R;pple

R;pple Wi-Fi Solution
FAQ

Contents Page

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What is the R;pple Wi-Fi Solution?

The R;pple Wi-Fi Solution works using DNS technology to identify self-harm and suicide content in real-time. It categorises all content accessed by the user, resolving all unharmful URLs, however when a user attempts to access content related to self-harm or suicide, the R;pple Wi-Fi solution redirects them to R;pple's messages of hope and support options.

What is DNS?

DNS is a system that converts domain names that humans can read (like www.example.com) into IP addresses that computers use to communicate with each other on a network. It works as a directory for the internet, making sure that when you enter a web address, your device links to the right server.

What are the ways to deploy DNS?

DNS can be set up at different network levels:

- **Router:** Setting up DNS on the router ensures that the specified DNS is used by all devices on the network.

- **Firewall:** Applying DNS on the firewall enables controlled access to certain websites or content.

- **End Client:** Specific DNS servers can be used by individual devices.

- **Access Points:** DNS settings on access points provide a centralized method for managing DNS resolution in wireless networks.

How does R;pple Wi-Fi Solution work?

1. **Users Browses Web Content:**
   - Users initiate web browsing, accessing various online content through their devices.

2. **R;pple Wi-Fi Solution Categorises Content on the Fly:**
   - As users request web content, the R;pple Wi-Fi Solution comes into action.
   - It categorises the requested content on the fly, analysing its nature using predefined criteria.

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3. **If the content is categorised as self-harm and suicide-related:**
   o If the content is identified as potentially harmful, specifically related to self-harm or suicide, R;pple's categorisation system flags the content.

4. **R;pple redirects the end user to the message of hope:**
   o In response to the flagged content, R;pple intervenes immediately.
   o Instead of delivering the potentially harmful content, R;pple redirects the end user to a message of hope.
   o This message provides information on mental health resources, including call, text, webchat, and self-help options, aiming to offer support and assistance to the user.

In summary, R;pple operates seamlessly in the background, dynamically categorising web content in real-time. When it detects content associated with self-harm or suicide, it proactively redirects the user to a message designed to provide support and resources, promoting a safer online environment.

How scalable is the R;pple Wi-Fi Solution?

R;pple's scalability is a testament to its robust architecture and successful collaborations. The scalability of the solution is exemplified by two key factors:

- **Netsweeper's deployments of over 400 million users:**
  o Netsweeper, a crucial component of the R;pple Wi-Fi solution, has successfully deployed its categorisation technology to manage and secure web content for over 400 million users on a single deployment.
  o This extensive deployment showcases the scalability of the underlying technology, ensuring that R;pple can efficiently handle large user bases without compromising performance.

- **PowerDNS**
  o R;pple leverages PowerDNS, a DNS solution provider that has collaborated with BT, one of the largest telecommunications companies. PowerDNS's collaboration with BT underscores the ability of the solution to integrate seamlessly into large-scale network infrastructures.
  o This collaboration reinforces R;pple's scalability, as it aligns with the demanding requirements of major telecommunications providers.

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R;pple Wi-Fi Solution FAQ

By combining the proven scalability of Netsweeper and the successful integration through PowerDNS, R;pple ensures that the solution is well-equipped to handle varying user loads. Whether deployed in smaller networks or on a larger scale, R;pple maintains effective performance, making it a reliable and scalable solution for suicide prevention through its innovative DNS categorization approach.

Does the R;pple Wi-Fi Solution identify end users?

The R;pple Wi-Fi Solution does not capture any user-identifiable information.

What is the impact of the solution on latency?

Tests have demonstrated that R;pple's solution adds very little latency, below 10ms. This guarantees a fast and seamless browsing experience for users.

Where is the solution hosted?

The R;pple Wi-Fi Solution uses a UK Tier 1 data centre, which combines the best DNS and categorization solutions from Netsweeper and PowerDNS. This setup ensures high-performance, quick, and reliable browsing experiences, with user protection and scalability as key priorities.

We have a DNS solution already?

The R;pple Wi-Fi Solution can work with all existing DNS solutions like Cisco Umbrella. It uses DNS forwarding (a commonly used practice) to ensure both platforms work seamlessly.

We block other content on our Wi-Fi network, can we do that on the R;pple Wi-Fi Solution?

Yes, there are over 89 additional categories that can be blocked on the solution these included illegal and illicit content.

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R;pple Wi-Fi Solution FAQ

Can we report on the R;pple Wi-Fi Solution?

Yes, Ripple can supply a weekly report on the usages of the Wi-Fi solution and can inform you on how many attempts have been made to Self-harm and Suicide content, though we don't capture the identity of the end users.

What information do we need to set up the R;pple Wi-Fi Solution?

The only thing we require is the External IP address of the sites that you want the solution to protect. These IP addresses should be static.

How long does it take to setup?

It will usually take a week to prepare everything. We will send you the details for you to use in the best way for your organisation.

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Transforming harmful
<online searches>
into a journey of hope