

Useful Advice

Adding to Web Sites Lists

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

Activating Permitted Web Sites List

If you enable the Permitted Web Sites List box, then all sites will be blocked except those from this list or the Trusted Web Sites List.

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 iProtectYou

To uninstall the iProtectYou program you can run the installation file **ipro.exe** or **iProtectYou_en.msi**. The uninstall procedure of the previous version will start. If you do not have this file, then use the "**Add/Remove Programs**" item of the Microsoft Windows control Panel for EXE installation (**ipro.exe**) and select the '**uninstall iProtectYou**' item in the programs list: **Start->Programs->iProtectYou->uninstall** for MSI version (**iProtectYou_en.msi**).

In any case you should ignore the "Error opening database" message that could pop up during the uninstalling procedure.

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.exe to download the program (**cat.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat.exe**. This information is essential to create a special program for you to uninstall iProtectYou.

Lost password

For version 8.4.2 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 8.4.1 and earlier there is no way to restore your iProtectYou password. If you forgot your password, you should uninstall iProtectYou, restart your computer and install iProtectYou again.

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

This information is essential to create a special program for you to uninstall iProtectYou. After that you will be able to install iProtectYou 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 iProtectYou 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

Perhaps you switched on the **Surveillance Mode**.

Please open the iProtectYou Control Panel and push the '**Settings**' button.

After that unmark the '**Surveillance Mode**' and check the box to enable blocking of inappropriate web sites.

Please note that in the **Surveillance Mode** iProtectYou does not block any Web Site, E-mail or Instant Message and does not show any warning messages. In this mode iProtectYou just logs the user's online activity, which you can review afterwards.

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

- Send us your iProtectYou 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 iProtectYou 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.exe to download the program (**cat.exe**). Then apply it and send us the text information from the window that opens just after double clicking on **cat.exe**.

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

Activation problem

Open the iProtectYou Control Panel by double-clicking on the iProtectYou icon - a knight's head 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 iProtectYou icon visible.

If you have not activated iProtectYou 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 iProtectYou executable (**ipycp.exe** from your Windows System directory) into its trusted programs list or you should temporarily disable it.

Please note that iProtectYou 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 iProtectYou 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 iProtectYou 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 iProtectYou on your computer without connecting to the Internet.

Please go to: http://www.softforyou.com/php_dir/download/cat.exe to download the program (**cat.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.exe**. This information is essential to create a special program to activate iProtectYou on your computer without connecting to the Internet.

E-mail Notifications not working

To activate E-mail Notifications, open the iProtectYou 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:

ipycp.exe
ipysvr.exe
ipynotify.exe

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

Send us your iProtectYou 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 iProtectYou 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.surfblocked.com, www.dtor.org, www.hidemypass.com, www.browser9.com, www.proxyforall.com, www.virtualoxy.info, etc.), add the string **aHR0cDovL3d3dy5** to 'Web Sites' > 'Web Sites Patterns'.

To block proxy servers like www.anymouse.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.

Conflict with Norton AntiVirus (Symantec)

Unfortunately, the Norton AntiVirus mistakenly identifies our iProtectYou program as spyware.

We recommend that you add the 'Spyware iProtectYou' string to the Norton Antivirus Signature Exclusions list:

Settings > Signature Exclusions > Configure > Add > select the 'Spyware' item > type the 'Spyware iProtectYou' string > Add

Conflict with Norton Internet Security (Symantec)

Unfortunately, the Norton Internet Security mistakenly identifies our iProtectYou program as spyware.

We recommend that you add the 'Spyware iProtectYou' string to the Signature Exclusions list:

Home > Options > Norton Internet Security > Exclusions > Signatures > 'New' button > select the 'Spyware iProtectYou' item > 'Add' button

