AOL Parental Controls and P2P File-Sharing Programs

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File-Sharing and Spyware
AOL/NCSA Online Safety Study

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SECURITY PERCEPTIONS AND RISKS – KEY AREAS

FILE SHARING PROGRAMS:

FROM SURVEY: Have you or anyone in your household ever downloaded a file sharing or music sharing program like Kazaa, LimeWire, or E-Donkey?	Yes 47% No 53%
FROM SURVEY: When you installed the file sharing software, did you give it permission to install software on your computer that tracks your behavior or delivers ads to you based on where you go online? (base: 156)	Yes 10% No 90%
FROM SCAN: Does the respondent's computer actually have a file-sharing program installed on it?	Yes 27% No 73%
FROM SCAN: Average number of pieces of spyware/adware found on an infected computer:	...without file-sharing program(s) installed on it: 82 ...with file-sharing program(s) installed on it: 120
FROM SCAN: Does the respondent's computer have a file sharing program that is currently active or open on it?	Yes 23% No 77%

AOL Anti-Spyware Products

- **SpyZapper**

  Light-weight scan: Scan takes less than 10 secondsBy default, SpyZapper is turned on to scan the member's computer.
- Once per session, a small scanning window will appear notifying the member that SpyZapper is running. This window appears for 5 seconds and then disappears.
- If no spyware is detected, a similar window appears notifying the member their computer is clean. This window will appear for 2 seconds and then disappear.
- Future scans *during the same session* will not require a visual notification unless spyware is detected or blocked.
- SpyZapper will scan the member's computer for the first time after the first minute and thereafter every 15 minutes until the member disconnects from the AOL service. Targets top adware/spyware programs. Currently scans for 3 programs
- Runs for all AOL members, eventually available to all versions (back to 6.0)

- **AOL Spyware Protection (ASP)**
- Automatic for AOL members on versions 9.0, runs weekly
- Separate download for members 8.0 and below
- Currently scans for over 400 programs

2 Types of Spyware protection Built In, On by Default, Auto-Updates

AOL SpyZapper™ - Auto Scan In Progress...

SpyZapper is checking for programs that may cause connection problems or other issues ...

Find out more at **AOL Keyword**: SpyZapper

AOL Security - SpyZapper™

Programs Detected   Help

SpyZapper detected these programs that may cause connection problems, performance issues, security risks, or otherwise interfere with your AOL online experience. (Find out more)

☑ TotalVelocity (Adware, short description short description short description)
☑ GAIN (Adware, short description short description short description)
☑ eZula (Adware, short description short description short description)
☑ Spyware 2 (Adware, short description short description short description)

☑ Always block selected programs (don't ask me again)

[Block Selected] [Save]

More comprehensive protection is available at AOL Keyword: Spyware

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AOL. Spyware Protection

What Is Spyware?

Spyware are small programs installed on your computer, sometimes without your consent or knowledge. Some can cause minor annoyances like showing **pop-up ads** or changing your browser's home page.

Others can monitor or collect **personal information** while you surf the Web, enable your computer to be "hijacked," or even record and transmit your keystrokes. Spyware can also **slow your PC down** or cause disconnects from AOL.

Your Last Scan - 11/16/2004

What Can I Do About It?

AOL's Spyware Protection program can help detect and disable or remove possible Spyware.

To run this program now, click the button below:

[Run Now]

· **SpyZapper™** checks your PC for specific programs that could affect performance: Update Your Settings
· SpyZapper™ FAQs

· **Other Spyware-Removal Tools** Two are better than one: more details

· **Message Board:** Discuss spyware issues with your fellow members.

AOL Keyword: Spyware
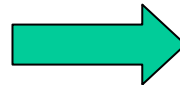
AOL. Spyware Protection

Scanning for surveillance and/or advertising software...Please be patient. This may take several minutes.

3537 Files scanned   5 Items Found.

[Stop Scan]

File-Sharing and Viruses

Most computer users do not have updated anti-virus protection on their computers, and either have been or are currently infected by viruses:*

-Two-thirds of users **(67%)** do not have current anti-virus software.

-One in seven users **(15%)** have no anti-virus software at all on their computer.

-Almost two-thirds of respondents **(63%)** said they have been the victim of a virus infection.

-One in five users **(19%)** have at least one virus infection currently on their home computer.

- AOL automatically checks all e-mail attachments sent and received for known viruses, worms and trojan horses.
- As of November 18, 2004 AOL offers members with **Free Comprehensive Anti-Virus Service** provided by **McAfee.**
- **All files scanned upon download and upon opening.**

* Survey conducted for the National Cyber Security Alliance by America Online, Inc. **October 2004**

AOL Parental Controls

• Parental Controls allow parents to designate different levels of protection for each child: Kids Only (ages 12 and under), Young Teen (ages13-15), and Mature Teen (ages 16-17).

• Customization features include: Controls for chat, Instant Messaging, Web sites, e-mail, newsgroups, file downloads, and more:

   • Internet Access Controls help parents who have a non-AOL Internet connection. This feature prevents children from surfing the Web using an external browser and accessing file-sharing programs.

   • Online Timer allows parents to limit the amount of time their child spends online.

   • AOL Guardian allows parents to receive regular updates on their child's online activities, including which web sites their child visited.

Parental Controls Block Access to File-Sharing Networks When Using AOL

•1st Level of Protection: AOL's Parental Controls block "known" file-sharing Web sites.

• 2nd Level of Protection: Even if a Parentally Controlled child is able to reach a file-sharing Web site, she will be blocked from using the file-sharing programs it downloads from the site.

• 3rd Level of protection: A Parentally Controlled child with an AOL connection will be protected from using a file-sharing program that has previously been downloaded to their computer.

•Parents can allow access to P2P file-sharing generally by disabling Web filtering, keeping other Parental Controls in place.