

ccINFORMER

User Manual for Version 2.0

Table of Contents

<u>Topic</u>	<u>Page</u>
Introduction and Overview	2
Installation Instructions	3
A Guide to Setting Up the Filtering	4
ccInformer In Action—What to Expect	5
<u>The ccInformer Control Panel</u>	
Services Tab	7
Web Filter Tab	8
Text Logs Tab	9
Video Logs Tab	10
Security Tab	11
Settings Tab	12

ccINFORMER

User Manual for Version 2.0

ccInformer was developed to help the busy parent keep an eye on where their children go on the Internet. At the very least, the parent can install ccInformer and have text logs, showing the websites visited on the computer, emailed to them at work or on their cell phone/PDA device. Other features, such as video screen recording and website blocking make ccInformer a complete choice for monitoring and controlling your children's use of the Internet.

Business owners have also installed ccInformer on their computers to increase productivity by keeping employees off of time-wasting websites (ie: shopping and instant messaging), as well as monitor what their employees do on the internet. The simple fear of knowing that their employer can see where they have been keeps them from misusing the company's computers.

For more information, please visit:

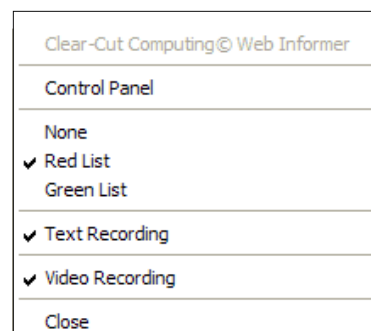
www.clearcutcomputing.com/ccinformer -or- www.ccinformer.com



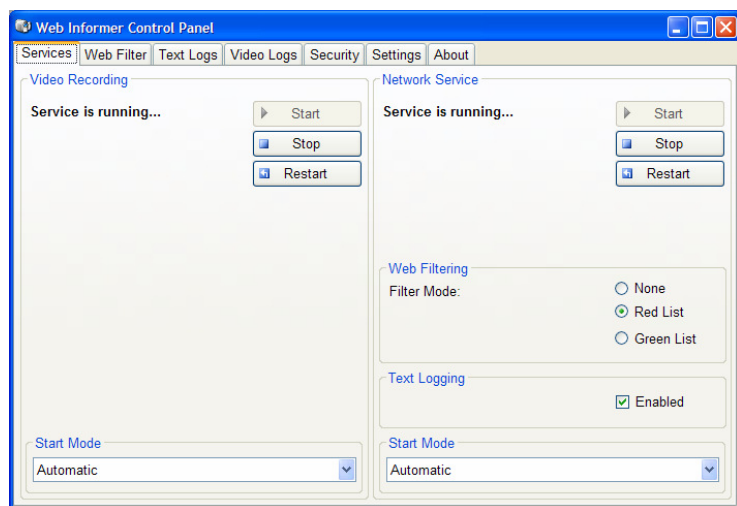
You start the ccInformer program, by double-clicking the icon on the desktop, or by choosing from the Start menu:

Start—Program Files—Clear-Cut Computing—Web Informer 2—Web Informer Control Panel

Once started, the control panel (below) will appear (after inputting an optional password). A small icon may exist in the system tray (near the time), as shown in the figure below. The appearance of this icon depends on a setting you chose when you installed the program. Right-click on this icon and choose “**Control Panel**”. Keep in mind that to save time, ccInformer only records when the computer is sending information out on the Internet. This allows you to see the chat or web page the computer user is responding to AND the computer users response (ie: what was typed in a chat, or email or search).



The main Control Panel Screen is shown below. There are seven tabs which work as follows:



Services— allows you to turn the Video Recording on and off, and the Website Logging on and off.

Website Filter— allows you to control which sites are blocked (Red List) and which sites are allowed (Green List).

Text Logs— shows you the history of what websites were visited.

Video Logs— lets you review the video recordings.

Security— lets you secure the program and access certain blocked applications.

Settings— has all the global settings for the program.

About— provides information about the program and links for help

Installation Instructions

Below are the steps to setup the “typical” installation of cclnformer. You should read this page before installing cclnformer and refer to it during the installation process. Do not forget Step #4.

1. Begin installation with the CD

Insert the CD. The installation should begin automatically.

If it doesn't, Click **Start—Run** and click the **Browse** button. Then navigate to your CD drive where you put the cclnformer CD and choose the *Autorun.exe* file.

2. .Net 2.0 Framework

cclnformer requires the .Net 2.0 Framework (or later), which is a major Windows update, and your computer may already have this installed. The cclnformer CD includes this update and will test your computer to see if it is not installed. If it is installed, the CD will skip it and proceed to install the cclnformer program itself.

If your computer does not have the windows update for the .Net Framework 2.0, the cclnformer installation will install this update for you. When the .Net Framework 2.0 installation is completed, you will need to restart your cclnformer program installation. Simply eject and reinsert the CD.

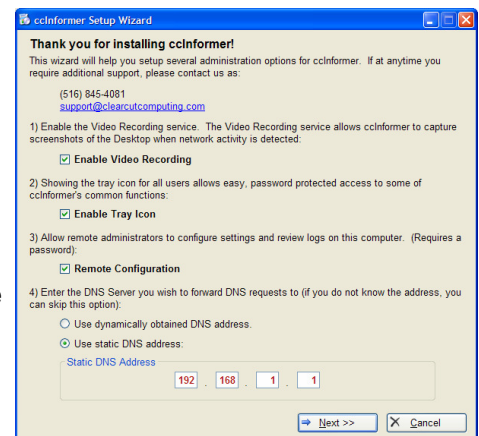
If the installation fails with a reason that you already have a later .Net Framework installed, you can manually run the cclnformer program-only installation file. Simply re-insert your cclnformer CD and cancel the automatic installation. Then click **Start—Run** and click the **Browse** button. Then navigate to your CD drive where you put the cclnformer CD and choose the *WISetup.exe* file. NOTE: this will only install the cclnformer program. The .Net 2.0 Framework (or later) is required for cclnformer to work. Install the cclnformer program without the .Net 2.0 framework may have adverse effects.

3. cclnformer Setup Wizard (see figure at right)

This screen will ask you if you want to turn on certain important features of cclnformer. You may change these setting later by going to the Control Panel of the program (see page 1)

Enable Video Recording — immediately turns on the screen recorder of cclnformer once installation is completed.

Enable Tray Icon — displays the cclnformer logo in the System Tray of the computer screen (near the time). The only time you might not want to display the Tray Icon is if you want to make it not obvious that the computer contains the cclnformer program. This may be desired for computers that stay in a teenager or other age child's room and for employees.



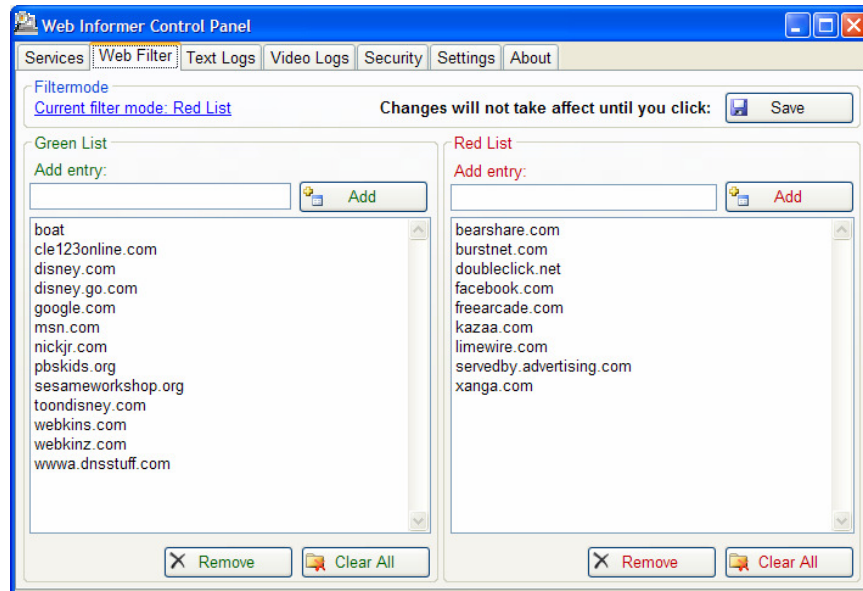
Remote Configuration — Checking this box will allow you to review the text logs and video screen recordings from another computer on your network with the optional cclnformer Remote Viewer program (purchased separately).

DNS Server — This should be set to your router's IP address (if you have one), or if present, your file server IP address. If your computers are set to “Obtain IP and DNS Settings Automatically,” you can select the first choice to “Use dynamically obtained DNS address.” NOTE: Setting this step incorrectly can result in no Internet access and no network server connection; but you can change this setting from the cclnformer Control Panel.

4. Post-Installation

While this concludes the formal installation of cclnformer, there are other settings that you should configure to get the desired functionality out of cclnformer. Most important are to set a program password, so the cclnformer cannot be compromised, and configure the email settings so you can get the reports emailed to you. See the instructions for the **Settings tab** elsewhere in the *User Manual*. Also, you will need to setup the website filtering to block (or allow) what you want. See the instructions for the **Web Filter tab** elsewhere in the *User Manual*.

A Guide to Setting Up the Filtering



GREEN LIST — Ideal for:

- Preschool children
- Tight security on older children
- Limited access for employees

Small children should be limited to a handful of sites. For older kids and employees, this is the best way to make sure they stay safe. We'll use the Green List feature of ccInformer.

1. Click on Website Filtering tab.
2. Click the "Green List" filter mode.
3. Click the Add button below the large box on the left side of the screen.
4. Enter a website you would allow access to (you don't need to type the "www") .
5. Click OK.
6. Repeat steps 3-5 for as many sites as you wish to add.
7. When you are done, **click the Save button** to restart the service. This step is very important when adding or deleting sites from the Green List..
8. Click the "X" to close the window and you should be able to go only to these sites.

RED LIST — Ideal for:

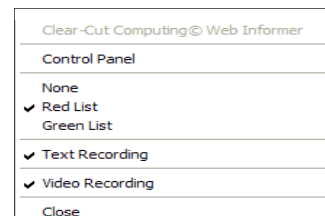
- Keep teenagers off certain sites
- Keep pre-teens off certain sites
- Prevent Employees from wasting time

This group should know better than to visit sites they as suppose to avoid! But ccInformer's Red List will stop them from getting to the sites you list.

1. Click on Website Filtering tab.
2. Click the "Red List" filter mode.
3. Click the Add button below the large box on the left side of the screen.
4. Enter a website you want to block access to (you don't need to type the "www") .
5. Click OK.
6. Repeat steps 3-5 for as many sites as you wish to add.
7. When you are done, **click the Save button** to restart the service. This step is very important when adding or deleting sites from the Red List.
8. Click the "X" to close the window and you should be blocked from going to these sites.

ccInformer has been designed with ease of use in mind. When your kids are done using the computer, you can easily turn off the filtering.

Simply right-click the ccInformer icon in the system tray and select a different filtering option from the menu.



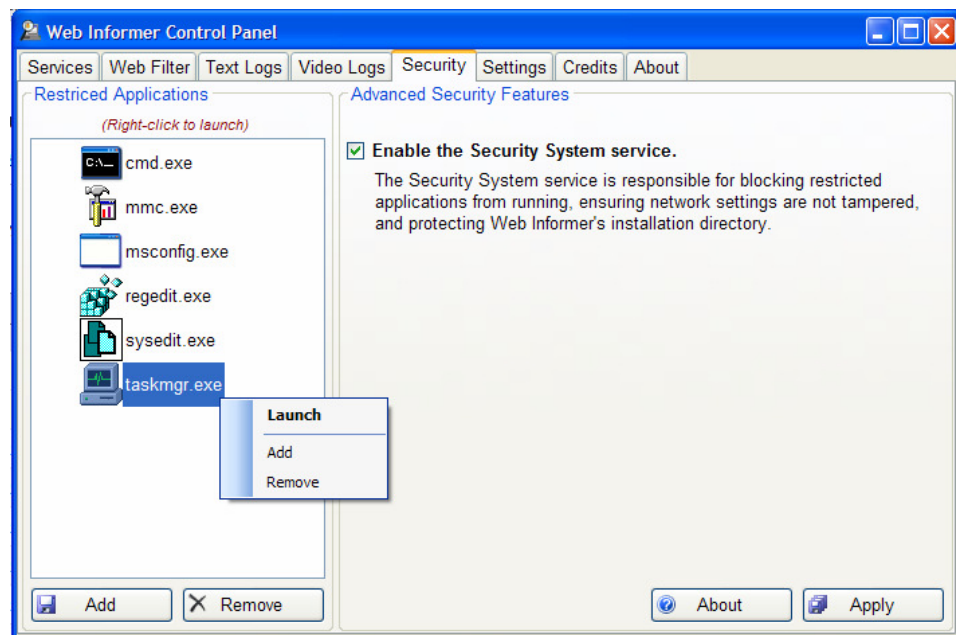
ccInformer In Action—What to Expect

This sections will discuss what things look like and what is stopped when ccInformer springs into action. Knowledge of these can help you to identify that ccInformer has taken action, and not that your computer is failing.

Security Manager This pop-up window appears whenever ccInformer is blocking access to a program which could be used to deactivate ccInformer. The Enable checkbox, on the Security Tab of ccInformer's Control Panel, must be checked to prevent these programs from running:

cmd.exe (DOS Command Prompt)
mmc.exe (shows Windows Services)
msconfig.exe (Startup Configuration)
regedit.exe (Windows Registry Editor)
sysedit.exe (System Configuration Editor)
taskmgr.exe (Task Manager)

When your computer tries to run one of these base-level programs, the warning window will appear. Click **No** and the window will close and abort launching that program. Click **Yes**, followed by the ccInformer password that you set, and you the ccInformer Control Panel will open and display the Security Tab. Simply right-click the program you want and choose Launch from the menu to run that program.



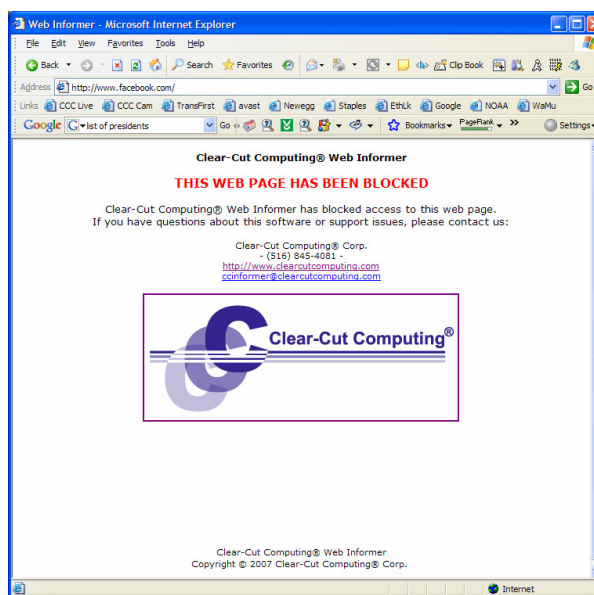
Most often, these programs will be needed when you are troubleshooting a problem with your computer with a tech support call from some company. However, you should aware that you can add programs to this list or delete any of them yourself. See the section of the Security Tab elsewhere in this manual for more details.

ccInformer in Action—What to Expect (continued...)

Block Page

Whenever a website is visited that is to be blocked (depending on which filter list you are using, either the site is in the Red List or not on the Green List), the web page to the right will appear.

For certain special versions of ccInformer (like those sold to raise funds for a certain cause) a custom block page may have been specially designed and takes the place of this block page. Some businesses may have created their own ccInformer block page.



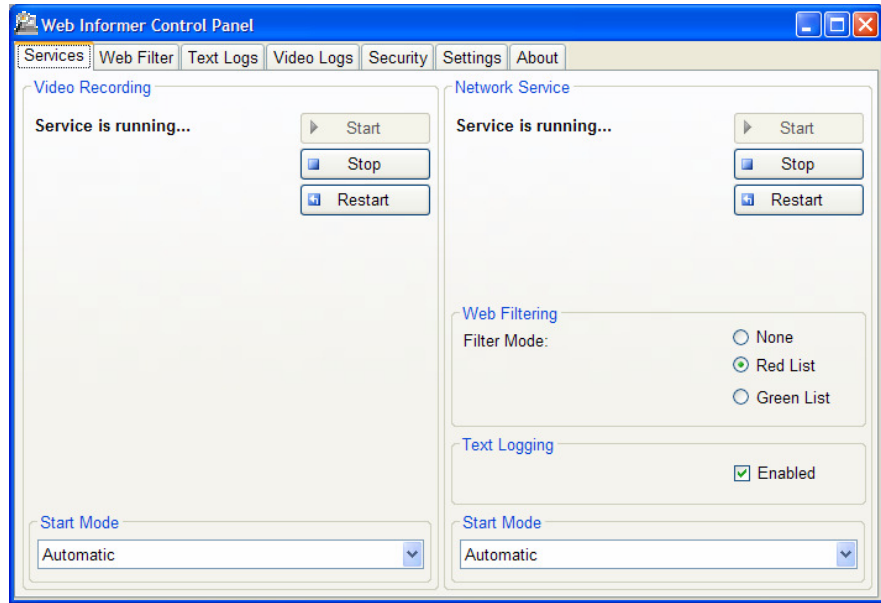
Partial Blocking

Some websites have areas of their pages which contain built-in links to other websites. If you have some page in your Red List (or not on your Green List), then you may see the ccInformer block page in that space. The page below shows two such areas of a page being blocked. The computer has ad.doubleclick.net in ccInformer's Red List, and this page shows the ccInformer block page twice - in the spaces marked with the arrows.



Services Tab

The Services Tab is where you activate the various levels of monitoring that cclnformer can do.

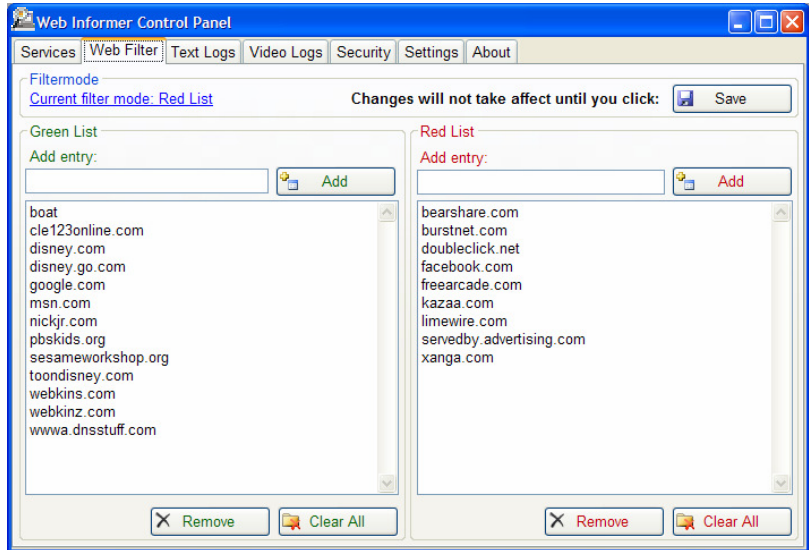


- Video Recording** Controls whether the screen activity is recorded or not.
Start — turns on the video recording.
Stop — turns off the recording.
Restart — reboots the service.
Start Mode — controls how the service is run when the computer is turned on. For almost all installations, “Automatic” is the setting that should be used.
- Network Service** IMPORTANT, if the Network Service is stopped, access to the internet is mostly unavailable. This service should normally be started.
Start — turns on the network service (and access to the Internet).
Stop — turns off the network service (no access to the Internet).
Restart — reboots the service. This would be necessary each time changes are made to the Red and Green lists. In other areas of the program, you may see a pop-up window offering to restart the service after certain changes are made.
Start Mode (bottom of the column) — controls how the service is run when the computer is turned on. For almost all installations, “Automatic” is the setting that should be used.
- Filter Mode** Sets which blocking mode is to be used:
None — no blocking mode used, access to any website is allowed.
Red List — enforces the blocking of sites entered in the Red List on the Web Filter tab.
Green List — only allows the computer to access the websites entered into the Green List on the Web Filter tab.
- Text Logging** With the Enable box checked, cclnformer will record every site visited by the computer (along with other network devices accessed).

Web Filter Tab

The Web Filter tab is where you set either:

- Which websites are the ONLY ones that may be visited (Green List)...or...
- Which websites are to be blocked (Red List)



Filter mode Allows you to change the filtering setting from None, Red List and Green List. Clicking this link actually switches you to the Services tab. This is where the control is to select which list you want to use.

Green List When using the Green List, the computer will only be allowed to go to the websites saved in the list box. To add sites to the list, you need only enter the domain (ie: kazaa.com) in the Add Entry box and then click the Add button. You can remove an entry from the list by clicking on it first and then click the Remove button. To erase the entire list, click the Clear All button.

Red List When using the Red List, the computer will be allowed to go anywhere on the Internet EXCEPT to the websites saved in the list box. To add sites to the list, you need only enter the domain (ie: kazaa.com) in the Add Entry box and then click the Add button. You can remove an entry from the list by clicking on it first and then click the Remove button. To erase the entire list, click the Clear All button.

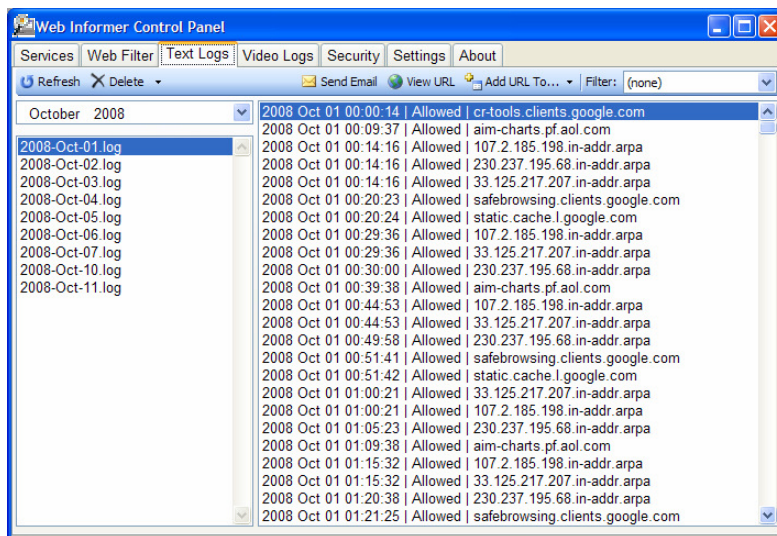
NOTE: YOU CAN ALSO QUICKLY ADD ENTRIES TO THE GREEN AND RED LISTS FROM THE TEXT LOGS TAB, BY HIGHLIGHTING THE SITES VISITED AND USING THE "ADD URL TO..." BUTTON. SEE THE SECTION IN THIS MANUAL ENTITLED "TEXT LOGS TAB."

Save Button IMPORTANT: changes made to the Red and Green lists WILL NOT take effect until the Save button is clicked. This restarts the Network Service (see the Services tab).

Text Logs Tab

The Text Log tab is where you can review what sites were visited on the computer.

While these log files can be emailed to you on a daily basis, the additional controls on this screen can provide other benefits.



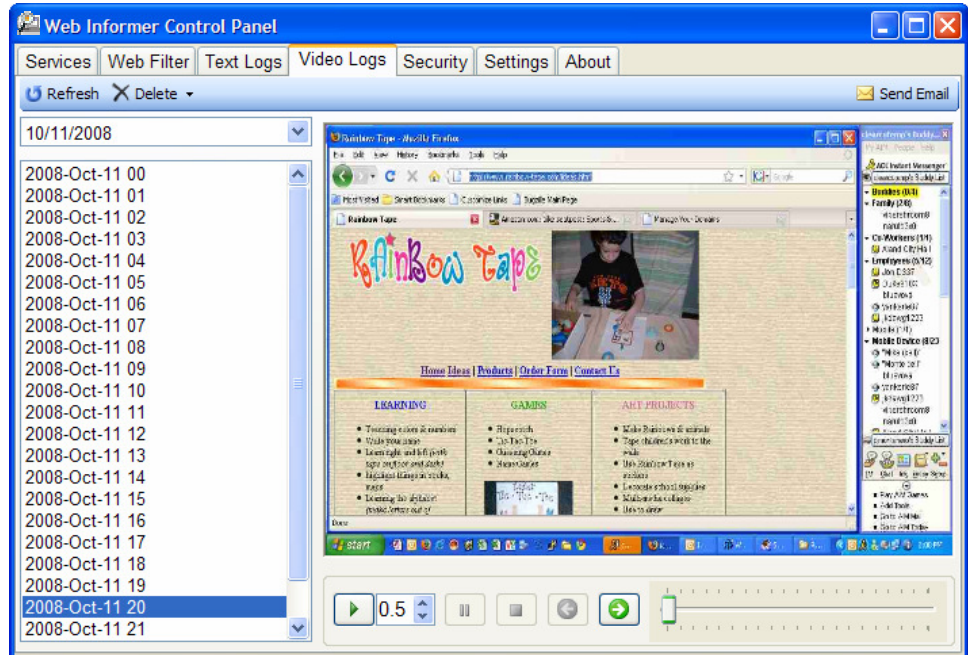
Month Selection Click the pull-down to choose a month. The list below it will display the log files, which are organized by each day. These are the same logs which are emailed to you (see the Email Settings on the Settings tab). Click on one of the logs in the list to see the activity detail on the right.

ABOVE THE LISTS BOXES IS A TOOLBAR WITH THE FOLLOWING BUTTONS

- | | |
|---------------|--|
| Refresh | Reloads the list boxes. |
| Delete | Erases the selected log file. |
| Send Email | Emails the selected log file to the address set in the Email Settings on the Settings tab. |
| View URL | Select an entry in the log file and use this button to view that site in a special cclnformer web browser. |
| Add URL to... | You can add a selected site quickly to the Red or Green List by using this button. |
| Filter | Lets you shorten the list of sites shown in the logs. By default cclnformer shows all network activity. Other computers, printers, and more are included in the lists. A popular setting for the filter is "web domains" which should show only internet activity. |

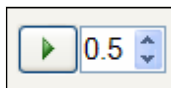
Video Logs Tab

The Video Logs tab is truly where cclnformer lets you see what the computer has been used to see on the Internet.



- Date Selector** Lets you choose which day of video logs you want to review. After selecting the date, the logs are listed by hour of the day (military time: 00=midnight, 14=2:00PM). Unlike the Text Logs, which are saved as one-file-per-day, the Video Logs are saved as one-file-per-hour.
- Refresh** Reloads the list boxes.
- Delete** Erases the selected log file.
- Send Email** Takes the current screen image of the Video Log file currently playing and sends it, via email to the address set in the Email Settings on the Settings tab.

VIDEO PLAYER CONTROLS



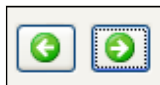
Play button and speed. The lower the number, the faster the video plays. The shown setting of "0.5" means the video will be viewed in "half of real time (or twice as fast as actual speed). A setting of "1" means actual speed. Speeding up the playback allows you to review the videos in less time.



Pause button. Suspends playback of the video.



Stop Button. Stops playback and resets the video.



Back and Forward buttons. Moves the video one frame backward or forward.



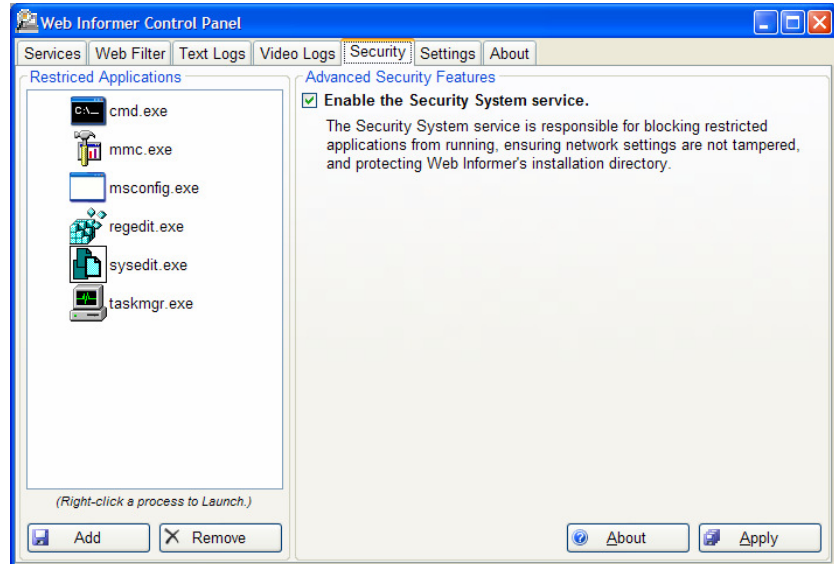
Progress meter. Shows how far along in the playback the video is.

Security Tab

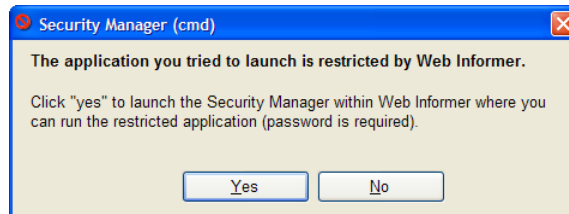
In order to prevent ccInformer from being deactivated by a computer user with an advanced level of computer skill, certain Windows management programs have been disabled by ccInformer when the program is installed.

If you need to run one of these programs, ccInformer will offer to allow it, after you enter the ccInformer password.

You may also add additional programs to the list. This is a great way to prevent your child from playing their favorite game during a punishment.



Restricted Applications This is a list of base Windows programs that are deactivated from normal running. They could be used to turn off and even uninstall ccInformer. Should you ever need to run these applications, you would be prompted with the following screen...



...and after you click "Yes" you would be asked for the ccInformer password. After successfully entering the password, the screen at the top of this page would appear. To run one of these applications, you must right-click the application in the list and choose "Launch."

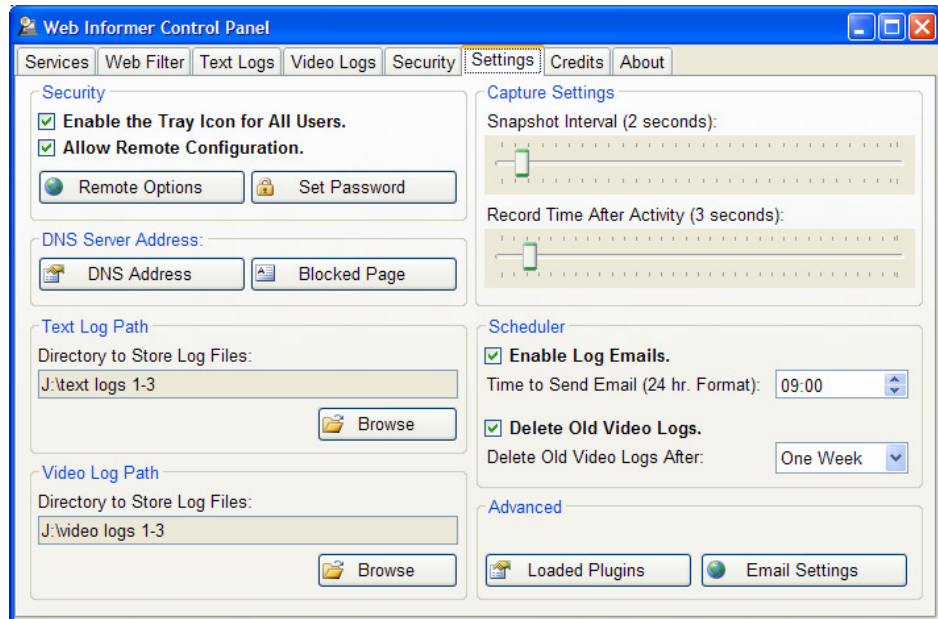
Use the Add and Remove buttons to maintain this list. If you add to this list, you will have to locate the main program file for the program you want to block.

IMPORTANT: IF ANY OR ALL OF THE APPLICATIONS SHOWN IN THIS INITIAL LIST ARE DELETED, CCINFORMER COULD BE COMPROMISED. YOU SHOULD THEN REINSTALL CCINFORMER.

Enable Security System A check in this box prevents the applications on this from being run unless the ccInformer password is used. No check means the applications in the list would be allowed to run without any password protection.

Settings Tab

ccInformer has many ways to be customized. The Settings tab is the where this is done.



Enable the tray icon for All Users

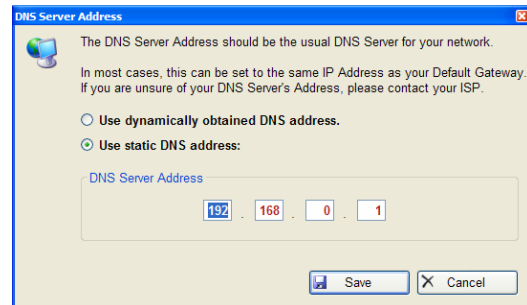
If you want the ccInformer icon to appear in the system tray (bottom right of screen), then check this box. One reason not to display it is to limit knowledge of ccInformer existence on a computer and to avoid attempts to crack the password you set.

Allow Remote Connections

Checking this box will allow you to review the text logs and video screen recordings from another computer on your network with the optional ccInformer Remote Viewer program (purchased separately).

Remote Options

This option provides support for the optional ccInformer Remote Viewer program. The Remote Viewer program allows you to check the text and video logs of any computer on your network without having to go to the computer where ccInformer is installed. The Remote Options allows you to fine-tune that setup.



Set Password

Setting a password to access the program screens is necessary to keep the program from being deactivated.

DNS Address

This must be set properly or you will have no access to the Internet at all. If you are using a router, it is highly likely that you should set this to "Use static DNS address." Popular routers use 192.168.1.1, or 192.168.0.1. If you are not using a router, then you probably have to set this to "Use dynamically obtained DNS address." One hint to how this should be set can be found by checking your network card setting for the Gateway address. This should be set to that address.

Blocked Page

Here you can customize what screen is displayed when a site is blocked from view. The block page is, itself, a local web page and knowledge of web page programming is useful.

Text Log Path	If you want to change where cclnformer saves the Text Logs, you can do so here.
Video Log Path	If you want to change where cclnformer saves the Video Logs, you can do so here.
Capture Settings	These settings control the quality of the Video Logs. Understand that cclnformer's video recorder only starts when network card activity is detected. While there is network card activity, the video recorder will take a snapshot of the screen every 2 seconds, by default. You can change this by adjusting the "Snapshot Interval" setting. Increasing the snapshot interval will result in smaller video files.
	The "Record Time After Activity" setting controls how long the recording continues after the network card activity has ceased. 3 seconds is ample time to catch what a screen looks like after a website finishes loading.

THE EMAIL LOG SETTINGS CONTROL CCINFORMER'S ABILITY TO SEND EMAILS

Enable Email Logs	Turns on the daily transmission of the Text Logs via email.
Time to send...	Lets you choose what time, each day, that the Text Log is emailed.
Email Settings	Brings up the screen to the right. The first few setting should match the similar settings in your email program (ie: Outlook, Outlook Express, etc.). You may need to contact your Internet Service Provider for help setting these.
SMTP Server	Is your ISP's outgoing mail server.
My server requires authentication	If you need to supply a valid username and password to send emails, check this box and enter that information in the next two boxes.

To	Enter the email address where you wish to have the Text Log files and other email-able features sent to.
Subject	Enter a short descriptive phrase to be displayed in the subject of the email.
Test button	To make sure you have everything set correctly here, use the Test button. If everything is in order, a message box will appear to tell you so.

Delete Old Video Logs	In order not to occupy too much of the computer's hard drive space, this setting is provided to erase video log files older than a specified time period.
Loaded Plugins	cclnformer possesses the ability to have additional features added to the program through future plugins. See the separate documentation on these plugins when available.