SafeDNS Agent for Windows Setup

> The Agent is available on the following billing plans: **Safe Family, Pro, Pro Plus,** and archived **Safe@Home, Safe@Office**.

What is Agent created for

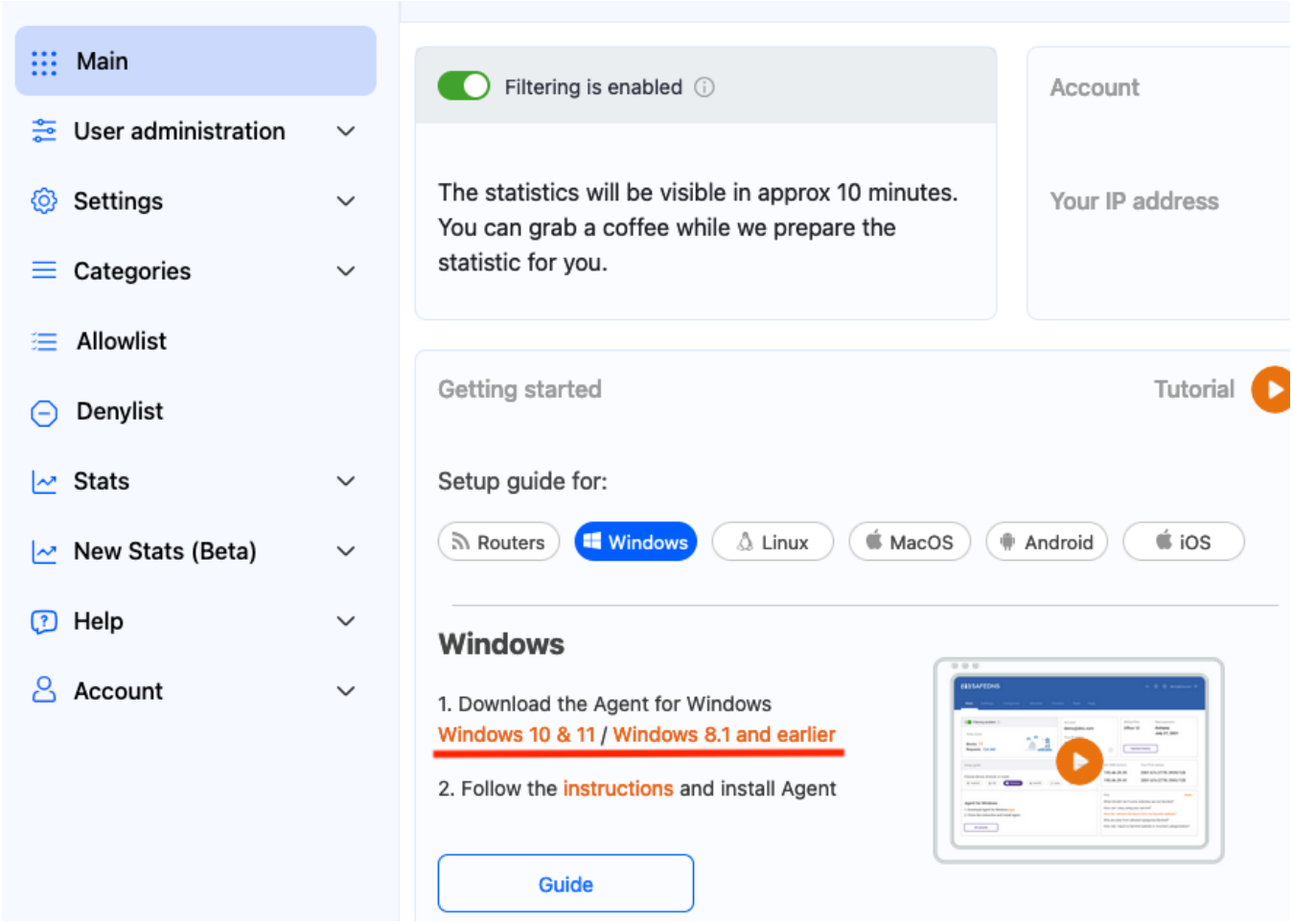
The Agent software is designed to automatically launch and manage the SafeDNS web filtering service on Windows-based computers. The Agent should be installed on the PC when you have a private (local) or a dynamic public address, or you want to have a separate web filtering policy for each Windows-based computer within your network.

Attention! If you want to configure the SafeDNS web filtering service for the entire network, you can find information about the available settings in the Instructions section of our website.

Agent Installation

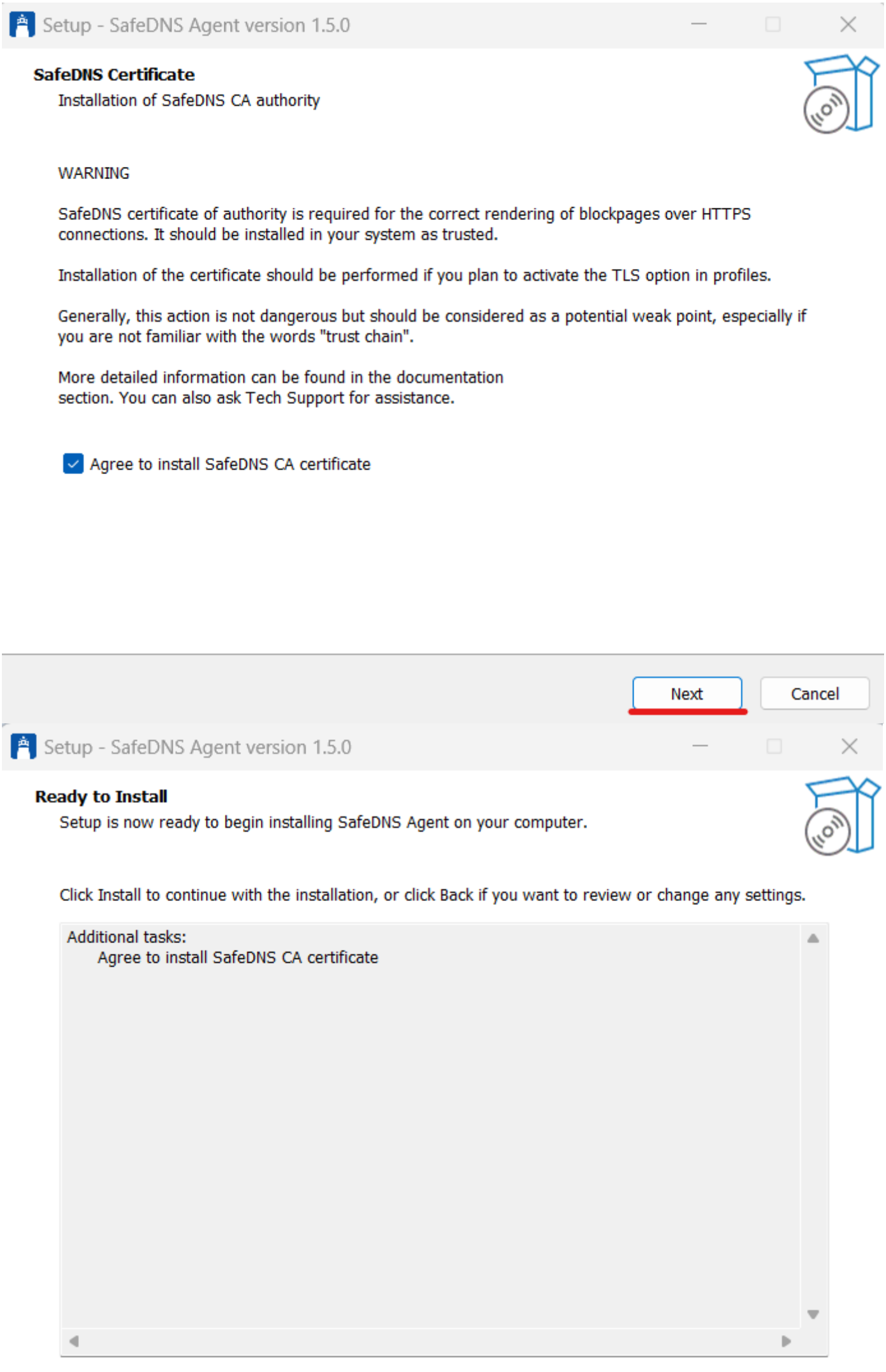
1. Log into your SafeDNS account using your email/login and password.
   If you have already downloaded the Agent, make sure you are using the latest version and go to "Getting Started with Agent".

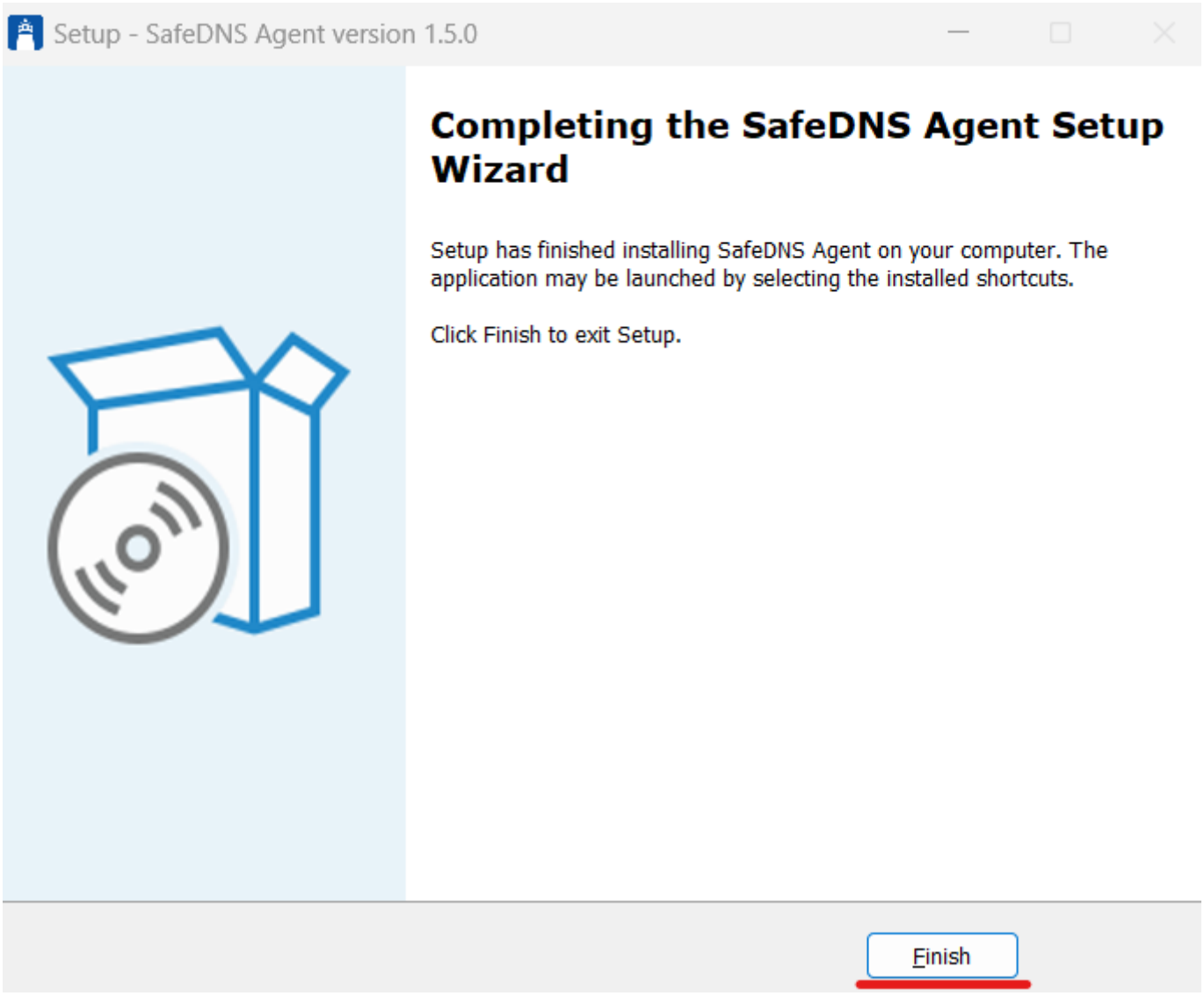
2. Navigate to Main, scroll down, and click the "beta release" button under "Windows".



Make sure your current Windows user account has Administrator rights. Run the SafeDNS-Agent-Setup.exe file and install the Agent on your computer.

You will see the warning about SafeDNS Certificate installation, please click Next.


Setup - SafeDNS Agent version 1.5.0
SafeDNS Certificate
Installation of SafeDNS CA authority
WARNING
SafeDNS certificate of authority is required for the correct rendering of blockpages over HTTPS connections. It should be installed in your system as trusted.
Installation of the certificate should be performed if you plan to activate the TLS option in profiles.
Generally, this action is not dangerous but should be considered as a potential weak point, especially if you are not familiar with the words "trust chain".
More detailed information can be found in the documentation section. You can also ask Tech Support for assistance.
Agree to install SafeDNS CA certificate
Next
Cancel
Setup - SafeDNS Agent version 1.5.0
Ready to Install
Setup is now ready to begin installing SafeDNS Agent on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Additional tasks:
Agree to install SafeDNS CA certificate



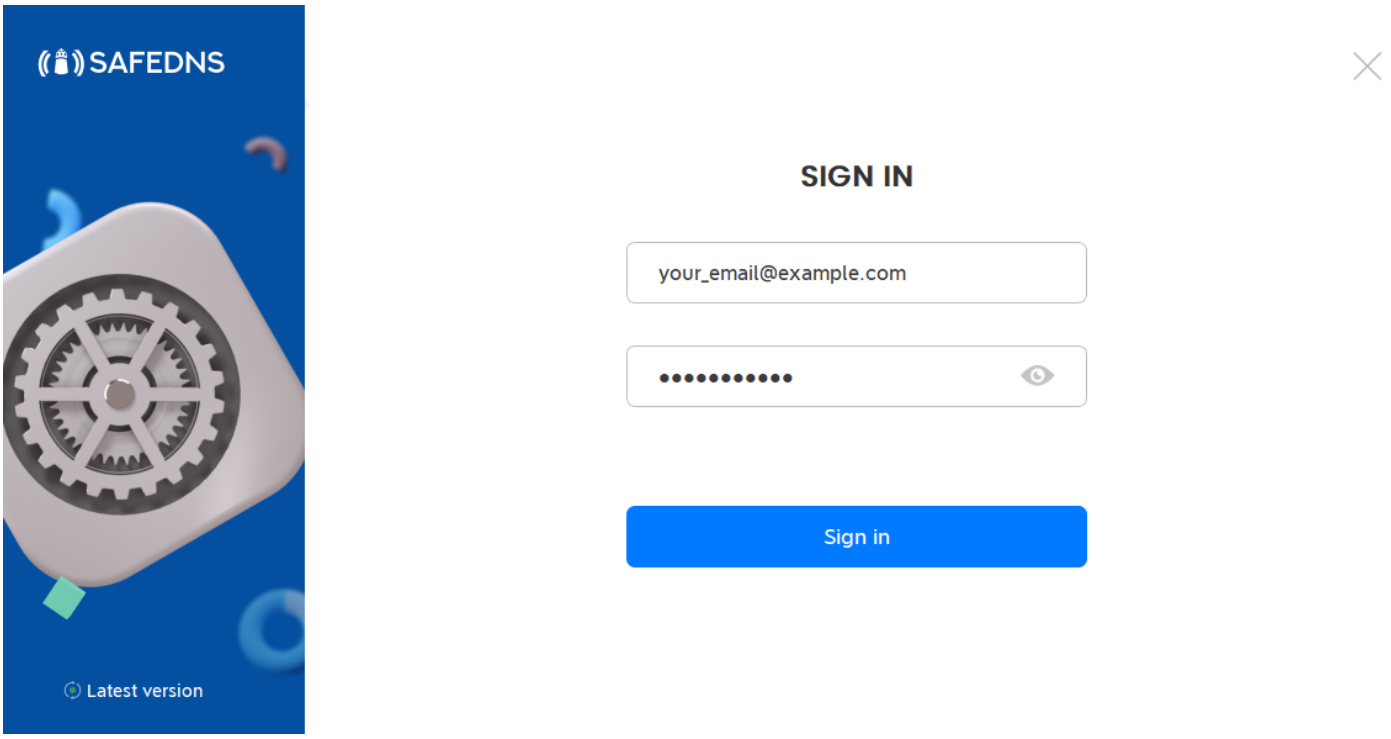
Agent Unattended Installation

You can install the Agent in an unattended automatic way. This allows you to automatically install and launch the service, manage the filtering policies, and collect web traffic statistics on several individual computers within your network. Learn how to install the Agent in unattended mode.

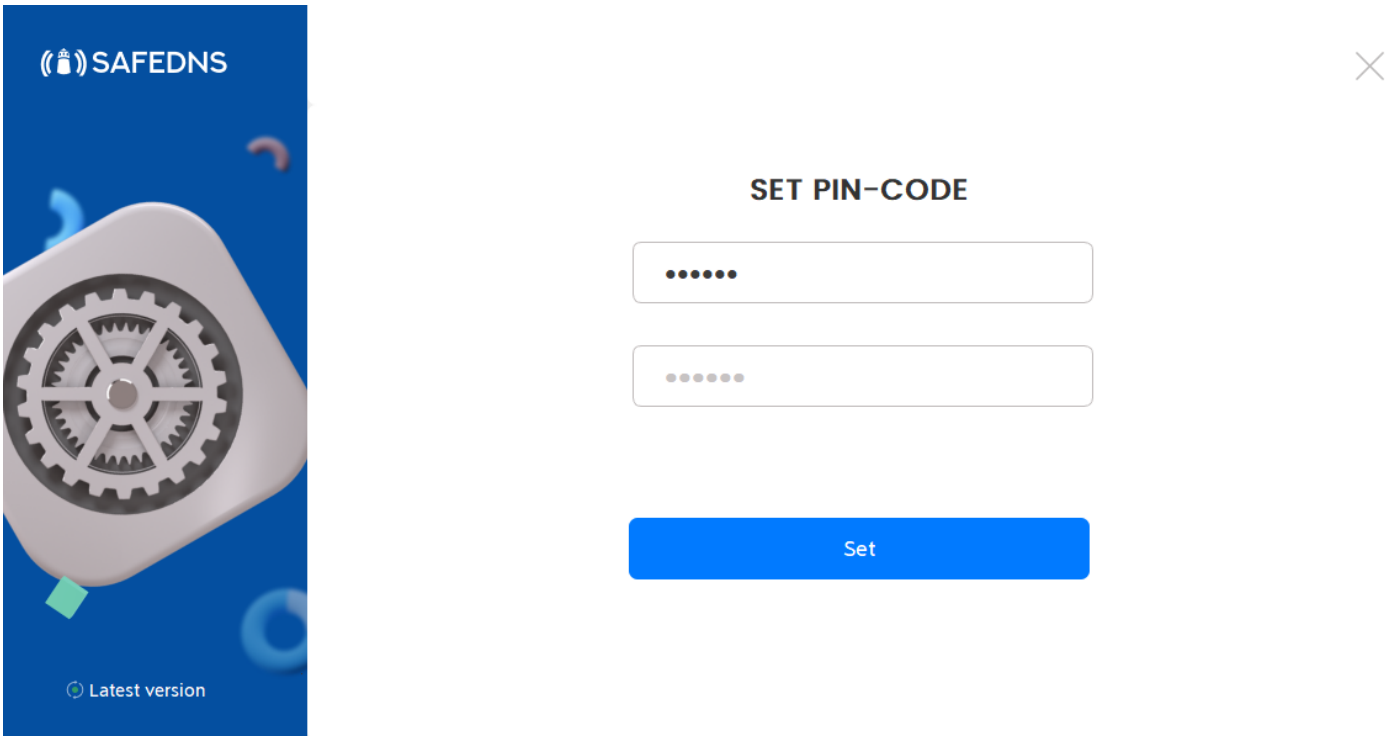
Getting Started with Agent

1. Log in to the Agent using your SafeDNS email/login and password.
If you forgot your password, click this link to reset your password:

https://www.safedns.com/auth/forgot

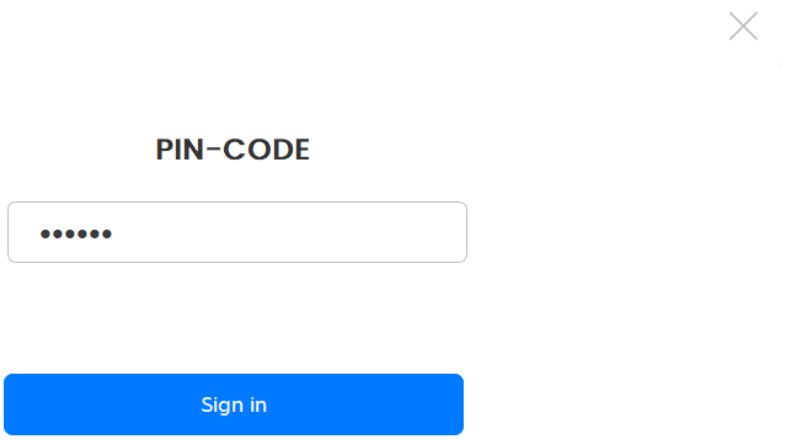


2. Set up the security PIN that will be used later to restrict access to the Agent.
The PIN code must be between 4 and 20 characters in length and may consist of digits, letters, or special symbols.



3. Enter the PIN once again to sign in to the Agent.





Agent overview

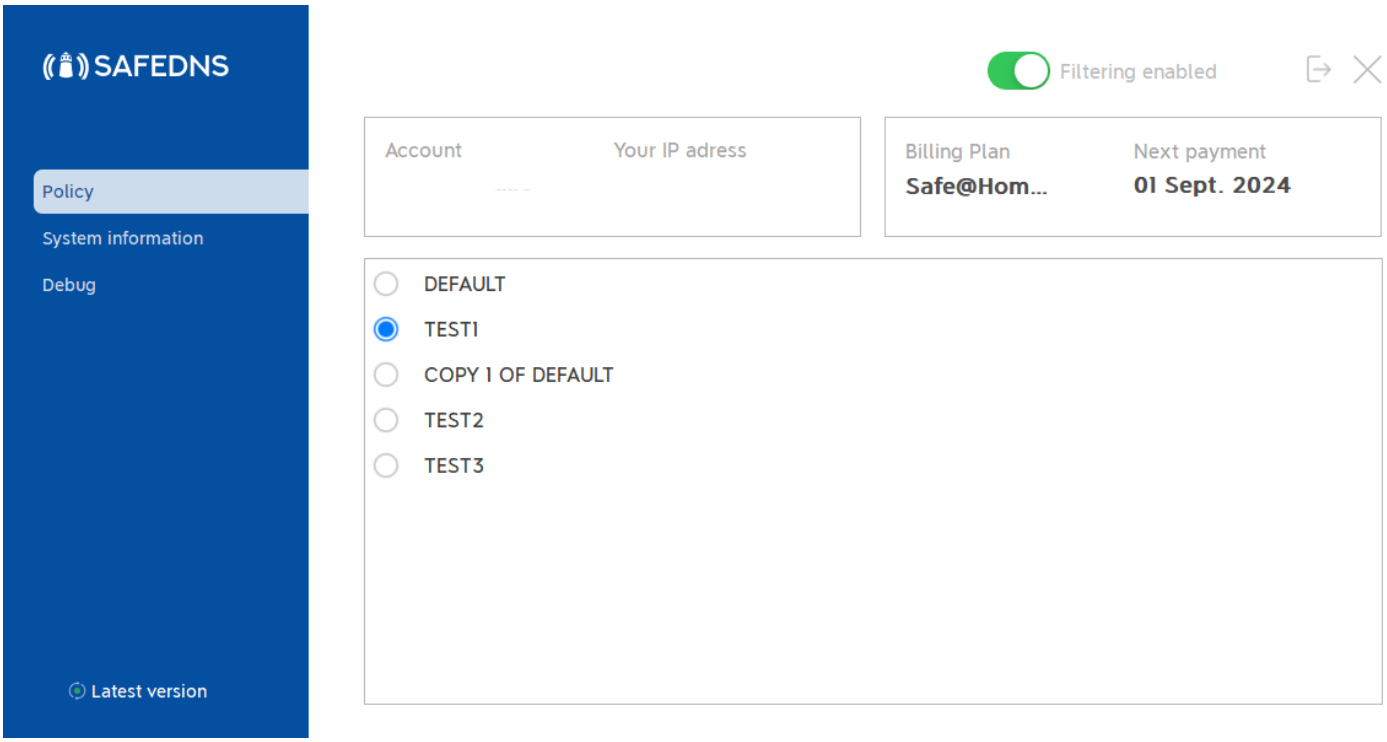
1. In the main window of the Agent you can view your account information, current IP address, your Billing Plan, and the Subscription expiration date.

All filtering rules changes can be made in the SafeDNS Dashboard.

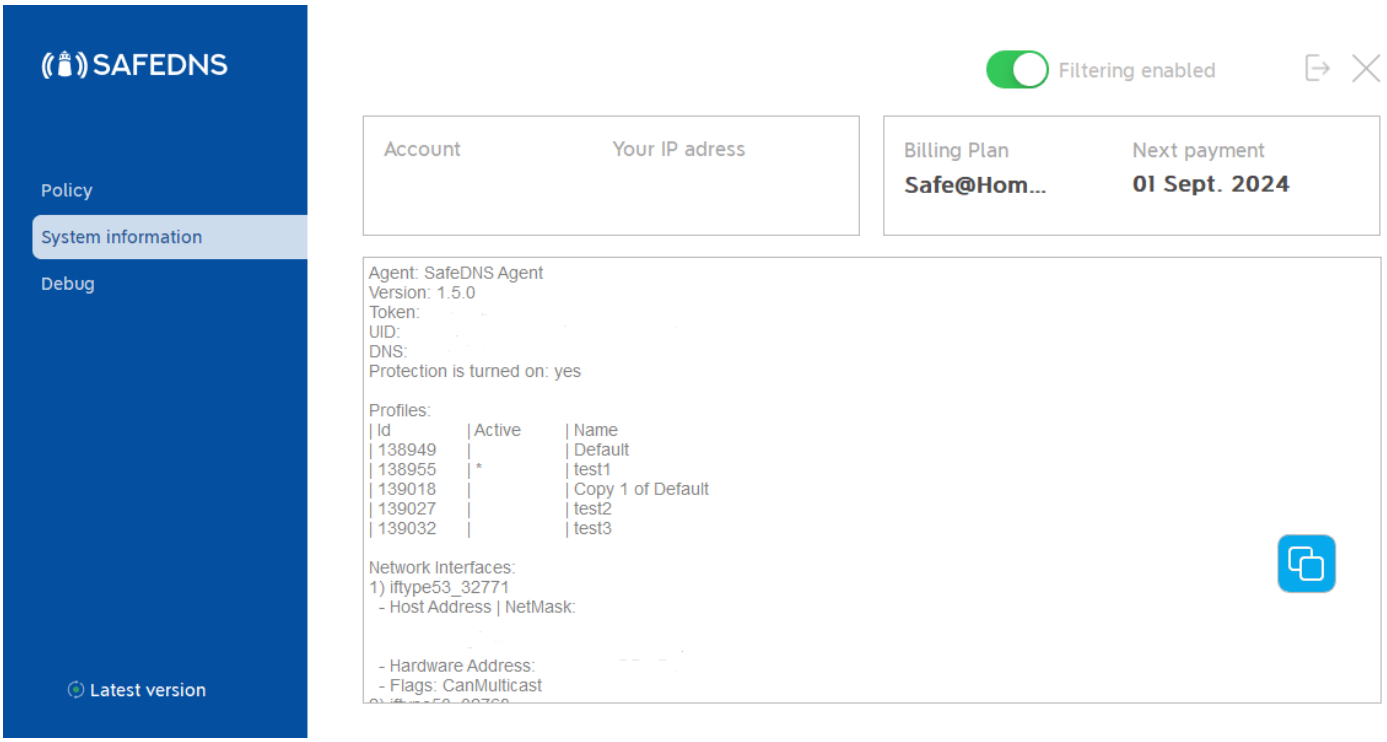
Use the **Policy** menu to view and change the current filtering Policy.

Filtering can be stopped in Agent using the "Filtering enabled" button at the right top corner of the app.

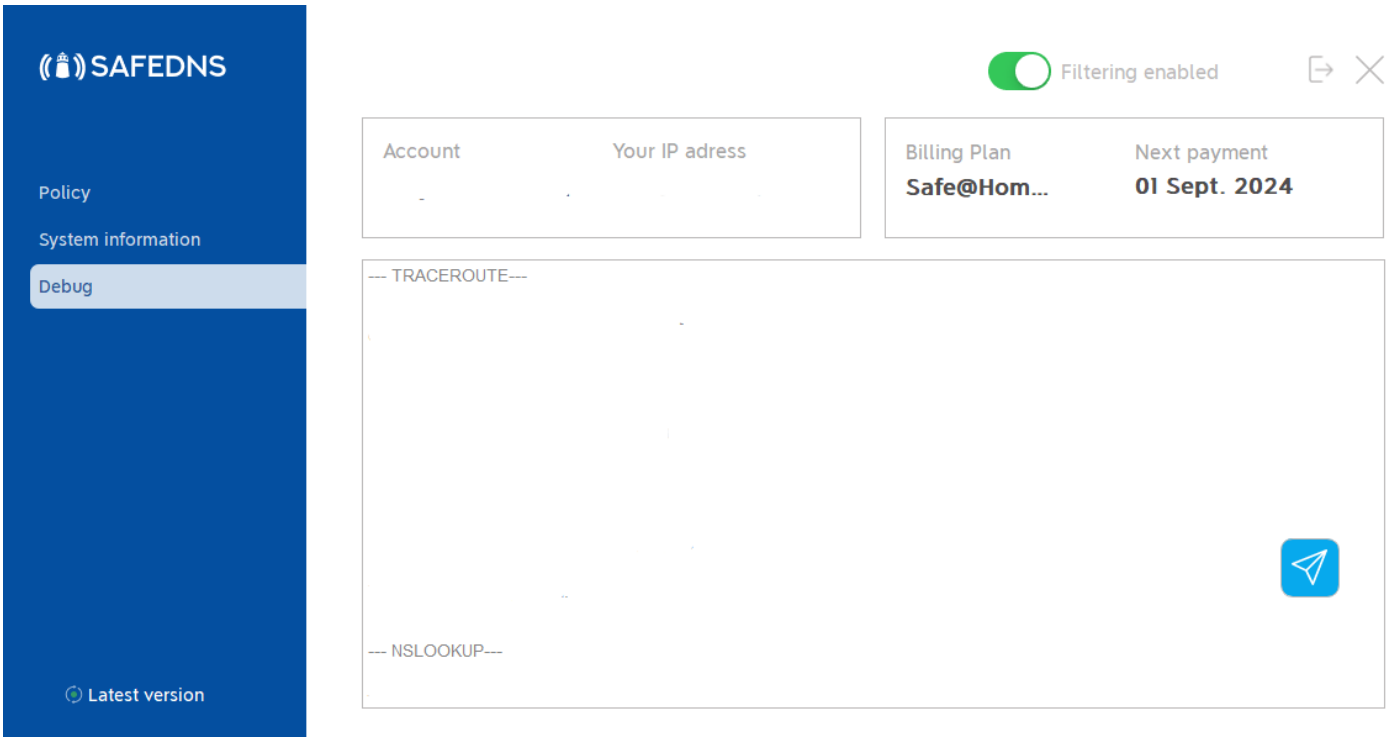
> Please note that settings take 5-7 minutes to apply.
>
> In some cases, you will need to clear the cache of your browser.



2. The **system information** menu shows brief information about the Agent, current filtering policies, and network interfaces. The information in this menu can be copied to the clipboard by clicking the "Copy to clipboard" button.



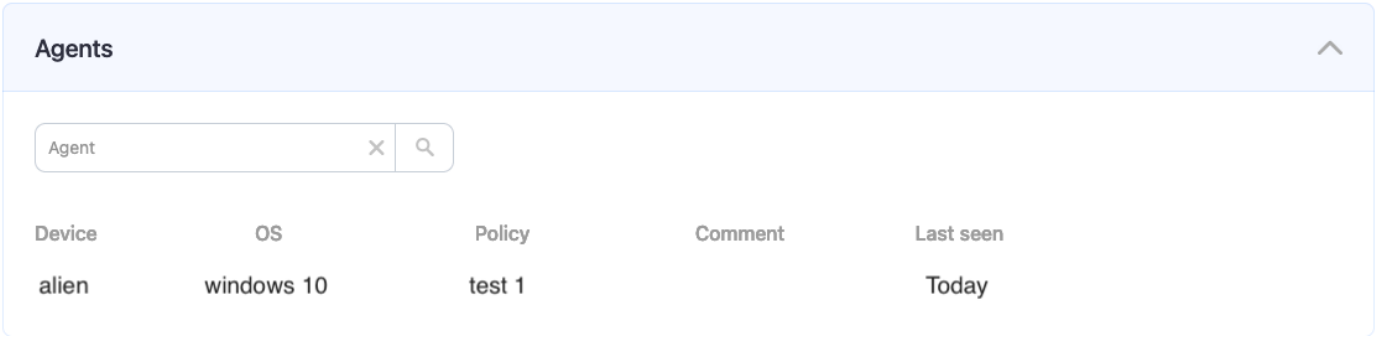
3. The **Debug** menu displays the results of the diagnostic commands required for troubleshooting. To send the debug information to SafeDNS, click the "Send report" button.



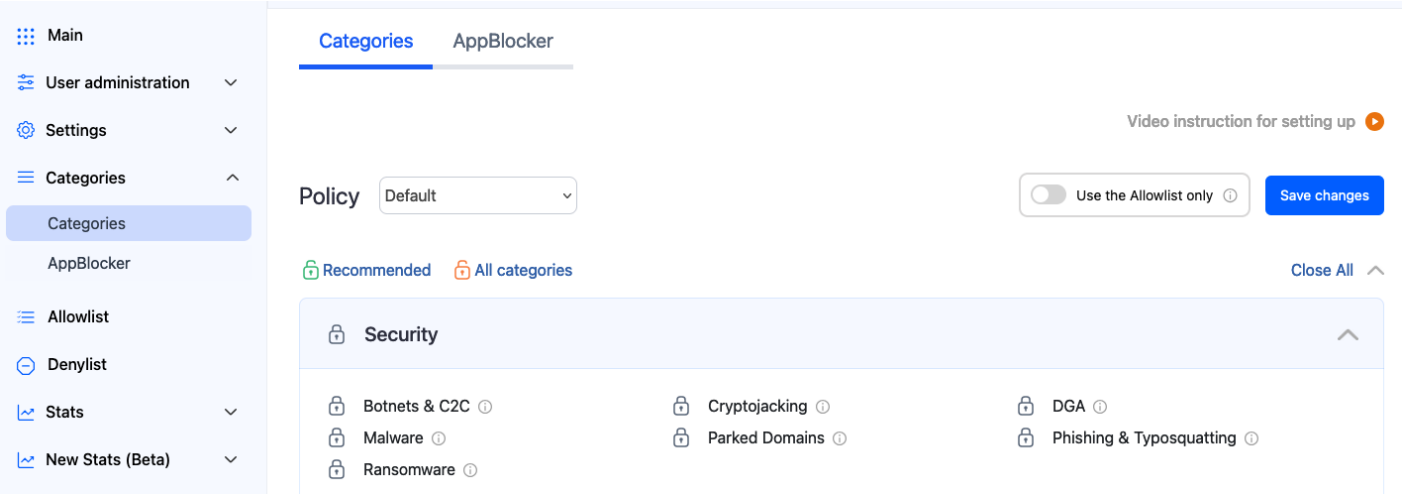
Additional settings

To ensure the Agent was installed correctly, please navigate to the "Settings" tab in the SafeDNS Dashboard and scroll to the bottom.

If you see the record with the Device name and your IP address, it means that the filtering is working.

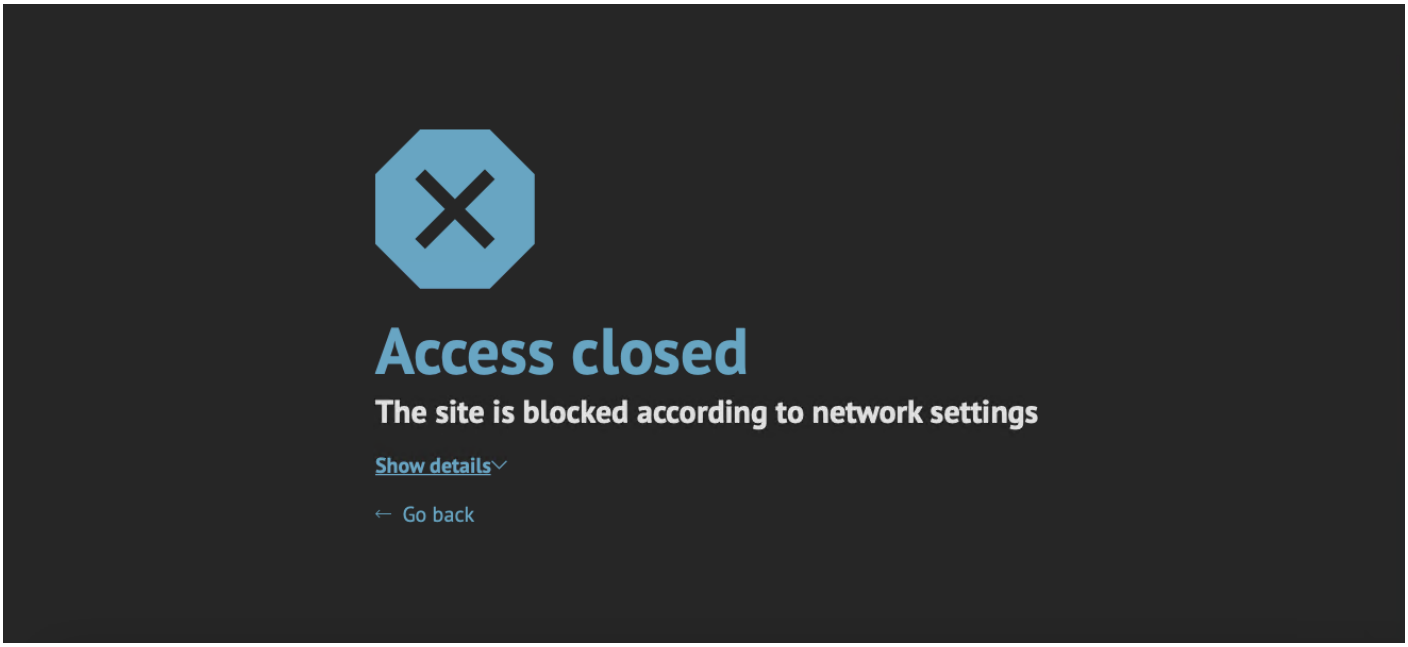


After that, you can adjust the filtering Policy according to your needs. You can select categories to block in the SafeDNS Dashboard under the Categories tab.



> Don't forget to click the "Save changes" button.

The setup is finished!
A blocked website will display an error message that the Access is closed.

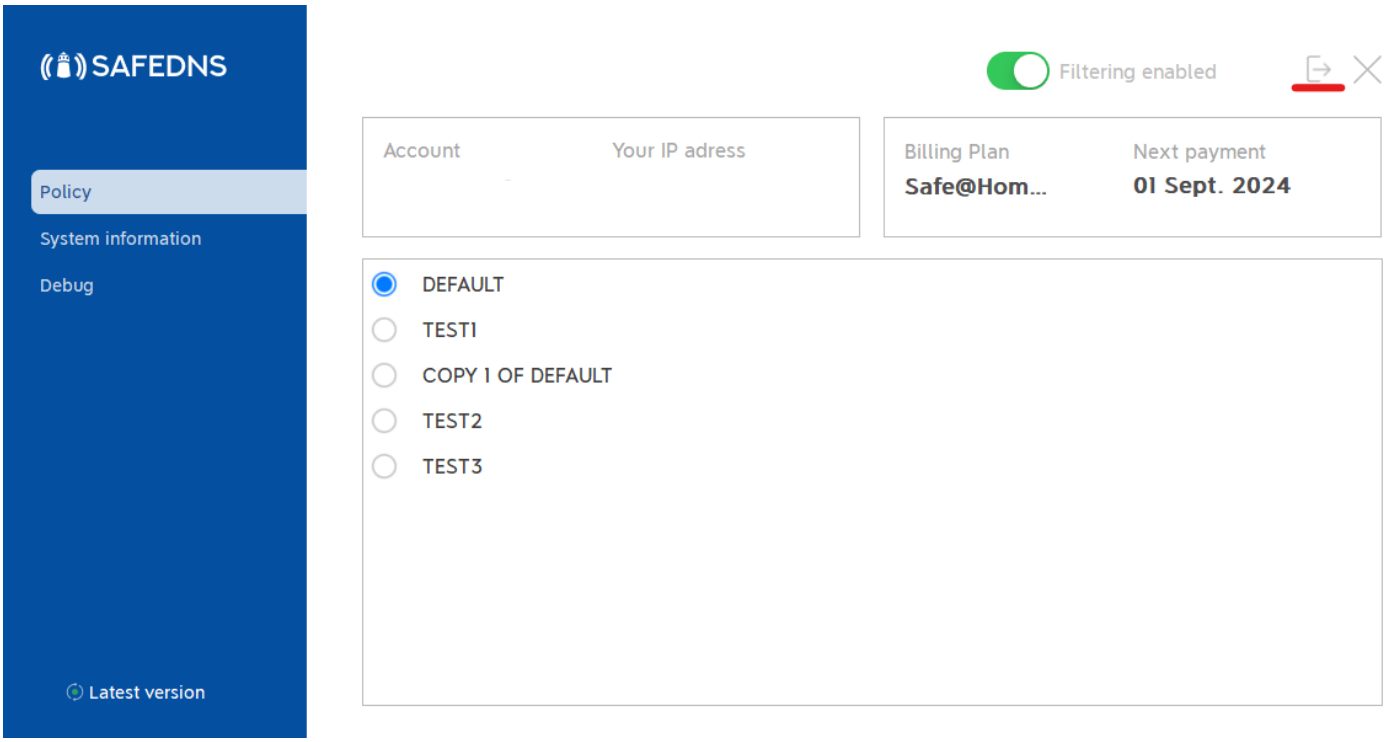


If the filtering doesn't work according to your policy settings, clear the cache of your browser using this guide.

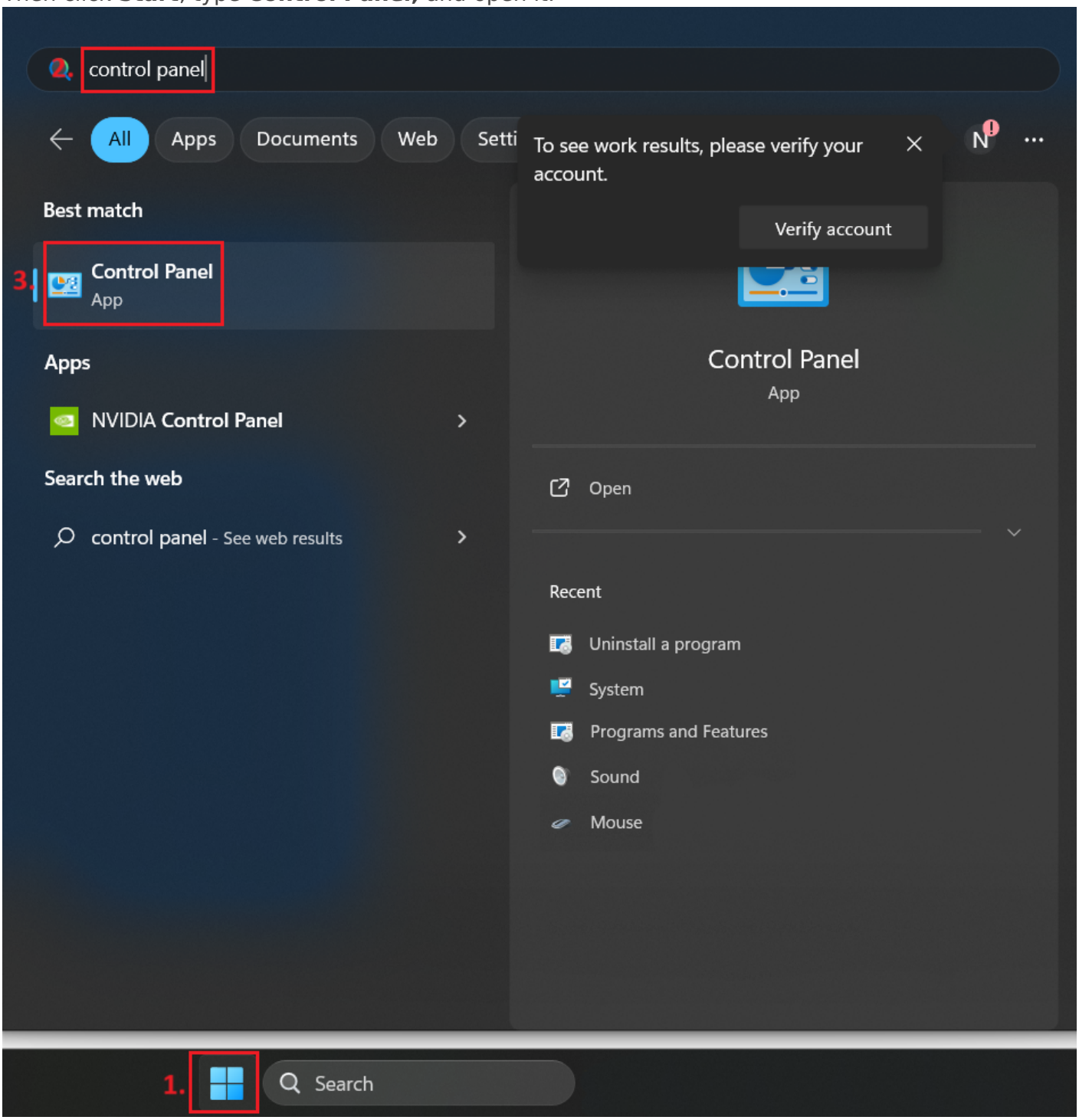
> **Please note, that settings take 5-7 minutes to apply**
> **Stats and filtering status update hourly**

Uninstallation

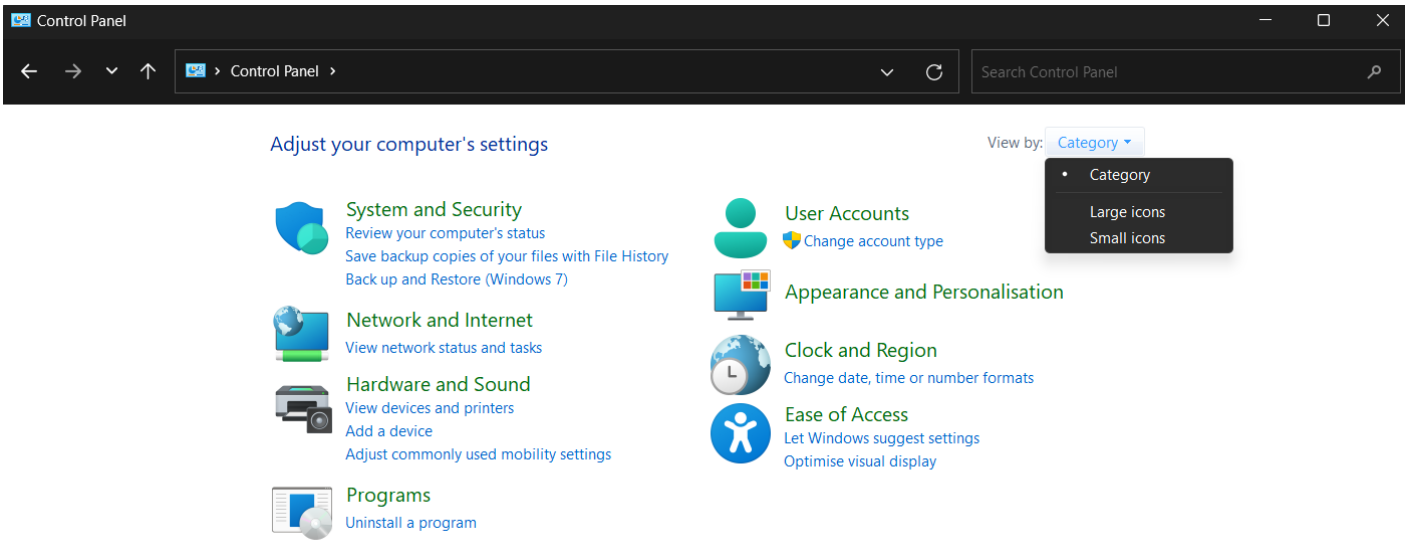
To uninstall the Agent please quit it first.


SAFEDNS
Policy
System information
Debug
Latest version
Filtering enabled
Account
Your IP adress
Billing Plan
Safe@Hom...
Next payment
01 Sept. 2024
DEFAULT
TEST1
COPY 1 OF DEFAULT
TEST2
TEST3

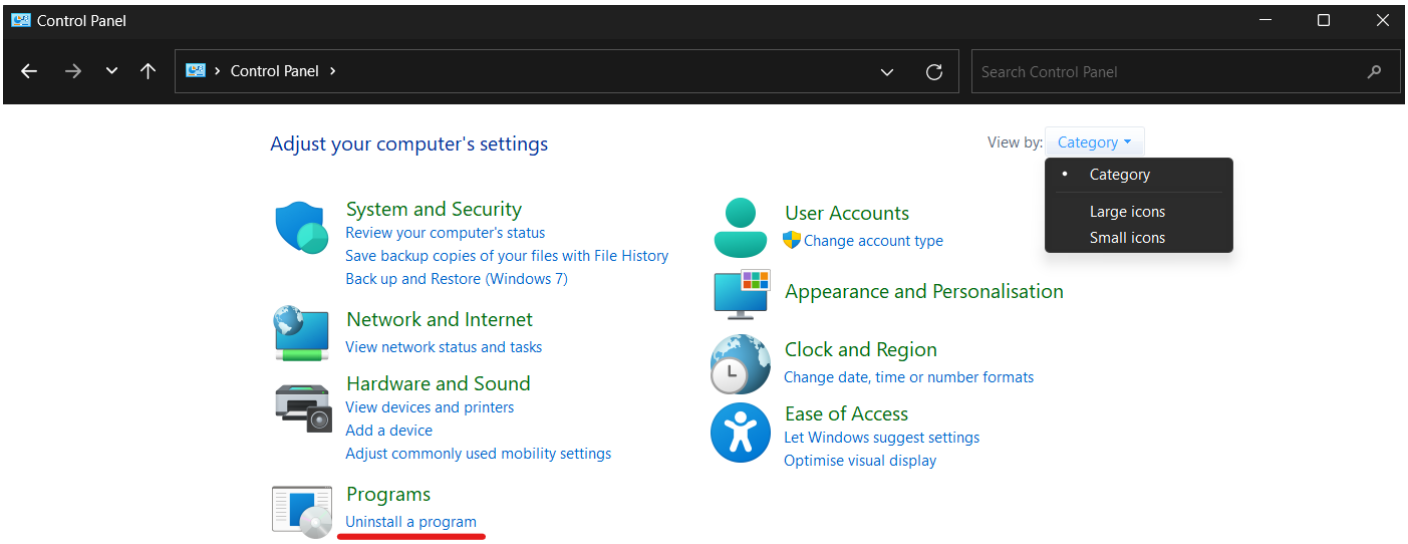
Then click **Start**, type **Control Panel,** and open it.



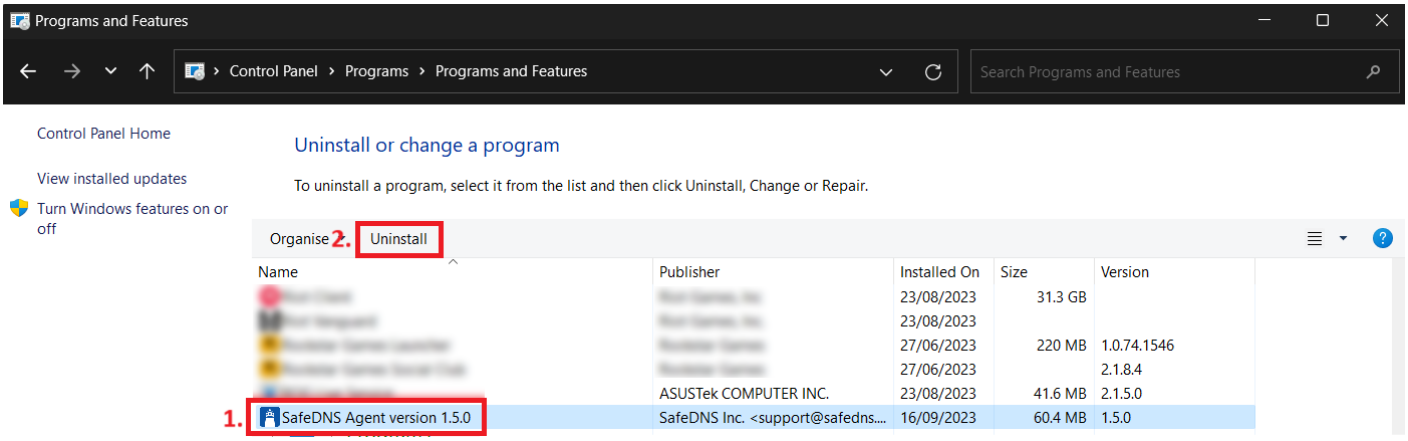
Select **Category** in **View by** dropdown menu.



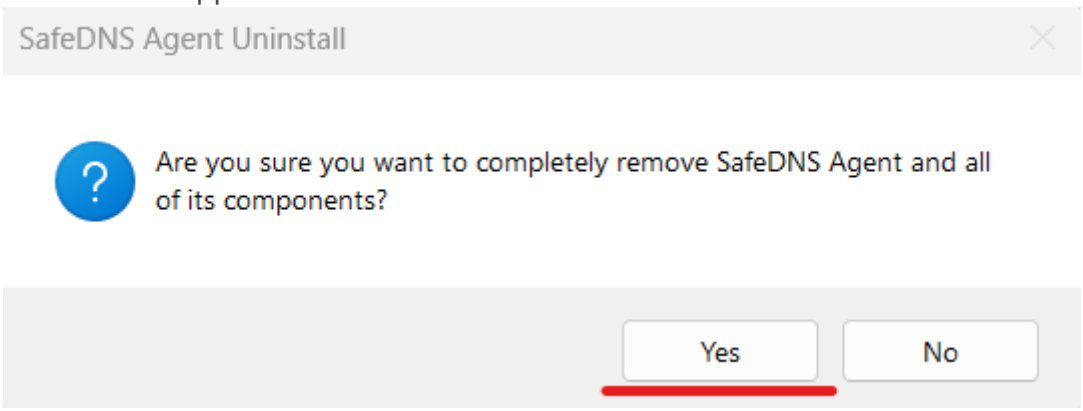
All settings in the Control Panel will be divided into categories. Click **Uninstall a program**.



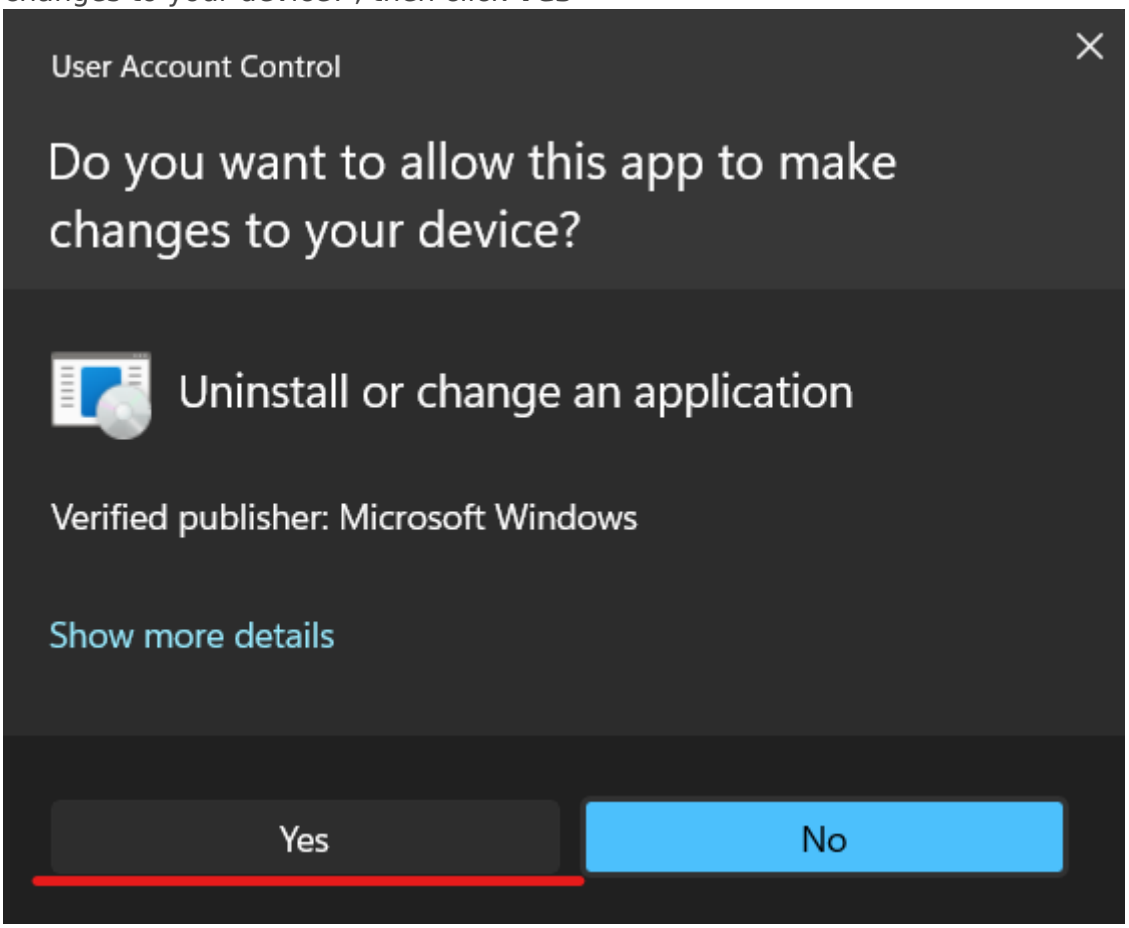
Find **SafeDNS Agent** in the list of all programs, click it once, and click **Uninstall**



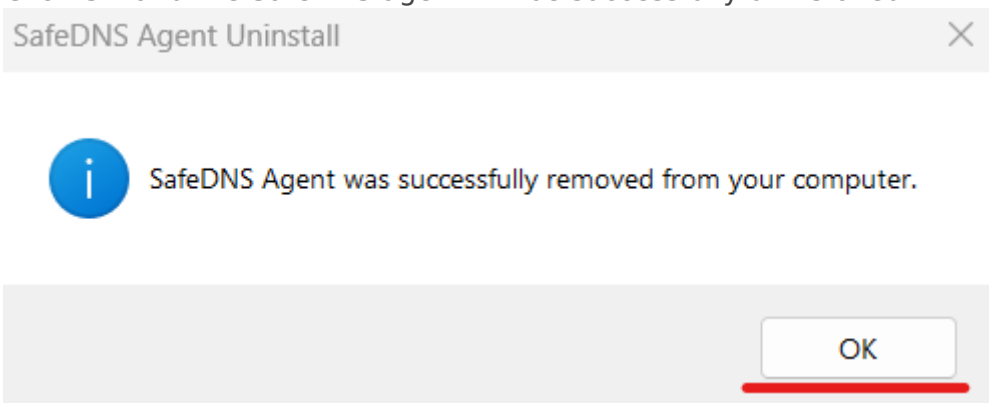
Click **Yes** in appeared window of deletion confirmation



If the User Account Control window appears and asks "Do you want to allow this app to make changes to your device?', then click **Yes**



Click **OK** and the SafeDNS agent will be successfully uninstalled.



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