Useful Advice

Adding to Web Sites Lists

When you add web sites into the Trusted and Blocked Web Sites Lists use the template:
*.websitename.com

Some Internet applications slowed down or displayed data are distorted

Some of the programs installed on your computer like Skype, radio, or on-line games work mostly on-line, and could fail to work when filtration is enabled. Make sure they work properly when filtering is disabled, and if it does then either:
   1) add this program onto the Trusted Programs list, or
   2) add the ports which this program uses into the Trusted Ports list

Uninstall CyberSieve

The uninstalling procedure for the CyberSieve application does not differ from the standard operation to remove a program from the Windows operation system. To remove CyberSieve from your computer, please click on the '**Start**' button, and then select '**Settings**' and '**Control panel**'.

In the window opened, select '**Add/Remove Programs**', push on the '**Install/Uninstall**' tab, and double click on CyberSieve in the list of installed applications. To prevent uninstallation of the program by non-authorized users, CyberSieve will ask you for your administrator password. The program will be removed after pushing the '**Add/Remove**' button and entering the password.
Restart your PC just after uninstalling.

These ways will work only if you know the administrative password to open the Control Panel or did not enter it at all. But if you forgot the password or the uninstalling procedure did not work for some other reason, please go to: **http://www.softforyou.com/php_dir/download/cat_cs.exe** to download the program (**cat_cs.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs.exe**. This information is essential to create a special program for you to uninstall CyberSieve.

Use the following instructions for Windows 64-bit.
Please go to: **http://www.softforyou.com/php_dir/download/cat_cs_64.exe** to download the program (**cat_cs_64.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs_64.exe**.

Lost password

For version 2.4.3 and later click the 'Forgot' button in the '**Enter Password**' pane. If you forgot '**Security Question**' and '**Your Answer**', click the '**Forgot**' button again. Enter your serial number or 'TRIAL000' for trial version.

Please note that for version 2.4.2 and earlier there is no way to restore your CyberSieve password. If you forgot your password, you should uninstall CyberSieve, restart your computer and install CyberSieve again.

Please go to: **http://www.softforyou.com/php_dir/download/cat_cs.exe** to download the program (**cat_cs.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs.exe**.

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This information is essential to create a special program for you to uninstall CyberSieve. After that you will be able to install CyberSieve again and set up a new password.

Be aware that we will send you a special uninstaller only after we make sure that you are the person who originally installed CyberSieve on your computer. To check this we should call you. Would you kindly give us your phone number and a convenient time to call.

The program does not block anything

Please follow through these steps on your problem PC to provide us with the necessary information to help you:

- Send us your CyberSieve settings.
  If you added some private information to the 'Inappropriate Words' list, please delete this information before exporting the settings.
  Please follow through these steps to send the settings:
    a) Open the CyberSieve Control Panel.
    b) Push the 'Settings' button.
    c) Push the 'Export' button and save the settings.
    d) Send us a letter with the settings file attached.

- Please go to: **http://www.softforyou.com/php_dir/download/cat_cs.exe** to download the program (**cat_cs.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs.exe**.

- Use the following instructions for Windows 64-bit.
  Please go to: **http://www.softforyou.com/php_dir/download/cat_cs_64.exe** to download the program (**cat_cs_64.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs_64.exe**.

Also, we recommend you to create restricted users without Administrator's rights to avoid your users removing CyberSieve components.

Activation problem

Open the CyberSieve Control Panel by double-clicking on the CyberSieve icon - a letter 'C' that appears in the system tray near the clock. If you use Windows XP and you cannot see the icon, please click on the circle-with-arrow icon near the clock to make the CyberSieve icon visible.

If you have not activated CyberSieve yet, you will be prompted to activate your copy of the software. In that case, please type your Serial Number and push the Activate button. You should get the 'Activation completed successfully' message in a few seconds.

Perhaps you are using firewall software which blocks the activation request to our server.
Please note that if you are using a personal firewall, you should add the CyberSieve executable (**cscp.exe** from your Windows System directory) into its trusted programs list or you should temporarily disable it.
Please note that CyberSieve uses the proxy settings from Microsoft Internet Explorer by default. Make sure that you are able to access the Internet using Internet Explorer.

Also, if you are using an HTTP proxy server, you can instruct CyberSieve to use that proxy to connect to the Internet by entering the proxy name and port into the corresponding fields. To enter the proxy server settings, please open the CyberSieve Control Panel, click on the Settings and navigate to the Proxy Server tab.

If that does not help, we will create a special program to activate CyberSieve on your computer without connecting to the Internet.
Please go to: **http://www.softforyou.com/php_dir/download/cat_cs.exe** to download the program (**cat_cs.exe**). Then apply it on the problem PC and send us the text information from the window that opens just after double clicking on **cat_cs.exe**. This information is essential to create a special program to activate CyberSieve on your computer without connecting to the Internet.

Use the following instructions for Windows 64-bit.
Please go to: **http://www.softforyou.com/php_dir/download/cat_cs_64.exe** to download the program (**cat_cs_64.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat_cs_64.exe**.

E-mail Notifications not working

To activate E-mail Notifications, open the CyberSieve Control Panel, click on Settings and select the '**E-mail Notifications**' item. Mark the '**Send Notification E-mail**' checkbox. Enter the SMTP-server name in the '**Outgoing e-mail server**' field. Also enter your Reply e-mail address ('**From**' address) in the '**Your e-mail address**' and your Destination e-mail address ('**To**' address) in the '**Recipients**' field (for more than one address, divide them by commas or semicolons).

Please note that if you are using a personal firewall, you should add the following executables (from your Windows System directory windows\\system32) into its trusted programs list:
  cscp.exe
  cssvr.exe
  csnotify.exe

If that does not help, please follow through these steps to provide us with the necessary information to help you:

    Send us your CyberSieve settings.
    If you added some private information to the 'Inappropriate Words' list, please delete this
    information before exporting the settings.
    Please follow through these steps to send the settings:
      a) Open the CyberSieve Control Panel.
      b) Push the 'Settings' button.
      c) Push the 'Export' button and save the settings.
      d) Send us a letter with the settings file attached.

How to forbid access to anonymous proxy servers

To block all proxy servers that use the URL coding (like www.surfunblocked.com, www.dtor.org, www.hidemyass.com, www.browser9.com, www.proxyforall.com, www.virtualoxy.info, etc.), add the string **aHR0cDovL3d3dy5** to 'Web Sites' > 'Web Sites Patterns'.

To block all proxy servers that use the URL coding (like www.polysolve.com, www.otunnel.com, etc.), add the string **06e815a8ed54158** to the 'Web Sites' > 'Web Sites Patterns'.

To block all proxy servers that use the URL coding (like www.musc.info, www.trixme.com, www.uwxf.com, etc.), add the string **Oi8vd3d3Ln** to the 'Web Sites' > 'Web Sites Patterns'.

To block proxy servers like www.anonymouse.org, www.theproxy.be, etc., add the sites, which must be

blocked (myspace.com, youtube.com, etc.) to 'Web Sites Patterns'.

To block proxy servers that use the HTTPS protocol (like www.megaproxy.com), disable port 443.

To block other proxy servers, place them in the Blocked Web Sites List.

How to password protect Safe Mode in Windows XP

Windows has a feature that allows users to access their computer in Safe Mode, which they can use to diagnose and fix problems.
Anyone can access your computer through Safe Mode unless you manually set the password to limit the audience.

You can protect your computer through the following steps:

- Restart your computer. As it boots up, click "F8" 5 to 10 times as fast as you can. Choose "Safe Mode" from the Advanced Boot screen. Hit "Enter." Your computer is booting in Safe Mode.
- Log in as "Administrator".
- Go to "Run" in the Start menu and type "control userpasswords" into the box. Hit "Enter" to continue.
- Select the "Administrator" user. Choose "Change my password". Enter a new password in the corresponding text boxes. Click OK.
- Enter the passwords for each account and for Safe Mode in the boxes provided. Remember to write down each password.
- Close the User Accounts window and restart Windows.