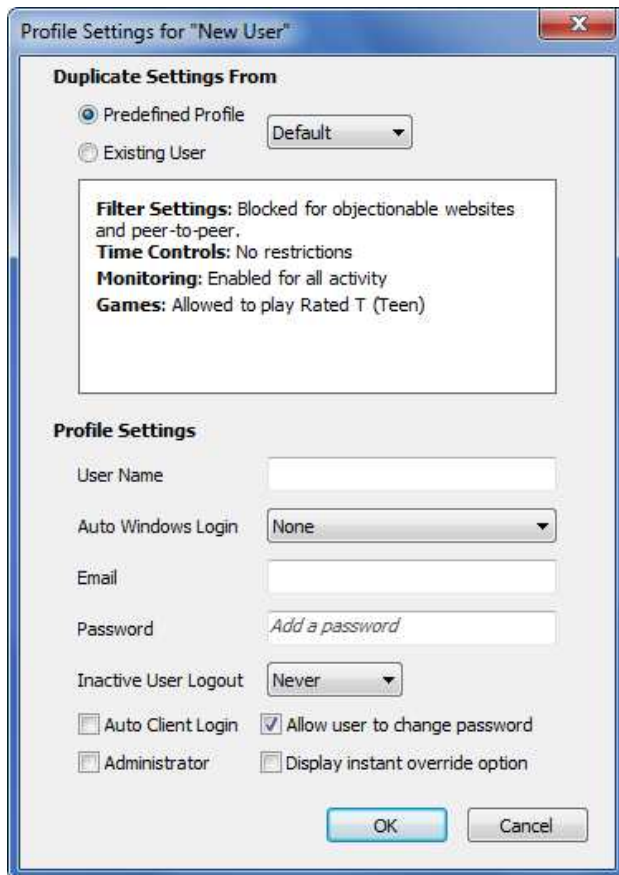
To create a new user profile based on an existing profile:

1. Sign in to the Admin Tools.
2. Under the Users list, click **Add User**.

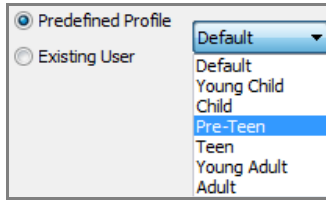


For a detailed description of the options in the Add User dialog, see [User Profile Options](#) on page 35.

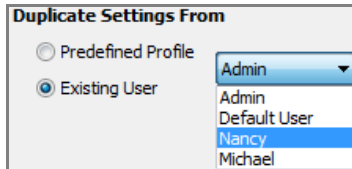
3. Choose whether to create the new user based on a predefined age profile or on the profile of an existing user.



To base the new user on a predefined age profile, select **Predefined Profile**, then select the desired age profile from the drop-down list.



To base the new user on an existing user, select **Existing User**, then select the desired user profile from the drop-down list.



4. Complete the user information under Profile Settings, then click **OK**.

For a description of the options in the Add User dialog, see [User Profile Options](#).

After you create the user profile, you can define the filter settings and time controls for the user. For more information, see [Managing Filter Settings](#) on page 39 and [Managing Time Controls](#) on page 56.

5. Repeat this procedure for each user you want to create.

## User Profile Options

The following table outlines the user profile options:

Field	Description
User Name	The name the user enters to sign in to ZoneAlarm Parental Control. Usernames must be between 2 and 20 characters in length.
Auto Windows Login	Enables ZoneAlarm Parental Control to employ a user's Windows login credentials to automatically log in to his or her personal ZoneAlarm Parental Control profile for Internet access. From the Auto Windows Login drop-down list, select the Windows account you want to associate with the user's ZoneAlarm Parental Control profile. Once this association has been made, the user only has to log in to Windows and will not be prompted to log in to ZoneAlarm Parental Control separately.  Please be aware that this association is not automatically synchronized to other computers in your household. If a family member has Windows accounts on multiple computers, you must configure the Auto Windows Login option for that user on each computer.  <b>Important:</b> We recommend that filter settings for password-free profiles be more restrictive than user profiles that require passwords.
Email	User's email address. This field is required only if the user is an administrator.
Password	User's password.

Field	Description
Confirm Password	This field appears after you type a password in the <b>Password</b> field. Retype the password to confirm that it is typed correctly in the <b>Password</b> field.
Inactive User Logout	Designates an inactivity threshold after which the user is automatically logged out. If you select <b>Never</b> , ZoneAlarm Parental Control does not automatically log out the user.
Auto Client Login	<p>Enables ZoneAlarm Parental Control to remember the profile's username and password and to automatically log in to ZoneAlarm Parental Control using this profile whenever a user attempts to access Internet content.</p> <p>When this option is selected, users need to log in to ZoneAlarm Parental Control only once. Thereafter, ZoneAlarm Parental Control no longer prompts for login credentials when users attempt to access Internet content, even if the computer is rebooted. ZoneAlarm Parental Control continues to remember the username and password until someone manually logs off the ZoneAlarm Parental Control profile.</p> <p><b>Note:</b> Use the Auto Client Login option when you want to monitor and manage Internet activity for a single computer rather than specific users. For example, suppose you have a computer in your living room and you want to use the same ZoneAlarm Parental Control filter settings, time controls, etc., to control Internet access for anyone who uses that computer. Create a ZoneAlarm Parental Control profile named "Living Room," configure profile settings as desired, and then enable the Auto Client Login option so that users automatically log in to ZoneAlarm Parental Control when they start that computer and try to access the Internet.</p>
Administrator	<p>Gives the user administrative privileges.</p> <p>Users with administrative privileges can change passwords, profile settings, and filters; receive email notifications; and access reporting.</p>
Allow user to change password	Allows the user to change his or her own ZoneAlarm Parental Control login password by right-clicking on the ZoneAlarm Parental Control systray icon.
Display instant override option	Enables the user to override blocked categories with the override password. The user must enter the override password before ZoneAlarm Parental Control displays the blocked content.

## Assigning Administrative Privileges to a User Profile

The primary administrator account is created during installation. This administrator profile is permanent and cannot be changed; however, you can assign administrative privileges to other users.

To assign administrative privileges to an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Select the **Administrator** option to give administrative privileges to this user.



4. Click **OK** to save the changes.

## Modifying an Existing User Profile

There may be circumstances when you need to change existing user profiles. For example, you may want to change the user password, update a user's email address, etc.

To modify an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Modify the user's profile settings, then click **OK** to save your changes.

## Changing Passwords

ZoneAlarm Parental Control allows administrators to change user passwords without having to provide the user's current password. Passwords prevent unauthorized users from logging in to a user profile that is less restrictive than their own. For example, if you do not assign passwords, there is nothing to prevent a child from logging in to an older sibling's or parent's less restrictive user profile. Likewise, without a password, a user can log in to another user's profile to prevent Internet activity from being reported against his or her own user profile.

To change a user's password:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Manage Profile**.
3. Type the new password and confirm.

Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

4. When finished, click **OK** to save your changes.

If you forget the primary administrator password, you can do any of the following:

- If you have more than one administrator account, another administrator can change your password for you by logging in to Admin Tools, selecting the user from the User List, then changing the password in the Profile Settings dialog.
- On the Admin Tools login screen, click **Forgot Password**. Your Web browser launches and takes you to the support web site where you are asked to enter the email address you specified when installing ZoneAlarm Parental Control. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed ZoneAlarm Parental Control. Type the secret answer and you are then allowed to change your password for this account.
- Email a **Password Request** to [parentalcontrols@checkpoint.com](mailto:parentalcontrols@checkpoint.com) or call Customer Support at **1-800-485-4008**. You must provide the following information to change the primary administrator password:
  - Registration key
  - Email address (where to send password)
  - Secret question and answer

## Deleting a User Profile

ZoneAlarm Parental Control allows users with administrator rights to delete existing user profiles.

**Warning:** This action cannot be undone. Deleting a user also permanently deletes the user's activity data. The user's Internet and instant messaging activities no longer appear in reports. If a user profile is accidentally deleted, it cannot be restored. If you want to restore the account, you must create it again.

To delete an existing user profile:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user, then click **Remove User**.
3. Click **OK** to confirm the deletion.

You cannot delete a user who has Admin privileges. Before you can delete an Admin, you must deselect the **Admin** check box for that user.

## Managing Filter Settings

Filter settings are used to control Internet activity (Web browsing), instant messaging (Yahoo!, AOL, MSN, QQ, Google Talk, MySpace IM), Internet chat, newsgroups, and peer-to-peer access. These services can be individually allowed or blocked for each user in the User List. Additionally, you can use filter settings to control whether a user's profile is captured when logging on to a social networking site (such as Facebook, Twitter, YouTube, and so on).

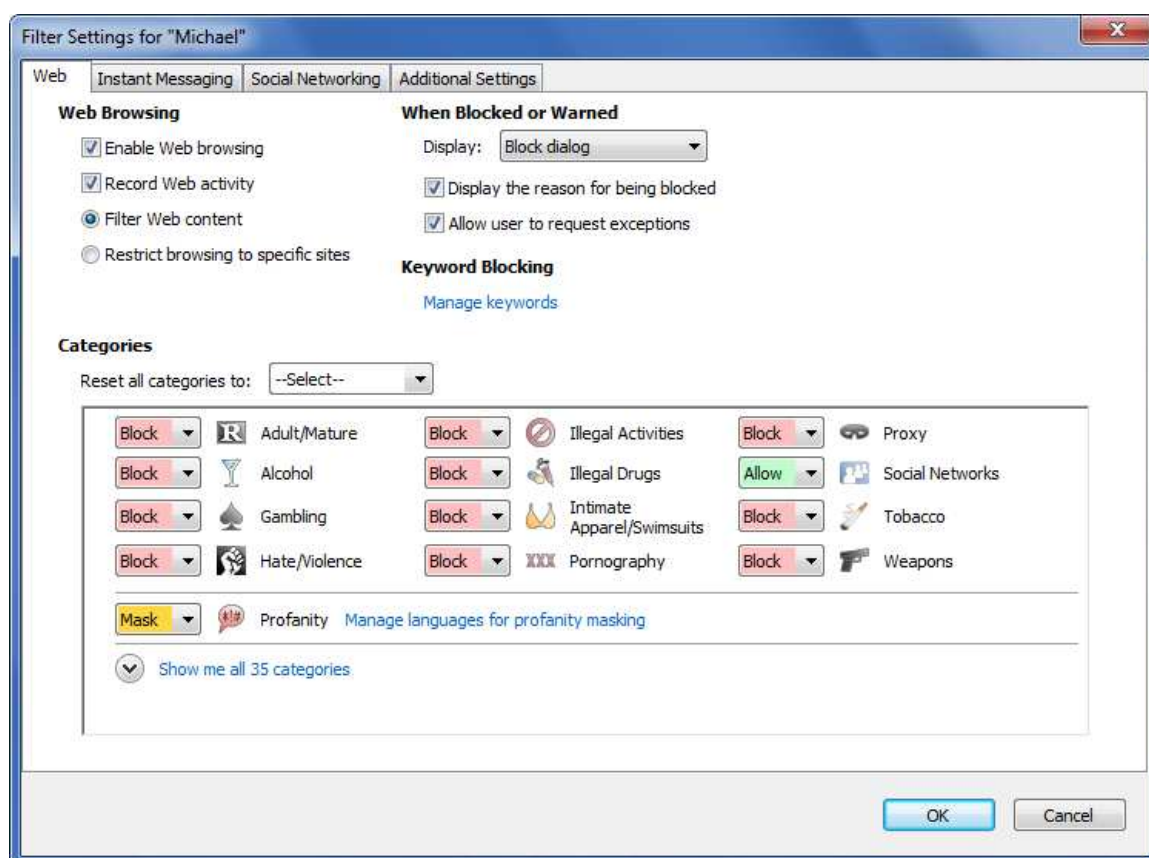
If the **Display Instant Override Option** setting is selected in the Profile Settings dialog, the user can override blocked categories with the override password. The user must enter the override password before ZoneAlarm™ Parental Control displays the blocked content.

**Note:** The override password is created during installation and can be changed in the Passwords dialog.

To open the filter settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.

The Filter Settings window for the selected user appears.



The Filter Settings window contains four tabs:

**Web:** Provides settings that let you enable or disable Web browsing, record all activity on the Web, and choose whether to filter Web content or allow access to only specified Web sites. If you choose to filter

Web content, you can specify the access level allowed for a variety of different types of content. This tab also lets you configure the message that appears when a site is blocked.

**Instant Messaging:** Provides settings that enable you to control instant messaging. For example, you can select which IM programs are allowed, whether activity is recorded, and the types of instant messaging content that are monitored.

**Social Networking:** Provides settings that enable profile reporting for popular social networking sites.

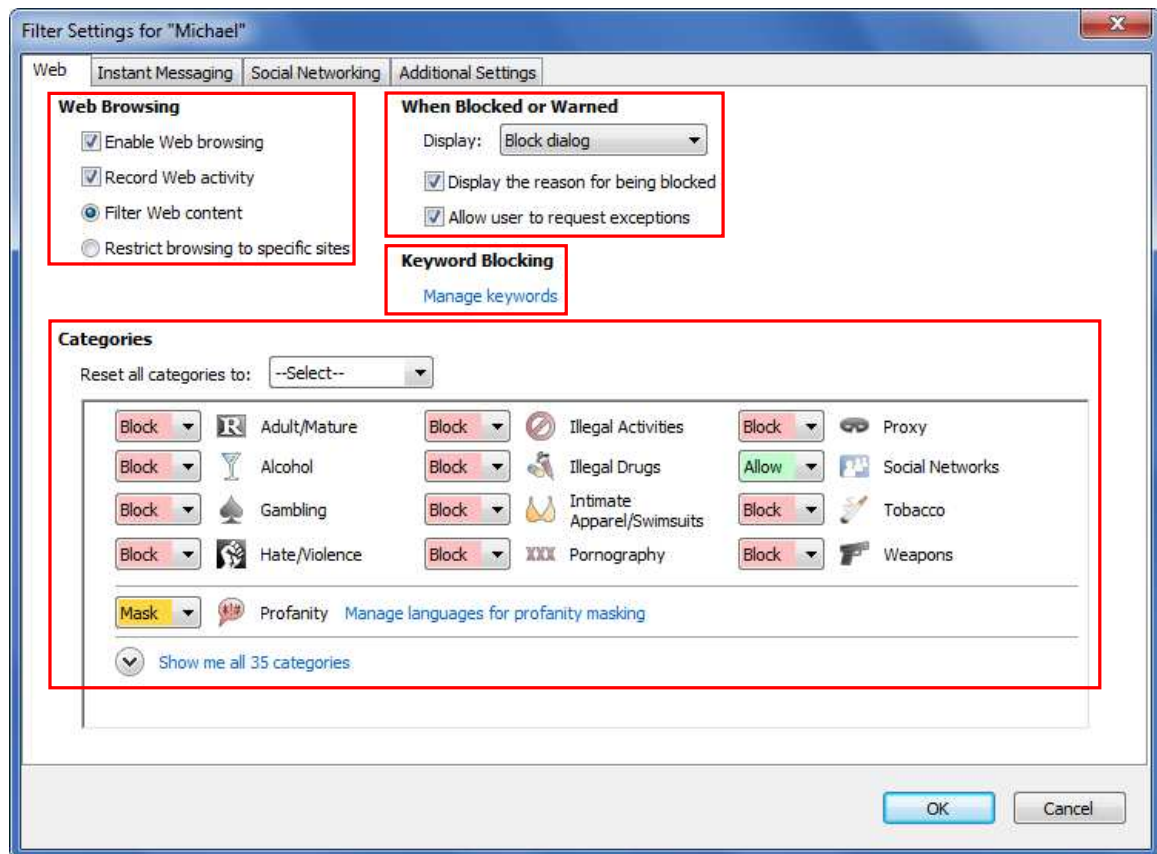
**Additional Settings:** Provides advanced settings that give you additional control over Web activity, such as whether access is allowed to chat groups, newsgroups, or peer-to-peer networking sites. You can also block forum and blog posts, and block Internet access for 64-bit applications.

The following sections provide information about each of these tabs.

## Defining Web Settings

To access the Web tab:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. If the Web tab is not already selected, click **Web**.



The Web tab is divided into four sections:

**Web Browsing:** Select Web browsing settings.

**When Blocked or Warned:** Configure the way ZoneAlarm Parental Control responds when a Web site is blocked or triggers a warning.



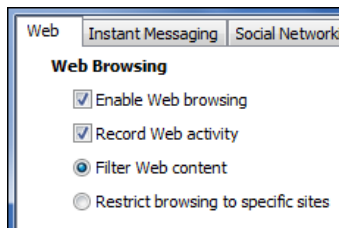
**Keyword Blocking:** Specify objectionable words or phrases that you want to block users from viewing on the Web. When ZoneAlarm Parental Control detects any of these words or phrases on a Web page, it blocks users from viewing that page.

**Categories:** Filter Web content or allow access only to specified sites, depending on your Web browsing settings. If you choose to filter content, this section provides filters where you can set the access level for a variety of types of content. If you choose to allow access to specified sites, this section lets you set the sites that can be accessed.

## Configuring Web Browsing Settings

The Web tab is divided into four sections. The first section contains Web browsing settings. To set the Web browsing settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile.
3. Click **Filtering**.
4. If the Web tab is not already selected, click **Web**.
5. Locate the Web Browsing section of the Web tab.



6. To allow users to browse the Web, select **Enable Web browsing**.  
If **Enable Web browsing** is not selected, the user cannot access the Web.
7. If you want Web activity to be recorded so you can monitor it, select **Record Web activity**.
8. Select whether to filter Web content or allow access only to specified sites.  
If you select **Filter Web content**, you can configure the access level for a variety of types of Web content. See [Defining User Filter Settings](#) for more information.  
If you select **Restrict browsing to specific sites**, you can configure which sites the user is allowed to browse. See [Specifying Allowed Web Sites](#) on page 46.
9. Click **OK** to save your settings.

## Defining User Filter Settings

Filter settings determine the level of access users have to the predefined Internet content categories. User access to these sites can be set to the following:

**Allow:** Provides access without restriction. No message is displayed and the user is allowed access to the requested page. The action is logged (if logging is enabled for this user).

**Warn:** Provides access but warns the user of the types of content about to be viewed and lists the category types that caused the warning. A warning message is displayed and the user can choose to view the requested page. The action is logged (if logging is enabled for this user).

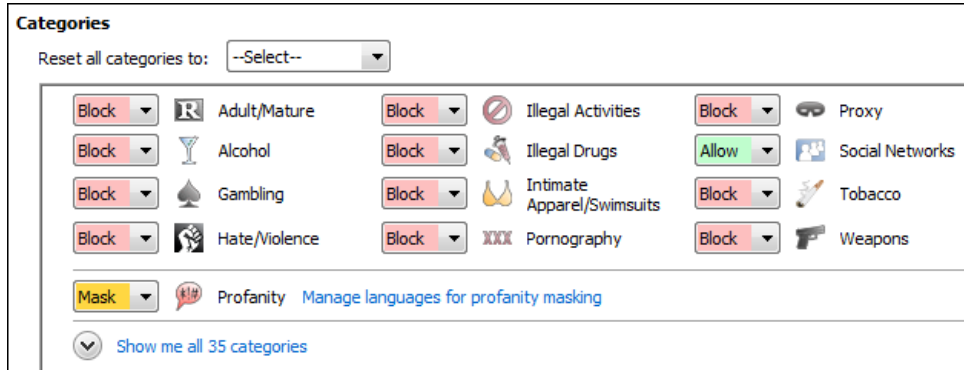
**Block:** Prompts the user that the Web site is being blocked and lists the category types that have blocked it. The requested page does not open unless the user has the privilege to override the block and does so. The action is logged (if logging is enabled for this user). **Note:** For message examples and descriptions, see [Block and Warning Responses](#) on page 48.

To define a user's filter settings:

1. Locate the Web Browsing section of the Web tab.
2. Select **Filter Web content**.

The Web content filter Categories appear.

**Note:** By default, only the most commonly blocked content categories are displayed. To display the full list of available content categories, click **Show me all 35 categories**.



The following categories are blocked by default:

- Adult/Mature
- Alcohol
- Gambling
- Hate/Violence
- Illegal Activities
- Illegal Drugs
- Intimate Apparel/Swimsuits
- Pornography
- Profanity
- Proxy
- Tobacco
- Weapons

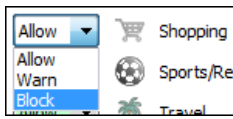
All other categories are set to **Allow**, except for Profanity. The Profanity category is set to **Mask** by default to replace objectionable words on filtered Web pages with random characters, leaving all remaining content intact. ZoneAlarm Parental Control supports masking both US and British profanity. To specify the versions of English you want to filter, click **Manage languages for profanity masking**, select or deselect versions of English as desired, then click **OK**.



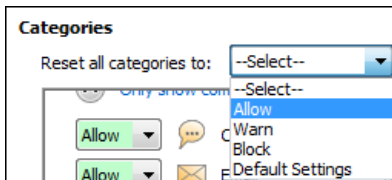
For a listing of ZoneAlarm Parental Control categories and descriptions, see [Content Categories](#) on page 44.

3. Do one of the following:

- Select **Allow**, **Warn**, or **Block** from the drop-down list for each content category whose setting you want to change.



- Select a setting from the **Reset All Categories To** drop-down list, then click **OK** to change all content categories to the same setting.















4. When finished, click **OK** to apply your settings.














## Content Categories










To help you filter Internet content, ZoneAlarm Parental Control provides a list of predefined content categories. You can choose to **Allow**, **Warn**, or **Block** URLs that fall within these categories.

**Note:** For information on defining filter settings, see [Defining User Filter Settings](#) on page 41.

The following table outlines the ZoneAlarm Parental Control predefined content categories:

Category	Description
 <b>Adult/ Mature</b>	Contains subject matter intended for mature audiences, such as obscene or vulgar language and adult instant message rooms. These sites could be considered R-rated.
 <b>Alcohol</b>	Contains subject matter that deals with manufacturing, distributing, or obtaining alcohol.
 <b>Chat Sites</b>	Provides access to chat services.
 <b>Email</b>	Provides access to email services and applications.
 <b>Employment/ Career</b>	Allows the posting of jobs or resumes. Provides information on compensation in specific fields or regions. Posts information about jobs and job openings.
 <b>Family Resources</b>	Provides family counseling, family safety tips, parenting information and tips, and family planning.
 <b>Financial/ Stocks</b>	Provides information about finances, financial planning, insurance, stock tickers, and stock reports. Allows the sale and purchase of stock. Includes banks and credit unions and credit rating and reporting sites.
 <b>Gambling</b>	Allows a person to wager money on online games with the expectation of winning money or prizes. Contains links to other gambling sites or provides information on gambling strategies or tactics.
 <b>Games</b>	Provides access to online or downloadable games, discussions about games, or information about game cheats.
 <b>Government</b>	Provides information specific to local, state, or federal government organizations or agencies, including political party sites and specific, official political sites. Sites ending in .gov.
 <b>Hate/ Violence</b>	Promotes or depicts violence against persons, animals, property, or nations. Singles out groups for violence based on race, religion, or creed.
 <b>Health/ Medicine</b>	Provides information on mental or physical health issues. Allows the online purchase of prescription medications.

 <b>Illegal Activities</b>	Provides information about the manufacture, alteration, or sales of weapons, explosives, and explosive devices. Promotes or depicts disorderly conduct .
 <b>Illegal Drugs</b>	Contains subject matter that deals with manufacturing, distributing, or obtaining illegal drugs or other controlled substances. Depicts drug paraphernalia and/or includes methods for obtaining or manufacturing them. Does not include sites that provide information on prescription medications except those sites that describe how to obtain them.
 <b>Image/ Video Search</b>	Allows the user to search for images or videos, including Google Images and YouTube.
 <b>Intimate Apparel/ Swimsuits</b>	Displays models wearing underwear, lingerie, or other suggestive or see-through attire, including swimsuits.
 <b>Kids</b>	Contains subject matter intended for children, including entertainment, education, crisis counseling, and kid-friendly communities.
 <b>Music/ Entertainment</b>	Provides access to free downloadable or for-pay online music and video files such as MP3, WAV, MPG, and AVI. Sells music or videos or is dedicated to the music or entertainment industry. Provides information on TV programs and programming, including movie review sites.
 <b>News</b>	Provides live, recorded, or written reports or editorials about current events.
 <b>Other</b>	Sites that do not fit into any of the existing ZoneAlarm Parental Control categories.
 <b>Personals/ Dating</b>	Contains personal ads, personal info pages, and personal portals.
<b>XXX</b> <b>Pornography</b>	Contains subject matter that is meant to sexually arouse the viewer. May show models or real people that are engaged in erotic behavior intended to cause sexual excitement. May describe sexually explicit activities or contain sexually explicit material including images, movies, or text. Sites could be considered X-rated.
 <b>Profanity</b>	Contains profanity or hurtful language. Set this category to <b>Mask</b> to replace the objectionable words on the filtered Web page with random characters, leaving all remaining content intact.
 <b>Proxy</b>	Allows users to anonymously surf the Internet, either for the purpose of maintaining online privacy or bypassing content filtering software.
 <b>Reference</b>	Contains instructional material, tutorials, or how-to pages.
 <b>Religious</b>	Provides information on specific religions or religious beliefs. Includes regional religious organizational sites and sites built to promote religious groups, activities, and membership.

 <b>Schools/Colleges</b>	Contains information dealing with colleges, schools, seminars, or courses. Sites that end in .edu.
 <b>Search Engines/ Portals</b>	Provides mechanisms for searching the Internet by specific words or phrases and displays the results as either links or images. Allows a user to customize the look or content and is geared to providing a "starting" place on the Internet.
 <b>Shopping</b>	Provides access to online malls, catalogs, or auctions, including classified ads. Includes department store sites, retail store sites, or sites that have coupons for free or discounted items.
 <b>Social Networks</b>	Sites related to online communities or social networks.
 <b>Sports/Recreation</b>	Promotes, advertises, reports on, or is associated with sports teams, individuals, or organizations. Includes sites that are involved with fantasy sports and organizations whose main focus is to report on amateur, college, or professional sports.
 <b>Tobacco</b>	Intended for the sale or consumption of tobacco.
 <b>Travel</b>	Provides information on travel, such as destination descriptions, ticketing, and reservations. Includes airline, bus, or train company sites and car rental sites.
 <b>Weapons</b>	Intended for selling or providing information about using firearms, swords, knives, and other weapons.
 <b>Work Related</b>	Allows an organization to add URLs for sites that are used by the organization in the course of doing business. It may initially be blank.

**Note:** When ZoneAlarm Parental Control is enabled and the **Pornography** content category is set to **Block**, it enforces a "safe search" for many popular search engines. Currently, ZoneAlarm Parental Control can force a safe search for popular search engines, such as: Yahoo!, Google, AltaVista\*, DogPile\*, Lycos\*, AllTheWeb\*, Bing, and Ask. To bypass the safe search, you must temporarily disable ZoneAlarm Parental Control via its system tray icon's right-click menu or set the Pornography content category to **Allow**.

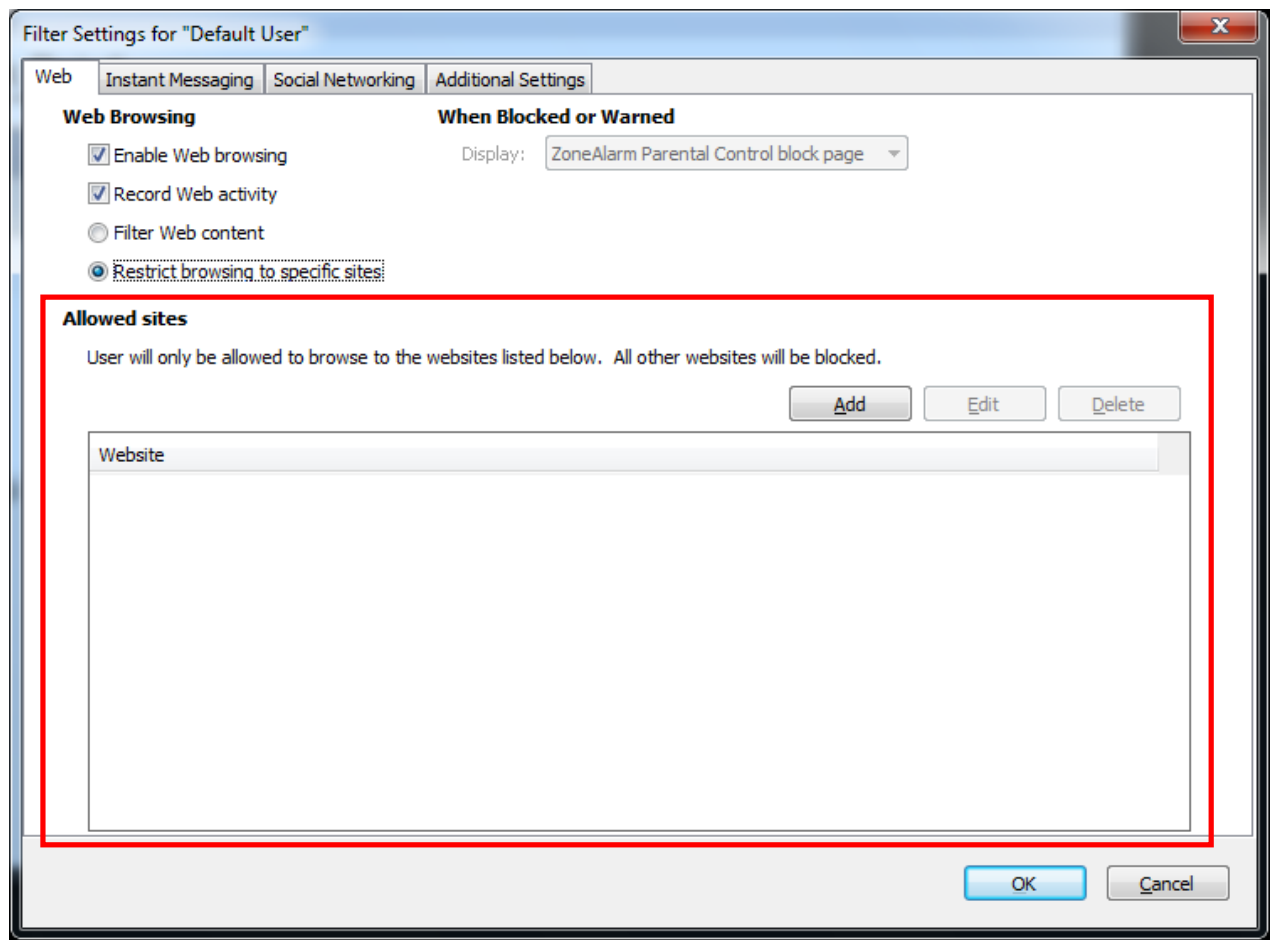
### Specifying Allowed Web Sites

If you select **Restrict browsing to specific sites**, the user is only allowed to browse to the sites listed. This is sometimes referred to as whitelist mode. You must have at least one site in the list of allowed sites. If no sites are listed, the user will not be able to access any Web sites.

To add a Web site to the list of allowed sites:

1. Locate the Web Browsing section of the Web tab.
2. Select **Restrict browsing to specific sites**.

The Allowed Sites section containing the Web site list appears in tab's dialog.



3. Click **Add**.  
A blank, editable line appears in the Allowed Sites list.
4. Type the URL for the site you want to allow.
5. Repeat steps 3 and 4 for each site you want to add.
6. Click **OK** to save your changes.

After you have added sites to the list, you can select a site and click **Edit** to change the URL. You can also select a site and click **Delete** to remove it from the Allowed Sites list.

## Block and Warning Responses

When you define a user's filter settings, you determine what level of access that user has to predefined Internet content categories. User access to these sites can be set to **Allow**, **Warn**, or **Block**.

If a user attempts to access a site that falls under a content category that is set to **Warn** or **Block**, ZoneAlarm Parental Control can respond in one of four ways:

- Display a block or warning dialog
- Display a Web page saying access to the site is forbidden
- Display a block or warning Web page
- Redirect a user to a different Web site

### Displaying Block and Warning Dialogs

To configure ZoneAlarm Parental Control to display block or warning dialogs:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **Block Dialog** from the Display drop-down list.



4. If you want to display the content category (or categories) that caused the block or warning response, select **Display the reason for being blocked**.
5. If you want to allow the user to request that the page not be blocked in the future, select **Allow user to request exceptions**.
6. Click **OK**.

Following are examples of the Block and Warning dialogs ZoneAlarm Parental Control displays when users access sites with a warning or blocked status.

#### Warning Messages

When a user attempts to connect to a site with a warning status, ZoneAlarm Parental Control notifies the user:



The user can click **Continue** to view the requested page or **Back** to return to the previous Web page. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site. Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.



## Block Messages

When a user attempts to connect to a site with a blocked status, ZoneAlarm Parental Control notifies the user:



The requested Web page does not open. The user can click **Back** to return to the previous Web page. If enabled, the user can click **Request Exception** to request that the administrator allow access to this site. Also note the “Submit feedback to ZoneAlarm Parental Control” link. Clicking this link takes the user to an Accuracy Feedback page on the ZoneAlarm Parental Control Web site which provides a form the user can complete and submit to ZoneAlarm if they feel the filtered Web site is incorrectly categorized.

If a user has override privileges, ZoneAlarm Parental Control allows the user to override blocked content. The user can click **Override** to enter the override password and view the requested Web site. For some Web sites, the user might need to enter the override password more than once to view the content.

**Note:** To give a user override privileges, you must select the **Display Instant Override Messages** option in the user's Profile Settings. For more information, see [Creating Individual User Profiles](#) on page 34.

Any of these actions is reported if reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.

## Block or Warning Messages with Request Exception Option

You can use ZoneAlarm Parental Control to submit an exception request or display a blocked Web page.

### Submitting an Exception Request

If a user has request exception privileges, ZoneAlarm Parental Control lets the user submit requests to ZoneAlarm Parental Control administrators to unblock or recategorize specific Web pages or entire Web sites that fall under a blocked or warning category.

To submit an Exception Request, the user must perform the following in the Blocked or Warning dialog:

1. Click **Request Exception** to display the exception or override request dialog.
2. From the **I think it should be** drop-down list, select a suggested action (for example, allow the content or assign it to a new category).
3. Click **Send Request** to submit the request to a queue in the ZoneAlarm Parental Control Admin Tools, where a ZoneAlarm Parental Control administrator can choose to accept or reject the request.

For information on how ZoneAlarm Parental Control administrators can process exception requests, see [Processing User Exception Requests](#) on page 69.

**Note:** It is also possible to click **Apply Now** (instead of **Send Request**) to immediately unblock or recategorize the Web page or Web site. To apply the exception immediately, specify an administrative username and password when prompted. The filter settings are immediately updated for the user currently logged in to ZoneAlarm Parental Control. The next time the user visits the Web page or Web site, the new settings are in effect.

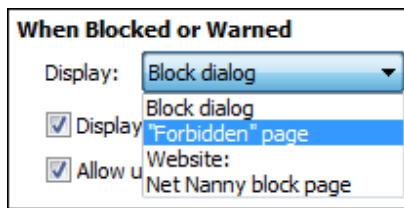
To give a user exception request privileges, you must select the **Allow user to request exceptions** option in the user's profile settings. For more information, see [Creating Individual User Profiles](#) on page 34.

The action is reported if activity reporting is enabled. For more information, see [Enabling Local Reporting](#) on page 70.

### Displaying a Blocked Web Page

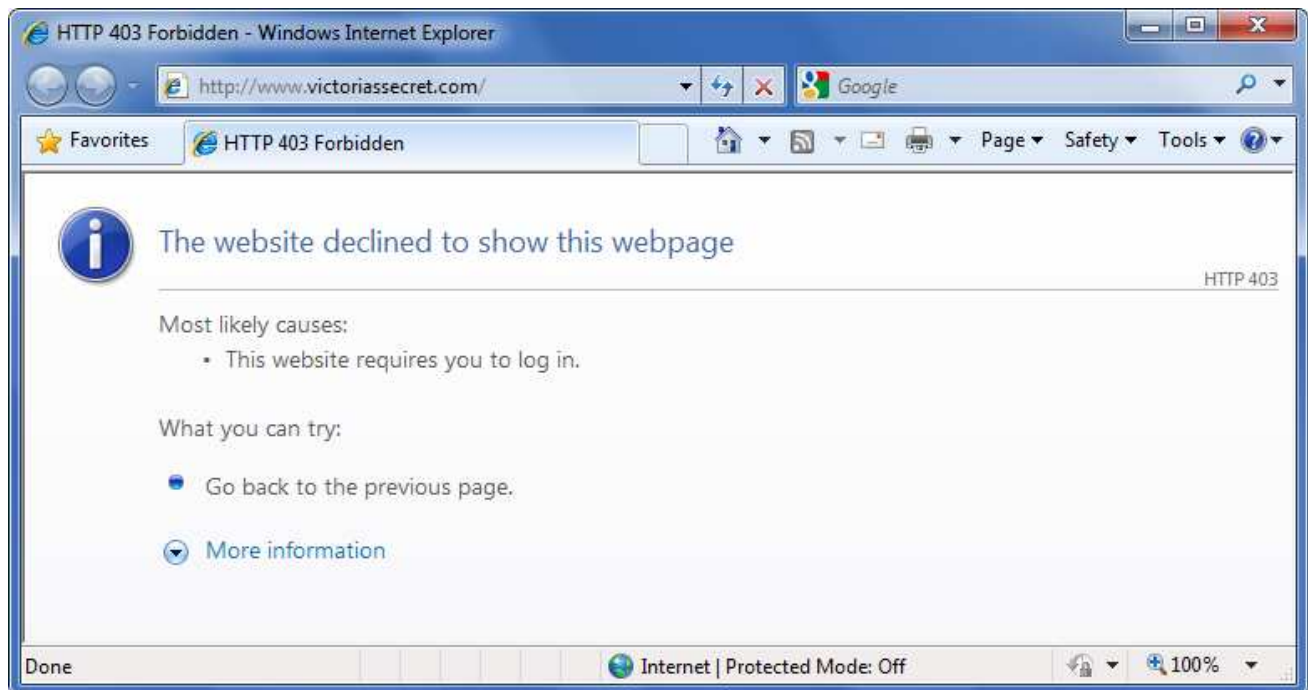
To configure ZoneAlarm Parental Control to display a generic "HTTP 403 Forbidden" Web page when a user is blocked from viewing a Web site:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **"Forbidden" page** from the **Display** drop-down list.



4. Click **OK**.

Following is an example of the "HTTP 403 Forbidden" Web page that is displayed:



## Redirecting a User to a Different Web Site

To configure ZoneAlarm Parental Control to redirect users to a Web site you specify:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. In the When Blocked or Warned section on the Web tab, select **Website** from the **Display** drop-down list.



When Blocked or Warned

Display: Website: ▾

www.zonealarm.com

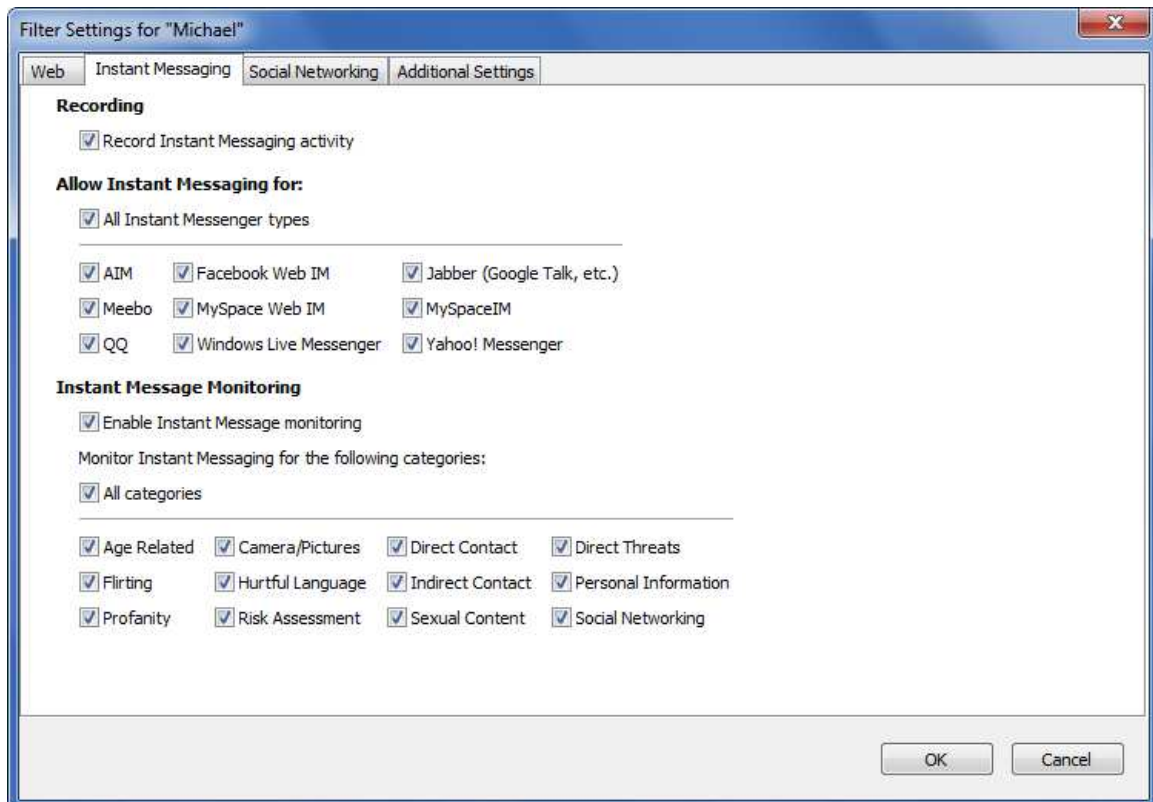
4. In the accompanying field, type the URL of the Web site where you want to redirect the user.
5. Click **OK**.

## Configuring Filter Settings for Instant Messaging

The Instant Messaging tab contains a number of settings that help you control and monitor a user's instant messaging activities. You can choose to record instant messages, choose which instant messenger types to allow, and choose what types of instant messaging content to monitor.

To configure ZoneAlarm Parental Control to monitor instant messaging:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Instant Messaging** tab.



Filter Settings for "Michael"

Web Instant Messaging Social Networking Additional Settings

**Recording**

Record Instant Messaging activity

**Allow Instant Messaging for:**

All Instant Messenger types

AIM  Facebook Web IM  Jabber (Google Talk, etc.)

Meebo  MySpace Web IM  MySpaceIM

QQ  Windows Live Messenger  Yahoo! Messenger

**Instant Message Monitoring**

Enable Instant Message monitoring

Monitor Instant Messaging for the following categories:

All categories

Age Related  Camera/Pictures  Direct Contact  Direct Threats

Flirting  Hurtful Language  Indirect Contact  Personal Information

Profanity  Risk Assessment  Sexual Content  Social Networking

OK Cancel

4. If you want to keep a record of all instant messages, select **Record Instant Messaging activity**.
5. If you do not want to restrict the instant messaging programs the user is allowed to use, select **All Instant Messenger types**.

Or, you can limit the instant messaging programs the user can use by deselecting **All Instant Messenger types** and selecting only the instant messaging types you want to allow.

6. If you want to monitor instant messages for specific types of content, select **Enable Instant Message Monitoring**, then select the content categories you want to monitor.

To monitor all content categories, select **All categories**.

Or, select only those categories you want to monitor from the following available categories:

Category	Description
<b>Age Related</b>	Messages for discussions that include age-related questions and preferences, such as "Am I too old for you?"
<b>Camera/Pictures</b>	All messages for conversations that include trading or viewing of pictures or Web camera images, such as "Can I see your pix?"
<b>Direct Contact</b>	Conversations that include physical location or whereabouts, such as "Lets meet at my house."
<b>Direct Threats</b>	Messages for threats or descriptions of physical harm.
<b>Flirting</b>	Conversations that include flirtatious behavior, such as kissing or statements like "You're sexy."
<b>Hurtful Language</b>	Conversations that contain mean or cruel language, including racial slurs or statements such as "You're ugly," or "You're stupid."
<b>Indirect Contact</b>	Conversations that include alternative contact information, such as email address, phone number, IM contact names, etc.
<b>Personal Information</b>	Messages for personal information, such as age, sex, or location.
<b>Profanity</b>	Messages that contain expletives or other offensive language, such as cursing or insults.
<b>Risk Assessment</b>	Conversations that include questions or messages about risky behavior, such as "Are you home alone?"
<b>Sexual Content</b>	Conversation that include suggestive or sexually explicit content, such as references to sexual acts or body parts.
<b>Social Networking</b>	Conversations that include links to personal Web sites or social networking profiles, such as "Visit <a href="http://www.myspace.com/MyName">www.myspace.com/MyName</a> ."

## Configuring Filter Settings for Social Networking

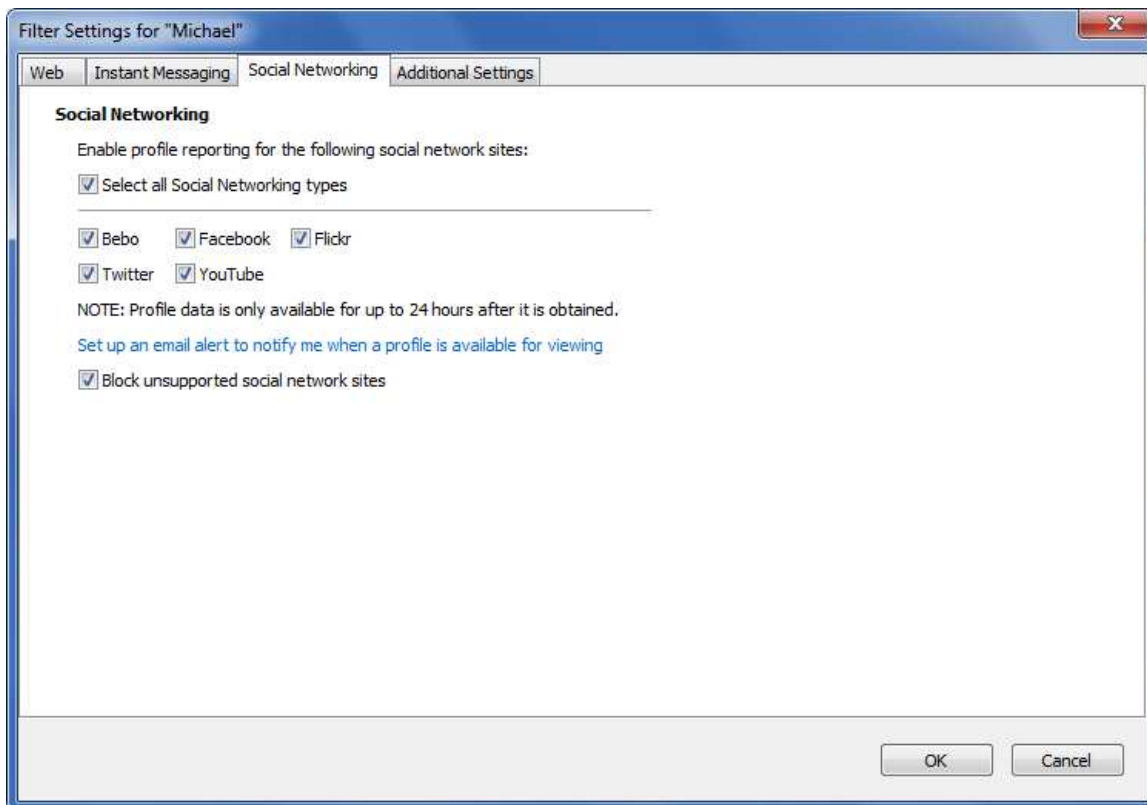
ZoneAlarm Parental Control lets you capture the social networking profiles of users who log in to social networking Web sites such as Facebook, Twitter, YouTube, and so on. Capturing these profiles enables you to see how users are representing themselves on the social network.

For example, a parent may want to make sure that their child isn't posting inappropriate pictures to Facebook. ZoneAlarm Parental Control's social networking report shows the pictures that the child has posted to their profile. The parent may also want to know who the child's Facebook or other social network friends are. The social networking report allows the parent to see the child's friends and their public profile pictures.

The type and amount of social networking profile information that ZoneAlarm Parental Control captures depends on the social networking site and how much information the user has provided in the profile.

If profile reporting is enabled, ZoneAlarm Parental Control captures profile information when the user logs in to the social networking site.

When a user logs in to their social network account, ZoneAlarm Parental Control requires the user to authorize ZoneAlarm Parental Control to run in the context of the user's account on that site. If the user chooses not to authorize ZoneAlarm Parental Control, access to the site is denied.



To configure ZoneAlarm Parental Control to capture profile information for social networking sites:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Social Networking** tab.
4. If you want to capture user profiles for all supported social networking sites, select **Select all Social Networking types**.

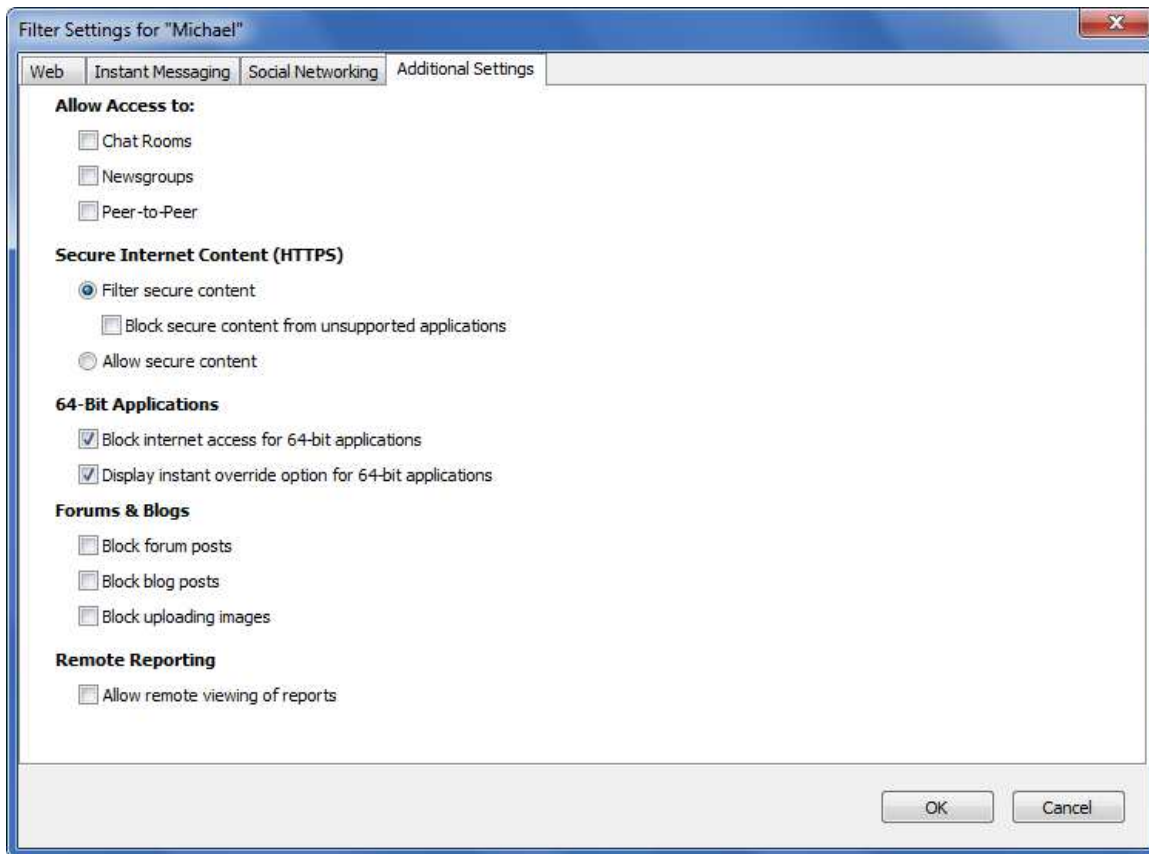
Or, you can limit which profiles ZoneAlarm Parental Control captures by deselecting **Select all Social Networking types** and selecting only the social networking sites you are concerned about.

Note that when you capture a profile, you have up to 24 hours to view its associated report before the report's data is deleted. This restriction, which is required by the "terms of use" agreements of certain social networking sites, has no effect if a user logs in to their social networking site account more than once during a 24-hour period. In other words, each time a user logs in to their account, the 24-hour countdown is restarted.

5. To configure ZoneAlarm Parental Control to send you an email when a social networking profile report has been created for a user, click the **Set up an email alert to notify me when a profile is available for viewing** link, then create a Social Networking email notification that is triggered when new profile data becomes available. For more information on configuring email notifications, see [Configuring Email Notifications](#) on page 79.
6. To prevent users from logging in to social networking sites for which ZoneAlarm Parental Control cannot capture user profiles, select **Block unsupported social network sites**.

## Configuring Additional Settings

ZoneAlarm Parental Control lets you control users' access to chat rooms, newsgroups, and peer-to-peer services. You can also choose how to control Internet access for 64-bit applications, and block posts to blogs and forums. These items can be individually allowed or blocked for each user in the User List.



To manage a user's additional settings:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. Click the **Additional Settings** tab.
4. Under Allow Access To, select the services you want the user to be able to access.

<b>Service Category</b>	<b>Target Services</b>
Chat Rooms	Chat clients or Web-based chat rooms that use the IRC (Internet Relay Chat) protocol
Newsgroups	NNTP (standard newsgroups)
Peer-To-Peer	Gnutella, BitTorrent*, Kazaa*, eMule*, and eDonkey*

5. Under 64-bit Applications, choose whether to **Block Internet access for 64-bit applications**.

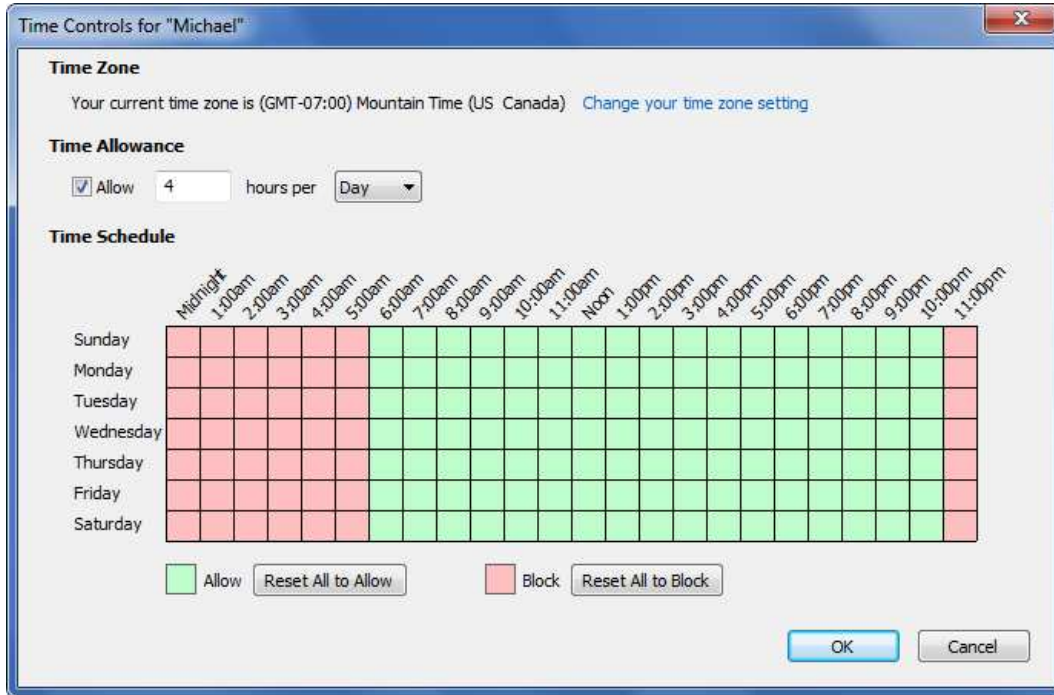
At present, ZoneAlarm Parental Control cannot analyze or filter traffic from 64-bit applications, including 64-bit browsers. Therefore, if you are running 64-bit applications on a 64-bit version of Windows, your only option is to have ZoneAlarm Parental Control either allow or block Internet access for all your 64-bit applications.

If you decide to block Internet access for 64-bit applications, you can select the option **Display instant override option for 64-bit applications**, which enables you to enter the ZoneAlarm Parental Control administrator password to bypass the block dialog.

6. Under Forums and Blogs, you can control whether users are allowed to add text entries on forum and blog Web sites, and whether they can upload pictures to these sites. The available options are **Block forum posts**, **Block blog posts**, and **Block uploading images**.
7. When finished, click **OK** to apply your settings.

# Managing Time Controls

Time Controls allow you to manage the time of day and the amount of time that each user spends on the Internet. Each day of the week is divided into 30-minute time intervals that can be set to allow (green) or block (red) Internet access.



The time controls show either a 12-hour clock (shown above) or a 24-hour clock, depending on your Windows settings. To change the way the time displays, change your Windows time settings.

By default, Internet access is allowed at all times. If you define a Time Control for a user, the restriction applies to all Internet activity such as Internet surfing, instant messaging, newsgroups, peer-to-peer, and network gaming.

**Note:** To ensure that Time Controls are enforced at the times you expect, verify that you have configured ZoneAlarm™ Parental Control with the correct time zone for your location. For instructions on setting the time zone in the ZoneAlarm Parental Control Admin Tools, see [Setting the Time Zone](#) on page 32.



## Defining Time Controls

To define user Time Controls:

1. Sign in to the Admin Tools.
2. Select a user profile from the User List, then click **Time Controls**.
3. In the Time Schedule grid, click-and-drag to apply the control to a specific time frame.  
If you click-and-drag over a green space, that space changes to red. Likewise, clicking-and-dragging over a red space changes the space to green. A red space indicates Internet access is *not* allowed during the corresponding time of day, while a green space indicates that Internet access is allowed.
4. To apply blanket settings, do one of the following:
  - Click **Reset All to Allow** to remove all “Block” time controls and allow Internet access at all times.
  - Click **Reset All to Block** to completely block Internet access.
5. To limit the total number of hours a user can spend on the Internet over a given period, regardless of the controls that have been specified in the time grid, do the following:
  - a. Under Time Allowance, select **Allow**.
  - b. In the field to the right of the **Allow** check box, specify the number of hours the user is allowed to access the Internet.
  - c. From the **Hours Per** drop-down menu, select the period (Day or Week) that the specified amount of hours applies to.
6. When finished, click **OK** to apply your changes.

## Enforcing Time Controls

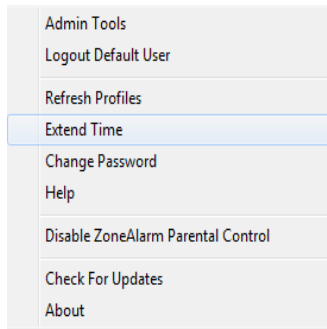
When a time control is in effect, ZoneAlarm Parental Control displays a message when the user attempts to access the Internet.

If a user has override privileges, two options are available for overriding the time control. The user can:

- Click **Override** and enter the override password to override the blocked connection.



- Right-click the ZoneAlarm Parental Control systray icon and select **Extend Time**. (Note that this option is only available if the **Time Allowance** setting is enabled for the user.)



The password used to override time restrictions is the same password used to override a blocked Web site.

**Note:** To give a user override privileges, you must select the **Display instant override option** setting in the user's Profile Settings. For more information, see [Creating Individual User Profiles](#) on page 34.

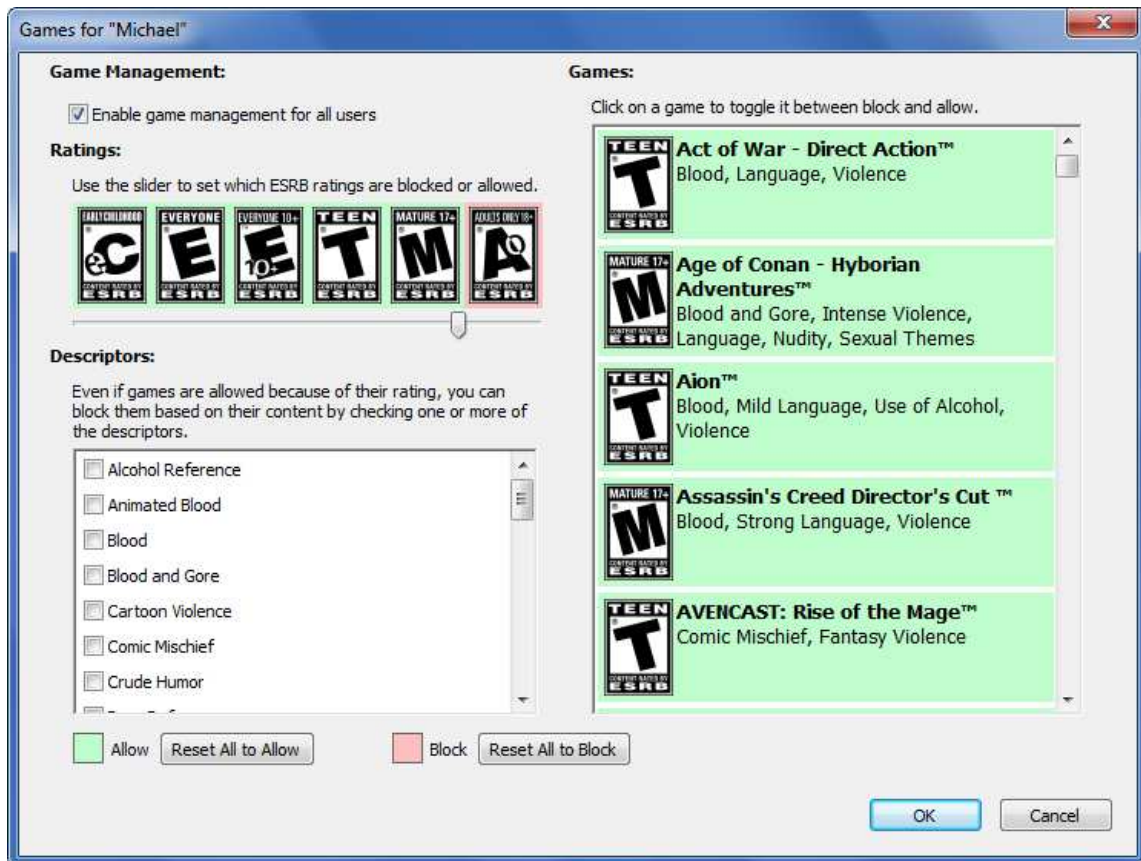
If the user overrides the time control, Internet access is allowed for the duration of that browser session. If the browser is closed, the user must override the blocked connection again when attempting to access the Internet during a restricted time.

# Managing Games

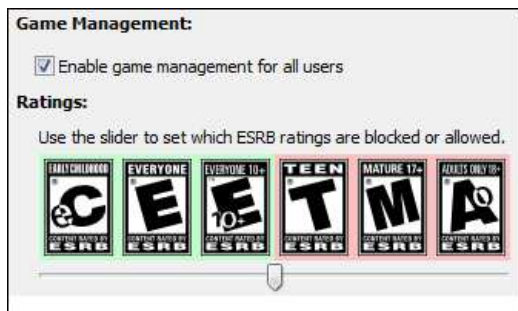
ZoneAlarm™ Parental Control can block access to games with certain ratings or that contain elements that you do not approve of.

1. Sign in to the Admin Tools.
2. Select a user profile from the User List, then click **Games**.

The Games screen for the chosen user opens:

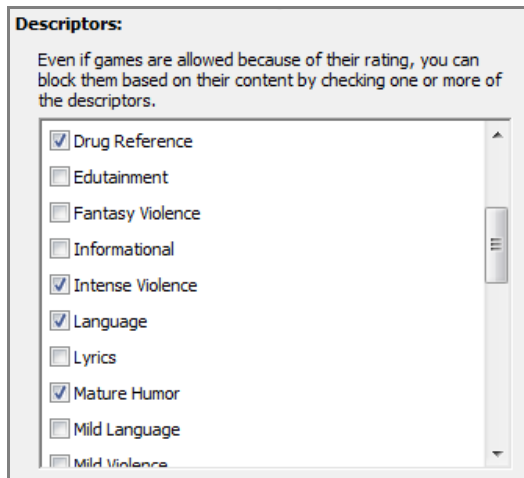


3. To determine which game ratings are allowed and not allowed, verify that the **Enable game management for all users option is selected**, then move the **Ratings** slider to the right or the left.



Allowed ratings show in green, and disallowed ratings are red.

- To block games that contain certain types of content, select the unapproved content descriptors from the **Descriptors** list.



- To allow or disallow any of the games in the **Games** list, click a game title to toggle between blocked (red) and allowed (green).



- If you prefer, you can block or allow all games in the list by clicking **Reset All to Allow** or **Reset All to Block**.
- Click **OK** when you have finished specifying your games settings.

**Note:** In addition to the games listed here, ZoneAlarm Parental Control can often discover other games that users attempt to play. If a game is discovered that is not on the default list, the new game is added to the list and is blocked or allowed based on the game's current ESRB and descriptor settings.

**Note:** If a user has override privileges and chooses to override a game block, the game must be restarted before it can be played.

# Managing System Passwords

The override password is used to override blocked content. Any user or administrator with override privileges must enter the override password to override blocked content.

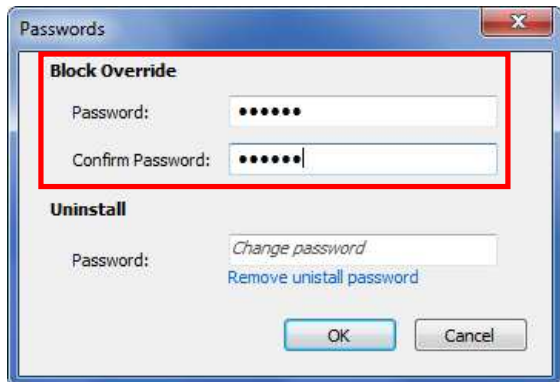
The uninstall password is required to uninstall ZoneAlarm™ Parental Control.

## Changing the Override Password

There is only one override password. Therefore, if the administrator changes the override password, it is changed for everyone with override privileges.

To change the override password:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Passwords**.
3. Under Block Override, type and confirm the new password.



Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

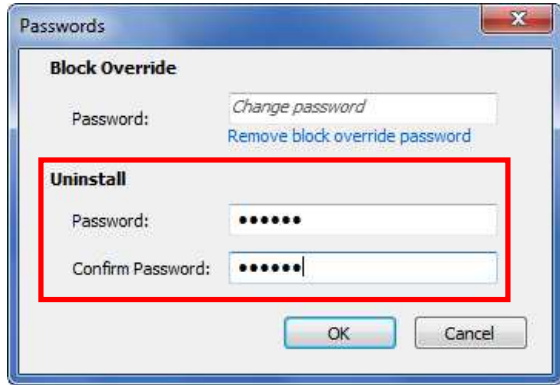
4. Click **OK** to save your changes.

**Important:** After you change the override password, you must distribute the new password to all users who have override privileges.

## Changing the Uninstall Password

To change the uninstall password:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Passwords**.
3. Under Uninstall, type and confirm the new password.



Passwords are case sensitive and must be between 3 and 13 characters in length. Numbers and letters can be combined.

4. Click **OK** to save your changes.

# Working with Exceptions

Exceptions enable you to allow or block access to Web sites and applications that would normally be blocked or allowed. For example, if you have configured news sites to be blocked but want to allow access to CNN, you can create an exception that allows users to visit the CNN Web site.

## Creating Web Address Exceptions

When a user enters a URL address in the browser, ZoneAlarm™ Parental Control processes the requested page to determine which content categories it belongs to. However, the administrator can bypass this default process by manually allowing or blocking a specific site, or the administrator can assign a URL to a predefined content category so the filter settings (Allow, Warn, or Block) for that category are then applied to the Web site.

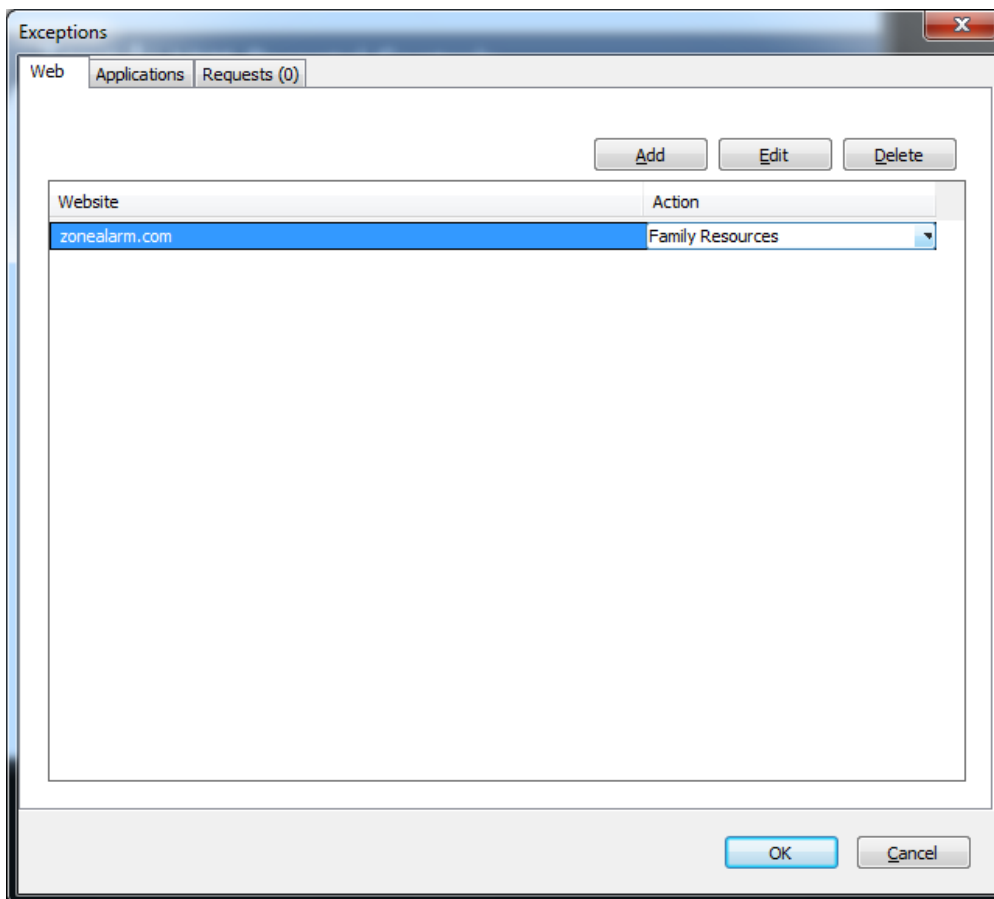
**Note:** See [Content Categories](#) on page 44 for a list of the predefined content categories.

To illustrate this point, let's consider the following example:

Many Web sites contain educational articles that deal with the problems caused by pornography (and which, therefore, contain some adult content). ZoneAlarm Parental Control might block this site as Pornography. After going to the site and examining the content, you might determine it is not pornography and may wish to allow this site.

Let's assume you want to categorize the URL *www.zonealarm.com* under Family Resources. In the **Website** field, type the URL **www.zonealarm.com**. From the **Action** drop-down list, select **Family Resources**.

**Note:** To be sure that this site is allowed under Family Resources, the administrator must go to Filter Settings under each user's settings and make sure that Family Resources is set to **Allow**.



The site is now categorized as a Family Resources site and access is allowed.

You can use an asterisk (\*) as a wildcard when creating exceptions. The asterisk represents one or more characters. For example, if you create \*.google.\* as an exception, it would match all of the following Web sites:

- <http://www.google.com>
- <http://images.google.com>
- <http://www.google.net>
- <http://video.google.com/foo/bar>

Likewise, \*playboy\* matches any URL that contains the word 'playboy' anywhere in the URL, including:

- <http://www.playboy.com>
- <http://www.playboy.com/stories/page1.html>
- <http://www.somesite.com/pics/playboy/pic1.jpg>
- [http://www.somesite.com/pictures/show.cgi?image\\_source=playboy&img\\_number=123](http://www.somesite.com/pictures/show.cgi?image_source=playboy&img_number=123)

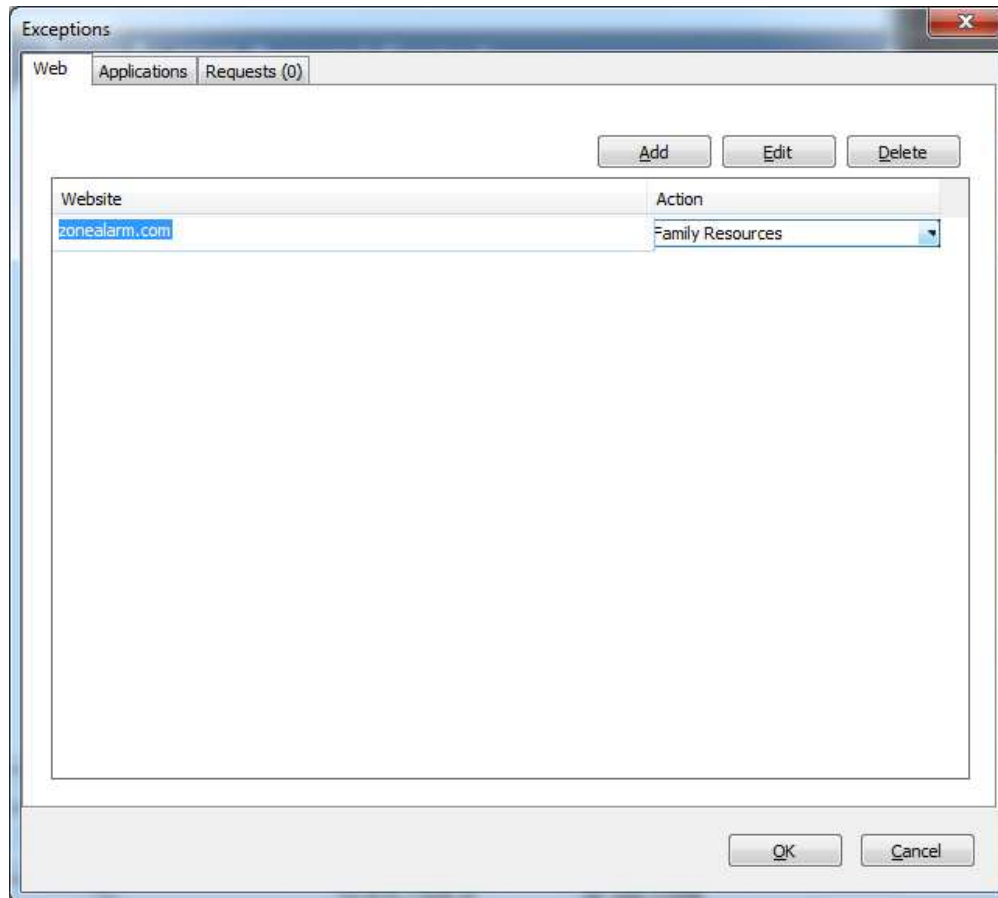
**Warning:** If an administrator creates a Web exception, ZoneAlarm Parental Control will no longer analyze or filter that Web site. This means that if the site content changes, ZoneAlarm Parental Control cannot determine its category. Therefore, use this feature with care.

To create an exception for a Web address:

1. Sign in to the Admin Tools.



2. Under Family Settings, click **Exceptions**.
3. Click the Web tab.
4. Click **Add**.
5. In the **Website** field, type the URL you want to override.



**Note:** You can copy the URL from the browser and paste it in the **Website** field for accuracy.

6. From the **Action** drop-down menu, you can do any of the following:
  - Select **Allow** to always allow the site.
  - Select **Block** to always block the site.
  - Select a content category to apply to the site.

**Note:** The content category's Filter Settings apply to the site.

The URL is added to the list with its availability or category listed under Action.

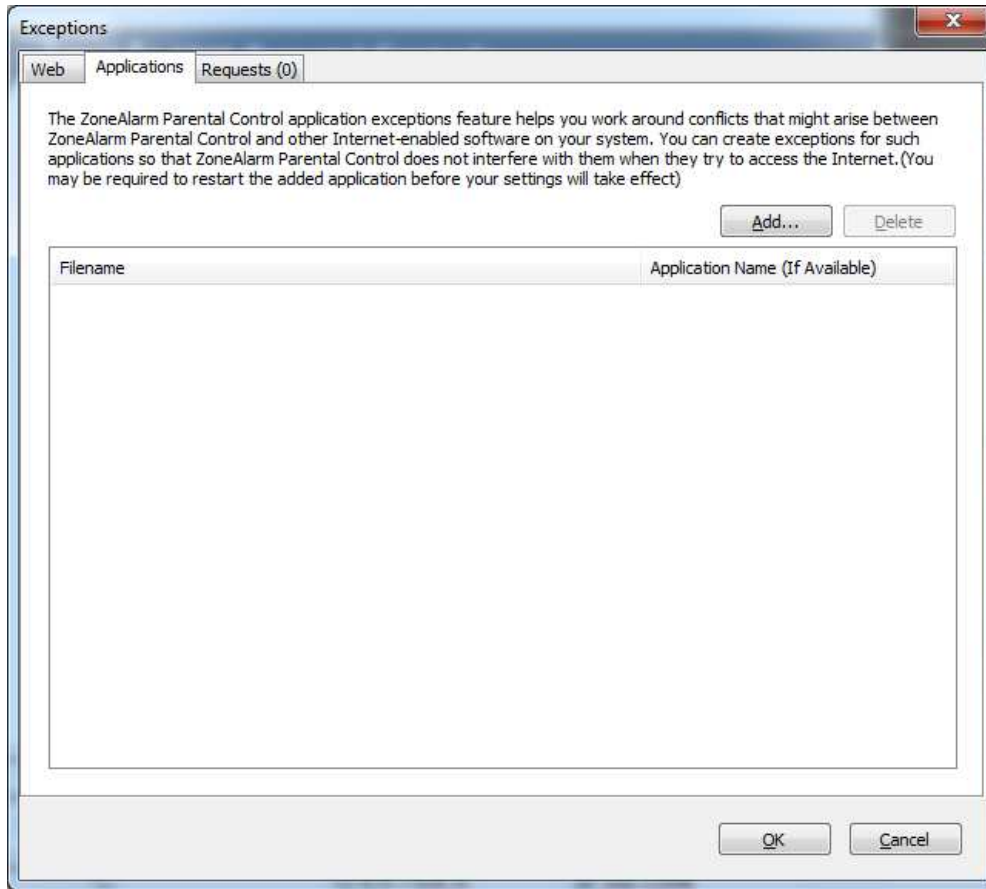
7. Click **OK** to close the Exceptions window.

## Creating Application Exceptions

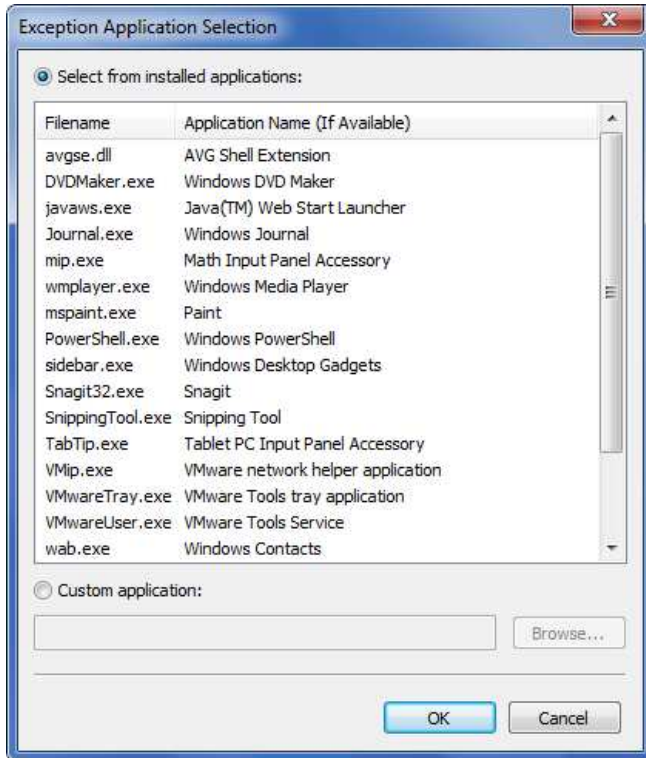
The ZoneAlarm Parental Control application exceptions feature helps you work around conflicts that might arise between ZoneAlarm Parental Control and other Internet-enabled software on your system. For example, ZoneAlarm Parental Control might block some applications that require Internet access, such as personal finance software. You can create exceptions for such applications so that ZoneAlarm Parental Control does not interfere with them when they try to access the Internet.

To create an exception for an application:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Exceptions**.
3. Click the Applications tab.



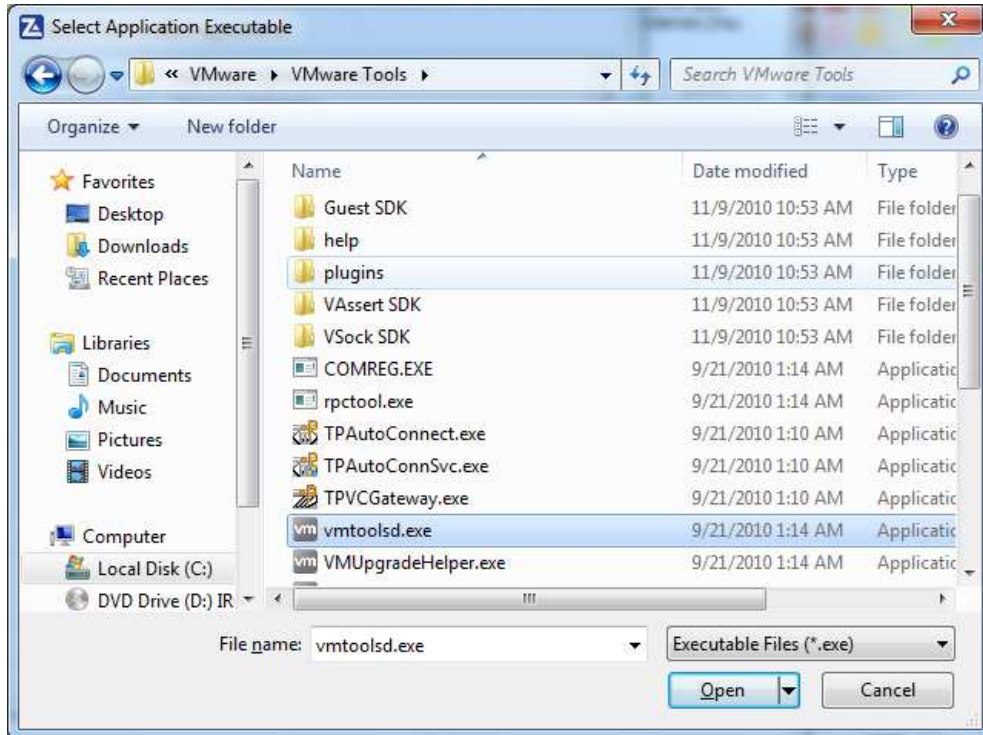
4. Click **Add**.
5. Choose one of the following methods to select the exception application:
  - Method 1:** Select the application from a list of registered executables.
    - a. Click **Select from installed applications**.
    - b. Select the desired executable, then click **OK**.



The selected executable is added immediately to the application exceptions list.

**Method 2:** Manually browse to the application executable.

- a. Select **Custom application**.
- b. Click **Browse**.
- c. Browse to the location of the application's executable file (*filename.exe*) on your computer's hard drive.
- d. Select the file, then click **Open**.



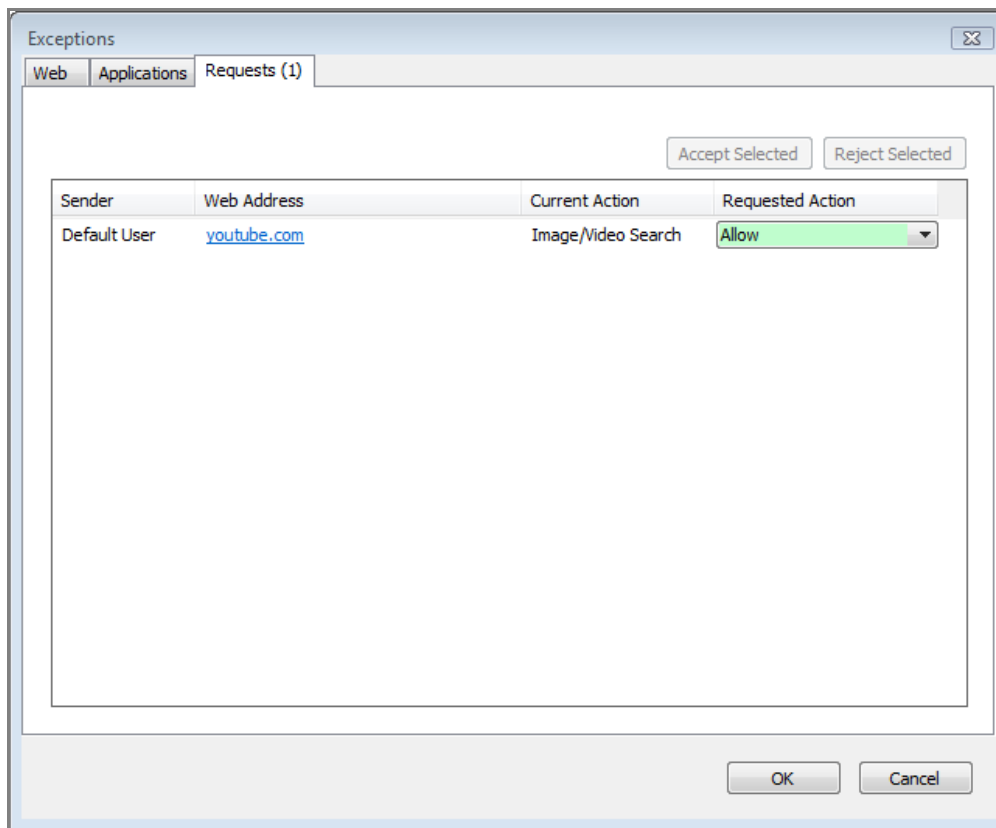
- e. When the executable's name appears in the **Custom application** field, click **OK** to add the application to the exceptions list.
6. (Optional) Remove an application's exception.
- a. From the application exceptions list, select the exception you want to remove.
  - b. Click **Delete**.
7. When you finish adding and removing application exceptions, click **OK** to close the Exceptions screen.

## Processing User Exception Requests

Users who have been granted exception request privileges can submit requests to ZoneAlarm Parental Control administrators to unblock or recategorize specific Web pages or entire Web sites that fall under a blocked or warning category. An administrator can review these requests in the ZoneAlarm Parental Control Admin Tools (on the Requests tab of the Exceptions window) and decide on a case-by-case basis which requests to accept or reject.

To process users' exception requests:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Exceptions**.
3. Click the **Requests** tab.



4. Review the details of requests in the list.  
You can click the hyperlinks in the Web Address column to open requested Web sites in a browser and review their content. Also, before accepting a request, you can change the action or category the user has requested by selecting a different option from the appropriate **Requested Action** drop-down menu.
5. Click the request.
6. Click **Accept Selected** or **Reject Selected**, then click **OK**.

# Generating Usage Reports

Two different reporting options are provided with ZoneAlarm™ Parental Control:

- Local, reports are located on the computer where ZoneAlarm Parental Control is installed. You can view these reports to see Internet activity on the local computer.

## Enabling Local Reporting

ZoneAlarm Parental Control can report Internet usage for the entire system or for individual users. It retains activity data on the local computer for up to 30 days. To view individual user reports, reporting must be enabled for each user. To enable the reporting options for a user:

1. Sign in to the Admin Tools.
2. From the User List, select an existing user profile, then click **Filtering**.
3. On the Web tab, select **Record Web activity**.
4. On the Instant Messaging tab, select **Record Instant Messaging activity**.
5. Click **OK** to save your changes.

## Accessing Local Reporting

ZoneAlarm Parental Control provides comprehensive local reporting for Web activity, instant messaging, and social networking. Each chart has drill-down capability to view transaction detail. Local reports are accessible to the administrator on the computer where ZoneAlarm Parental Control is installed.

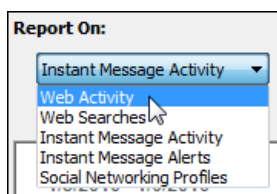
### Accessing Local Web Activity Reports

Local Web reports display Web activity for administrators and users on the local system. You must generate local Web reports on the computer where ZoneAlarm Parental Control is installed.

**Important:** To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe\* Flash\* Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local Web activity reports:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Reports**.
3. From the **Report On** drop-down list, select **Web Activity**.

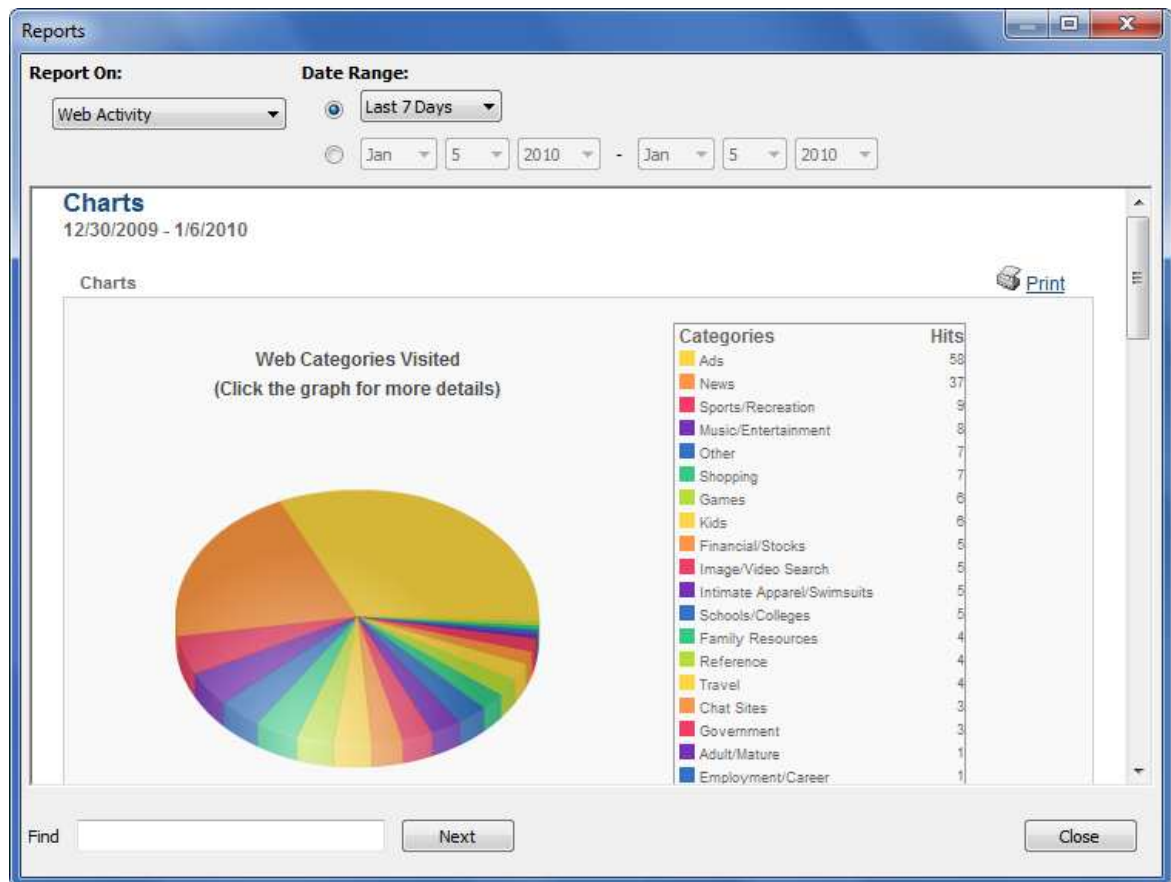


4. In the **Date Range** selector, select a pre-configured date range or specify a custom date range, then click **OK**.



ZoneAlarm Parental Control displays report graphs with drill-down capability for the following categories:

- Web Activity
- Web Searches
- Instant Message Activity
- Instant Message Alerts
- Social Networking Profiles



5. To drill down into the report data, such as activity by user and URLs visited, left-click a graphic element or a link in the report.

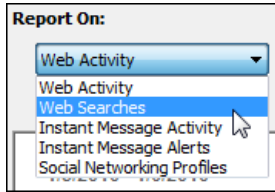
## Accessing Web Search Reports

Web search reports allow the administrator to view Web searches users have performed.

**Important:** To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe Flash Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local instant message reports:

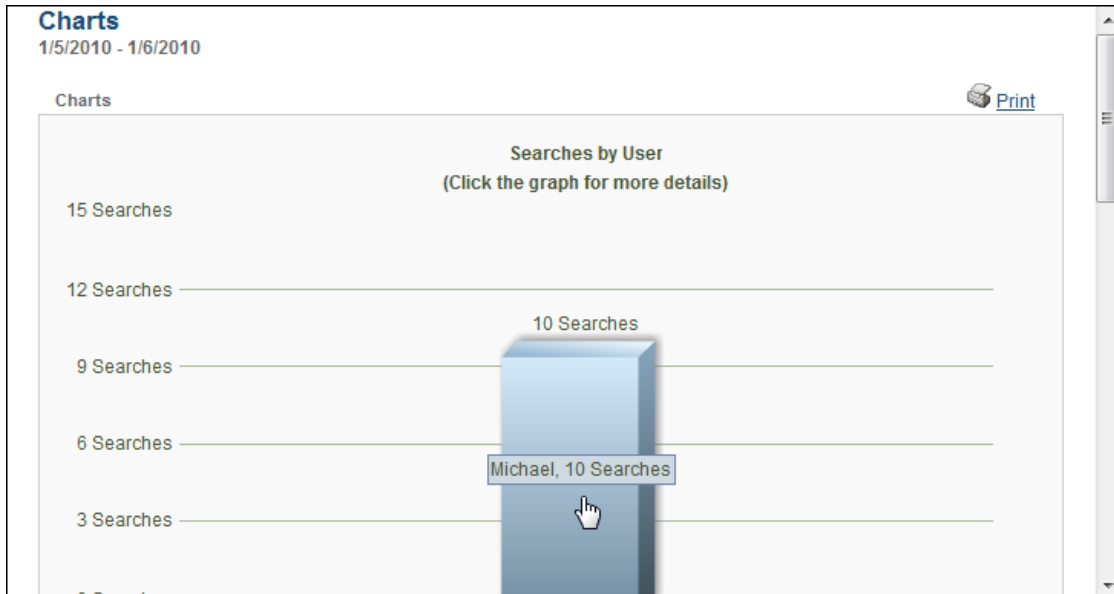
1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select **Web Searches**.



4. In the **Date Range** selector, select a pre-configured date range or specify a custom date range, then click **OK**.



A graph of Web searches performed within the selected time range is displayed.





- To drill-down to the details of the search activity, click the graph.

The exact search terms that were used to perform the search are displayed, along with the type of search, the search engine used, categories associated with the search terms, and the time the search was performed.

Search Terms	Type	Search Engine	Action	Categories	Time of Search
<a href="#">laptops</a>	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:37:30 PM
<a href="#">desktops</a>	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:37:38 PM
<a href="#">bay of pigs</a>	Web	Google	Allow	Search Engines/Portals	1/5/2010 5:37:49 PM
<a href="#">American Revolution</a>	Web	Google	Allow	Search Engines/Portals	1/5/2010 5:38:05 PM
<a href="#">laptops</a>	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:46:45 PM
<a href="#">laptops</a>	Web	Google	Allow	Search Engines/Portals, Shopping	1/5/2010 5:47:07 PM
<a href="#">Andy Griffith</a>	Web	Bing	Allow	Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:49:20 PM
<a href="#">ipod</a>	Web	Bing	Allow	Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:51:10 PM
<a href="#">enya</a>	Web	Bing	Allow	Reference, Music/Entertainment, Search Engines/Portals, Shopping	1/5/2010 5:51:17 PM
<a href="#">tolkien</a>	Web	Bing	Allow	Search Engines/Portals, Shopping	1/5/2010 5:51:30 PM

- To view the results of the search as they would appear to the user, click a search term. The results are displayed in a Web browser.

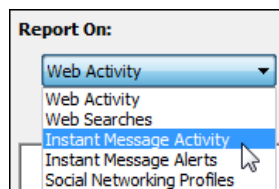
## Accessing Local Instant Message Reports

Instant message reports allow the administrator to view the content as well as the time spent on instant messaging activities for administrators and users on the local system. You can also view a list of instant messaging alerts sent when a user's messages contain questionable content.

**Important:** To view individual user reports, the **Record Web activity** option must be selected in the user's Filter Settings menu. Also, you must have the Adobe Flash Player installed to view the reports. You can download it from <http://get.adobe.com/flashplayer>.

To access local instant message reports:

- Sign in to the Admin Tools.
- Click **Reports**.
- From the **Report On** drop-down list, select **Instant Message Activity** or **Instant Message Alerts**.



- In the **Date Range** selector, select a preconfigured date range or specify a custom date range, then click **OK**.

**Date Range:**

Today  
 Last 7 Days  
 Last 14 Days  
 Last 30 Days

2010 - Jan 5 2010

When you view the instant messaging report, the following information is available:


- Alerts:** Shows the number of alerts and provides a link to more details.



**Alerts** [There are 2 conversations flagged for potentially objectionable content. Click here for more details](#)

Click the link for a detailed list of alerts. This is also the report you see if you choose to report on **Instant Message Alerts**.

**Alerts**

[Charts](#) ▶ Alerts  [Print](#)

[Delete Selected](#)

<input type="checkbox"/>	User name	Protocol	Timestamp	Categories
<input type="checkbox"/>	<a href="#">Admin</a>	MySpaceIM	7/30/2008 11:11:22 AM	Social Networking
<input type="checkbox"/>	<a href="#">Admin</a>	Windows Live Messenger	7/30/2008 11:12:31 AM	Indirect Contact, Flirting
<input type="checkbox"/>	<a href="#">Default User</a>	Windows Live Messenger	7/30/2008 11:27:07 AM	Flirting, Risk Assessment

Click an alert for a detailed report about that alert.

**Default User**  
7/30/2008 11:27:07 AM - 7/30/2008 11:27:29 AM

[Charts](#) ▶ [Alerts](#) ▶ Default User  [Print](#)

**srades@live.com**

Are your parents home?  
DOn't be an idiot

**scoo@live.com**

how old are you  
ASL

[Click here to view the entire conversation](#)



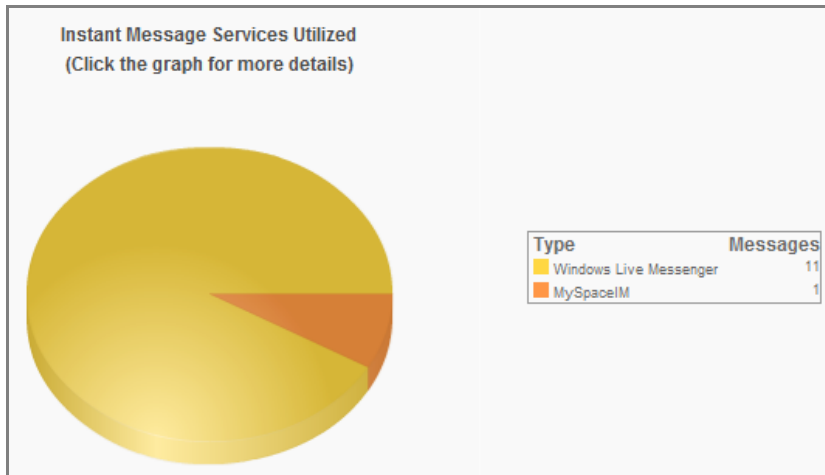
**Alerts:**

**Flirting**  
Conversation that include flirtatious behavior (i.e. Kissing, "your sexy!")

**Risk Assessment**  
Conversation that include questions or messages about risky behavior (i.e. "Are you home alone?")

Click the link at the bottom to view the entire conversation.

- **Instant Message Services Utilized:** Shows which instant messaging services have been used.



Click a service for additional details.

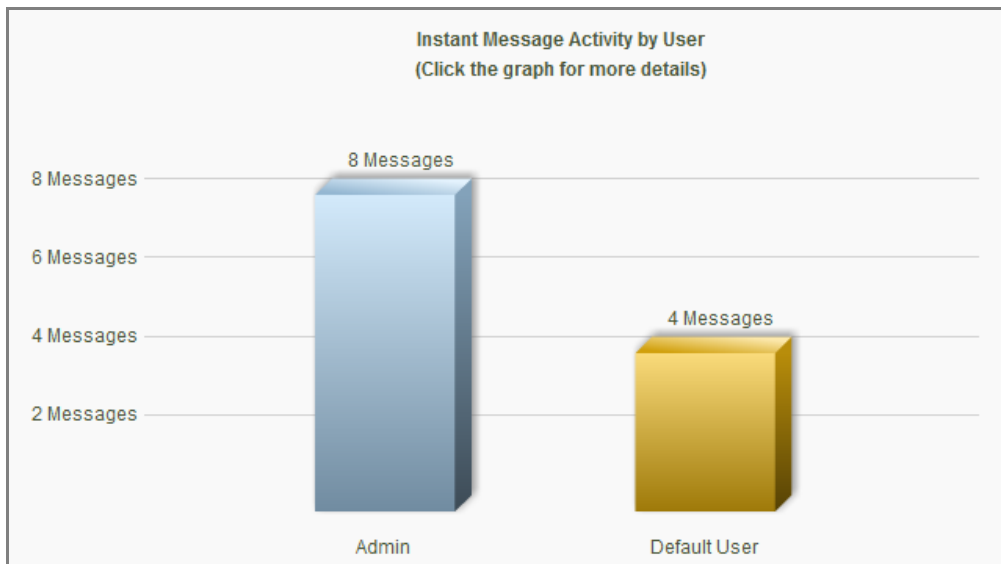
**Windows Live Messenger**  
7/30/2008 - 7/30/2008

Charts ▶ Windows Live Messenger [Print](#)

User Name	Messages
<a href="#">Admin</a>	7
<a href="#">Default User</a>	4
<b>Total</b>	<b>11</b>

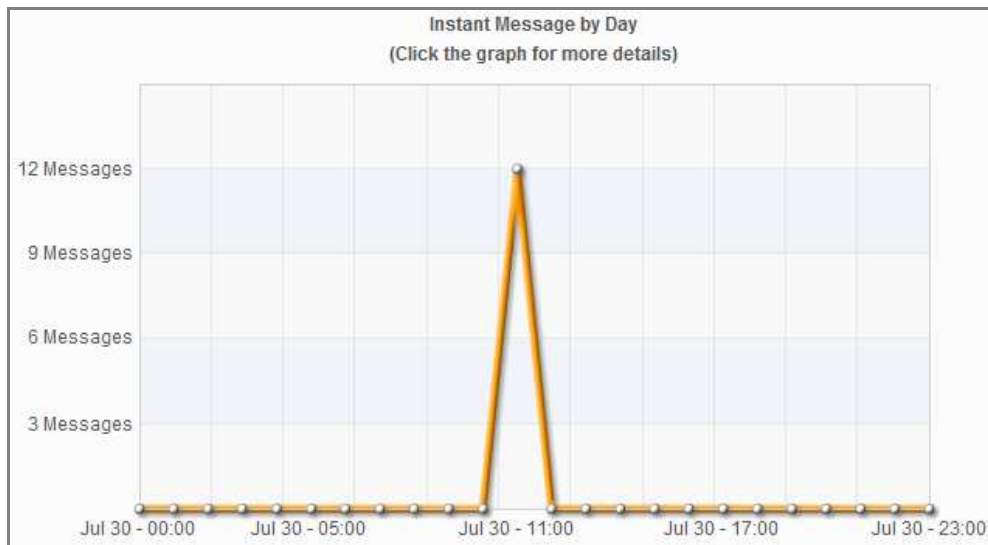
Click a user for more details about that user's IM use, including message content.

- **Instant Message Activity by User:** Shows how many instant messages have been sent or received by each user.



Click on the graph for more details about the protocols used by each user and the content of messages.

- **Instant Message by Day:** Shows how many messages have been sent or received daily by all users.



Click on the graph for a more detailed report.

**Time Summary**  
7/30/2008 - 7/30/2008

Charts ▶ Time Summary Print

User Name	Messages
<a href="#">Admin</a>	8
<a href="#">Default User</a>	4
<b>Total</b>	<b>12</b>

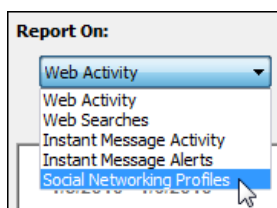
Continue to drill down for information about each user and the content of messages.

## Accessing Social Networking Reports

The social networking report shows the social networking profiles that users have set up or logged in to, and provides a link to the profiles so you can review them.

To access the social networking report:

1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select **Social Networking Profiles**.

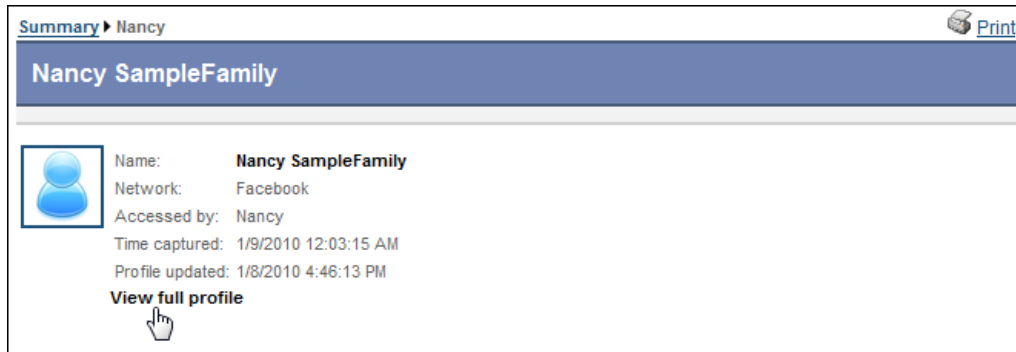


4. Click the name of the user whose social networking profile you want to view.

Summary


User Name	# of Social Networking Profiles
<a href="#">Nancy</a>	1

A high-level overview of the user's social networking profile is displayed. To view the full details of the profile, click **View full profile**.

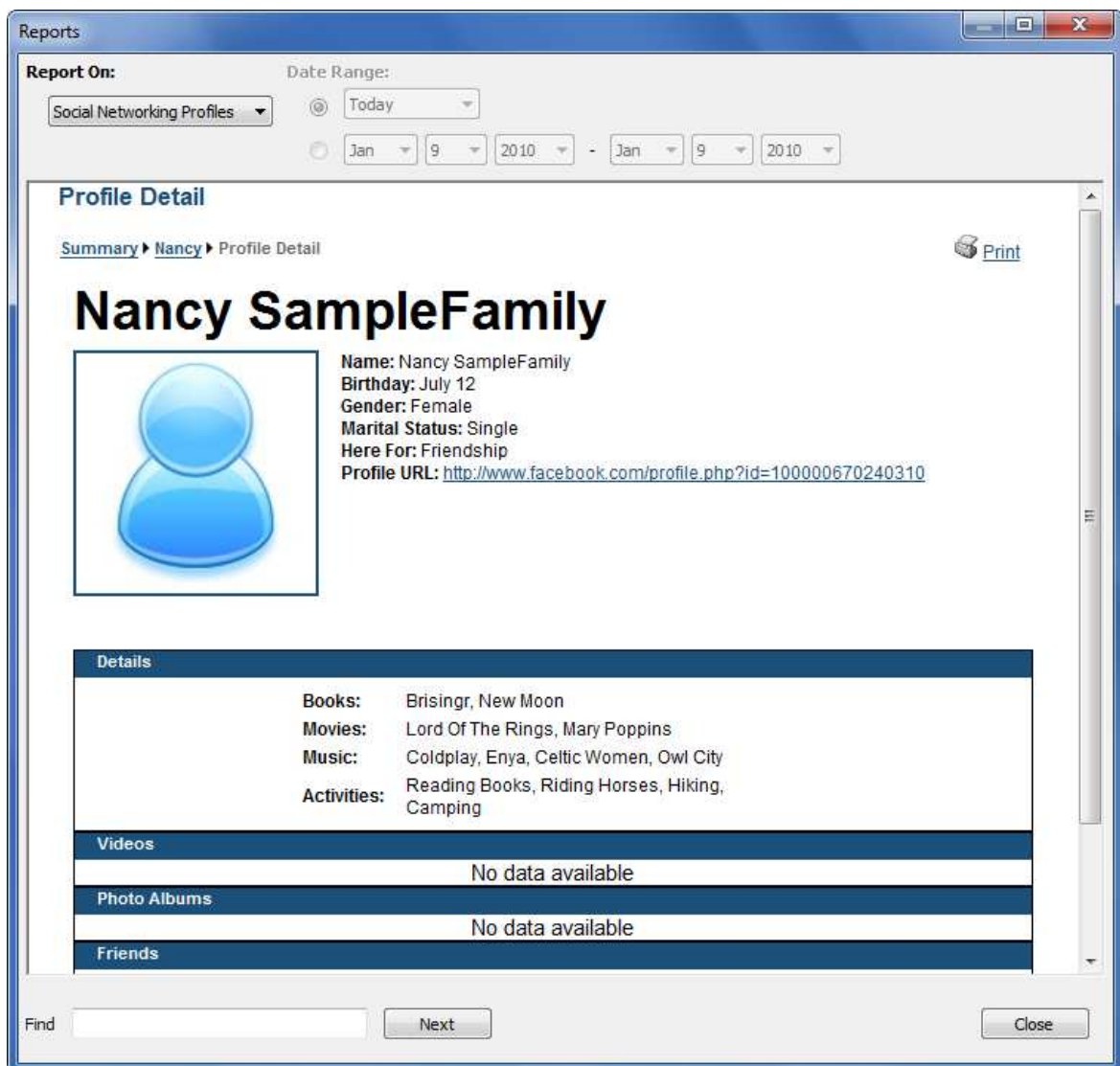


Summary ▶ Nancy Print

### Nancy SampleFamily

 Name: **Nancy SampleFamily**  
Network: Facebook  
Accessed by: Nancy  
Time captured: 1/9/2010 12:03:15 AM  
Profile updated: 1/8/2010 4:46:13 PM  
**View full profile**

A detailed view of the profile is displayed. To exit the report, click **Close**.




Reports

Report On: Social Networking Profiles Date Range: Today  
Jan 9 2010 - Jan 9 2010

### Profile Detail

Summary ▶ Nancy ▶ Profile Detail Print

## Nancy SampleFamily

 Name: Nancy SampleFamily  
Birthday: July 12  
Gender: Female  
Marital Status: Single  
Here For: Friendship  
Profile URL: <http://www.facebook.com/profile.php?id=100000670240310>

Details	
<b>Books:</b>	Brisingr, New Moon
<b>Movies:</b>	Lord Of The Rings, Mary Poppins
<b>Music:</b>	Coldplay, Enya, Celtic Women, Owl City
<b>Activities:</b>	Reading Books, Riding Horses, Hiking, Camping

**Videos** No data available

**Photo Albums** No data available

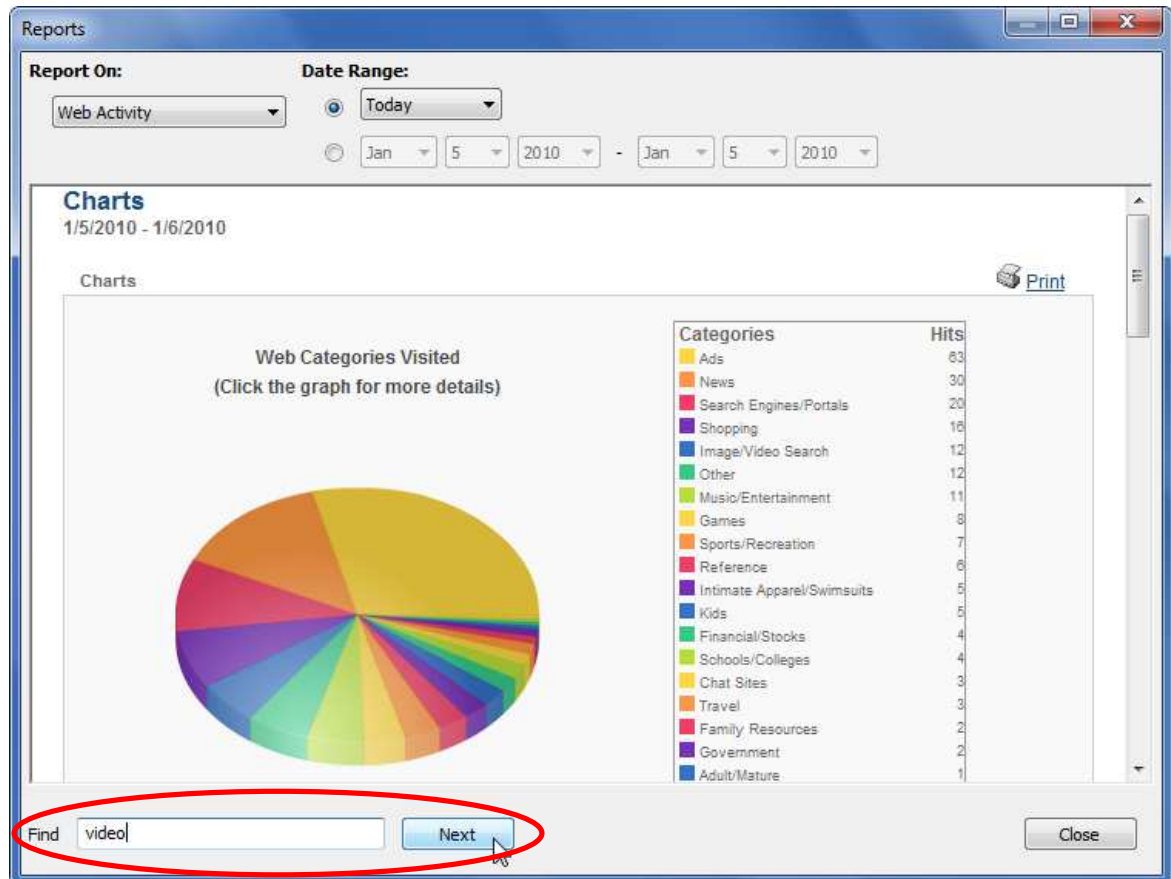
**Friends**

Find  Next Close

## Searching within Reports

Reports can contain a great deal of data. To help you find specific information, you can search within a report:

1. Sign in to the Admin Tools.
2. Click **Reports**.
3. From the **Report On** drop-down list, select the type of service for the report you want to search.
4. In the **Date Range** selector, select a preconfigured date range or specify a custom date range, then click **OK**.
5. In the **Find** box at the bottom of the report window, type the information you want to search for, then click **Next**.



The first instance of the search string is highlighted.

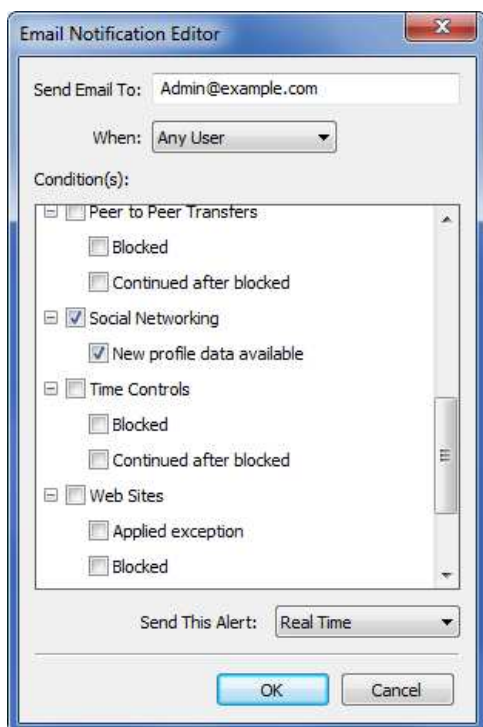
6. Click **Next** to move through each instance of the search string in the report.

## Configuring Email Notifications

Email notifications can be sent to the administrator or other users to provide alerts about various user activities. These alerts can be configured to be sent in real time or at specified intervals.

To configure email notifications:

1. Sign in to the Admin Tools.
2. Under Family Settings, click **Email Notifications**.
3. Click **Add** to add a new email notification, or click **Edit** to change an existing notification.
4. In the **Send Email To** field, type the email address where you want to send notification messages.



5. From the **When** drop-down list, select the user that you want to receive notification messages about:
  - To receive notification for a specific user's activity, select the desired user profile.
  - To receive notification for all users, select **Any User**.
6. Choose the conditions for when you want a notification sent, such as when the user is blocked or warned, if the user overrides a block or requests an exception, if an instant message contains questionable content, or if a user's social networking profile is changed. You can select multiple options.
7. From the **Send This Alert** drop-down list, select how often you want notifications to be sent. The available options are **Real Time**, **Hourly**, **Daily**, and **Weekly**.
8. Click **OK**.
9. Repeat Steps 3 through 8 for each notification you want to add to the Notification List.
10. To remove a notification, select the notification from the Notification List, then click **Delete**.
11. When finished, click **OK**.

# Glossary

**Administrative Privileges:** Rights that give a user the same level of access as an administrator.

**Administrator:** Person who is responsible for setting up and maintaining a group of users. Duties of the administrator include installing ZoneAlarm™ Parental Control, setting up and managing user profiles, and assigning passwords and privileges.

**Application:** Software, program, or tool used on a computer, such as a word processor, game, or email program.

**Browser:** Application that lets you navigate and view pages on the Web. Mozilla Firefox and Internet Explorer are the two most common.

**Client-Based Filtering:** Filtering that is performed from an individual computer. Filtering software and a list of categorized sites are stored on an individual computer, which makes filtering more flexible for the user making decisions about acceptable content. Aside from restricting Internet access to certain Web sites, many client-based filters also offer controls for other Internet services.

**Default Settings:** Settings that a program is preset to select (usually the recommended settings) if you do not specify other options.

**Drilling Down:** Moving from a summary of information to more detailed data. To progress through a series of reports addressing more detail at each level.

**Filtering:** Controlling access to a Web page request by analyzing the incoming and outgoing requests and letting them pass, or stopping them based on settings selected within ZoneAlarm Parental Control.

**Guest Profile:** A single, generic, limited profile set up for visitors and friends to use.

**Hacker:** Slang term for an individual who tries to gain unauthorized access to computer systems.

**Help:** Online documentation. Many programs come with the instructional manual, or a portion of the manual, integrated into the program. If you encounter a problem or forget a command while running the program, you can access the help documentation by selecting Help from the menu bar, then clicking a topic.

**Icon:** A small picture that represents an object or program.

**Instant Messaging:** Typed, real-time communication. You can communicate live with one or more people via the Internet. It's like a telephone party line, except you type instead of talk.


**Internet:** Countless networks of computers that are connected together across the world allowing millions of people to share information. Components of the Internet include the World Wide Web, newsgroups, chat rooms, and email.

**Log:** Program or system that enters a record into a log file or report file.

**Peer-to-Peer:** Type of network that exists on the Internet which allows users to have access to other users' files residing on their hard disks, including most file-sharing systems. ZoneAlarm Parental Control currently blocks peer-to-peer activity only on the Gnutella network.

**Portable User Profiles:** Allows a user to install the filter on more than one computer and have settings transferred automatically. This is very useful for multiple-computer households or in a situation where a computer breaks down or is outdated and needs to be replaced.

**Screen Name:** Identifier that consists of a sequence of one or more alpha or numeric characters that uniquely identifies a person.

**Shortcut Menu:** Pop-up menu that appears by right-clicking an object. When left-clicking once or right-clicking the ZoneAlarm Parental Control icon  in the system tray located on the task bar, the same pop-up menu is displayed.



**System Tray:** Located on the Windows task bar (usually at the bottom of the desktop, next to the clock). Contains miniature icons for easy access to system functions such as fax, printer, modem, volume, etc.

**Task bar:** System bar located at the bottom of the computer screen. Home base for the Start button, system clock, system tray, etc.

**Transaction Detail:** Activity information based on report results.

**URL:** (Universal Resource Locator) Internet address that shows the specific path to a site or a document online. The URL for a Web page looks like this: [http://www.domain\\_name/folder\\_name/file\\_name](http://www.domain_name/folder_name/file_name).

**User ID:** Identifier that distinguishes a specific user in a program. Also called a screen name.

**User Profile:** Program settings that are specific to an individual user.

**World Wide Web:** (WWW) The visual component of the Internet. Created with HTML language, Web pages can include text, pictures, sound clips, video, links for downloading software, and much more. The Web is only one component of the Internet, although the terms are often (and mistakenly) interchanged.

## Frequently Asked Questions (FAQ)

### **Can I be notified at work when my kids are trying to view inappropriate sites?**

As the administrator, you can specify an email address where you want to receive notices. You can set each profile to send a notice for any or all of the following:

- When a user receives a warn message
- When a user receives a blocked message
- When a user overrides a block

Sign in to the ZoneAlarm Parental Control Admin Tools. Under Family Settings, click **Email Notifications**. In the **Send Email To** field, type the email address where you want to receive notifications. Configure the types of notifications you want to receive, then click **OK**.

### **Can my children disable ZoneAlarm Parental Control software?**

We have gone to great lengths to make sure that ZoneAlarm Parental Control is difficult to bypass. A password is required to uninstall or make any alterations to settings.

### **Do I have to change my ISP account to use ZoneAlarm Parental Control?**

No, ZoneAlarm Parental Control functions with most ISPs. Because ZoneAlarm Parental Control is installed on your computer, it doesn't conflict with anything your ISP is doing.

### **How do I change the override password?**

Log in to the ZoneAlarm Parental Control Admin Tools. Under Family Settings, click **Passwords**; then under Block Override, type a new password and click **OK** to save your changes.

### **I can see the name of the site my children went to, but it doesn't really tell me what kind of site it is.**

ZoneAlarm Parental Control online reports allow you to drill down into the details of each individual user to view their Internet transactions. The actual URL names that appear on the reports are live links that allow you to open and view each site.

### **I have more than one computer--can I use the same settings on all of them?**

Yes, ZoneAlarm Parental Control is very portable that way. By using the same registration number during installation, the original settings follow you to each computer. This is also very useful when a computer needs to be replaced. When prompted, enter your email address and password. ZoneAlarm Parental Control retrieves all your account information.

### **If I want another person to be an administrator too, how do I do that?**

ZoneAlarm Parental Control allows you to assign as many administrators as you need. Sign in to the ZoneAlarm Parental Control Admin Tools and select the user you want to assign administrative privileges to. Click **Profile Settings**, select the Administrator check box, then click **OK**. After a user is assigned to be an administrator, he or she can open ZoneAlarm Parental Control, and view reports.

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

If you forget the primary administrator password, you must do one of the following:

- If you have more than one administrator account, another administrator can change your password for you by logging in to Admin Tools, selecting your user profile from the **Users** list, and changing the password in the **Profile Settings** dialog.
- At the Admin Tools login, click **Forgot Password**. Your Web browser launches and takes you to the support web site where you are asked to enter the email address you specified when installing ZoneAlarm Parental Control. An email is then sent to this address containing a link to a Web page that asks you the secret question you entered when you installed ZoneAlarm Parental Control. When you type the secret answer, you are then allowed to change your password for this account.
- Send a password request to [parentalcontrols@checkpoint.com](mailto:parentalcontrols@checkpoint.com) or call Customer Support at 1-800-485-4008. You must provide the following information to change the primary administrator password:
  - Administrator name
  - Registration key
  - Account name
  - Email address (where to send password)
  - Secret question and answer

# Open Code License Text

## **PCRE License Text**

Regular expression support is provided by the PCRE library package, which is open source software written by Phillip Hazel and copyright is by the University of Cambridge, England.  
<ftp://ftp.csx.cam.ac.uk/pub/software/programming/pcre/>

## **SOAP License Text**

This product includes software developed by the Apache Software Foundation.  
<http://www.apache.org/>

## **OpenSSL License Text**

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit.  
<http://www.openssl.org>