Details about the discovered False Alarms

Appendix to the Anti-Virus Comparative September 2015

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Details about the discovered false alarms

With AV testing it is important to measure not only detection capabilities but also reliability. One aspect of reliability is the ability to recognize clean files as such, and not produce false alarms (false positives). No product is immune from false positives (FPs), but some produce more than others, and the our goal is to find out which programs do best in this respect. There is no complete collection of all legitimate files that exist, and so no "ultimate" test of FPs can be done. What can be done, and is reasonable, is to create and use a set of clean files which is independently collected. If with such a set one product has e.g. 30 FPs and another only 5, it is likely that the first product is more prone to FP's than the other. It doesn't mean the product with 5 FPs doesn't have more than 5 FPs globally, but it is the relative number that is important.

All listed false alarms were encountered at the time of testing. False alarms caused by unencrypted data blocks in anti-virus related files were not counted. If a product had several false alarms belonging to the same software, it is counted here as only one false alarm. Cracks, keygens, etc. or other highly questionable tools, including FPs distributed/shared primarily by vendors (which may be in the several thousands) or other non-independent sources are not counted here as false positives.

In order to give more information to the users about the false alarms, we try to rate the prevalence of the false alarms. Files which were digitally signed are considered more important. Due to that, a file with e.g. prevalence "level 1" and a valid digital signature is upgraded to the next level (e.g. prevalence "level 2"). Files which according to several telemetry sources had zero prevalence have been provided to the vendors in order to fix them, but have also been removed from the set and were not counted as false alarms.

The prevalence is given in five categories and labeled with the following colors: 🟩🟩🟨🟧🟥

Level		Presumed number of affected users	Comments
1	🟩	Probably fewer than hundred users	Individual cases, old or rarely used files, unknown prevalence
2	🟩	Probably several hundreds of users	Initial distribution of such files was probably much higher, but current usage on actual systems is lower (despite its presence), that is why also well-known software may now affect / have only a prevalence of some hundreds or thousands of users.
3	🟨	Probably several thousands of users	
4	🟧	Probably several tens of thousands (or more) of users	
5	🟥	Probably several hundreds of thousands or millions of users	Such cases are likely to be seen much less frequently in a false alarm test done at a specific time, as such files are usually either whitelisted or would be noticed and fixed very fast.

Most false alarms will probably fall into the first two levels most of the time. In our opinion, anti-virus products should not have false alarms on any sort of clean files regardless of how many users are currently affected by them. While some AV vendors may play down the risk of false alarms and play up the risk of malware, we are not going to rate products based on what the supposed prevalence of false alarms is. We already allow a certain amount of false alarms (currently 10) inside our clean set before we start penalizing scores, and in our opinion products which produce a higher amount of false alarms are also more likely to produce false alarms on more prevalent files (or in other sets of clean files). The prevalence data we give about clean files is just for informational purpose. The listed prevalence can differ inside the report, depending on which file/version the false alarm occurred, and/or how many files of the same kind were affected.

Some products using third-party engines/signatures may have fewer or more false alarms than the licensed engine has by its own, e.g. due to different internal settings implemented, the additional checks/engines/clouds/signatures, whitelist databases, time delay between the release of the original signatures and the availability of the signatures for third-party products, additional quality assurance of signatures before release, etc.

False Positives (FPs) are an important measurement for AV quality. One FP report from a customer can result in large amount of engineering and support work to resolve the issue. Sometimes this can even lead to important data loss or system unavailability. Even "not significant" FPs (or FPs on old applications) deserve mention and attention because FPs are likely to be a result of principled rule detections. It just happened that the FP was on an insignificant file. The FP possibility is probably still in the product and could cause an FP again on a more significant file. Thus, they still deserve mention and still deserve to be penalised. Below you will find the false alarms we observed in our independent set of clean files. Red entries highlight false alarms on files that were digitally signed.

ESET, Microsoft and **Panda** had zero false alarms on the used set of clean files.

Kaspersky Lab

False alarm found in some parts of	Detected as	Supposed prevalence
InViewer package	UDS:DangerousObject.Multi.Generic	🟩
WinSweep package	UDS:DangerousObject.Multi.Generic	🟩

Kaspersky Lab had 2 false alarms.

Lavasoft

False alarm found in some parts of	Detected as	Supposed prevalence
MaxPasswords package	Trojan.Generic.12923569	🟩
SafeNSec package	Trojan.Generic.13008834	🟩

Lavasoft had 2 false alarms.

Tencent

False alarm found in some parts of	Detected as	Supposed prevalence
Cleaner package	TR/Rogue.10439119	🟧
SafeNSec package	TR/Rogue.14336.61	🟩

Tencent had 2 false alarms.

Bitdefender

False alarm found in some parts of	Detected as	Supposed prevalence
Mahjongg package	Gen:Variant.Kazy.711143	🟥
ProjectPrivacy package	Gen:Variant.Symmi.51003	🟩

Bitdefender had 2 false alarms.

Emsisoft

False alarm found in some parts of	Detected as	Supposed prevalence
Mahjong package	Gen:Variant.Kazy.711143 (B)	🟥
MaxPasswords package	Trojan.Generic.12923569 (B)	🟩
SafeNSec package	Trojan.Generic.13008834 (B)	🟩

Emsisoft had 3 false alarms.

Trend Micro

False alarm found in some parts of	Detected as	Supposed prevalence
GameAccelerator package	TROJ_HIDEFIL.BMC	🟩
RadioFree package	Possible_Virus	🟩
SafeNSec package	TROJ_GEN.R015C0EE715	🟩
TempControl package	Cryp_Xed-12	🟩

Trend Micro had 4 false alarms.

BullGuard

False alarm found in some parts of	Detected as	Supposed prevalence
Mahjong package	Gen:Variant.Kazy.711143	🟥
MaxPasswords package	Trojan.Generic.12923569	🟩
ProjectPrivacy package	Gen:Variant.Symmi.51003	🟩
SafeNSec package	Trojan.Generic.13008834	🟩

BullGuard had 4 false alarms.

eScan

False alarm found in some parts of	Detected as	Supposed prevalence
Mahjong package	Gen:Variant.Kazy.711143 (DB)	🟥
MaxPasswords package	Trojan.Generic.12923569 (DB)	🟩
ProjectPrivacy package	Gen:Variant.Symmi.51003[(DB)	🟩
SafeNSec package	Trojan.Generic.13008834 (DB)	🟩

eScan had 4 false alarms.

AVIRA

False alarm found in some parts of	Detected as	Supposed prevalence
Amazon package	HEUR/APC (Cloud)	🟧
Cleaner package	TR/Rogue.10439119	🟧
Presentation package	CLN/NoAutoCRC.Gen.33 (Cloud)	🟥
SafeNSec package	TR/Rogue.14336.61	🟨

AVIRA had 4 false alarms.

AVG

False alarm found in some parts of	Detected as	Supposed prevalence
CrashCheck package	Win32/DH{gRKBE0F3dg}	🟩
eTrust package	Win32/DH{AGFi}	🟨
MDECompiler package	BackDoor.Generic18.CFPU	🟩
MusicMaker package	SHeur4.CIKG	🟩
SafeXP package	Win32/Heur	🟩
Tuner package	Generic36.BTUH	🟩

AVG had 6 false alarms.

McAfee

False alarm found in some parts of	Detected as	Supposed prevalence
BMKbuddy package	Artemis!91A002BDA561	🟩
Kuebler package	Artemis!FC5059A421A4	🟩
ManualAttaching package	Artemis!67FE7835B937	🟩
Medion package	Artemis!3BFD3CB9537D	🟨
SafeNSec package	Artemis!F55DEDAF88CA	🟩
SmadAV package	Artemis!C515C219CDDA	🟩
Sony package	Artemis!93F30CBB3015	🟨

McAfee had 7 false alarms.

Sophos

False alarm found in some parts of	Detected as	Supposed prevalence
Aquadream package	Mal/EncPk-ABFO	🟩
DeadTimeStories package	Mal/Generic-S	🟥
eDataMSNFix package	Mal/Generic-S	🟨
iPodder package	Mal/Generic-S	🟩
PerfMenu package	Mal/Generic-S	🟩
SeaMonkey package	Mal/EncPk-BW	🟩
SimplePaint package	Mal/FakeAV-OZ	🟩
WWFdesktop package	Mal/Packer	🟩

Sophos had 8 false alarms.

Fortinet

False alarm found in some parts of	Detected as	Supposed prevalence
Acer package	W32/Kryptik.DSKO!tr	🟧
Acrobat package	W32/Generic.AC.2505476	🟥
Colours package	W32/Injector.CHUQ!tr	🟩
DigitalMedia package	W32/Waski.A!tr	🟩
Ikarus package	W32/Kryptik.DSKO!tr	🟩
Pause package	PossibleThreat.SB!tr	🟩
PrimeSuspects package	PossibleThreat.SB!tr	🟩
ProcList package	W32/Injector.CFKV!tr	🟩
SwiftButton package	W32/Kryptik.DSKO!tr	🟩
SysReport package	W32/Injector.CFKV!tr	🟩
Valve package	W32/Generic.AC.62635	🟥
WGet package	W32/Agent.MRLO!tr	🟩

Fortinet had 12 false alarms.

Quick Heal

False alarm found in some parts of	Detected as	Supposed prevalence
HDDScan package	ExeShield Protector	🟥
Ino package	HLLP.Taras.4423	🟩
Joshua package	eXPressor	🟨
Katalog package	ExeShield Protector	🟩
Mahjong package	EE:Malwr.Heur.Kazy.711143	🟥
MaxPasswords package	EE:Malware.Generic.12923569	🟩
Mimocho package	Trojan.Diple.08520	🟩
Notfall package	File is suspicious	🟩
Passmark package	W32.Vampiro.B	🟧
PowerBatch package	ExeShield Protector	🟩
Registryhealer package	EXECryptor	🟩
SafeNSec package	EE:Malware.Generic.13008834	🟩
SimpleFileShredder package	ExeShield Protector	🟩
StrongSearch package	ExeShield Protector	🟩
TVgenial package	ExeShield Protector	🟩
zWecker package	PC Shrinker	🟩

Quickheal had 16 false alarms.

F-Secure

False alarm found in some parts of	Detected as	Supposed prevalence
Adobe package	W32/Virut.f8539f0198!Online	🟧
BodyPaint package	W32/Shellcode.b345120242!Online	🟩
Cinema package	W32/Shellcode.b345120242!Online	🟨
FinePrint package	W32/Gen4135.1fc23018e8!Online	🟩
Helium package	W32/Malware.e8e7ed8448!Online	🟩
MaxPasswords package	Trojan.Generic.12923569	🟩
PDFserver package	W32/Gen2139.faa49fd666!Online	🟩

SafeNSec package	W32/Malware.aa077bd836!Online	🟩
SmadAV package	W32/Agent.DQOA	🟩
Synopsis package	W32/Malware.0c8969b4cf!Online	🟨
T2I package	W32/Gen4135.d4b69ee86b!Online	🟩
TempControl package	W32/Malware.afa07e621b!Online	🟩
Time2Backup package	W32/Malware.cf37601bc1!Online	🟩
Tourismus package	W32/Malware.0c8969b4cf!Online	🟩
Trust package	W32/Malware.3a35623f06!Online	🟩
WinOnCD package	W32/Gen1527.3d4465156c!Online	🟩
Xtreme package	W32/Coinminer.99db20ce3c!Online	🟨

F-Secure had 17 false alarms.

ThreatTrack Vipre

False alarm found in some parts of	Detected as	Supposed prevalence
Audatex package	Trojan.Win32.Generic!BT	🟩
CFOSspeed package	Trojan.Win32.Generic!BT	🟩
Clickr package	Trojan.Win32.Generic!BT	🟩
CrashDown package	Trojan.Win32.Generic!BT	🟥
F-Secure package	BehavesLike.Win32.Malware.bsw	🟩
GenDel package	Trojan.Win32.Generic!BT	🟥
HDDLife package	Trojan.Win32.Generic!BT	🟩
Heroes package	Trojan.Win32.Generic!BT	🟥
Kodak package	BehavesLike.Win32.Malware.bsw	🟧
Meedio package	Trojan.Win32.Generic!BT	🟨
Olivetti package	Trojan.Win32.Generic!BT	🟨
PodTools package	Trojan.Win32.Generic!BT	🟩
SecretZip package	Trojan.Win32.Generic!BT	🟨
SimplyZip package	Trojan.Win32.Generic!BT	🟩
Symantec package	Trojan.Win32.Generic!BT	🟥
Tiscali package	Trojan.Win32.Generic!BT	🟩
Visualization package	Trojan-Downloader.Win32.Agent	🟧

ThreatTrack Vipre had 17 false alarms.

Avast

False alarm found in some parts of	Detected as	Supposed prevalence
Acer package	Win32:Evo-gen [Susp]	🟧
BackupWizard package	Win32:Evo-gen [Susp]	🟩
BCrypt package	Win32:Evo-gen [Susp]	🟩
ByteMobile package	Win32:Evo-gen [Susp]	🟩
Compaq package	Win32:Evo-gen [Susp]	🟩
DeskCalc package	Win32:Evo-gen [Susp]	🟩
DivX package	Win32:Malware-gen	🟧
Druckerei package	Win32:Evo-gen [Susp]	🟩
Eicon package	Win32:Evo-gen [Susp]	🟩
eScan package	Win32:Evo-gen [Susp]	🟩
EuCaSoft package	Win32:Evo-gen [Susp]	🟩
FirstAid package	Win32:Evo-gen [Susp]	🟩
FlashTool package	Win32:Evo-gen [Susp]	🟩
Fujitsu package	Win32:Evo-gen [Susp]	🟨
FurnPlan package	Win32:Evo-gen [Susp]	🟩
Heko package	Win32:Evo-gen [Susp]	🟩
IBM package	Win32:Evo-gen [Susp]	🟩
Inoculate package	Win32:Evo-gen [Susp]	🟩
IntraPact package	Win32:Evo-gen [Susp]	🟩
Kaspersky package	Win32:Evo-gen [Susp]	🟩
LANGuard package	Win32:Evo-gen [Susp]	🟩
MedXpert package	Win32:Evo-gen [Susp]	🟩
Melody package	Win32:Evo-gen [Susp]	🟩
Oobe package	Win32:Agent-AVRG [Trj]	🟧
Pelco package	Win32:Evo-gen [Susp]	🟩
PiratenSchatz package	Win32:Evo-gen [Susp]	🟩
SendToToys package	Win32:Evo-gen [Susp]	🟩
Simon package	Win32:Evo-gen [Susp]	🟩
Suffering package	Win32:Evo-gen [Susp]	🟩
SunnyBall package	Win32:Malware-gen	🟩
Trend Micro package	Win32:Evo-gen [Susp]	🟨
Webbit package	Win32:Evo-gen [Susp]	🟩
WebPlayer package	Win32:Malware-gen	🟥
WhiteOut package	Win32:Evo-gen [Susp]	🟩
Zylom package	Win32:Evo-gen [Susp]	🟩

Avast had 35 false alarms.

Baidu

False alarm found in some parts of	Detected as	Supposed prevalence
AbcOE package	Trojan.Crypt.Heur.gen	🟩
Acer package	Trojan.Autorun.Heur.gen	🟨
Adobe package	Trojan.Crypt.Heur.gen	🟩
AIMFix package	Trojan.QQThief.Heur.gen	🟩
Aranea package	Trojan.Adware.Heur.gen	🟩
Assembler package	Trojan.Crypt.Heur.gen	🟩
Automate package	Trojan.Crypt.Heur.gen	🟩
AZN package	Trojan.Crypt.Heur.gen	🟩
BIPA package	Trojan.Crypt.Heur.gen	🟥
Blinkx package	Trojan.Backdoor.Heur.gen	🟩
Brockhaus package	Trojan.Crypt.Heur.gen	🟩
Busch package	Trojan.Crypt.Heur.gen	🟩
CA package	Trojan.Dropper.Heur.gen	🟩
Cabook package	Exploit.CVE-2014-1761	🟩
CaPoS package	Trojan.Crypt.Heur.gen	🟩
CDDruckerei package	Trojan.Crypt.Heur.gen	🟩
CDManager package	Trojan.Autorun.Heur.gen	🟩
Cleaner package	Trojan.Generic.Heur.gen	🟩
ClockCyb package	Trojan.Crypt.Heur.gen	🟩
Cooxie package	Trojan.Dropper.Heur.gen	🟩
CPUcool package	Trojan.Crypt.Heur.gen	🟨
CPUFSB package	Trojan.Crypt.Heur.gen	🟩
CrossFire package	Trojan.Crypt.Heur.gen	🟩
CWShredder package	Trojan.GameThief.Heur.gen	🟨
Cygwin package	Trojan.Crypt.Heur.gen	🟩
DiaShow package	Trojan.Dropper.Heur.gen	🟩
DragZ package	Trojan.Generic.Heur.gen	🟩
Dreikampf package	Trojan.Dropper.Heur.gen	🟩
DrWeb package	Trojan.Downloader.Heur.gen	🟩
Duden package	Trojan.Crypt.Heur.gen	🟩
EA package	Trojan.Crypt.Heur.gen	🟩
EasyBurning package	Trojan.Dropper.Heur.gen	🟩
EasyIndex package	Trojan.Crypt.Heur.gen	🟩
eScan package	Trojan.Generic.Heur.gen	🟩
EuroReisekosten package	Trojan.Crypt.Heur.gen	🟩
Ewido package	Trojan.Downloader.Heur.gen	🟩
ExifTool package	Trojan.Backdoor.Heur.gen	🟨
Fdos package	Trojan.Crypt.Heur.gen	🟧
FileHandler package	Trojan.Crypt.Heur.gen	🟧
FileWorks package	Trojan.Crypt.Heur.gen	🟩
FilZip package	Trojan.Dropper.Heur.gen	🟩
Firefox package	Trojan.Crypt.Heur.gen	🟨
FlexMail package	Trojan.Crypt.Heur.gen	🟩
FotoFit package	Trojan.Crypt.Heur.gen	🟩
Framewood package	Trojan.Autorun.Heur.gen	🟩
FreshUI package	Trojan.Backdoor.Heur.gen	🟩
GameGuard package	Trojan.Crypt.Heur.gen	🟨

GameXP package	Trojan.Crypt.Heur.gen	🟩
GoldRush package	Trojan.Crypt.Heur.gen	🟩
GTA package	Trojan.Backdoor.Heur.gen	🟥
HandyPack package	Trojan.Crypt.Heur.gen	🟩
HardwareSensor package	Trojan.Crypt.Heur.gen	🟩
Hartlauer package	Trojan.Crypt.Heur.gen	🟥
HastaZip package	Trojan.Dropper.Heur.gen	🟩
Heroglyph package	Trojan.Crypt.Heur.gen	🟨
HomeMedia package	Trojan.Crypt.Heur.gen	🟧
HP package	Trojan.Generic.Heur.gen	🟧
IdentityProtection package	Trojan.Crypt.Heur.gen	🟩
Ikaros package package	Trojan.Crypt.Heur.gen	🟧
Installer2Go package	Trojan.Downloader.Heur.gen	🟩
IoWare package	Trojan.GameThief.Heur.gen	🟨
JdTricks package	Trojan.Autorun.Heur.gen	🟩
JumpTo package	Trojan.Crypt.Heur.gen	🟩
Kaspersky package	Trojan.Crypt.Heur.gen	🟨
Kensington package	Trojan.Generic.Heur.gen	🟩
McAfee package	Trojan.Dropper.Heur.gen	🟩
Micrografx package	Trojan.Crypt.Heur.gen	🟩
Mittelerde package	Trojan.GameThief.Heur.gen	🟧
MobileMedia package	Trojan.Crypt.Heur.gen	🟩
MSServer2003 package	Trojan.Downloader.Heur.gen	🟩
MSWindows2000 package	Trojan.Crypt.Heur.gen	🟨
MSWindows98 package	Trojan.Dropper.Heur.gen	🟨
MSWindowsME package	Trojan.Crypt.Heur.gen	🟨
MSWindowsNT package	Trojan.Crypt.Heur.gen	🟩
MSWindowsXP package	Trojan.Downloader.Heur.gen	🟨
Navigon package	Trojan.Downloader.Heur.gen	🟩
Need4Speed package	Trojan.GameThief.Heur.gen	🟧
NewsLeecher package	Trojan.Dropper.Heur.gen	🟩
Obscure package	Trojan.Crypt.Heur.gen	🟩
OnlineEye package	Trojan.Crypt.Heur.gen	🟩
PhotoImpact package	Trojan.Crypt.Heur.gen	🟨
PixPower package	Trojan.Dropper.Heur.gen	🟩
PlantsVsZombies package	Trojan.Crypt.Heur.gen	🟩
PlayMovie package	Trojan.Crypt.Heur.gen	🟨
PowerArchiver package	Trojan.Generic.Heur.gen	🟩
PowerBatch package	Trojan.Crypt.Heur.gen	🟩
PowerStd package	Trojan.Crypt.Heur.gen	🟨
PrimeSuspects package	Trojan.Crypt.Heur.gen	🟩
PunicWar package	Trojan.Crypt.Heur.gen	🟨
Purge package	Trojan.Crypt.Heur.gen	🟩
QuickCliq package	Trojan.Downloader.Heur.gen	🟩
RadioSuite package	Trojan.Crypt.Heur.gen	🟩
Rally package	Trojan.Dropper.Heur.gen	🟨
Redfield package	Trojan.Dropper.Heur.gen	🟩
RegistryHealer package	Trojan.Crypt.Heur.gen	🟩
Rose package	Trojan.Crypt.Heur.gen	🟩
RPMTuning package	Trojan.Crypt.Heur.gen	🟩

RTF2HTML package	Trojan.Crypt.Heur.gen	🟩
SafeNSec package	TR/Rogue.14336.61	🟨
SaferMail package	Trojan.Crypt.Heur.gen	🟩
SafeXP package	Trojan.Crypt.Heur.gen	🟩
SecretMaker package	Trojan.Crypt.Heur.gen	🟧
Sims package	Trojan.Backdoor.Heur.gen	🟧
SIW package	Trojan.GameThief.Heur.gen	🟧
SmartPro package	Trojan.Crypt.Heur.gen	🟩
SmartSuite package	Trojan.Dropper.Heur.gen	🟩
Soccer package	Trojan.Dropper.Heur.gen	🟨
Sony package	Trojan.Crypt.Heur.gen	🟩
Sophos package	Trojan.Win32.Agent.50	🟧
SpamAgent package	Trojan.Crypt.Heur.gen	🟩
SpamFighter package	Trojan.Dropper.Heur.gen	🟩
Stripper package	Trojan.Crypt.Heur.gen	🟩
SuperCollapse package	Trojan.Crypt.Heur.gen	🟩
Sygate package	Trojan.Backdoor.Heur.gen	🟨
Symantec package	Trojan.Backdoor.Heur.gen	🟨
SysBackup package	Trojan.Generic.Heur.gen	🟧
SysRescue package	Trojan.Dropper.Heur.gen	🟨
SystemSafety package	Trojan.Generic.Heur.gen	🟩
Targem package	Trojan.Crypt.Heur.gen	🟩
Thief package	Trojan.Crypt.Heur.gen	🟥
ThumbsPlus package	Trojan.Crypt.Heur.gen	🟩
Tierpension package	Trojan.Crypt.Heur.gen	🟩
TippTop package	Trojan.Crypt.Heur.gen	🟩
Toolbook package	Trojan.Autorun.Heur.gen	🟨
TransXP package	Trojan.Crypt.Heur.gen	🟩
TuneUpUtilities package	Trojan.Generic.Heur.gen	🟩
Tunguska package	Trojan.Crypt.Heur.gen	🟩
TVnoise package	Trojan.Crypt.Heur.gen	🟩
TweakPower package	Trojan.Backdoor.Heur.gen	🟩
Unreal package	Trojan.Crypt.Heur.gen	🟩
Vbox package	Trojan.Crypt.Heur.gen	🟨
VideoDeluxe package	Trojan.Crypt.Heur.gen	🟩
WarCraft package	Trojan.GameThief.Heur.gen	🟨
WhatSpeed package	Trojan.Crypt.Heur.gen	🟩
WildFire package	Trojan.Backdoor.Heur.gen	🟩
WinInBlack package	Trojan.Generic.Heur.gen	🟨
ZipMagic package	Trojan.Generic.Heur.gen	🟩
ZipZag package	Trojan.Backdoor.Heur.gen	🟩
Zylom package	Trojan.Crypt.Heur.gen	🟨

Baidu had 139 false alarms.

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