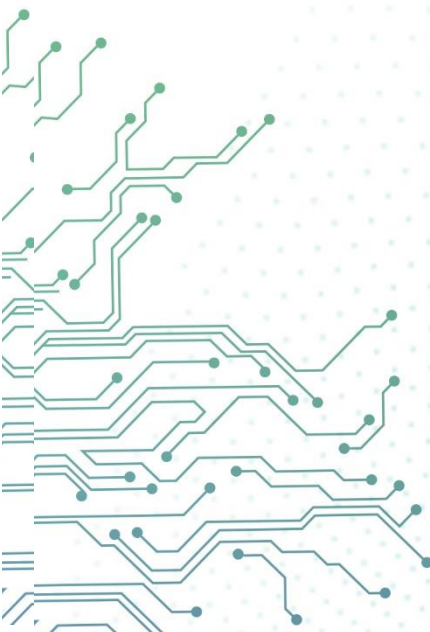


False Positive Procedure



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Chapter 1 Background

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

Chapter 2 Procedure to Submit False Positive

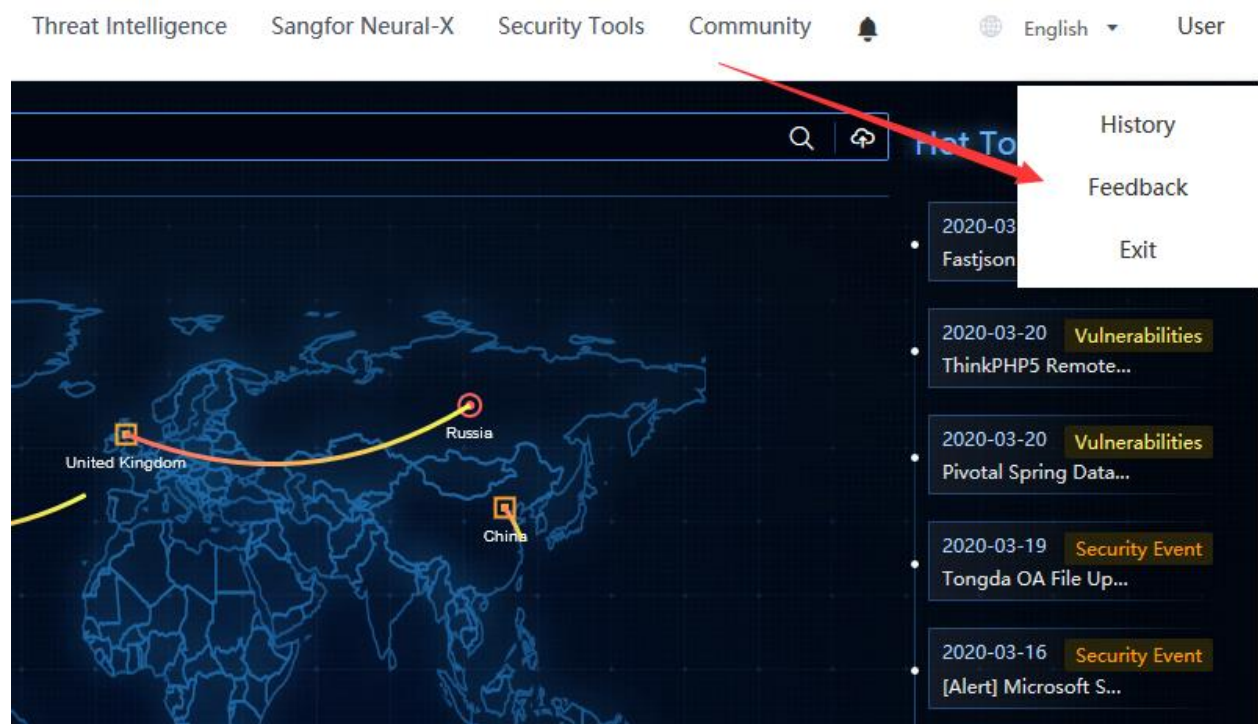
1. Click on the link below and login.

<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 'Feedback' section of the Sangfor Security portal. It includes a navigation bar at the top with links like Home, Security Events, Vulnerabilities, Threat Intelligence, Sangfor Neural-X, Security Tools, and Community. The main form is titled 'Feedback Contents' and contains several sections:

- Issue Type:** Radio buttons for 'Wrong judgment', 'Failed judgment', and 'Others'. A red arrow points to the 'Others' option with the label 'Issue Type'.
- Object:** Radio buttons for 'File', 'Domain', 'URL', 'IP', and 'Others'. A red arrow points to the 'Others' option with the label 'Choose Object'.
- md5:** A text input field with a placeholder 'Type here'. A red arrow points to it with the label 'Insert md5'.
- File:** An 'Upload' button. A red arrow points to it with the label 'Insert File'.
- Image:** A '+' icon button. A red arrow points to it with the label 'Insert Image'. Below it, a note says 'Number of image files should not be greater than 6.'
- Issue:** A large text area with a placeholder 'Describe the issue here'. A red arrow points to it with the label 'Insert Issue'.

The bottom right corner of the form shows a character count '0/500'.

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.