False Positive Procedure
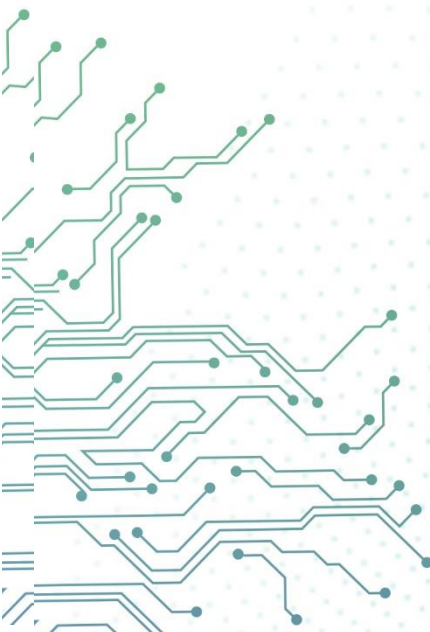
CONTENT

Chapter 1 Background

Sangfor anti-virus detected as false positive in virus total.

Chapter 2 Procedure to Submit False Positive

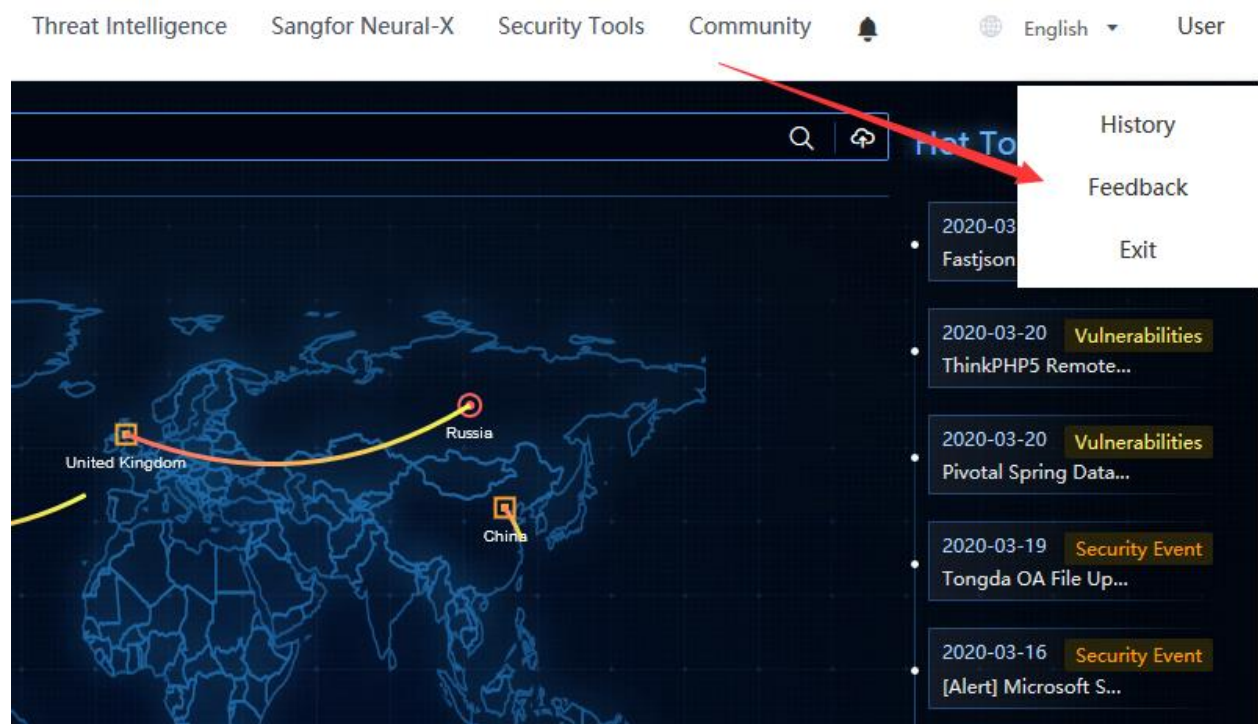1. Click on the link below and login.
https://wiki.sec.sangfor.com.cn/login.html?lang=EN-US

Note: If the webpage is in Mandarin, you can change it under "中文"

2. After register and login. Navigate to "User" > "Feedback" at the top right corner.

3. Fill in the necessary information.

4. Lastly, submit the feedback form and check the status accordingly. After you submit, you will able to see the status under "All Feedback"

Note: Usually we will update our database every **Tuesday**. Please be patience f or our team to work on it.