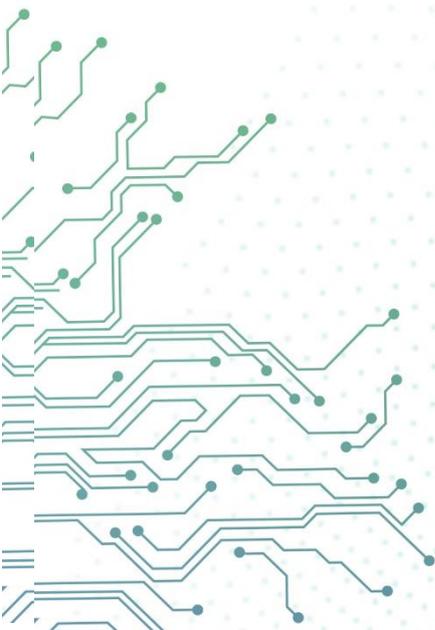




False Positive Procedure



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Chapter 1 Background

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

Chapter 2 Procedure to Submit False Positive

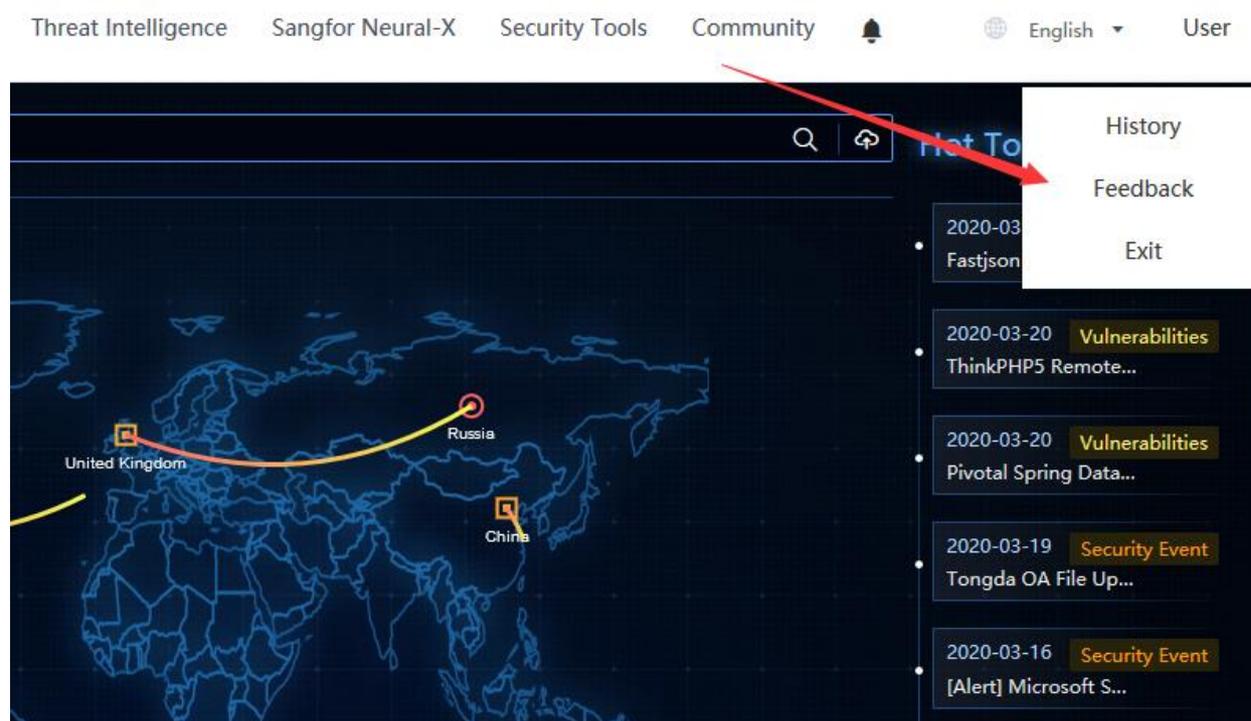
1. Click on the link below and login.

<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.

The screenshot shows the Sangfor Security Feedback form. At the top, there is a navigation bar with the Sangfor Security logo and links for Home, Security Events, Vulnerabilities, Threat Intelligence, Sangfor Neural-X, Security Tools, Community, and a language dropdown set to English. Below the navigation bar, the 'Feedback' section is active. Under 'Feedback Contents', there are two rows of radio buttons for 'Issue Type' (Wrong judgment, Failed judgment, Others) and 'Choose Object' (File, Domain, URL, IP, Others). Below these are input fields for 'md5' (with a 'Type here' placeholder and an 'Insert md5' label), 'File' (with an 'Upload' button and an 'Insert File' label), and 'Image' (with a '+' button and an 'Insert Image' label). A note below the image field states 'Number of image files should not be greater than 6.' The 'Issue' field is a large text area with the placeholder 'Describe the issue here' and an 'Insert Issue' label. A character count '0/500' is visible in the bottom right corner of the text area.

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

• All Feedback

Time Submitted	Issue Type	URL/Domain/IP/MD5	File Name	Feedback Contents	Status	Operation
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Note: Usually we will update our database every **Tuesday**. Please be patient for our team to work on it.