

The logo for Soft Trek, featuring the words "SOFT TREK" in a stylized, blue, serif font. The letters are slightly shadowed, giving them a 3D appearance as if they are floating above a light blue, wavy background that resembles water or a nebula.

ipGuardian v2.8

User Guide

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Overview

What is ipGuardian?

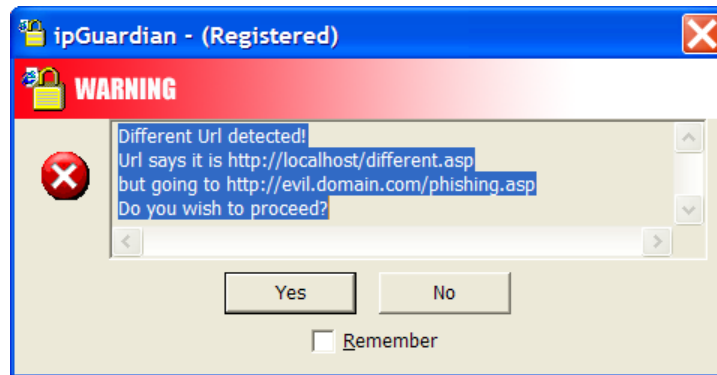
ipGuardian is an IE browser plugin specially designed to give you a safer surfing experience by providing to you ...

1. Protection against phishing
2. Protection against home page hijacking
3. Protection against keyboard loggers

Protection against phishing

If you do Internet banking, you must have heard of all the phishing activities of how people entice you to go to a different website that appears exactly like your bank website. You logon to "your" bank with your username and password and then your details are stolen by the guys who are hosting "your spoofed bank" website.

Imagine the benefits if your browser would alert you automatically if where you were going to is different from what it is published to go to. Using ipGuardian, a confirmation box will appear when it detects that you are going to a different url, allowing you to skip the website BEFORE you actually visit that website.



Recent phishing reports showed that a hacker could hijack your Address Bar and the Status Bar with some clever javascripts. Also known as address bar spoofing, this means that you could be visiting a malicious site without knowing. Using ipGuardian, now you can detect the real IP details of the web site.



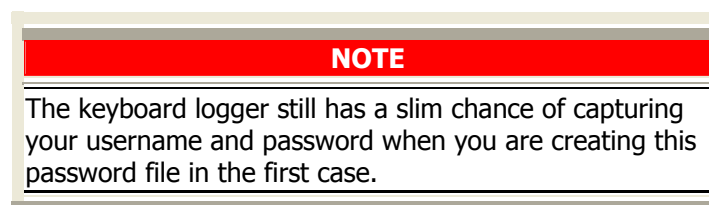
Other phishing reports also showed that the attacker would try to coax you to visit a web page by obfuscating the URL you are supposed to visit. ipGuardian can detect 8 forms of URL obfuscations; thus ensuring that you will be informed of obfuscated URL BEFORE you visit the web page.

Last but not least, ipGuardian provides additional protection for you when you visit a web page that has a web password form; it automatically checks the country where the web page is hosted. As an example, in one of the email received from a "CitiBank phisher attacker", clicking on the link <http://81.215.214.168/citibank/index.htm> brought up ipGuardian warning page alerting you that the page is hosted in Turkey.

Protection against keyboard loggers

Most of us worry about the presence of keyboard loggers installed in your PC. These normally stealth programs sit in the background and monitor your keystrokes activities especially your keying of your username and password.

This is where ipGuardian has come in to protect you against keyboard loggers. By loading your username and password from a file (could be one from a USB portable drive or a floppy drive), there is no keystroke to be captured hence rendering all keyboard loggers (including hardware loggers) totally useless.



Some keyboard loggers monitor the web pages that we are surfing by detecting your IE browser's title. Once they have detected that the web page title contains a particular keyword (e.g. Westpac Bank, Commonwealth Bank, National Bank, PayPal), they may start to steal your details by capturing your PC screen shots. ipGuardian may be able to circumvent the keyboard loggers by allowing you to change the title of your web pages.

Protection against home page hijacking

You may already have experienced this - when you start your IE browser, you are immediately brought to a web page that you have not explicitly set as your home page.

Somehow, your IE home page has been mysterious set to this unknown web page. In other words, your home page has been hijacked.

ipGuardian protects you against home page hijacking by using an approved home page technique. You set your "approved" home page in ipGuardian and if ipGuardian detects that when IE starts up, it checks if the URL that it is going to is your "approved" home page. If it does not match, then ipGuardian will disallow your browser from continuing (to the hijacked web site).

If you are looking for a more complete protection while surfing into the Internet, ipGuardian could be the guardian angel that you are seeking.

Quick Start

What do you need to run ipGuardian?

At a glance, you need

1. Internet Explorer 5.5 (or higher)

ipGuardian is developed in C++ as a Browser Helper Object DLL. The requirements to run ipGuardian are the same as that to run an IE plugin.

How to install ipGuardian?

This section describes the manual procedure for installing ipGuardian.

WARNING:

If you are upgrading to a different version of ipGuardian, please run the uninstall procedure before extracting the ipGuard.zip file.

For extra protection, please backup your password file first before installing.

ipGuardian is packaged in a zip file where

- ipGuardian.dll is the IE plugin
- ipGuardian.html or ipGuardian.pdf (the User Guide)
- ipCountry.txt is the ip to country database

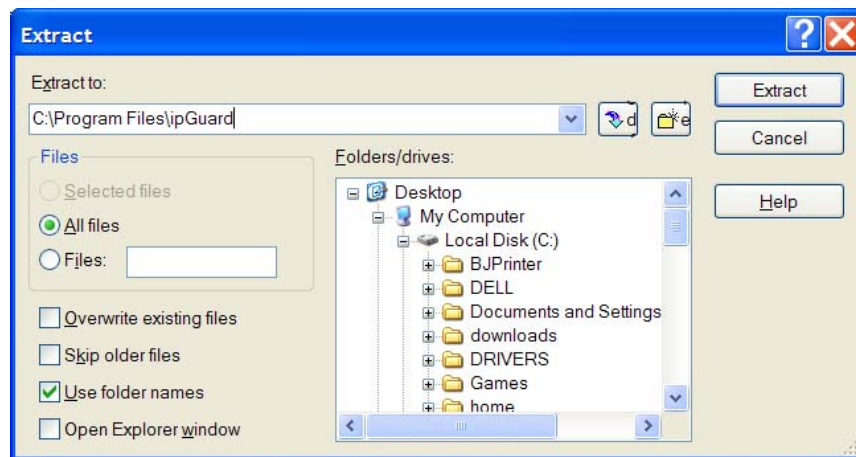
Prerequisite:

1. You have installed IE Browser 5.5 (or higher)
2. You know how to use explorer.exe (basic skills)
3. You know how to use winzip.exe (basic skills)
4. You have ipGuard.zip
5. You have decided on a strong password. (Note: a strong password is one that is alphanumeric, is more than 8 characters long and has both upper and lower case.)
6. You have regsvr32.exe installed (from Microsoft)

Assumption:

- You have chosen to install to c:\Program Files\ipGuard
- ipGuard.zip is saved in c:\temp directory

1. Unzip all files from ipGuard.zip into the ipGuardian directory.
 - Start winzip.exe
 - Open c:\temp\ipGuard.zip
 - Enter "c:\Program Files\ipGuard" as the "Extract to" directory
 - Select the "All Files" radio button
 - Use "Use folder names" The Extract dialog box should like the following.



WinZip Extract screenshot

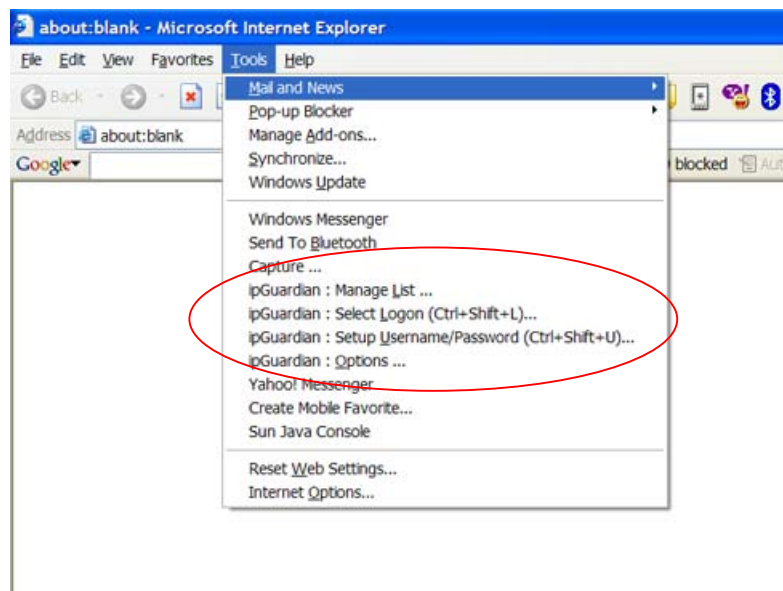
- Click the Extract button. You should see all the files unzipped into the specified directory.
2. Run the following command
 - Stop all IE browser instances.
 - Start Explorer
 - Go to the directory "c:\Program Files\ipGuard"
 - Double click on installipGuardian.bat to run
 3. Once you have installed, you need to restart your IE browser.
When you start IE browser, it will prompt you to create an unlock password



NOTE

If you do not specify your own password, ipGuardian will create one for you automatically. You can always change the password at a later stage.

4. Enter the strong password that you have decided (in the pre-requisite stage).
5. Press the OK button to save the unlock password.
6. You can confirm ipGuardian is installed properly when you can see that there are more menus added to your IE browser; new menus are prefixed by "ipGuardian"



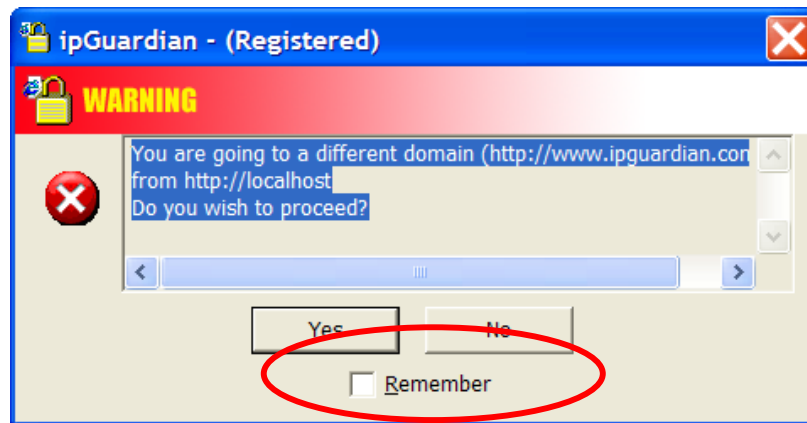
How to uninstall ipGuardian?

1. Run the following command
 - Start Explorer
 - Go to the directory "c:\Program Files\ipGuard"
 - Double click on uninstallipGuardian.bat to run

Protection against Phishing

ipGuardian Operation

ipGuardian sits in the background and checks every time a new URL is requested. If the URL is different from the one that is published (in the outer text), or if the domain of the URL is different from the current document domain, then ipGuardian will popup a message box to ask you to confirm if you wish to proceed to the new URL.



- Clicking on the **Yes button** will proceed to the new link.
- Clicking on the **No button** will not proceed to the web page that is specified.
- In the second case (for the different domain case), the confirmation dialog has an additional checkbox to "**Remember**" the settings. If the checkbox is set, clicking on the **Yes button** will save the domain to the "white list". Similarly clicking on the **No button** will save the domain to the "black list".

NOTE

What is Black List?
Any domains listed in a black list will be excluded from future navigations; i.e. IpGuardian will stop the web page from proceeding to the black listed URL.

What is White List?
For white list, any domains will be permitted to proceed without any future confirmation.

Check the real IP Details

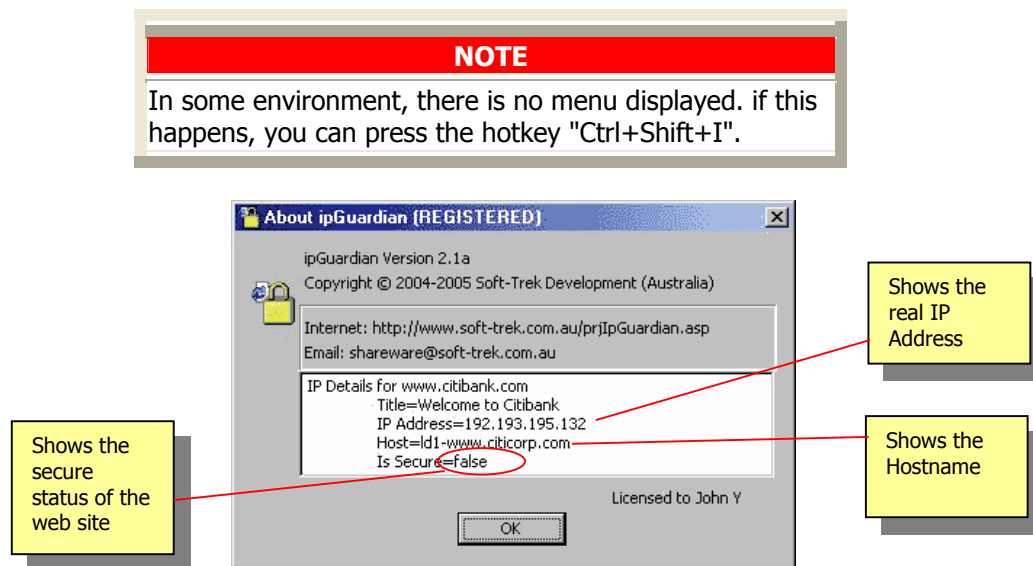
You can check the real IP Details of a web site namely;

- The IP address of the web page
- The hostname
- The country
- The secure status

These details confirm the real location of the web site.

To show the real IP details of a web page,

1. Select the Help+About ipGuardian..." menu



The dialog box shows the following key details of the web site.

Key Details	Description
IP address	This is the public web address of the web site. You can always use this IP address to perform a reverse DNS lookup to check the domain name.
Host name	<p>This is the published domain name of the website; e.g.</p> <ul style="list-style-type: none"> • For Citibank it is www.citicorp.com • For National Bank, it is www.national.com.au • For Commonwealth Bank, it is www.commbank.com.au <p>If this is blank, it is recommended that you should verify the web address by checking the IP address.</p>
Country	<p>This is the country of where the website is hosted</p> <p>If this is blank, it is recommended that you should verify the web address by checking the IP address.</p>

Secure Status	The secure status is normally shown as the "Lock" icon in the status bar when you are visiting a secure page (as denoted by the https:// in the web address). For those malicious web sites, it may try to spoof the status bar. With this field, ipGuardian will show the real secure status of the web site.
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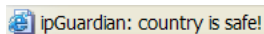
Check the Country

ipGuardian can retrieve the country of the hosted web site whenever you have a web form in your visited web page. The checking of the country against "a safe list" may ensure that your visited web site is not "spoofed". As an example, you received a email asking you to confirm your password for your favourite bank. For the example, let's assume that your bank is ANZ (Australia). When you click on the link (in your email) to go to your ANZ internet banking web site, you received the following alert:-



The above warning means that you have visited a spoofed web site.

On the other hand, if the country detected is in the safe list, you would see a message on the status bar "ipGuardian : country is safe"



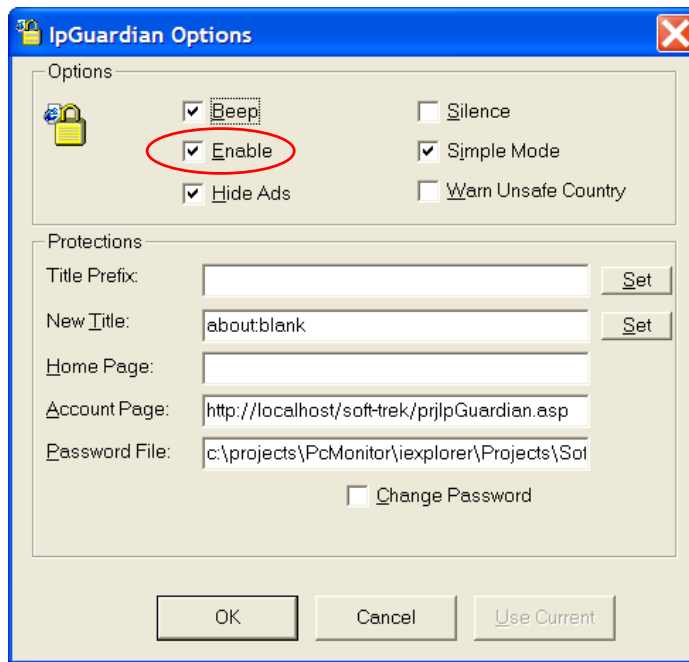
This check is automatically performed by ipGuardian if enabled. If you would like to check the country at any time, you can use the procedure listed in the previous section "Check the real IP Details".

See Also : "Maintaining the Safe Country List"

Enabling/Disabling

You can disable ipGuardian checks by turning off the **Enabled mode**. When the enabled mode is turned off, no URL checking will be done.

1. Select the "Tools+ ipGuardian: Options" menu item from the standard IE menu.
2. Uncheck the Enable checkbox. Uncheck means 'Disabled' mode.



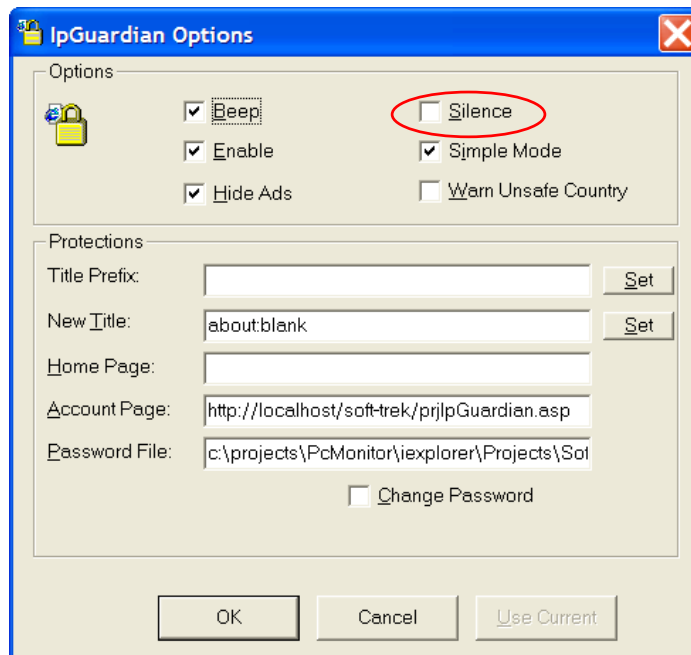
Silence Mode

When this mode is set, there will be no confirmation box but the white list and blacklist will be silently checked and if the URL belongs to the blacklist, ipGuardian will prevent Internet Explorer from going to the blacklisted websites.

To silence ipGuardian,

1. Select the "Tools+ ipGuardian: Options" menu item from the standard IE menu.
2. Select the Silence checkbox.

This should toggle the silence flag (if Silence checkbox is checked, it is silenced)

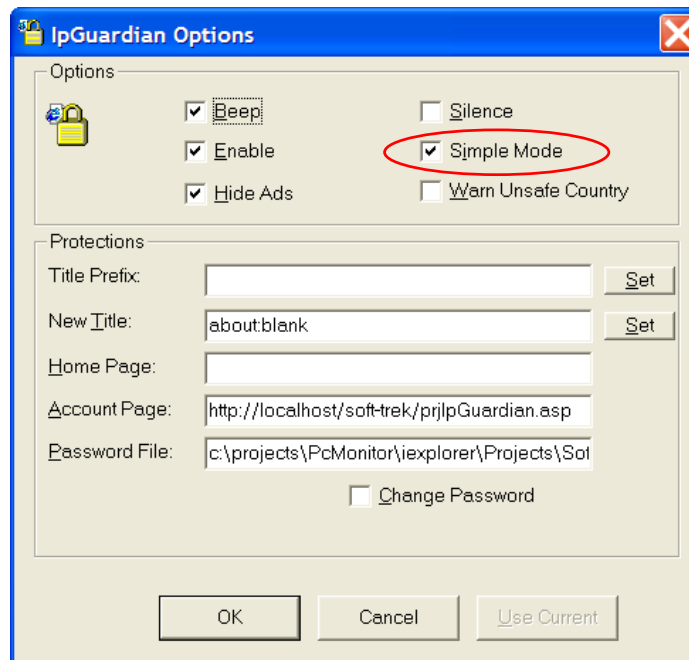


Simple/Strict mode

It is recommended that novice users should set the ipGuardian mode to be **Simple mode**. This has the least annoyance factor by having confirmations only when necessary. In **Strict mode**, ipGuardian prompts for confirmation when it detects that the user is going to a different domain on all kinds of situations.

To set ipGuardian to work in Simple/Strict mode,

1. Select the "Tools+ ipGuardian: Options" menu.
2. Select the Simple Mode checkbox. Uncheck means 'Strict' mode.
3. Press the OK button to save your settings.



For the ultimate protection, you should run in '**Strict mode**' for the first few days to build up your ipGuardian local white list and black list database. '**Strict mode**' is also recommended when you are surfing to a new territory.

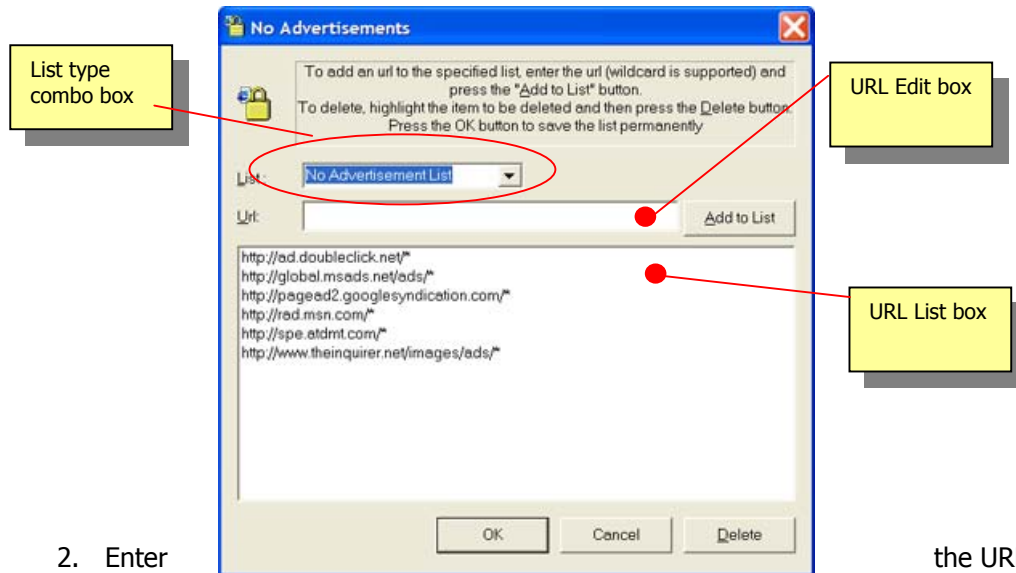
Block image based advertisements

Besides excluding black listed urls, ipGuardian can block advertisement urls or specific advertisement images. It uses a local database to exclude those urls that are advertisement urls. Some of the common advertisement domains are:-

1. <http://pagead2.google syndication.com/>
2. <http://ad.doubleclick.net/>
3. <http://rad.msn.com/>

To add entries to this database,

1. Select the "Tools+ipGuardian : Manage List ..." menu item from the standard IE menu.
A "No Advertisement" dialog box should be displayed.



2. Enter the URL.

The easiest way to identify an advertisement URL is to right mouse click on the advertisement image itself to view its properties. Then highlight the URL to copy it into the clipboard. You can then paste the URL into the Url edit box.

You may use wildcards to specify the URL. ipGuardian supports regular expression;
e.g. `http://ad.doubleclick.net/*` will block all images from `http://ad.doubleclick.net`

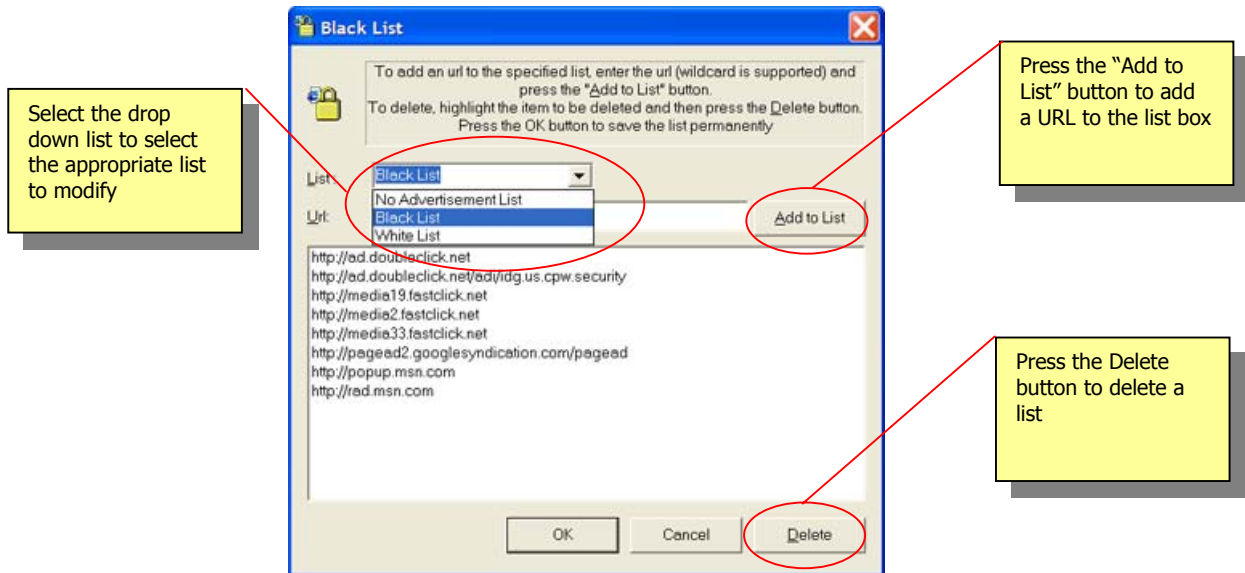
3. Click on the "Add to List" button.
The URL will be added to the URL list box below .
4. Repeat step 2-3 to add more URLs.
5. Press the OK button to save the list.
The list will be automatically loaded into ipGuardian's engine

To delete entries from this database,

1. Select the "Tools+ipGuardian : Manage List ..." menu item from the standard IE menu.)
A "No Advertisement" dialog box should be displayed.
2. Select the entry to be deleted in the URL list box
3. Press the "Delete button"
4. Repeat step 2-3 to delete more URLs.
5. Press the OK button to update the list.
The list will be automatically reloaded into ipGuardian's engine.

Maintaining the Black and White List

1. Select the "Tools+ipGuardian : Manage List ..." menu item from the standard IE menu.
A "No Advertisement" dialog box should be displayed.
2. From the List dropdown box and select the "Black List" item.



To Add more entries to the Black List,

3. In the URL edit box, enter the to-be blacklisted URL.
4. Click on the "Add to List" button.
The URL will be added to the URL list box.
5. Repeat step 3-4 to add more URLs.
6. Press the OK button to save the list

To Delete entries from the Black List,

7. Select the entry to be deleted in the URL list box
8. Press the "Delete button"
9. Repeat step 2-3 to delete more URLs
10. Press the OK button to save the list

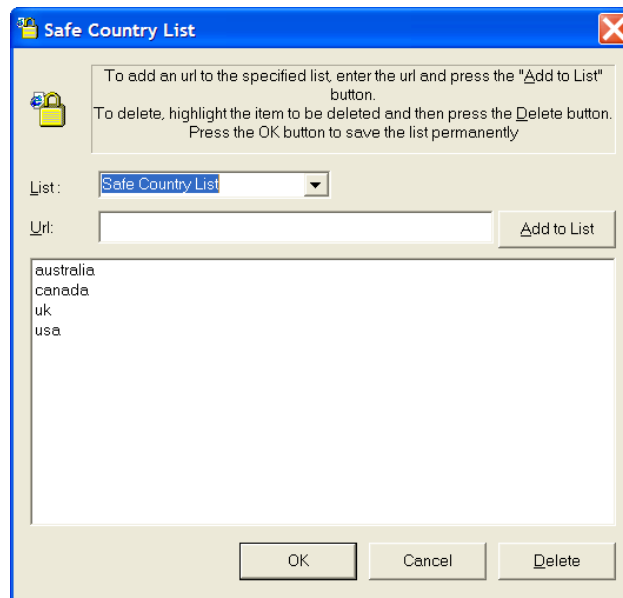
To modify the White List,

11. To add or delete from the "White List", select from the List dropdown box, select the "White List" item, and repeat step 3-10.

Maintaining the Safe Country List

The Safe Country List contains a list of countries where you have indicated that they are safe to visit while you are doing your internet banking. If enabled, ipGuardian will sound a warning if you are filling an HTML FORM and the country that hosts this form is not in the safe list.

1. Select the "Tools+ipGuardian : Manage List ..." menu item from the standard IE menu. A "No Advertisement" dialog box should be displayed.
2. From the List dropdown box and select the "Safe Country List" item.
3. The operation is similar to "Maintain the Black and White List". See previous section (steps 3- 10) for more details.



Protection against keyboard loggers

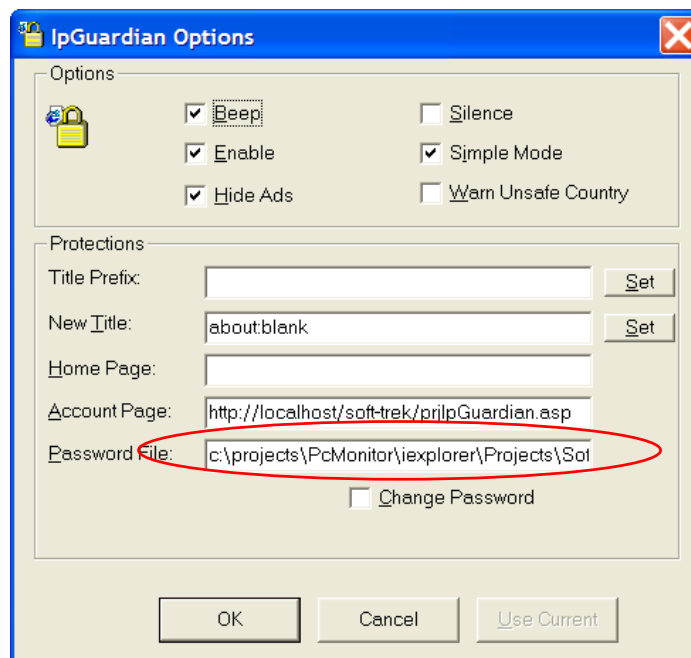
Configuring the location of your password file

By default, the location of the password file is at the same location as the ipGuardian.dll. However, you can change this location to a different location; e.g. in the floppy drive or in the USB storage drive.

Selecting a location where you can physically take the storage away may be useful in a hostile or unknown environment.

To modify the password file location,

1. On your IE browser, select "Tools+ipGuardian: Options" menu item



2. Enter the full path where you would like to save your password file in the Password File edit box.

e.g. "e:\backup\MySecretFile.txt"

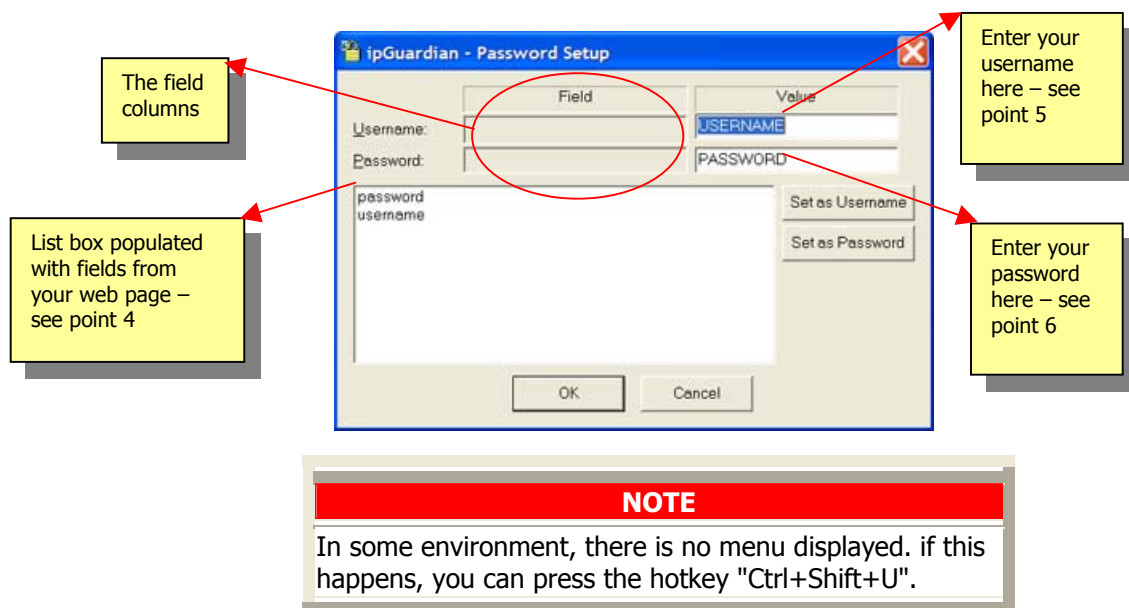
where

- e drive is the location of your USB storage drive
- MySecretFile.txt is the name of your password file.

Training ipGuardian for your Internet banking

To combat against keyboard loggers, first you need to train ipGuardian to recognize your logon page of your favorite Internet Banking web site.

1. Start your Internet Explorer.
2. Go to your favorite Internet Banking web page
3. When you are at the logon page of your favorite Internet banking web site, select the "Tools+ ipGuardian: Setup Username/Password ..." menu. This would bring up the setup dialog as shown below.

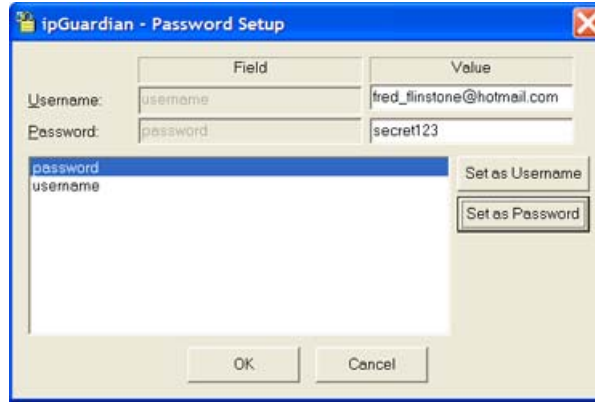


4. Please note that there should be at least two fields displayed in the listbox. One of these fields corresponds to the username and the other should correspond to the password field. The names of these fields are usually meaningful enough to indicate which field corresponds to which. We will discuss these two fields later in the document.
5. Replace the value "USERNAME" with your Internet username.
6. Replace the value "PASSWORD" with your Internet password.
7. In the listbox, click on the field that should correspond to the username.
8. Press the "Set as Username" button.

The corresponding Field column will be populated by the selected field. The actual web page username field will also be populated.

9. In the listbox, click on the field that should correspond to the password.
10. Press the "Set as Password" field.

The corresponding Field column will be populated by the selected field. The actual web page password field will be populated. A sample completion screen is shown below:-



11. To complete the training, press the OK button to save your logon details. This would be saved to the password file.
12. You may repeat steps 3..11 above if you have another account with the same Internet bank.

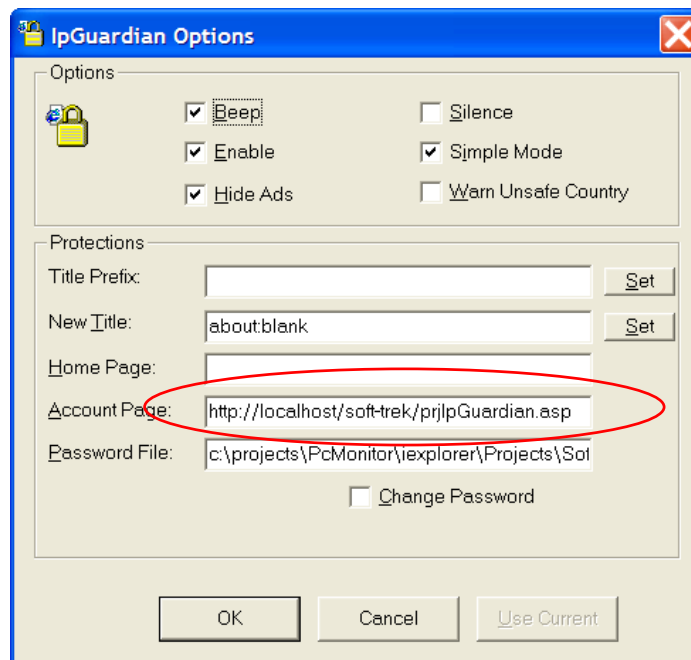
Configuring your secret location

This is another feature implemented for your extra protection. The "secret location" is the web page that you must visit before you can invoke ipGuardian to modify your user accounts. The Account Page URL is the "secret location" where you can update your password file user accounts. By default, the "secret location" is the home page of ipGuardian; i.e.

<http://www.soft-trek.com.au/prjIpGuardian.asp>.

To modify your secret location,

1. Enter your URL of your "secret location" web page in the IE address line.
e.g. <http://www.mysecretpage.com>
2. On your IE browser, select "Tools+ipGuardian: Options" menu item

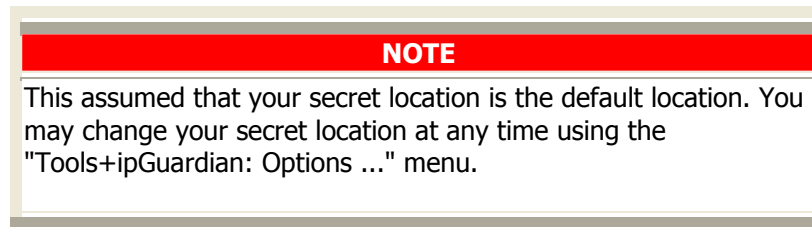


3. Set focus on the Account Page edit box by single click on it.
4. Press the "Use Current" button.
Your secret location URL will be inserted into the Account Page edit box.
5. Press the OK button to save your settings.

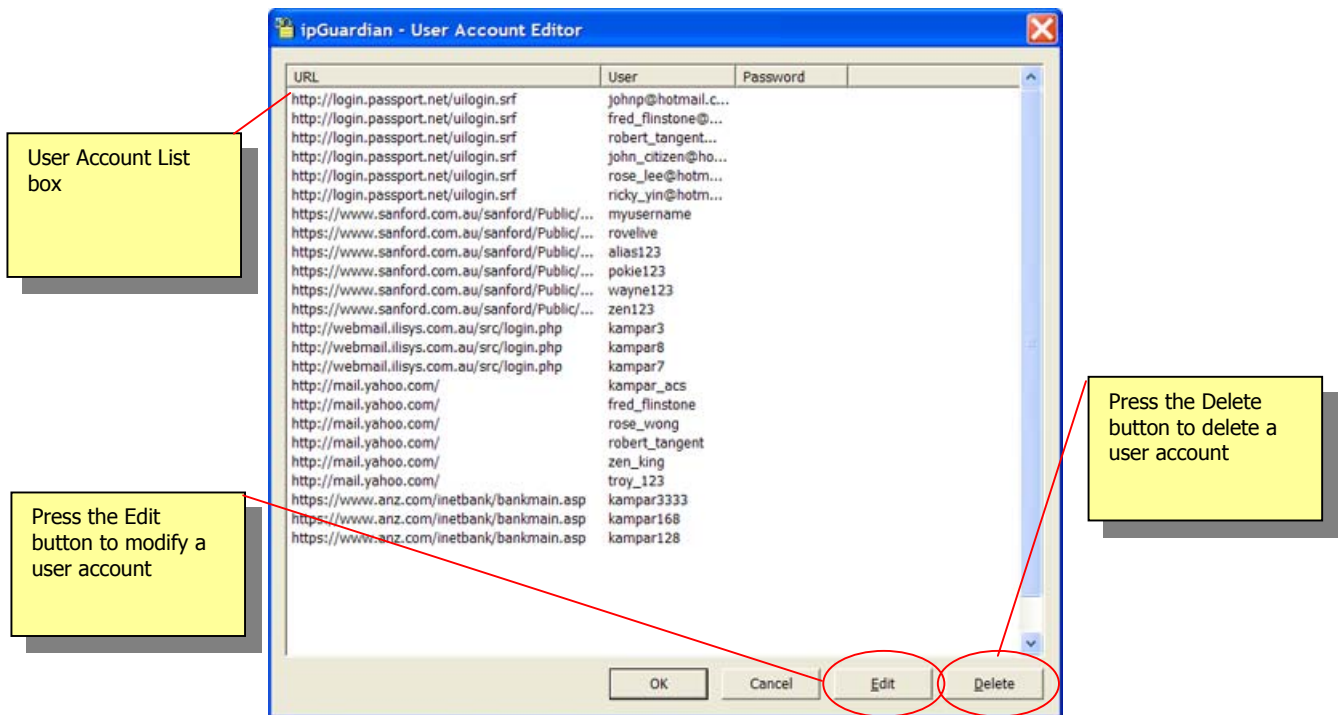
Maintaining your user accounts

To invoke the maintenance screen for your password file,

1. Enter the following URL in the IE address
<http://www.soft-trek.com.au/prjIpGuardian.asp>



2. Select the "Tools+ipGuardian: Setup Username /Password" menu item from the standard IE menu.

**To edit a user account,**

3. In the user account list box, select the user account that you wish to modify.
4. Press the "Edit" button.



5. In the Username field, enter your new username (if it has been changed)
6. In the Password field, enter your new password.
7. Press the OK button when done.

To delete a user account,

8. In the user account list box, select the user account that you wish to delete.
9. Press the "Delete" button to delete the user account.

To save your changes,

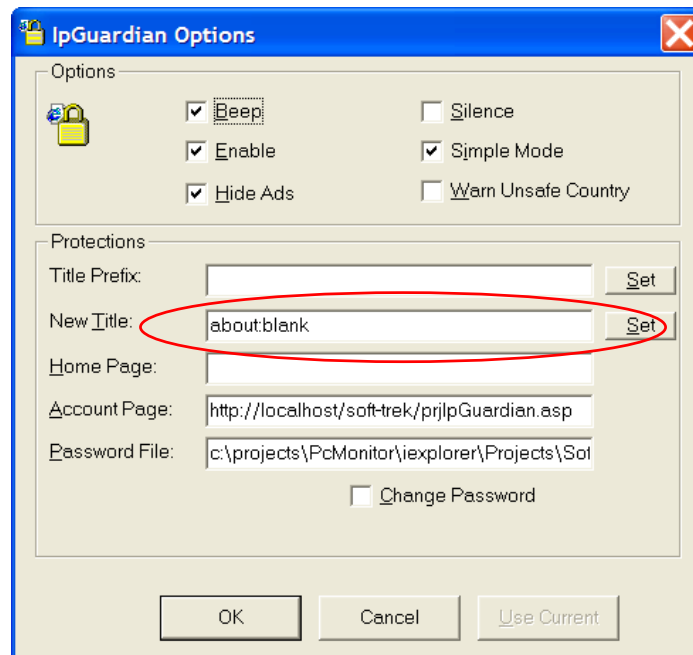
10. When done, press the "OK" button to save your changes.
11. To abort your changes, press the "Cancel" button.

Configure your web page title

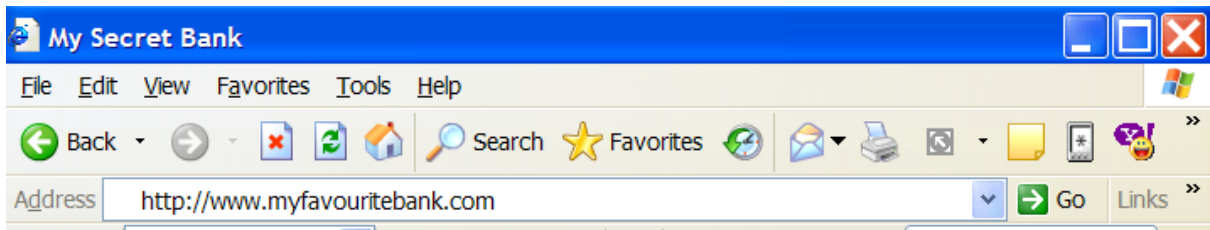
This is another feature implemented for your extra protection. To attempt to circumvent some keyboard trojans who monitor your web browser's title, ipGuardian allows you to change your web page title.

To modify your web page title,

1. Enter the URL of the web page in the IE address line.
e.g. <http://www.myfavouritebank.com>
2. On your IE browser, select "Tools+ipGuardian: Options" menu item



3. In the New Title, enter a text e.g. "My Secret Bank"
4. Press the "Set" button.
The web page title would also have changed.



5. Press the OK button to save the list.

Note: You may also change the title by prefixing your web page title. To do so, follow the above instructions by setting the Title Prefix instead.

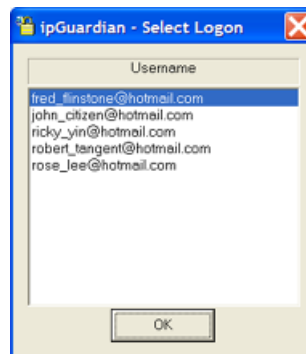
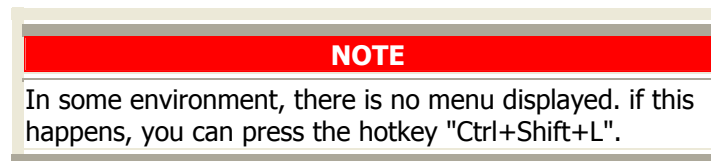
Maintaining your web page titles

1. Select the "Tools+ipGuardian : Manage List ..." menu item from the standard IE menu.
A "No Advertisement" dialog box should be displayed.
2. From the List dropdown box and select the "Title List" item.
3. See Section "Maintaining the Black and White List" p 16 for more details.

Logging on to your Internet Banking - No keying required

Now that you have trained ipGuardian, the next time you need to logon to your Internet bank, you may use this simpler logon facility.

1. Start your Internet Explorer.
2. Go to your favorite Internet Banking web page
3. When you are at the logon page of your favorite Internet banking web site, select the "Tools+ipGuardian: Select Logon ..." menu. This would bring up the select logon dialog below. There may be more than one usernames if you have setup more than 1 account in the previous step.



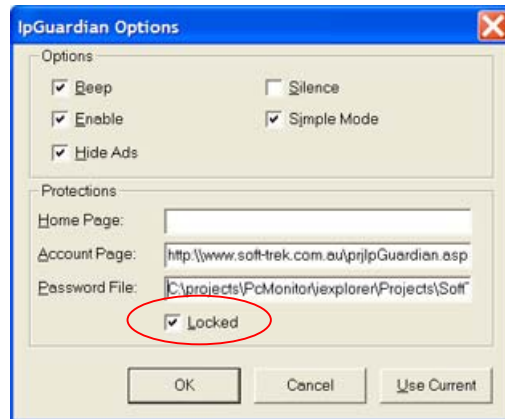
4. Select the user account for this Internet banking. Your username and password will be populated in the web page directly.
5. Press the OK button to close this dialog.
6. Now you can continue to logon to your internet banking

Unlock your password file

By default, ipGuardian protects your password file by making your password file 'location sensitive'. What this means is that if some one stole your password file, they cannot use your password file in a different location.

To work in a foreign location, you must unlock your password file. To unlock your password file,

1. On Your IE browser, select "Tools+ipGuardian: Options" menu item



2. Select the "Locked" checkbox

An Unlock password dialog box will be displayed.



3. Enter the unlock password (that you have created when you are installing ipGuardian – see p 7).
4. Press the OK button.

As a safeguard against the cracking of your password, you have only three opportunities to enter the correct password. Once the number of attempts to enter the correct password has been exceeded, the "Unlock" checkbox will be disabled (until you restart your IE).

Protection against home page hijacking

Protect your Home Page

When your browser starts up, it will automatically go to a certain web site. The address of this web site is your Home Page. Certain malwares were known to hijack your browser by setting your Home Page to point to another web address by changing the browser's registry settings. ipGuardian protects your home page from being hijacked by giving you an "approved home page" address.

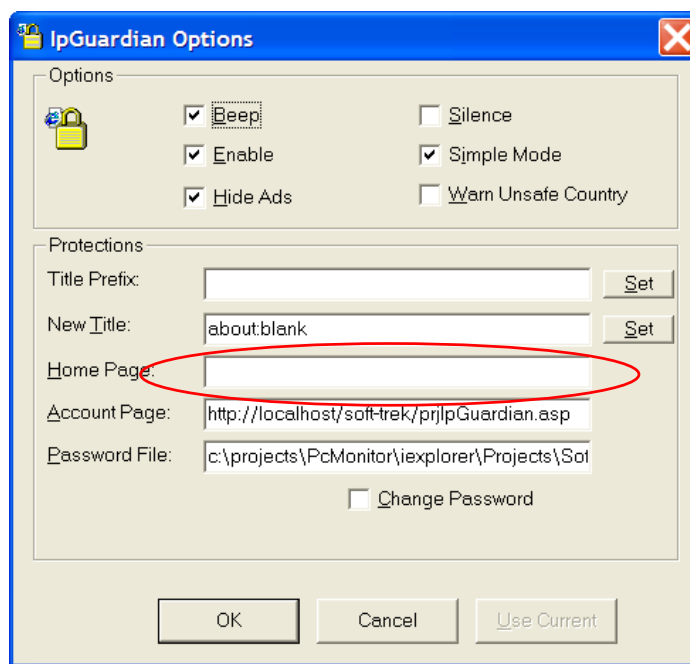
You set your approved home page address in the Options dialog. If this is set, ipGuardian will check the home page and make sure that they are the same. If they are different, ipGuardian will prevent Internet Explorer from going to the address as specified by the home page.

NOTE

If the approved home page address is empty, ipGuardian will not check the home page on startup.

To set your home page,

6. Enter your home page in the IE address line to go to your home page.
7. On your IE browser, select "Tools+ipGuardian: Options" menu item



8. Set focus on the Home Page edit box by single click on it.
9. Press the "Use Current" button.
Your home page will be inserted into the Home Page edit box.
10. Press the OK button to save your settings.

Miscellaneous

Checking ipGuardian Version

To check the version of ipGuardian, you may select the "Help+About ipGuardian..." menu item from the standard IE menu). An About box will be displayed.



How to Register

Thank you for trying ipGuardian. You have up to 30 days to try ipGuardian. When you decide to register, you will not need to download ipGuardian again. Just purchase from ShareIt or PalPal (see "Buy Now" link in the ipGuardian Home web page), and we will send to you a license file to your registered email address. Save the license file to the directory that you currently have installed ipGuardian, and you will be ready to enjoy the full features of ipGuardian.

FAQ

Installation received an error 0x80004005

I tried to install ipGuardian on my computer here this morning, and typed 'regsvr32.exe ipguardian.dll' but somehow it was rejected by regsvr32, with a pop up message of DllRegisterServer in ipguardian.dll failed. Return code was: 0x80070005

The error value '0x80070005' means 'Access Denied'.

This means that an attempt has been made to update part of the registry that you do not have permissions to update. Please contact your system administrator .

Nothing happens when I clicked on "Help+About ipGuardian ..."

My environment is Internet Explorer 6.0 and W2k/Pro

To enable 3rd-party Tools Bands and Browser Helper Objects:

1. Close all instances of Internet Explorer.
2. Open Control Panel / Internet Options.
3. Select the Advanced tab.
4. Under the Browsing category, check the Enable third-party browser extensions (requires restart) box.
5. Press Apply and OK.

See also

- "All my ipGuardian menus do not work - 1" .
- "All my ipGuardian menus do not work - 2" .
- "IE crashed when I clicked on the ipGuardian menu of other instances of IE"

How does IE Auto-Completion compare to ipGuardian password protection?

IpGuardian has the following advantages;

1. Your settings (usernames and passwords) besides being securely backed up, is truly portable. You can take the password file anywhere.
2. It works in any environment. In some environment, you do not have permission to turn on the IE auto-completion rendering it useless.
3. In a new environment, there is no more look-over-your-shoulder password stealing from your colleagues or bystanders.
4. If your password file is in a floppy drive or in your USB storage, removing the portable storage means that no one can use your saved credentials. In the IE Auto-completion case, if someone can logon as you in your PC, they can access the IE Auto-completion feature to logon to the website as you.

I can copy and paste my password from a password file.

I can copy and paste my password from a password file. What is the advantage of using ipGuardian?

Using copy and paste has the following disadvantages:

1. First, your password file is probably clear text making it very easy to steal your password. On the other hand, ipGuardian's password file is uniquely encrypted. The password file is guaranteed to be different even if you are using the same unlock password and you have the same set of data.
2. Copying your password into the clipboard is insecure. Trojans can easily steal your password by peeking into the clipboard.
3. Cutting and pasting is still a manual process. You need to select the password carefully.

How does ipGuardian compare to other password manager programs?

1. Check if your password manager is simulating keyboard typing when it is inserting password for you. If it is, then you are still susceptible to keyboard loggers. On the other hand, ipGuardian inserts your password directly into the IE memory making it much harder for any program to steal your password.
2. Check if your password manager requires you to use copy+paste from the clipboard. If you are (using the clipboard), then you are still susceptible. Trojans can easily steal your password by peeking into the clipboard.

regsvr32 is not recognized

I received an error (regsvr32 is not recognized as an internal or external command, operable program or batch file) when I try to run the install or uninstall script.

You do not have a copy of regsvr32.exe. Please get it from Microsoft via the following link

<http://support.microsoft.com/default.aspx?kbid=267279>

You should copy the downloaded program into your windows directory.

I received an error "Error creating synchronization Object" when I startup my IE browser.

This was a problem in Version 1.8 and earlier. This is now fixed. Please upgrade to Version 1.9 or later.

All my ipGuardian menus do not work - 1.

None of the ipGuardian menu items work. However, if I uninstall my other BHOs, the ipGuardian menus work again.

This was a problem in Version 1.8 and earlier. Version 1.9 was revamped to make it compatible to other BHOs.

All my ipGuardian menus do not work - 2.

None of the ipGuardian menu items work. I can work around by spawning another instance of IE and closing the previous instances.

This was a problem in Version 2.2 and earlier. This is now fixed.

Internet Explorer has encountered a problem and needs to close ...

When I go to a website which contains a hotlink that redirects me to another URL, I get a popup error which says "Internet Explorer has encountered a problem and needs to close ...". I can prevent IE from crashing if I hold down the <CTRL> key before clicking on the link.

This was a problem in Version 1.8 and earlier. This is now fixed. Please upgrade to Version 1.9 or later.

How does ipGuardian compare to the status bar check?

I am always very careful as I preview and check the actual URL on the status bar before clicking on a hyperlink. How does ipGuardian compare to the status bar check?

Trojans could still trap you by: -

1. replacing the IE status bar with clever JavaScript scripts
2. using a <map> tag that covers the entire screen region.

When you click on the link, ipGuardian can detect the discrepancy. Even if you have clicked on the link by mistake, ipGuardian may give you the option of aborting the navigation even if you click on the link by mistake.

After you have visited the website, you can always checked the real IP details of the website.

See also:

- How do I check the real IP details of the visited web site?

How do I modify my password file?

This was a missing feature in Version 1.9 and earlier. Version 2.0 introduced the secret location where you must go to your selected "secret location" web page before you are allowed to modify your password file.

How do I modify my black list?

In pre version 2.0, you have to use your own editor (e.g. notepad) to modify the black list file. From Version 2.0, you can use the ipGuardian's "Maintain List" dialog box to modify your black list.

How do I modify my white list?

See "How do I modify my black list?".

What is a "secret location"?

A secret location is the location of a web page to view the contents of your password file. You must visit the secret location web page first before you can view the contents of your password file. An analogy to the "secret location" is the special room/chamber where you must enter to modify your own top secret details. Of course, you have full control of where to set your own secret location.

Can a trojan steal my "secret location"?

Yes, but we are making it very difficult for the hacker to use it. Firstly, the data of the "secret location" encryption is localized. This means that the data is essentially useless in a foreign environment. Likewise, even if someone were to copy his "secret location" to your PC, it is useless. Secondly, the encryption of the "secret location" is guaranteed to be different even if you have the same set of data; making it more difficult to reverse generate its data.

IE crashed when I clicked on the ipGuardian menu of other instances of IE

I found that when I have spawned other instances of IE, IE normally crashed when I clicked on ipGuardian menu items in the previous instances of IE.

This was a problem in Version 2.2 and earlier. This is now fixed.

Pressing Ctrl+Shift L does not bring up the "Select Logon" dialog

Click on your browser page to bring it on focus. Please try again.
If this does not work, spawn another instance of IE and try again.

If it does not, see the following

See also

- "All my ipGuardian menus do not work - 1" .

How do I check the real IP details of the visited web site?

See section "Check the real IP Details".

How do I upgrade ipGuardian?

Please use the following procedure to upgrade ipGuardian.

1. Close all IE browsers
2. Run uninstallipGuardian (see "How to uninstall ipGuardian?")
3. Backup ipguardian (especially all the ip*.txt files)
4. Download the latest version of ipGuard.zip
5. Run the installation process (see "How to install ipGuardian?")
6. Restore all your saved ip*.txt (that you have backed up in step 3)
7. Reboot your PC

I cannot see "ipGuardian: Country is safe" in the status bar

I could however see "ipGuardian: detected web FORM" instead.

This is probably due to ipGuardian is unable to detect the "password" fields in the form.
Send to us the URL that you are visiting and we will fix up our database.

I keep getting "Unsafe Country" for my intranet page.

This was a problem in Version 2.3. This is now fixed. All localhost Ips and 10.x.x.x addresses are "regarded" as local. Please upgrade to Version 2.4.

ipGuardian does not remember my blocking settings.

ipGuardian does not remember my settings when it detects that the url on a link is different.

This was a problem in Version 2.3. This is now fixed. Please upgrade to Version 2.4.

How do I turn off the Unsafe Country Warning dialog box?

The following conditions will not show the Unsafe Country Warning dialog box.

1. URL is in White List
2. The country of the web page is in the Safe Country List
3. Warn Unsafe Country option is turned off

The 30 days trial license is not working.

This was a problem to Version 2.8 (Build 192) and earlier. This is now fixed. Please uninstall your old version and remove all files before reinstalling Version 2.8 (Build 193).

Cannot add the web title from the Manage List dialog.

This was a bug to Version 2.8 (Build 192) and earlier. This is now fixed.