



Version 6.1

SurfControl Web Filter

For Novell BorderManager



Notices

Updates to the SurfControl documentation and software, as well as Support information are available at www.SurfControl.com/support.

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Version 6

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2.2 Installation Process

The installation of SurfControl Web Filter for Novell BorderManager requires two machines:

- A Windows machine to run the Windows based installation, registration and configuration programs.
- A NetWare machine running BorderManager.

Always start the installation on the Windows machine:

- 1 On the Windows machine map a drive to the root level of SYS volume. You could, for example, use the G drive for this mapping. The path to this will usually be:

```
\\<server name>\sys
```

Make a note of this letter as you will need it later on in the installation.

- 2 Run cp_setup.exe



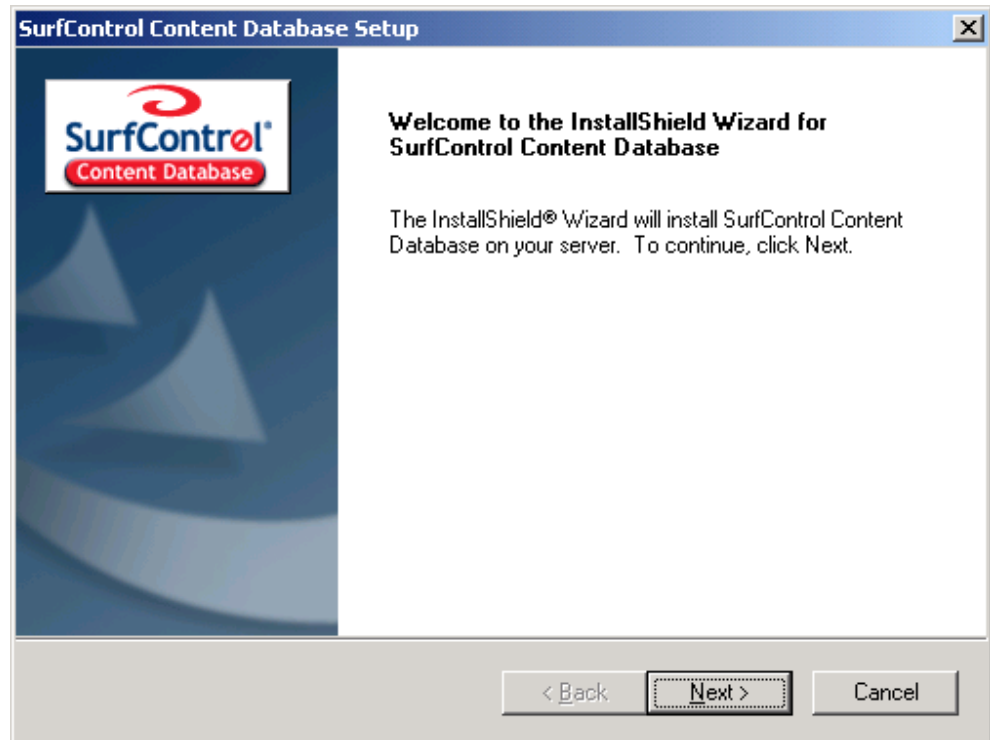
Note

There are two windows based executables that you can run:

- cp_setup.exe
- register.exe

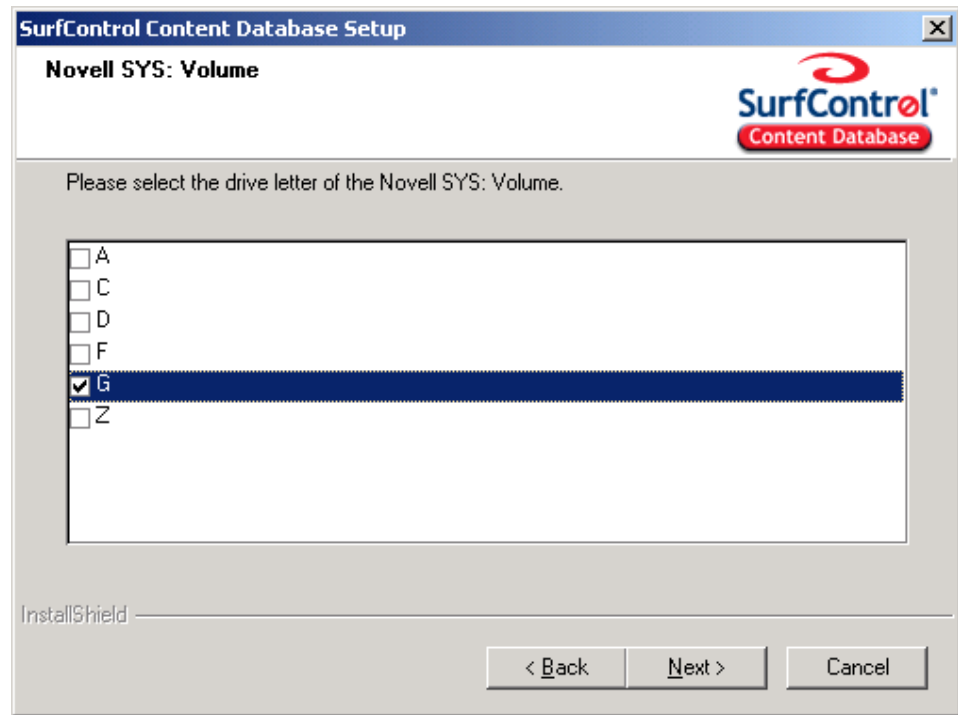
You MUST run them from a mapped drive such as this. Do not use the UNC naming convention to run these files.

The installation will start:



- 3 Click **Next** to progress through the installation, accepting the licensing terms so that setup can continue.

- 4 The first information that you will be asked for is the drive letter that you mapped the SYS volume to earlier:



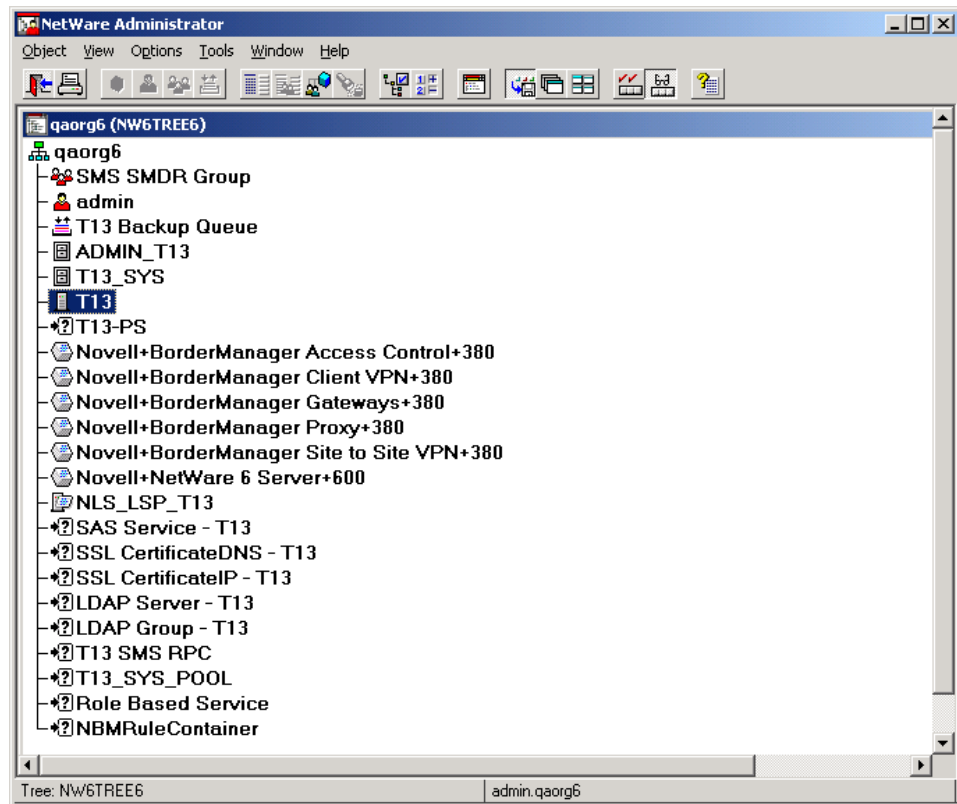
Select the check box that corresponds to your drive letter and click **Next** to continue. You will receive confirmation of the installation location then the files will start to be copied.

Configuring Border Manager

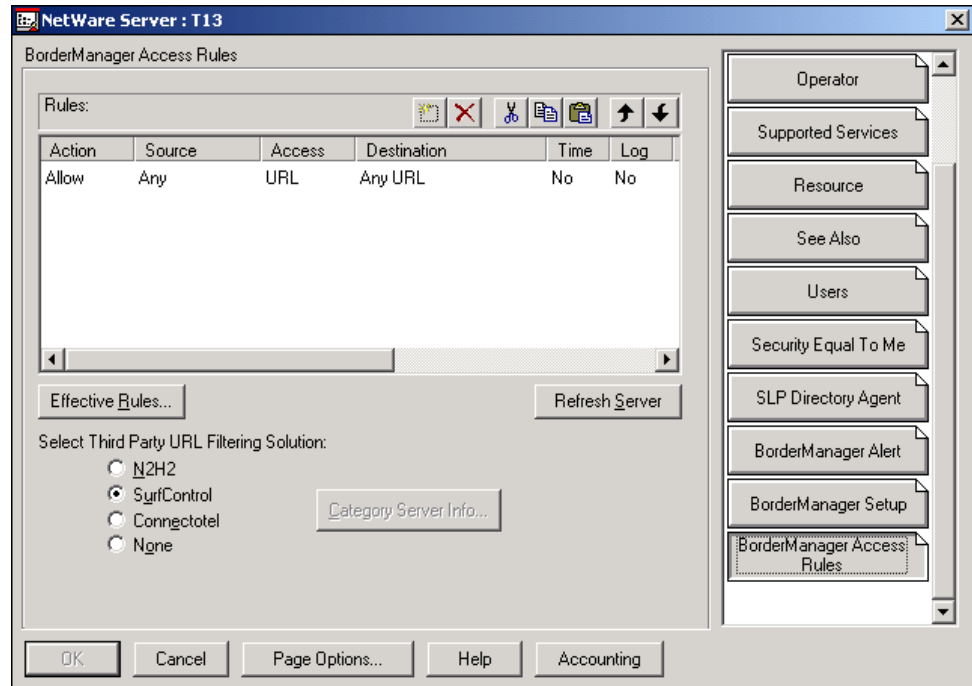
Once you have installed the product you will need to configure BorderManager to use the SurfControl Web Filter content database in its Access Rules. To do this:

- 1 Go to your NetWare Server and run the command:

```
load sys:\etc\cpfilter\cpfilter.nlm
```
- 2 Go back to the Windows machine and launch the NetWare Administrator. By default this is located at `sys:\public\win32\nwadmin32.exe`:

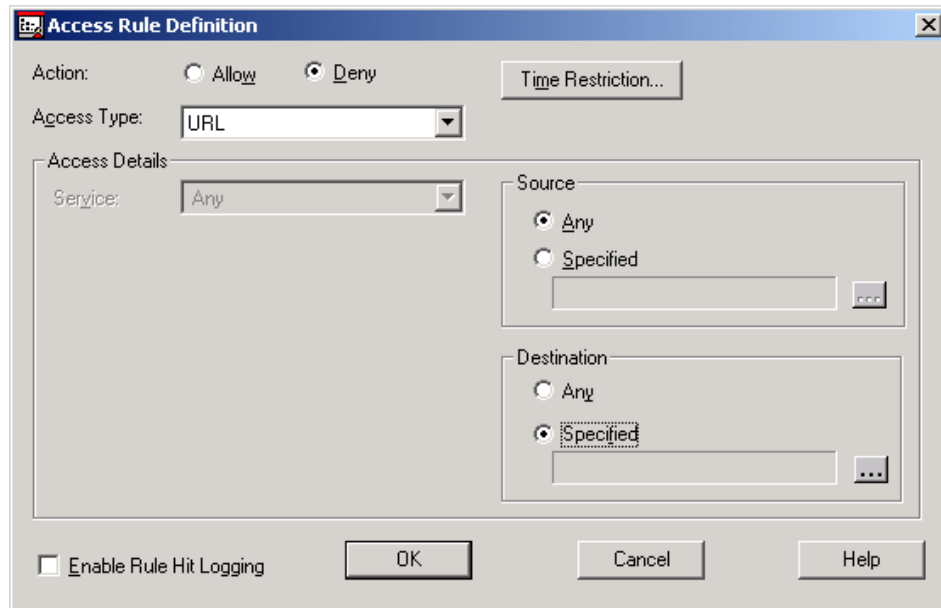


- 3 Select your NetWare Server and double-click it to see the NetWare Server Administrator dialog.
- 4 Click the **BorderManager Access Rules** button to see your access rules:



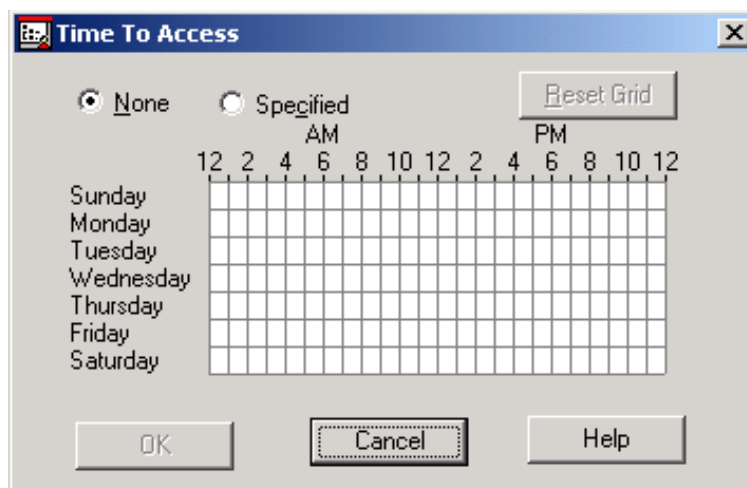
2.2.1 Configuring rules

To configure any of these rules, double-click the rule within the BorderManager Access Rules pane of the Netware Server dialog. You will then see the Access Rule Definition dialog:

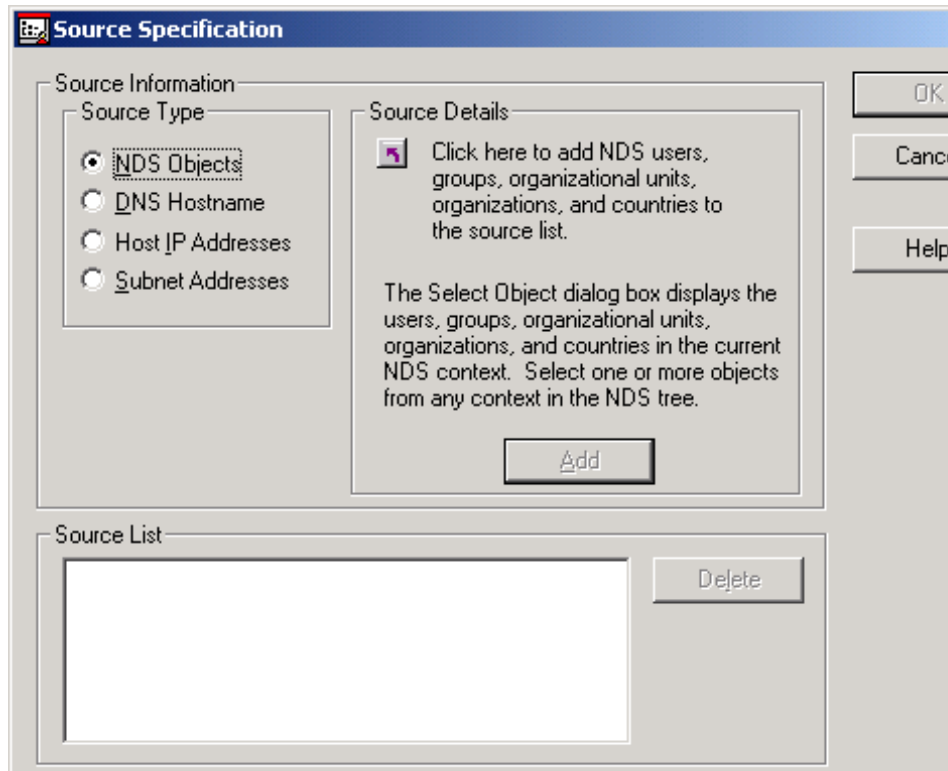


The configuration options available for rules are as follows:


- **Action** - checking one of these options will set the rule to Allow or Deny.
- **Time Restriction** - clicking this button launches the Time to Access dialog which enables you to set a period of time in which the Rule will be active:



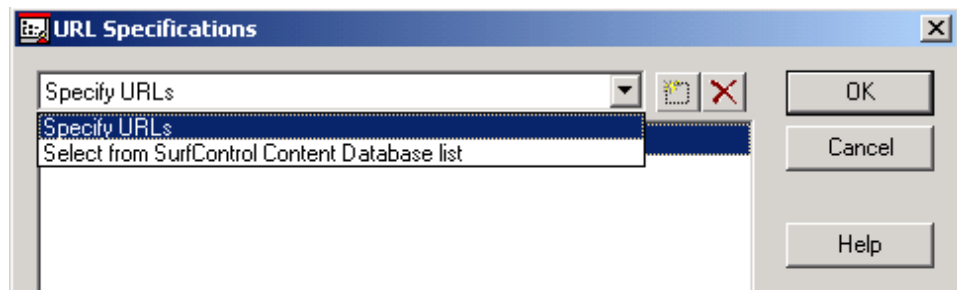
- **Source** - enables you to set specific users or machines for the rule to apply to:



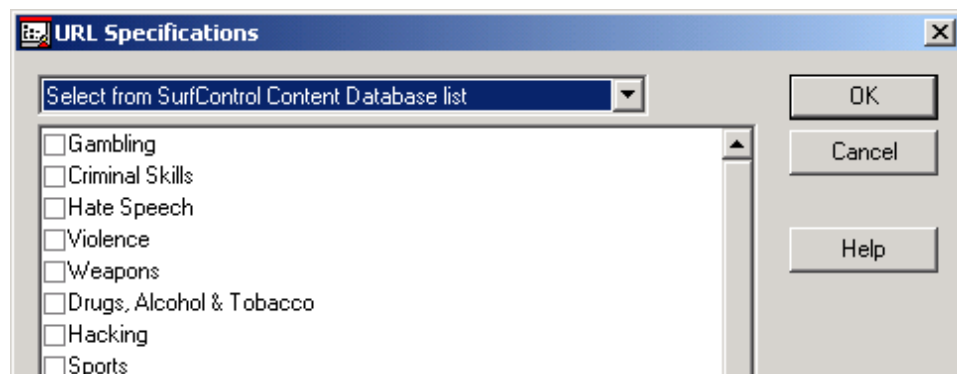
- **Destination** - enables you set the rules to use a third party filter. This is very important to SurfControl Web Filter for Novell BorderManager as this is where you can set BorderManager to use the category database from SurfControl.

Select the Specified option then click the button  next to this.

- 1 The URL Specification dialog will appear. Choose SurfControl Content Database list from the list box:



- 2 You will see the SurfControl Web Filter for Novell BorderManager categories appear:



- 3 Check all categories that you wish the rule to apply to. A list of categories and their descriptions is included at the back of this guide.
- 4 Click **OK**.



Note

You will only see all of the categories available if you either have a full subscription or are evaluating the full product for a 45 day period. If you have not subscribed to the full list of categories then you will only see the 7 unregistered product categories:

- Criminal Skills
- Drugs, Alcohol and Tobacco
- Gambling
- Hacking
- Hate speech
- Violence
- Weapons

3 Registering SurfControl Web Filter

The SurfControl Content Database provided with Novell BorderManager enables the filtering of seven categories: Criminal Skills, Drugs, Alcohol and Tobacco, Gambling, Hacking, Hate Speech, Violence and Weapons. You can gain access to all of the categories listed in Appendix A, for a free 45 day evaluation. To do this:

- 1 Double-click `register.exe`. This can be found by navigating to the drive that you mapped earlier (this was G in our example) then locating the file in:

```
<mapped drive>:\ETC\CPFILTER\register.exe
```

The SurfControl Product Registration screen will appear.



Note

Do not use the UNC naming convention to navigate to `register.exe`

- 2 Click **Serialize**.
- 3 The Serialize dialog follows. Enter your 45 day evaluation Serial Number **4020040758gsopcrkgy** and click **OK**. This will enable the Registration fields of the Registration screen.
- 4 Enter your details and register the product.
- 5 You will now have access to the full list of categories for 45 days as well as being able to get list updates. These can be scheduled to take place automatically by using Novell's `cron.nlm`. At the end of this evaluation period, the category list available reverts back to its original 7 and list updates are disabled.
- 6 To extend the product's full functionality past this 45 day period, you will need to purchase a full year's license from SurfControl.



Note

You may need to restart BorderManager in order to enable your new categories.

4 Performing List Updates

List updates ensure that your category list always contains the most up to date and accurate list of URLs. SurfControl researchers are constantly checking that the categorization of existing URLs is correct and add new URLs to the lists as new web sites appear on a daily basis. These revised and expanded lists can be copied to your system on a regular basis by performing a list update. There are two ways in which you can start the update process:

- By manually starting it whenever required by loading `csp_list.nlm`.
- By scheduling an automatic update. This is done by setting up an appropriate entry in the `sys:\etc\crontab` file. The commands scheduled through this file are run by the scheduler `cron.nlm` which is provided by Novell.



Note

To have access to the List Update feature you must have registered the product and be in possession of a live key for a full subscription or the evaluation serial number for a 45 day limited period. See section 3 - 'Registering SurfControl Web Filter' for more details.

4.1 Carrying out list updates

4.1.1 Manual list updates

Carry out manual list updates in the following way:

At the NetWare Server type:

```
load sys:\etc\cpfilter\csp_list.nlm
```

4.1.2 Automatic list updates

Scheduling automatic updates is achieved by setting up an appropriate entry in the `SYS:\ETC\CRONTAB` file. The commands scheduled through this file are run by the scheduler `CRON.NLM` which is provided by Novell. `CRON.NLM` runs all day, spending most of its time in a dormant state. Once a minute, however, it becomes active and checks `SYS:\ETC\CRONTAB`. Any commands scheduled in `CRONTAB` that match the current date and time are executed and then recorded in the log file `SYS:\ETC\CRONLOG`.

Each crontab entry has six fields, each separated by tabs or spaces:

```
minute hour day-of-month month day-of-week command
```

Each entry is checked in turn and any entry matching the current time is executed. The entry `*` matches anything. A hash sign (`#`) is a comment. Valid values are:

minute (0-59)

hour (0-23)

day-of-month (1-31)

month (1-12)

day-of-week (0-6)



Note

In 'day-or-week' the week starts with 0 which is Sunday.

For example the following entry will run the updating process from Monday through Friday at 11:30pm:

```
#Run csp_list.nlm Mon-Fri at 11:30pm (2330)
30 23 * * 1-5 sys:\etc\cpfilter\csp_list.nlm
```

For further information on using `cron.nlm` and formatting the entries within the crontab file, consult your Novell documentation.

4.2 The `csp_list` log file

When you load the `csp_list.nlm` a log file is created called `csp_list.log`. This is useful for checking the state of the updating process and can be consulted in the event of updating not being successful. The log file can be found in the directory that you run `csp_list.nlm` from. By default this will be: `sys:\etc\cpfilter`. More detailed information can be obtained from the `cpfilter.nlm` by consulting the `cpfilter.log` file which can be found in the same location.

4.3 Uninstalling the product

To remove SurfControl Web Filter for Novell BorderManager from the BorderManager system:

- 1 Open NetWare Administrator and remove any third party rules.
- 2 Click on **Update Server**.
- 3 At the NetWare Server console type: `unload cpfiler.nlm`
- 4 Delete the contents of the `SYS:\ETC\CPFILTER` directory.
- 5 Make sure that the `cpfiler.nlm` is not being loaded in the `autoexec.ncf` file or some other file.

5 Advanced Configuration

You can fine-tune the configuration of the product by adding/editing the settings in the `CSPConfig.ini` file. This is a file that contains the settings for SurfControl Web Filter for Novell BorderManager and it can be found in the location:

```
SYS:\ETC\CPFILTER
```

The settings that can be configured in this file include:

- Proxy settings
- LiveUpdate related settings
- Memory related settings

5.1 Proxy settings

LiveUpdate can take place via an upstream proxy server. You can use un-authenticated connections or basic-authenticated connections. If you use basic-authenticated connections then the required username and password will be stored in clear-text in the CSPConfig.ini file. To enable your LiveUpdate to use an upstream Proxy, add or change the relevant settings in the [SurfControlGeneralList] section of the CSPConfig.ini file:

Setting to configure	Setting	Description
UseProxy	1	Default is 0, which disables LiveUpdate through a proxy server (i.e. the LiveUpdate client requires a direct HTTP connection to the LiveUpdate Web Server). When set to 1, the LiveUpdate client will connect to the LiveUpdate server through an upstream proxy.
ProxyServer	192.168.2.100	Specifies the Name or IP address of the upstream proxy. No default value.
ProxyPort	Insert Proxy Port	Specifies the upstream proxy server's port number (default is 8080).
ProxyUsername	Insert Proxy User name e.g. abc	Specify username for authentication (only basic/clear-text authentication allowed).
ProxyPassword	Insert Proxy Password e.g.abc123	Specify password for authentication.



Note

If UseProxy is set to 1 but the ProxyServer setting is not provided, the product will revert to using a direct HTTP connection.

5.2 LiveUpdate related settings

This release supports a file-based LiveUpdate mechanism that doesn't require another copy of the CDB file to be loaded into memory. Hence, we don't require a second memory block for LiveUpdate.

In earlier releases, when LiveUpdate took place, a new copy of the Category Database (CDB) File had to be loaded into a separate block of free memory and pointers reset to point to this new file. The old copy of the CDB file could then be unloaded and the memory it previously occupied released. This meant that a large amount of memory would need to be reserved simply to enable the LiveUpdate process to take place.

With this release the LiveUpdate process can now use a single block of memory where the existing category database file is unloaded and the new category database loaded in its place. This means that the memory allocation for the LiveUpdate process is much reduced which is a great advantage on systems where memory is at a premium. However, while this switch is taking place categorization of URLs cannot take place and it will be left to the ACL rules maintained by Novell BorderManager to decide whether the connection is to be blocked or allowed.

While this is happening if LiveUpdate fails for some reason, then the integrity of the memory contents can no longer be guaranteed and the code `CSP_ERROR_RESOURCE_NOT_AVAILABLE` will be returned for all further URL categorization requests. This fact will be logged in the `CPFILTER.LOG` file.

By default the file-based LiveUpdate and the single memory block CDB switching mode will be used. However you may have plenty of memory available and would prefer not to run the risk of loss of memory integrity the LiveUpdate process to use the old system of using two blocks of memory. The `CSPConfig.ini` file can be edited to have the LiveUpdate process use the original format of double memory block CDB switching mode.

To use the Memory-based LiveUpdate and double memory block CDB switching mode, edit the CSPConfig.ini File and add or change the relevant settings in the [SurfControlGeneralList] section:

Setting to configure	Setting	Description
FileBasedLiveUpdate	0	By default this will be set to 1, which specifies file-based LiveUpdate, wherein the LiveUpdate will use files and won't require a separate in-memory copy of the CDB file. To use Memory-based LiveUpdate, specify 0 here. Memory-based LiveUpdate will require a second block of memory just like the one used by the CDB copy for the categorization session.
SingleMemBlockSwitch	0	Default is 1, using a single memory block while updating the in-memory CDB copy. If this mode is used, categorization service is unavailable while the existing CDB copy in memory is unloaded and the updated copy is loaded into the same memory block. This procedure could take between a few seconds to about a minute. To use the double memory block mode, specify 0 here. The double memory block mode will require a second block of memory just like the one used by the CDB copy for the categorization session.



Note

We recommend that FileBasedLiveUpdate and SingleMemBlockSwitch should both be set to the same value (either 1 or 0). Any other combination (i.e. setting one to 1 and the other to 0) is allowed only for internal diagnostic tests and is not otherwise supported. Any such combination can lead to unpredictable results.

Many temporary files are created during LiveUpdate. These files need a lot of free disk space, about three times the size of the CDB file located in the SurfControl installation directory. By default these files are created on the SYS volume and are deleted when the LiveUpdate procedure is completed. For this reason it is recommended that the SYS volume have at least 1GB of free disk space for just SurfControl's use. This is more than the disk space requirements of NetWare or other applications but if the SYS volume does not have enough free space, it can lead to LiveUpdate and/or system failures.

If there isn't enough free disk space on the SYS volume, administrators can specify another directory for creating these temporary files. In the section [SurfControlGeneralList] of the file CSPConfig.ini, the key 'TempDir' can be used to specify the fully qualified pathname of the directory used to create all LiveUpdate related temporary files:

Setting to configure	Setting	Description
TempDir	Insert temporary directory pathname: e.g. DATA:\SURF TEMPDIR	There is no default value for this setting, which results in the installation directory, SYS:\ETC\CPFILTER being used for temporary files. Please enter a fully qualified pathname to specify an alternate directory for temporary files.

5.3 Memory related settings

To work around some memory management issues on NetWare, CPFILTER.NLM has to pre-allocate large contiguous blocks of memory. The CDB_PREALLOC_SIZE setting specifies the size (in MegaBytes) of the memory block that is allocated to load a copy of the CDB file in memory. The memory footprint of the CDB file is larger (on average, by about 30%) than the actual size of the CDB file.

If you receive messages stating that the current CDB_PREALLOC_SIZE setting is lower than the memory footprint of the current CDB file, it is recommended that the value for this setting be increased to at least 10% higher than the specified current requirement. Since the general trend is for the CDB file to increase in size this will make sure that you will not have to keep changing this value on a regular basis. It is important that this value be set based on the amount of total and available memory of the system. You can change the pre-allocation size by editing CSPConfig.ini and adding/ changing the CDB_PREALLOC_SIZE setting in the [SurfControlGeneralList] section:

Setting to configure	Setting	Description
CDB_PREALLOC_SIZE	enter your memory setting	Default is 350MB. The default size of 350MB is much higher than the current requirement (about 245MB).



Note

The Memory-based LiveUpdate and double memory block CDB switching mode will require two such blocks of memory during LiveUpdate.

By default, the availability of free memory is checked before trying to allocate the contiguous memory blocks for loading the CDB file. This is to prevent issues such as system instability or ABEND that can result from trying to allocate more memory than is available on the NetWare system.

Though not recommended, if you find you do not want this check to take place you can disable this check by editing CSPConfig.ini and adding/changing the `CheckAvailableMem` setting in the `[SurfControlGeneralList]` section:

Setting to configure	Setting	Description
<code>CheckAvailableMem</code>	0	Default is 1. If this is set to 0, the amount of memory available will not be checked before trying to allocate the contiguous memory block.

Sometimes there may be enough total memory available on the server, but it is fragmented. You can call the garbage collection routines provided on NetWare to help compact memory which will take care of any memory fragmentation before the memory block(s) is/are allocated:

Setting to configure	Setting	Description
<code>EnableGarbageCollection</code>	0	Default is 1 so that the Garbage Collection routine is called before trying to allocate the contiguous memory blocks. This is done after the check for available memory (as specified by the <code>CheckAvailableMem</code> setting). More than one call might be needed to take care of the memory fragmentation. The number of Garbage Collection calls is decided by the <code>GarbageCollectionCallCount</code> setting.
<code>GarbageCollectionCallCount</code>	Your required number of calls	Default is 0, in which case the number of calls needed will be calculated based on the required memory block size, relevant NetWare settings, etc. You can change this setting to specify a fixed number of calls.

5.3.1 NetWare Memory Fragmentation

Some users have reported encountering a NetWare memory fragmentation issue where NetWare wrongly reports that there is insufficient free memory available. The `PreAllocMemDoNotFree` setting provides a workaround. It enables you to pre-allocate the memory blocks as dictated by the `FileBasedLiveUpdate` and `SingleMemBlockSwitch` settings, as soon as `CPFILTER.NLM` is loaded and never release these blocks till `CPFILTER.NLM` unloads. By default, this feature is disabled. To enable it, edit the `CSPConfig.ini` file and add/change the following setting to the `[SurfControlGeneralList]` section:

Setting to configure	Setting	Description
<code>PreAllocMemDoNotFree</code>	1	Default is 0. Set this value to 1 to enable this feature.



Note

The system must be rebooted after enabling this functionality.

Memory fragmentation issues generally occur during the Memory-based LiveUpdate, so this setting will be useful mainly when Memory-based LiveUpdate (`FileBasedLiveUpdate=0`) and the double memory block CDB switching functionality (`SingleMemBlockSwitch=0`) are used.

This setting will not provide any significant benefit when the file-based LiveUpdate (`FileBasedLiveUpdate=1`) and the single memory block CDB switching mode (`SingleMemBlockSwitch=1`) are used. However, if there are memory fragmentation issues with these settings, it might be helpful to enable this functionality.

6 The Monitor and Reporter

SurfControl Monitor and Reporter enables you to monitor and analyze your organization's Internet usage. Easy to read reports allow you to keep track of your organization's Internet behavior, enabling you to create an Acceptable Use Policy that is right for your organization. The SurfControl Monitor and Reporter is installed onto a Windows machine. It monitors all your users' machines, recording what Web sites they visit, how often, when and for how long. It also categorizes the Web site using the industry's leading database of web sites.

There are more than 55 reports available showing usage summaries and trends. Reports are very versatile, offering you several options for viewing and creation:

- Reports can be displayed as pie charts, bar charts or tables.
- They can be made available in PDF, HTML, Word and other formats.
- They can be viewed remotely using a Web browser.
- Reports can be created immediately or scheduled.

This Reporting facility, combined with the Monitor, gives you a powerful tool with which to analyze and then manage Internet access within your company.

To gain the most from SurfControl Web Filter's monitoring and filtering capability you must serialize the product and then make sure that you have full access to all of the category database updates.

6.1 Where to install the Monitor and Reporter

SurfControl Web Filter has a modular design which allows maximum flexibility in a network configuration scheme. Where you install the application will depend on the configuration of your network and the locations from which you wish to administer SurfControl. SurfControl recommends that you study the scenarios in this chapter to determine which installation type is most suitable for your company and network.

SurfControl Web Filter uses a sniffer engine to monitor Internet access activity. The location of this service on your network is critical as Web Filter can only monitor what it can see. Routers, switches and gateways may prevent the Web Filter Engine from seeing certain parts of your network, so it is vital that you know if any of these devices are installed and where they are configured before installing SurfControl.

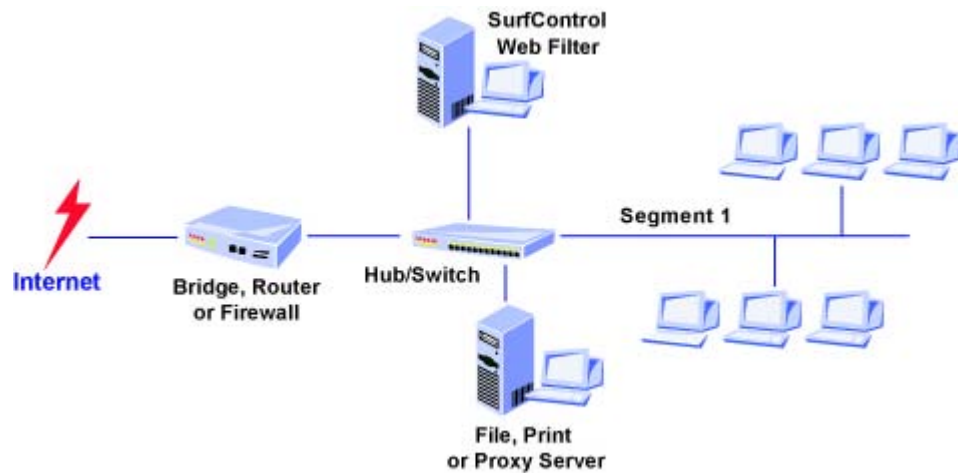
You can install SurfControl Web Filter in any of these environments:

- Single-segment network
- Multi-segment network

For Single or Multi segment networks, SurfControl Web Filter must not be installed on any system that runs other server based products, such as Web Server, Mail Server or similar.

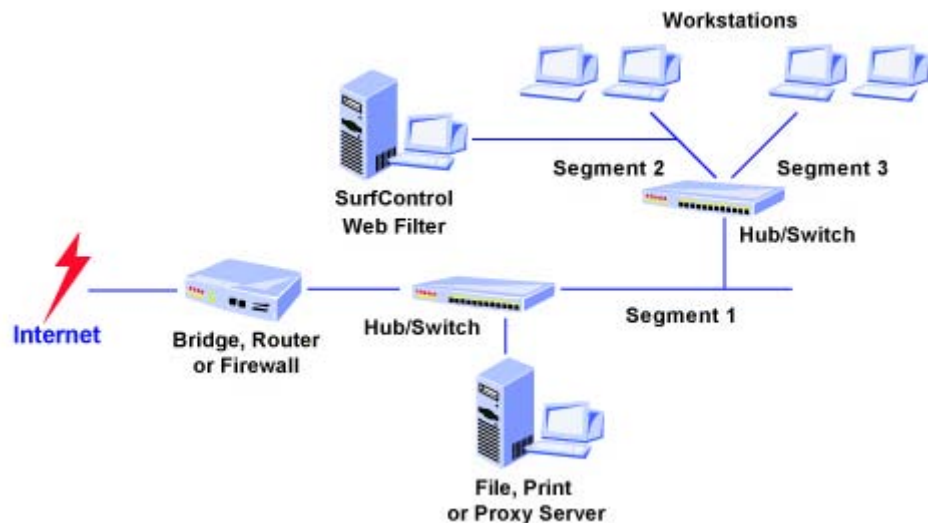
6.2 Single-segment Network

The figure below shows SurfControl Web Filter installed on what is known as a single segment network. All of the machines on the network are connected to a simple hub. In this scenario, you can install SurfControl Web Filter on any suitable machine and you will be able to monitor and control Internet access across the network.

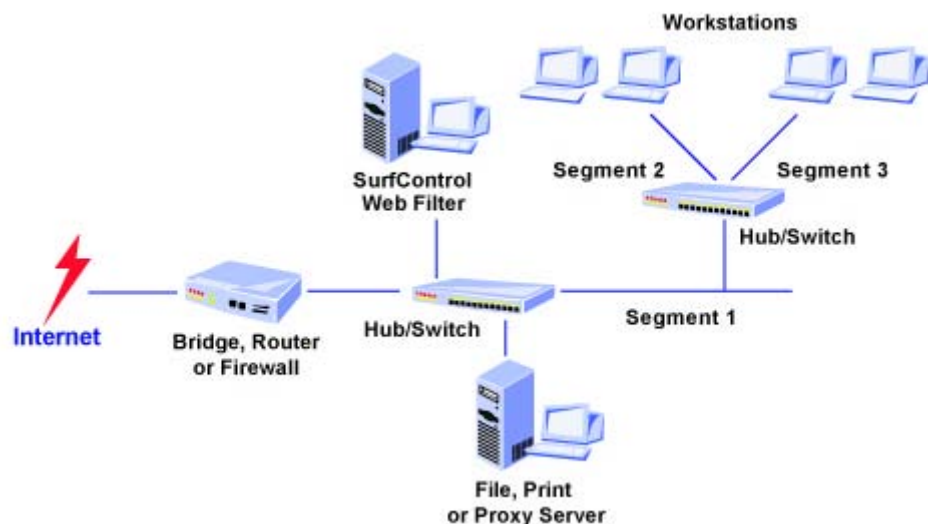


6.3 Multi-segment Network

Use this configuration for switched hubs or networks using router segments. To ensure monitoring of all traffic on a segmented network, you will need to install more than one copy of SurfControl Web Filter. If SurfControl Web Filter is installed on a machine in Segment 2, it will not be able to see any traffic in Segments 1 or 3. Clearly, if you wish to monitor only one segment, this will not present a problem. If, however, you wish to monitor activity on all of the segments you will need to install SurfControl Web Filter in a different location.

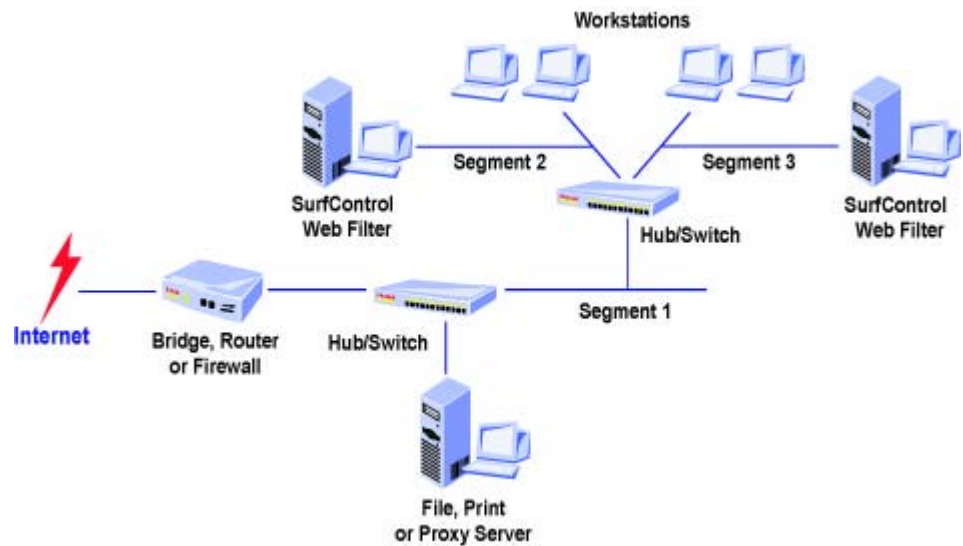


In the figure below, SurfControl Web Filter has been moved to Segment 1. In this location, it will be able to see all of the traffic to and from the Internet because all Internet traffic will pass through the segment where SurfControl Web Filter is installed.



Although this installation will monitor Internet traffic for the whole network, some local traffic will not be seen. If, for instance, you have an Intranet Server installed on a machine in Segment 2 being accessed by a machine in Segment 3, SurfControl Web Filter will not see the communication.

To ensure monitoring of all of the traffic of a segmented network you will need to install more than one copy of SurfControl Web Filter. In the figure below, two copies have been installed, one in Segment 2 and one in Segment 3. Segment 1 has been left unmonitored because it just has the File/Print/Proxy Server installed.



6.4 Database issues for the Monitor and Reporter

SurfControl Web Filter, by default, uses a SQL database. During installation, if you already have a SQL database, then you will be asked for the name of this database and the name of the machine where it is located. In the absence of a SQL database Microsoft Desktop Engine (MSDE) will be installed. Not only will this create a database for SurfControl to use in the absence of SQL Server but it will also provide seamless upgrades to SQL when required, while at the same time enhancing speed and the amount of data that can be stored.

- If you do not have SQL Server and are installing from a CD then MSDE will be installed automatically from the CD.
- If you do not have SQL Server and are installing from a download then MSDE will be downloaded from the Internet during installation.

If you are planning to use SQL Server, you should complete the following tasks before installing Web Filter:

- 1 Install SQL Server on the appropriate machine. This can be on the same machine or on a different machine from where you will install SurfControl.
- 2 Install the SQL Server Client Connectivity Pack on the machine where you will install SurfControl.

Web Filter works with both Microsoft SQL Server 7 and SQL Server 2000.

On this dialog you have three options:

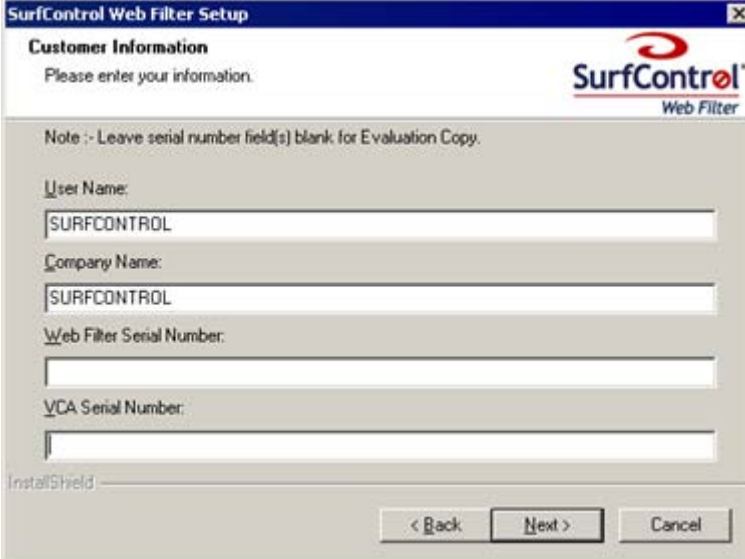
- **Complete Web Filter product with MSDE2000.** This includes the installation of MSDE on your machine from either the product CD or via the internet from the downloaded `setup.exe` file. During the MSDE installation process you will need to provide a Systems Administrator User Name and Password. At the end of the MSDE2000 installation process you are asked whether or not you want to restart your machine for the changes to take place. You **MUST** click Yes on this dialog, as problems with the rest of the Web Filter installation may occur if you don't restart your machine. You will need to begin the Web Filter installation again after restarting.
- **Complete Web Filter product using an existing SQL Server.** During this installation you will be asked to connect to a SQL Server database located on your network. No data will be written to the local machine.
- **Web Filter Remote Administration.** You need to have installed one of the Complete Product options as described above before installing a Remote Administration.

We recommend that for evaluation purposes, you make a default installation of SurfControl Web Filter. Detailed information about installing and configuring SurfControl Web Filter and accompanying issues can be found in the SurfControl Web Filter Installation Guide which is supplied with the product.

6.5 Installing the Monitor and Reporter

The Monitor and Reporter component must receive LiveUpdates separately from the LiveUpdates of Web Filter for Novell BorderManager and you will need to register it in order for this to happen. This means that once it has installed successfully you must enter a valid serial number. First install the Monitor and Reporter component:

- 1 During installation of the Monitor and Reporter you will be asked for a Web Filter Serial Number:




Leave the Web Filter and VCA Serial Number fields blank and click **Next**.



Note

It is very important that you do not enter the BorderManager Monitor and Reporter serial number into the Web Filter Serial Number edit field at this point. In order for the product to register successfully this serial number must be entered once installation is complete.

- 2 This will install the product as an evaluation copy which will give you full access to the full SurfControl Web Filter product for 30 days.
- 3 Clicking **Next** will enable you to continue through the product installation. Once the installation has finished you can enter your serial number and register the product.
- 4 To register the Monitor and Reporter right-click on the SurfControl Web

Filter icon  in the task bar status area (bottom-right of screen) and choose **About** from the pop-up menu.

- 5 A screen will appear containing product details. Click **Serialize** to see the Serialize dialog will appear:



Enter your Monitor and Reporter serial number obtained from SurfControl into the edit field within this dialog and click **OK**.



Note

Further information about using the Monitor and Reporter components and how to use them can be found in the SurfControl Web Filter Administrator's Guide which is supplied with this product.

6.5.1 After serialization

Included in this full product is the Web Filter Rules Administrator that enables you to set rules to govern your users browsing activity (details of this component can be found in the SurfControl Web Filter Administrator's guide which is supplied with the product).

However if you are using the Novell BorderManager technology to full advantage there will be no need for you to access this product. Once you have entered your full Monitor and Reporter serial number this component will be disabled to improve efficiency.

Also, you will find that certain reports are not relevant to your Monitor and Reporter installation. For example the 'Blocked Categories' report is not relevant as you will not have access to the Rules Administrator so will be unable to set access controls using the SurfControl Web Filter rules engine (you will be using BorderManager to do this instead).

7 SurfControl Web Filter Categories

Each SurfControl Web Filter for Novell BorderManager category contains a list of URLs that have been added and are constantly updated by a team of SurfControl researchers. These categories enable you to apply a rule to a group of URLs rather than having to enter each one individually. You also have the option to add specific URLs that are not covered in the categories already provided.

The following list shows the 40 categories available to the Content Database for inclusion in your BorderManager access rules. Categories available for Monitoring and Reporting are more extensive and a list of these can be found in the SurfControl Web Filter Administrator's Guide supplied with the product.

7.1 Unregistered product categories

Category	Description
Criminal Skills	<ul style="list-style-type: none"> • Advocating, instructing or giving advice on performing illegal acts such as phone, service theft, evading law enforcement, lock-picking, fraud, plagiarism/cheating and burglary techniques.
Drugs, Alcohol & Tobacco	<ul style="list-style-type: none"> • Recipes, instructions or kits for manufacturing or growing illicit substances, including alcohol, for purposes other than industrial usage. • Glamorizing, encouraging or instructing on the use of or masking the use of alcohol, tobacco, illegal drugs, or other substances that are illegal to minors. • Alcohol and tobacco manufacturers' commercial Web sites. • Information on "legal highs": glue sniffing, misuse of prescription drugs or abuse of other legal substances. • Distributing alcohol, illegal drugs, or tobacco free or for a charge. • Displaying, selling or detailing use of drug paraphernalia. <p>Note: we do not include sites that discuss medicinal drug use, industrial hemp use or public debate on the issue of legalizing certain drugs. Nor do we include sites sponsored by a public or private agency that provides educational information on drug use.</p>
Gambling	<ul style="list-style-type: none"> • Online gambling or lottery web sites that invite the use of real money. • Information or advice for placing wagers, participating in lotteries, or gambling real money, or running numbers. • Virtual casinos and offshore gambling ventures. • Virtual sports leagues and sports picks and betting pools.

Category	Description
<p>Hacking</p>	<ul style="list-style-type: none"> ● Promotion, instruction or advice on the questionable or illegal use of equipment and/or software for purpose of hacking passwords, creating viruses, gaining access to other computers and/or computerized communication systems. ● Sites that provide work-arounds for our filtering software. ● Cracked software. ● Pirated software download sites. ● Pirated multimedia download sites.
<p>Hate Speech</p>	<ul style="list-style-type: none"> ● Advocating or inciting degradation or attack of specified populations or institutions based on associations such as religion, race, nationality, gender, age, disability, or sexual orientation. ● Promoting a political or social agenda that is supremacist in nature and exclusionary of others based on their race, religion, nationality, gender, age, disability, or sexual orientation. ● Holocaust revisionist/denial sites. ● Coercion or recruitment for membership in a gang* or cult**. Militancy, extremist views. <p>Note: we do not include news, historical, or press incidents that may include the above criteria (except in graphic examples).</p> <p>**A gang is defined as: a group whose primary activities are the commission of felonious criminal acts, which has a common name or identifying sign or symbol and whose members individually or collectively engage in criminal activity in the name of the group.</p> <p>**A cult is defined as: a group whose followers have been deceptively and manipulatively recruited and retained through undue influence such that followers' personalities and behavior are altered. Leadership is all-powerful, ideology is totalistic, and the will of the individual is subordinate to the group. Sets itself outside of society.</p>

Category	Description
<p>Violence</p>	<ul style="list-style-type: none"> ● Portraying, describing or advocating physical assault against humans, animals or institutions. ● Depictions of torture, mutilation, gore or horrific death. ● Advocating suicide or self-mutilation. Instructions, recipes or kits for making bombs or other harmful or destructive devices. ● Excessive use of profanity or obscene gesticulation. <p>Note: we do not block news, historical or press incidents that may include the above criteria (except in graphic examples).</p>
<p>Weapons</p>	<ul style="list-style-type: none"> ● Online purchasing or ordering information, including lists of prices and dealer locations. ● Any page or site predominantly containing, or providing links to content related to the sale of guns, weapons, ammunition or poisonous substances. ● Displaying or detailing the use of guns, weapons, ammunition or poisonous substances. <p>Note: weapons are defined as something (as a club, knife, or gun) used to injure, defeat, or destroy.</p>

7.2 Extra Categories available with registered product

Category	Description
Adult/Sexually Explicit	<ul style="list-style-type: none"> • Sexually orientated or erotic full or partial nudity. • Depictions or images of sexual acts, including inanimate objects used in a sexual manner. • Erotic stories and textual descriptions of sexual act. • Sexually exploitative or sexually violent text or graphics. • Bondage, fetishes, genital piercing. • Adult products including sex toys, CD-ROMs and videos. • Adult services including videoconferencing, escort services and strip clubs. • Explicit cartoons and animation.
Advertisements	Banner Ad Servers
Arts & Entertainment	<ul style="list-style-type: none"> • Television, movies, music and video programming guides. • Comics, jokes, movie, video or sound clips. • Discussion forums on television, movies, music and videos. • Online magazines and reviews on the entertainment industry. • Circuses, theatre, variety magazines and radio. • Broadcasting firms and technologies (satellite, cable, etc.). • Book reviews and promotions, publishing houses, comic books, and poetry. • Jokes, comedians, any site designed to be funny or satirical. • Online museums, galleries, artist sites (included sculpture, photography, etc). • Celebrity fan sites. • Horoscopes. • City Guides.
Chat	Web-based chat.

Category	Description
Computing & Internet	<ul style="list-style-type: none"> • Reviews, information, buyer's guides of computers, computer parts and accessories, and software. • Computer/software/Internet companies, industry news and magazines. • Personal storage or backup. • Pay-to-Surf sites. • Freeware, shareware, and software downloads. • Clipart, fonts and animated gif pages. • Downloadable mobile phone/ PDA games, themes, graphics, and ringtones. • Online photo albums/ digital photo exchange.
Education	<ul style="list-style-type: none"> • Educational institutions, including pre-, elementary, secondary, and high schools; universities. • Educational sites: pre-, elementary, secondary, and high schools; universities. • Distance education and trade schools, including online courses. • Online teacher resources (lesson plans, etc.)
Finance & Investment	<ul style="list-style-type: none"> • Stock quotes, stock tickers and fund rates. • Online stock or equity trading. • Investing advice or contacts for trading securities. • Money management/investment services or firms. • General finances and companies that advise thereof. • Accountancy, actuaries, banks, mortgages and general insurance companies.
Food & Drink	<ul style="list-style-type: none"> • Recipes, cooking instruction and tips, food products, and wine advisors. • Restaurants, cafes, eateries, pubs, and bars. • Food/drink magazines, reviews.

Category	Description
Games	<ul style="list-style-type: none"> ● Game playing or downloading; game hosting or contest hosting. ● Tips and advice on games or obtaining cheat codes ("cheatz"). ● Journals and magazines dedicated to game playing.
Glamour & Intimate Apparel	<ul style="list-style-type: none"> ● Lingerie, negligee or swim wear modeling. ● Model fan pages; fitness models/sports celebrities. ● Fashion or glamour magazines online; clothing catalogs. ● Beauty and cosmetics-Modeling information and agencies.
Government & Politics	<ul style="list-style-type: none"> ● Government services such as taxation, armed forces, customs bureaus, emergency services. ● Local government sites. ● Political debate, canvassing, election information and results. ● Local, national, and international political sites.
Health & Medicine	<ul style="list-style-type: none"> ● General health such as fitness and well-being. ● Medical information about ailments, conditions, and drugs. ● Medical reference. ● Medical procedures, including elective and cosmetic surgery. ● Alternative and complementary therapies. ● Prescription medicines. ● Hospital, medical insurance. ● Dentistry, optometry, and other medical-related sites. ● General psychiatry and mental well-being sites. ● Promoting self-healing of physical and mental abuses, ailments, and addictions. ● Psychology, self-help books, and organizations.

Category	Description
Hobbies & Recreation	<ul style="list-style-type: none"> • Recreational pastimes such as collecting, gardening, kit airplanes. • Outdoor recreational activities such as hiking, camping, rock climbing. • Tips or trends focused on a specific art, craft, or technique. • Online publications on a specific pastime or recreational activity. • Online clubs, associations or forums dedicated to a hobby.
Hosting Sites	<ul style="list-style-type: none"> • Web sites that host business and individuals' web pages (i.e. GeoCities, earthlink.net, AOL)
Job Search & Career Development	<ul style="list-style-type: none"> • Employment agencies, contractors, job listings, career information. • Career searches, career-networking groups.
Kid's Sites	<ul style="list-style-type: none"> • Child oriented sites and sites published by children.
Lifestyle & Culture	<ul style="list-style-type: none"> • Home-life and family-related topics, including parenting tips, gay/lesbian/bisexual (non-pornographic sites), weddings, births and funerals. • Foreign cultures, socio-cultural information.
Motor Vehicles	<ul style="list-style-type: none"> • Car reviews, vehicle purchasing or sales tips, parts catalogs. • Auto trading, photos, discussion of vehicles including motorcycles, boats, cars, trucks and RVs. • Journals and magazines on vehicle modification, repair and customization. • Online automotive enthusiast clubs.
News	<ul style="list-style-type: none"> • Newspapers online. • Headline news sites, newswire services and personalized news services. • Weather sites.
Personals & Dating	<ul style="list-style-type: none"> • Singles listings, match making and dating services. • Advice for dating or relationships; romance tips and suggestions.

Category	Description
Photo Searches	<ul style="list-style-type: none"> • Sites that provide resources for photo and image searches.
Real Estate	<ul style="list-style-type: none"> • Home, apartment, and land listings. • Rental or relocation services. • Tips on buying or selling a home·Real estate agents. • Home improvement.
Reference	<ul style="list-style-type: none"> • Personal, professional, or educational reference. • Online dictionaries, maps, and language translation sites. • Census, almanacs, and library catalogues. • Topic-specific search engines.
Religion	<ul style="list-style-type: none"> • Churches, synagogues, and other houses of worship. • Any faith or religious beliefs, including non-traditional religions such as Wicca and witchcraft.
Remote proxies	<ul style="list-style-type: none"> • Remote proxies or anonymous surfing. • Peer-to-peer sharing.
Sex Education·	<ul style="list-style-type: none"> • Pictures or text advocating the proper use of contraceptives, including condom use, the correct way to wear a condom and how to put a condom in place. • Sites relating to discussion about the use of the Pill, IUDs and other types of contraceptives. • Discussion sites on how to talk to your partner about diseases, pregnancy and respecting boundaries. <p>Note: Not included in the category are commercial sites that sell sexual paraphernalia. These sites are typically found in the Adult category.</p>
Search Engines	<ul style="list-style-type: none"> • General search engines (Yahoo, AltaVista, Google).

Category	Description
Shopping	<ul style="list-style-type: none"> • Internet malls and online auctions. • Department stores, retail stores and company catalogs online. • Online downloadable product warehouses; specialty items for sale. • Freeware, shareware, and software downloads. • Freebies or merchandise giveaways.
Sports	<ul style="list-style-type: none"> • Team or conference web sites. • National, international, college, professional scores and schedules. • Sports-related online magazines or newsletters.
Streaming Media	<ul style="list-style-type: none"> • Streaming media files or events (any live or archived audio or video file). • Internet TV and radio.
Travel	<ul style="list-style-type: none"> • Airlines and flight booking agencies· Accommodation information. • Travel package listings·City guides and tourist information·Weather bureaus·Car Rentals.
Usenet News/Forums	All news groups accessed through the http protocol.
Web-based E-mail	<ul style="list-style-type: none"> • Web-based e-mail accounts. • SMS Messaging (e.g. Instant Messaging).

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