

Completed Surveys: 81

Evaluator	E-mail	Was the installation of the Freedom 5.0 Beta product successful?	Please enter the reason(s) why the installation was unsuccessful.	How easy was the installation process?	How clear were the instructions during the installation process?	Did any unusual messages appear during the installation process?	Please describe the message(s).	Please select any service(s) that were unavailable after you installed. Click 'Next' if all services were available.	Have you experienced any unusual system behavior since installing the Freedom 5.0 Beta software?	Please describe the unusual behavior.	Have you experienced any connection problems since installing the Freedom 5.0 Beta software?	Please describe the connection problems.	Do you have other anti-virus, firewall, or spyware detection software installed?
3	guan121@yahoo.com	Yes		Fairly easy	Fairly clear	No		Pop-Up Blocker	No		No		Yes
4	siszone@email.com	Yes		Very easy	Very clear	No			No		No		Yes
5	akiaa@ec.rr.com	Yes		Very easy	Fairly clear	No			No		No		Yes
6	xjclus@yahoo.com	Yes		Very easy	Very clear	No		Anti-Virus;Firewall;Parental Control;Anti-Spyware;Pop-Up Blocker;Privacy Manager;Form Filler	Yes	na	No		Yes
7	mr_referee2006@yahoo.com	Yes		Very easy	Very clear	No			Yes	My system is going slower than it usually does. I assume this is because the security program is constantly running in the background, however it is causing a lag in my system.	No		No
8	rogerwogan@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
9	acevedo_say@yahoo.com	Yes		Very easy	Very clear	No			No		No		Yes
10	kathy@mostlysunny.com	Yes		Very easy	Very clear	Yes	Active X attempted to load the Livetest bar but my security settings did not permit it*		No		No		No
11	vernaahrens@aol.com	Yes		Fairly easy	Very clear	Yes	That should had been no		Yes	My computer seem to be working slower now but could just be the internet	No		Yes
12	bigladybug2001@yahoo.com	Yes		Somewhat easy	Fairly clear	Yes	unsafe security settings, having to manually setup*	Privacy Manager;Form Filler	No		No		No

13	sabenone@pionet.net	Yes		Very easy	Very clear	No			No		No		Yes
14	littlefeet60@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
15	rlewis02@rochester.rr.com	Yes		Very easy	Very clear	No			Yes	after doing a virus scan it told me that i had 5 virus's and when i clicked on one of the windows my computer complety shut down and restarted by itself	No		No
16	klpeterson@chartermi.net	Yes		Very easy	Very clear	No			No		No		Yes
17	nsmdlinc@cox.net	Yes		Very easy	Fairly clear	Yes	virus found C:/Prog/my waybarmwso eplg.dll virus named W32/MsearchoA (when i checked virus list and searched there was no virus listed)		No		No		Yes
18	bitnunu@adelphia.net	Yes		Fairly easy	Very clear	Yes	It said i had a infected file		Yes	Cant seem to close the freedom anti-virus file when i push the ok button it sticks and won't close.	No		No
19	sun19@optonline.net	Yes		Fairly easy	Fairly clear	Yes	unsafe active control*		No		No		Yes
20	rajeshcv@worldnet.att.net	Yes		Fairly easy	Very clear	Yes	Got error 1607 during the install configure process saying it could not install the 'Intsall Shield'		No		No		No
21	tkaren_@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
22	amberwishe@hotmai.com	Yes		Very easy	Very clear	No			No		No		Yes
23	sandrancraig@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
24	cvaszari@yahoo.com	Yes		Fairly easy	Fairly clear	No			No		No		Yes
25	blanchjb@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
26	cowboys@gemsi.com	Yes		Fairly easy	Very clear	No			No		No		Yes

27	kkoterzina@hotmail.com	Yes		Very easy	Very clear	No			No		No		No
28	scottwell2@aol.com	Yes		Very easy	Very clear	No			Yes	it has slowed my system down a great deal	No		Yes
29	x2things@optonline.net	No	I don't know. Am I supposed to deactivate my regular popup blocker, antivirus and firewall?	Not easy at all	Not very clear	No		Anti-Virus;Firewall;Pop-Up Blocker	No		No		Yes
30	candyland121@hotmail.com	Yes		Fairly easy	Fairly clear	Yes	An error message about something not installing		No		No		No
31	holly@aday.net	Yes		Very easy	Very clear	No		Parental Control	Yes	while configuring the firewall, the program 'hung' while attempting to reset a site's connection. Shut program down and restarted. Did not attempt to reset that site's connection (ie - left the default setting).	No		Yes
32	blucharm@yahoo.com	Yes		Very easy	Very clear	No			No		No		Yes
38	Lady_Zoe7@yahoo.com	Yes		Somewhat easy	Very clear	No			Yes	When re-booting my computer, the booting process will not complete on its own. I must interrupt the boot with the F12 key, and selecting option '3' to enable my Windows XP to completely boot up. When I turn on my computer, I see the brief Windows XP logo	No		No
40	jbr22350@aol.com	Yes		Fairly easy	Fairly clear	No			No		No		Yes
41	judy@stanfordalumni.org	Yes		Very easy	Fairly clear	No			No		No		Yes

42	hardy4219@centurytel.net	Yes		Very easy	Very clear	No			No		No		No
45	buzzagent@earthlink.net	Yes		Very easy	Very clear	No		Anti-Virus;Firewall;Parental Control;Anti-Spyware;;Pop-Up Blocker;Privacy Manager;Form Filler	Yes	Once I had to shut down my whole system manually because everything froze after Freedom asked me to ok a connection.	No		Yes
46	kyllyr@qwest.net	Yes		Very easy	Very clear	No			No		No		Yes
47	dkisdavis@yahoo.com	Yes		Very easy	Very clear	No			Yes	My system keeps blowing. By this I mean, I error out and lose the internet connection or several times I've been kick out to the blue screen and have had to completely reboot.	Yes	I keep getting errors losing my internet connection.	No
48	lcouillard148@hotmail.com	Yes		Very easy	Very clear	No			No		No		Yes
49	William_je2000@yahoo.com	Yes		Fairly easy	Very clear	No		Privacy Manager	Yes	Tray icons dissappeared on the lower right.	No		Yes
50	veggie@rochester.rr.com	Yes		Very easy	Very clear	No			No		No		Yes
51	njbuttercup76@verizon.net	Yes		Fairly easy	Fairly clear	No			Yes	it says i have a virus in a little pop up screen and repeatedly pops up over and over again...which is very annoying	No		Yes
52	rofsgirl@yahoo.com	Yes		Fairly easy	Very clear	Yes	activex unsafe*		No		No		Yes
53	bumblebi@starhub.net.sg	Yes		Fairly easy	Fairly clear	No			No		No		Yes
54	dkprip@yahoo.com	Yes		Very easy	Very clear	No			No		No		No

55	telephoneme@yahoo.com	Yes		Fairly easy	Very clear	No		Form Filler	Yes	entire system seems to have slowed down. Opened my home page and it kept saying "page cannot be displayed." I re-installed and seems to be working a bit better and faster now.	No		Yes
56	mschmit@telus.net	No	The software did not appear to download at all	Not easy at all	Somewhat clear	No		Anti-Virus;Firewall;Parental Control;Anti-Spyware;;Pop-Up Blocker;Privacy Manager;Form Filler	No		No		Yes
57	laikengrace@yahoo.com	Yes		Very easy	Very clear	No			No		No		Yes
58	tams85@hotmail.com	Yes		Very easy	Very clear	Yes	It was something about an ActiveX Controller. The message said the page would not be displayed as intended. I also had to go to view-explorer bar to view the livetest bar*		No		No		Yes
59	GreggMBPhD@aol.com	Yes		Fairly easy	Very clear	No			No		No		Yes
60	Ronrego@excite.com	Yes		Fairly easy	Fairly clear	No			Yes	I was unable to MANUALLY update the virus updates using "antivirus preferences". The system updated them automatically every 3 or 4 days.	Yes	I was unable to update the antivirus updates when using the software.	Yes

							On the shutdown to reboot, the countdown timer was at 30 seconds when the computer rebooted. Also, It took awhile to realize the reboot was ok because a dialog popped up saying the reboot was caused by an RPC something-or-other.						
61	theherrs@cox.net	Yes		Fairly easy	Very clear	Yes		Anti-Virus	No		No		Yes
62	cooperlwm@aol.com	Yes		Fairly easy	Very clear	No			No		No		Yes
63	pampap@optonline.net	Yes		Very easy	Very clear	No			Yes	2000 consistently hung after opening 1-3 messages, and I started having systems slowdown loading web pages and changing task windows. 1st time ran virus scan, freedom crashed, had to reboot, ran again - completed and said no defects. About 1/2 hr later my outlook crashed when I was opening an email. I was leery about problems, disabled Freedom, ran my normal McAfee virus, it found a	Yes	Outlook 2000 hanging and crashed 1 time.	Yes
64	Kayleigh@wag-inc.org	Yes		Very easy	Very clear	No			No		No		Yes
65	LadyPoetes@aol.com	Yes		Very easy	Fairly clear	No			No		No		Yes
66	rkim@acxiom.com	Yes		Very easy	Very clear	Yes	Active X control not safe.*		No		No		Yes
67	KEEWEE23@yahoo.com	Yes		Fairly easy	Fairly clear	No			No		No		Yes
68	dlhealey@ic24.net	Yes		Fairly easy	Fairly clear	Yes	can't remember - said something about active settings*		No		No		No

69	geneb27@netzero.net	Yes		Fairly easy	Somewhat clear	Yes	Had a conflict with my antivirus program and did not mention to shut it until after the conflict. Shut antivirus program off and restarted install and it worked.		No		No		Yes
70	navel@rocketmail.com	Yes		Fairly easy	Very clear	No			Yes	My system is very slow	Yes	It takes a long time for my browser and email programs to connect to the web.	Yes
71	extramoney2003@yahoo.com	Yes		Very easy	Very clear	No			Yes	was unable to pull up my email (Outlook Express 6) unless I disabled the program	No		Yes
72	wwwmei@netscape.net	Yes		Not easy at all	Somewhat clear	No		Parental Control;Pop-Up Blocker;Form Filler	Yes	very slow or close to freeze	Yes	slow down connection	Yes
73	chayashi@sympatico.ca	Yes		Somewhat easy	Fairly clear	Yes	don't remember		No		No		Yes
74	ljmadoch@yahoo.com	Yes		Very easy	Very clear	Yes	Stated that the Viewbar had to be displayed manually. *		No		No		Yes
75	l_mckinney@yahoo.com	Yes		Very easy	Very clear	No			No		No		Yes
77	joyce@michaelpetronkogallery.com	Yes		Somewhat easy	Very clear	No			No		No		Yes
78	cervenka@ironriver.tv	Yes		Very easy	Very clear	No			Yes	slower than usual loading of pages and email problems	Yes	time outs from server	No

79	Jfulda@arczip.com	No	It popped up with a screen that said that it was unable to initialize and I needed to re-install it. I contacted support, and was told to download it again...the only problem to me was that it took 1 1/2 hours the first time. So I haven't re-downloaded yet.	Very easy	Fairly clear	Yes	Unable to initialize.	Form Filler	Yes	Everything has been sluggish, and my form filler quit working.	No		Yes
80	ekulesza@aol.com	Yes		Very easy	Very clear	No			No		No		Yes
81	bgc65@yahoo.com	Yes		Very easy	Very clear	No			Yes	As soon as i go online ,my computer locks up.	Yes	I cannot do anything because the computer locks up	Yes
82	mburns11@msn.com	Yes		Fairly easy	Fairly clear	No			No		No		Yes
83	hungarian_blue_eyes@yahoo.com	Yes		Very easy	Very clear	No			Yes	Sometimes while online a page will not load properly and cannot be x'd off. I need to Close some windows in order to proceed or log off and log back on in order to continue.	Yes	I am sorry. I had no connection problems.	No
84	calihluv@aol.com	Yes		Somewhat easy	Fairly clear	No			No		No		Yes
85	veas@alltel.net	Yes		Very easy	Very clear	No			No		No		No
86	HOPE729@BELLSOUTH.NET	Yes		Very easy	Very clear	No			No		No		Yes
87	pkgmajor@aol.com	Yes		Very easy	Very clear	Yes	unsafe, do manually *		No		No		Yes
88	ALV411@aol.com	No	said that the ActiveX control was unsafe and unable to load necessary *	Very easy	Very clear	Yes	unsafe Active X control unable to load.*		No		No		Yes
89	lanie1970@attbi.com	Yes		Very easy	Very clear	No			No		No		No
90	fladiver@bellsouth.net	Yes		Very easy	Fairly clear	No			Yes	Couple of time unable to delete email from my browser and it isn't even MS it's Netscape.	No		Yes



										wouldn't sign on to internet at first. then had problems opening my email program. it is working fine now though.			
91	erwinmst@aol.com	Yes		Somewhat easy	Fairly clear	No		Anti-Virus;Privacy Manager;Form Filler	Yes		Yes	my internet explorer would not connect to the internet	No
92	thiagolane@email.com	Yes		Fairly easy	Somewhat clear	Yes	Something about the active X controls. Had to go to the View section after installation, then clicked on it. Only feel that shall not succeed in the total process? *		No		No		No

\* - Denotes message may be related to LiveTest Toolbar warnings.

Completed Surveys: 72

Evaluator	E-mail	Did your system function as usual while the SecNet 5.0 Beta software was installed?	Please describe any unusual events while running the SecNet 5.0 Beta software:	How did your system perform with the SecNet 5.0 Beta software installed?	Did the SecNet 5.0 Beta software find any viruses or spyware on your computer?	Did you experience any internet connection problems while running the SecNet 5.0 Beta software?	Please describe the internet connection problems:	Did any unusual messages appear while running the SecNet 5.0 Beta software?	Please describe the unusual messages:
4	Tester1@ironriver.tv	Yes		About the same	Yes	No		No	
5	Tester2@aol.com	Yes		About the same	No	No		No	
6	Tester3@yahoo.com	Yes		About the same	No	No		No	
7	Tester4@fmctc.com	Yes		Faster	Yes	No		No	
8	Tester5@hotmail.com	Yes		Much faster	No	No		No	
9	Tester6@netscape.net	No	slow down	Much slower	No	No		No	
10	Tester7@hotmail.com	Yes		About the same	No	No		No	
11	Tester8@earthlink.net	Yes		About the same	No	No		No	
12	Tester9@worldnet.att.net	Yes		Faster	No	No		No	
13	Tester10@earthlink.net	Yes		About the same	Yes	No		No	

14	Tester11@excite.com	Yes		About the same	No	Yes	Very often, the main screen said I was not connected to the internet, even though it was obvious I was, as the web browser was working properly.	No	
15	Tester12@yahoo.com	No	reported this as I believe bug 97, in which is messes up my internet explorer where after awhile I am unable to open new windows. I just now had to shut it down to do this survey because it wasn't working right with SecNet running, although I don't know if SecNet was the cause of it. All I do know is that back to my first comment about it messing up my internet explorer, this problem has never happened before but started after I started	Slower	Yes	No		No	

16	Tester13@hotmail.com	No	Boot up took significantly longer in the morning. Shutting down at night often took 2 tries. It was obvious that SecNet was attempting to restart things even after the program was suppose to be closed.	About the same	Yes	No		No	
17	Tester14@ic24.net	Yes		About the same	No	No		No	
18	Tester15@MSN.COM	No	memory to low	Slower	No	No		No	
19	Tester16@earthlink.net	Yes		About the same	No	Yes	initially it seems that the software was butting heads with the programs that were already installed. But once I "allowed" everything, then it all worked smoothly.	No	
20	Tester17@mail.com	Yes		Much slower	No	No		No	

21	Tester18@aol.com	No	My computer start up slow and shut down slow got errors and would get a black screen saying still starting windows.	Slower	Yes	Yes	I have DSL Connection Modem with AOL 9.0 soon as I would open the SecNet software my AOL would lose connection if I didn't have the SecNet software open I wouldn't lose connection so everytime I sign on with a few mintues would lose connection and have to sign on again.	No	
22	Tester19@hotmail.com	Yes		About the same	Yes	No		No	
23	Tester20@telus.net	Yes		About the same	No	No		No	
24	Tester21@hotmail.com	Yes		About the same	Yes	No		No	
25	Tester22@epix.net	Yes		About the same	No	No		No	
26	Tester23@optonline.net	No	caused computer to slow down dramatically in speed, waiting minutes when switching sights, alot of solid white pages, and I have high speed cable modem.	Much slower	Yes	Yes	a few times I could not accesss my home page, getting error	No	

27	Tester24@aol.com	Yes		About the same	No	No		No	
28	Tester25@yahoo.com	Yes		About the same	Yes	No		No	
29	Tester26@yahoo.com	Yes		About the same	No	No		Yes	We are unable to write the file[c:\Documents and Settings\All users\Application Data\eroKnowledge\SecNetServices.dat.backup]. Appears with non-administrator accounts.
30	Tester27@altel.net	Yes		Faster	No	No		No	
31	Tester28@yahoo.com	Yes		Slower	Yes	Yes	many times just locked me up which hadnt been happenign before	No	
32	Tester29@qwest.net	Yes		About the same	No	No		No	

			<p>slowed down my system so badly that when i had serious "work" to do, I had to shut SecNet down. Simply trying to load homepage-- which usually takes 2 seconds, took 2.5 minutes. Sometimes it even took longer and i hit Control alt delete and found SecNet was "not responding".</p>						
33	Tester30@yahoo.com	No		Much slower	Yes	No		No	
34	Tester31@yahoo.com	No	<p>could not receive email on outlook express 6 without disabling the program</p>	About the same	Yes	No		No	
35	Tester32@yahoo.com	No	<p>I lost some icons in the tray, it was easily fixed and MAY be related to a problem I had prior to installing SecNet.</p>	Faster	Yes	No		No	
36	Tester33@optonline.net	Yes		Slower	No	No		No	

			loading it I had problems with e-mail and internet. I kept getting the message that said home.netscape.com could not be found. The Next day I rebooted again and that took care of that. But it was quite a bit slower (it took approximately 1.5 times as long as usual). Then the toolbar at the bottom was black instead of blue. Overall, operations from that point were slightly slower than usual. I rebooted again about two days ago, and this						
37	Tester34@chartermi.net	No		Slower	Yes	Yes	Shortly after installing and rebooting I couldn't connect until I rebooted again the following day.	Yes	home.netscape.com not found.
38	Tester35@wag-inc.org	Yes		Slower	No	No		No	
39	Tester36@mostlysunny.com	No	System functioned normally, but my second PC, which connects to my network via a cross-over cable to my main PC, was not able to access the internet.	Slower	Yes	Yes	Described earlier.	No	



							Had a few minor disconnections that lasted a few minutes, although im not sure if it had anything to do with my isp's (bell sympatico) upgrading there entire network or not		
40	Tester37@sympatico.ca	Yes		About the same	No	Yes		No	
41	Tester38@hotmail.com	No	I could not use my Eudora mail. It would not allow the functioning of it. Message was Eudora was closed by foreign host. Also, the windows would close, for no apparent reason.	Much slower	Yes	Yes	Eudora was closed by foreign host. I had to turn off the program, in order to receive my emails.	No	
42	Tester39@centurytel.net	Yes		About the same	No	No		No	

			I normally use the MSN 9 browser instead of IE 6. After installing SecNet, I started having issues with logging into that account correctly. My homepage doesn't show up and I have trouble logging in. However, it may not really be a problem with SecNet. It may just be that I don't know how to get the settings for SecNet correct so that MSN 9 works correctly.						
43	Tester40@hotmail.com	No		About the same	Yes	No		No	
44	Tester41@adelphia.net	No	Had problem with windows not closing down .	About the same	Yes	No		No	
45	Tester42@aol.com	Yes		About the same	No	No		No	
46	Tester43@hotmail.com	Yes		About the same	Yes	Yes	My computer had difficulty staying connected to the internet. It disconnected frequently.	No	
47	Tester44@yahoo.com	Yes		About the same	No	No		No	

48	Tester45@optonline.net	No	system slowdown loading pages, especially when running Outlook 2000.	Slower	No	Yes	Only with Outlook 2000 messages, kept hanging, both while downloading messages in background, and when opening messages to read	No	
49	Tester46@aol.com	Yes		About the same	No	No		No	
50	Tester47@rochester.rr.com	Yes		About the same	No	No		No	
51	Tester48@CompuManagement.com	Yes		About the same	No	No		No	
52	Tester49@cox.net	No	false virus notice would not go away it insisted one of my game sites was a virus(i reported this) every time I started my computer this warning would pop up and I couldn't go anywhere until I shut down the SecNet program	Much slower	No	Yes	connecting was very slow	Yes	virus alert for a game site
53	Tester50@attbi.com	Yes		About the same	No	No		No	
54	Tester51@aol.com	No	It ran slower than normal	Slower	No	No		No	
55	Tester52@earthlink.net	Yes		About the same	No	Yes	Lost wireless connection a lot	No	

			Several anomalies occurred, the splash screen stays up the entire boot up, boy talk about shameless promotion..Boot sequence takes entirely too long now.Timing needs to be such that program starts sometime after computer is up and stabilized.						
56	Tester53@bellsouth.net	No		Slower	Yes	No		No	
57	Tester54@yahoo.com	No	My computer would lockup and i couldn't do anything	About the same	No	Yes	My computer would lockup everytime after i got online	No	
58	Tester55@netzero.net	Yes		Slower	Yes	No		No	
59	Tester56@hotmail.com	Yes		About the same	No	No		No	
60	Tester57@comcast.net	No	I had problems getting into my e-mail.	About the same	No	No		No	

	Tester58@yahoo.com	No	computer ran very slow. also, the options in menus did not show up (ie, if i pressed the view button on the tool bar, there was an empty box that appeared)	Much slower	Yes	No		No	
	Tester59@hotmail.com	Yes		Slower	Yes	Yes	No internet connection was available	No	
	Tester60@atbi.com	No	It actually caused the system to speed up when starting.	Faster	Yes	Yes	The connection could not be established but was after relogging in.	No	
	Tester61@yahoo.com	Yes		About the same	No	No		No	
	Tester62@yahoo.com	Yes		About the same	Yes	No		No	
	Tester63@rochester.rr.com	Yes		About the same	Yes	No		No	
	Tester64@aol.com	Yes		About the same	No	No		No	

									the first day after I installed the program, the computer crashed and it said the cause was from a device driver when I was doing a virus scan. I did get windows has to shut messages more frequently too
68	Tester65@yahoo.com	Yes		About the same	Yes	No		Yes	
69	Tester66@yahoo.com	Yes		About the same	No	Yes	It make some applications slower.	No	
70	Tester67@yahoo.com	Yes		About the same	Yes	No		No	
71	Tester68@email.com	Yes		Much faster	No	No		No	
72	Tester69@msn.com	Yes		About the same	No	No		No	

			DNS page error. Could not logon to the internet at all. Had to uninstall program before I could login. Another time something got into my computer and changed the settings. Today I had to uninstall again as SecNet became unstable and wouldnt work or allow anything else to work.	Slower	No	Yes	as already described	Yes	DNS errors unstable message
73	Tester70@yahoo.com	No							
74	Tester71@rocketmail.com	No	loading was very slow	Much slower	Yes	Yes	telnet connected very slowly.	No	
75	Tester72@aol.com	Yes		About the same	Yes	Yes	When I first started using it my internet connection would not connect. I disabled the firewall and I had no problems signing on.	No	

\* - Denotes message may be related to LiveTest Toolbar warnings.