Details of False Alarms



Appendix to the Anti-Virus Comparative September 2018

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Details of false alarms

In 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 to produce false alarms (false positives). No product is immune from false positives (FPs), but some produce more than others. False Positives Tests measure which programs do best in this respect, i.e. distinguish clean files from malicious files, despite their context. 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, when using 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 FPs 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 application, it is counted here as only one false alarm. Cracks, keygens, 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 user 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 the lowest prevalence level (Level 1) and a valid digital signature is upgraded to the next level (e.g. prevalence "Level 2"). Extinct 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 a hundred users	Individual cases, old or rarely used files, very low prevalence
2		Probably several hundreds of users	Initial distribution of such files was probably much higher, but
3		Probably several thousands of users	current usage on actual systems is lower (despite its presence),
4		Probably several tens of thousands (or	that is why also well-known software may now affect / have
		more) of users	only a prevalence of some hundreds or thousands of users.
	Probably several hundreds of		Such cases are likely to be seen much less frequently in a false
5		thousands or millions of users	alarm test done at a specific time, as such files are usually
		thousands of infittions of users	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, antivirus 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 number of false alarms (currently 10) inside our clean set before we start penalizing scores, and in our opinion products which produce a higher number of false alarms are also more likely to produce false alarms with more prevalent files (or in other sets of clean files). The prevalence data we give for 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.



There may be a variation in the number of false positives produced by two different programs that use the same engine (principal detection component). For example, Vendor A may license its detection engine to Vendor B, but Vendor A's product may have more or fewer false positives than Vendor B's product. This can be due to factors such as different internal settings being implemented, differences other components and services such additional or differing as engines/signatures/whitelist databases/cloud services/quality assurance, and possible time delay between the release of the original signatures and the availability of the signatures for third-party products.

False Positives (FPs) are an important measurement for AV quality. Furthermore, the test is useful and needed to avoid that vendors optimize products to score good in tests by looking at the context – this is why false alarms are being mixed and tested the same way as tests with malware are done. 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 older 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 potentially cause an FP again on a more significant file. Thus, they still deserve mention and still deserve to be penalised.

Below you will find some info about the false alarms we observed in our independent set of clean files. Red entries highlight false alarms on files that were digitally signed.

ESET

False alarm found in some parts of	Detected as	Supposed prevalence
Dashnite package	a variant of Win32/Injector.DWIM trojan	

ESET had 1 false alarm.

AVIRA

False alarm found in some parts of	Detected as	Supposed prevalence
ComfortUpdater package	TR/Dropper.MSIL.owqsp	
Tickmeter package	HEUR/APC (Cloud)	

AVIRA had 2 false alarms.

Avast

False alarm found in some parts of	Detected as	Supposed prevalence
BMKbuddy package	Win32:Malware-gen	_
Lockbox package	Win32:Malware-gen	
Photomatix package	Win32:Kraton-A [Trj]	_
Spryzip package	Win32:Malware-gen	
TakeABreak package	Win32:Malware-gen	_

Avast had 5 false alarms.



AVG

False alarm found in some parts of	Detected as	Supposed prevalence
BMKbuddy package	Win32:Malware-gen	
Lockbox package	Win32:Malware-gen	
Photomatix package	Win32:Kraton-A [Trj]	
Spryzip package	Win32:Malware-gen	
TakeABreak package	Win32:Malware-gen	

AVG had 5 false alarms.

Kaspersky Lab

False alarm found in some parts of	Detected as	Supposed prevalence
Doppeldecker package	HEUR:Trojan.Win32.Agent.gen	
Melody package	UDS:Trojan-Banker.Win32.ClipBanker.sb	
NetClientManager package	HEUR:RiskTool.Win32.Generic	
Sony package	Trojan-Ransom.Win32.Foreign.nzdy	
SubmitTwo package	UDS:Trojan.Win32.Agent.a	

Kaspersky Lab had 5 false alarms.

Bitdefender

False alarm found in some parts of	Detected as	Supposed prevalence
ComfortUpdater package	Gen:Variant.Ursu.220013	
E-Calc package	Gen:Variant.Symmi.61975	
FileWorks package	Gen:Variant.Jacard.128910	
Gero package	Advanced Threat Defense	
Herold package	Gen:Variant.Ursu.147178	
MaceGriffin package	Gen:Suspicious.Cloud.8.kqW@auZ0hyni	
MyPhoneExplorer package	Gen:Variant.Ursu.281421	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C	
TextScan package	Advanced Threat Defense	

Bitdefender had 9 false alarms.

Emsisoft

False alarm found in some parts of	Detected as	Supposed prevalence
AntiDuplicate package	Blocked	
BlueTooth package	Blocked	
ComfortUpdater package	Gen:Variant.Ursu.220013 (B)	
FileWorks package	Gen:Variant.Jacard.128910 (B)	
Herold package	Gen:Variant.Ursu.147178 (B)	
MyPhoneExplorer package	Gen:Variant.Ursu.281421 (B)	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C (B)	
Restore package	Blocked	
StartTime package	Blocked	



Yabe package	DeepScan:Generic.MSIL.DownloaderB.420228B4 (B)	
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Emsisoft had 10 false alarms.

BullGuard

False alarm found in some parts of	Detected as	Supposed prevalence
ComfortUpdater package	Gen:Variant.Ursu.220013	
ConnectionManager package	Suspicious	
E-Calc package	Gen:Variant.Symmi.61975	
FileWorks package	Gen:Variant.Jacard.128910	
GranParadiso package	Suspicious	
Herold package	Gen:Variant.Ursu.147178	
Magix package	Suspicious	
MyPhoneExplorer package	Gen:Variant.Ursu.281421	
NetClientManager package	Suspicious	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C	
Rainmeter package	Suspicious	
TakeABreak package	Suspicious	
TKKG package	Suspicious	

BullGuard had 13 false alarms.

Tencent

False alarm found in some parts of	Detected as	Supposed prevalence
ComfortUpdater package	Gen:Variant.Ursu.220013	
E-Calc package	Gen:Variant.Symmi.61975	
FileWorks package	Gen:Variant.Jacard.128910	
Gero package	Dangerous	
Herold package	Gen:Variant.Ursu.147178	
IeTester package	Gen:Variant.Ursu.231296	
MyPhoneExplorer package	Gen:Variant.Ursu.281421	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C	
SemSim package	Dangerous	
TextScan package	Dangerous	
TotalRecorder package	Dangerous	
Wavosaur package	Dangerous	
WinTBS package	Dangerous	
Yabe package	DeepScan:Generic.MSIL.DownloaderB.420228B4	

Tencent had 14 false alarms.

VIPRE

False alarm found in some parts of	Detected as	Supposed prevalence
Bitdefender package	Misc (General)	_
ComfortUpdater package	Gen:Variant.Ursu.220013	_
ConnectionManager package	Virus.Generic	
DropUpload package	Misc (General)	_



E-Calc package	Gen:Variant.Symmi.61975	
Easybuch package	Misc (General)	
FEAR package	Misc (General)	
FileWorks package	Gen:Variant.Jacard.128910	
Herold package	Gen:Variant.Ursu.147178	
Mingw package	Misc (General)	
MyPhoneExplorer package	Gen:Variant.Ursu.281421	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C	
TextScan package	Misc (General)	
Zoner package	Misc (General)	

VIPRE had 14 false alarms.

F-Secure

False alarm found in some parts of	Detected as	Supposed prevalence
ComfortUpdater package	Gen:Variant.Ursu.220013	
EFcommander package	Suspicious	
F1 package	Suspicious	
FileWorks package	Gen:Variant.Jacard.128910	
GPLegends package	Suspicious	
Herold package	Gen:Variant.Ursu.147178	
IeTester package	Gen:Variant.Ursu.231296	
KeePass package	Suspicious	
MultiBrowser package	Suspicious	
OpenOffice package	Suspicious	
Qualimail package	Generic.Malware.SMH@mmg.0B88689C	
Stinger package	Trojan:W32/Generic.bd6cc1b9af!Online	
TakeABreak package	Suspicious	
WinTBS package	Suspicious	
Yabe package	DeepScan:Generic.MSIL.DownloaderB.420228B4	

F-Secure had 15 false alarms.

Panda

False alarm found in some parts of	Detected as	Supposed prevalence
Bae package	Trj/Dtcontx.D	
Bitdefender package	Blocked	
ClearProg package	Blocked	
ConnectionManager package	Blocked	
DivX package	Blocked	
Doppeldecker package	Blocked	
DropUpload package	Blocked	
Easybuch package	Blocked	
EasyExif package	Blocked	
EFcommander package	Trj/GdSda.A	
EmailValidator package	Blocked	
Encryption package	Blocked	
Herold package	Blocked	



HP package	Blocked	
Logik package	Blocked	
MagicSkin package	Blocked	
Melody package	Blocked	
OpenOffice package	Blocked	
PaperOffice package	Blocked	
Perfekt package	Blocked	
RegDefrag package	Blocked	
Restore package	Blocked	
Tickmeter package	Blocked	
Tiscali package	Trj/CI.A	
TKKG package	Blocked	
Tonec package	Blocked	
TotalRecorder package	Blocked	
Zdataburn package	Blocked	

Panda had 28 false alarms.

Microsoft

False alarm found in some parts of	Detected as	Supposed prevalence
AddTime package	Trojan:Win32/Bitrep.B	
AhnenForscher package	Exploit:097M/CVE-2017-8570.A	
AxBx package	Trojan:Win32/Bitrep.B	
ConnectionManager package	Trojan:Win32/Bitrep.B	
CPserver package	Trojan:Win32/Bitrep.B	_
DVB package	Trojan:Win32/Bitrep.B	
EA package	Trojan:Win32/Bitrep.B	
EFcommander package	Trojan:Win32/Bitrep.B	
Encryption package	Trojan:Win32/Bitrep.B	
eRightSoft package	Trojan:Win32/Bitrep.B	
FastStone package	Trojan:Win32/Bitrep.B	
FileZilla package	Trojan:Win32/Bitrep.B	
Fractalus package	Trojan:Win32/Zpevdo.A	
Gotcha package	Trojan:Win32/Bitrep.B	
Grub package	Trojan:Win32/Bitrep.B	
IDUnlocker package	Trojan:Win32/Bitrep.B	
MAF package	Trojan:Win32/Bitrep.B	
Magix package	Trojan:Win32/Bitrep.B	
MeldeMax package	Trojan:Win32/Bitrep.B	
Merant package	Trojan:Win32/Bitrep.B	
00Software package	Trojan:Win32/Bitrep.B	
OpenOffice package	Trojan:Win32/Bitrep.B	
ShutdownManager package	Trojan:Win32/Bitrep.B	
Syslog package	Trojan:Win32/Bitrep.B	_
SysReport package	Trojan:Win32/Bitrep.B	
Tierpension package	Trojan:Win32/Bitrep.B	
Tiscali package	Trojan:Win32/Bitrep.B	
TKKG package	Trojan:Win32/Bitrep.B	
Videowave package	Trojan:Win32/Bitrep.B	



Warner package package	Trojan:Win32/Bitrep.B	
WinTBS package	Trojan:Win32/Bitrep.B	
Youngzsoft package	Trojan:Win32/Vigorf.A	

Microsoft had 32 false alarms.

McAfee

False alarm found in some parts of	Detected as	Supposed prevalence
Abbyy package	JTI/Suspect.196665!fa788af98fe7	
Acer package	JTI/Suspect.196612!ef798271c092	
Asus package	JTI/Suspect.196612!603c617bdbe9	
Audacious package	JTI/Suspect.196612!f2be421f79f0	_
Autodata package	JTI/Suspect.196612!e5d1dc02c85a	
Bastian package	JTI/Suspect.196665!20801c0dd1e8	
ComfortUpdater package	JTI/Suspect.196612!b26126ae5c60	_
ConnectionManager package	JTI/Suspect.196612!15becddd6d7b	
CPserver package	GenericRXEU-UK!39EB5AE61795	
Databecker package	JTI/Suspect.196612!afa22c905e9d	
Doppeldecker package	JTI/Suspect.196665!759d83a3dd67	
FileWorks package	JTI/Suspect.196612!3b0f5f8d1265	
GameSpy package	JTI/Suspect.196612!b8cfaec494db	
Grub package	JTI/Suspect.196665!c4dcca9279b4	
HP package	JTI/Suspect.196612!ad29f0860a49	
IcyTower package	JTI/Suspect.196612!26cc6094a6bb	_
Lenovo package	JTI/Suspect.196612!2486b95c310c	_
Magix package	JTI/Suspect.196612!50abab1b2312	
MakeMulti package	JTI/Suspect.196665!2aef292f2c59	
Merant package	JTI/Suspect.196612!4a2541a02fc0	
Musikmaker package	JTI/Suspect.196612!d87fe5cef380	
NetClientManager package	JTI/Suspect.196612!26f3edfcbad0	
PackardBell package	JTI/Suspect.196612!1c84f9b992a4	_
PEview package	JTI/Suspect.196612!c569075f3f94	
PowerDirector package	JTI/Suspect.196612!c331058776f4	
Quiz package	JTI/Suspect.196665!c64d4d966432	
Rainmeter package	JTI/Suspect.196612!7716a5b44ba9	
Restore package	JTI/Suspect.196612!31a1f20ae602	
Samsung package	JTI/Suspect.196612!1411bc7f6047	
SemSim package	JTI/Suspect.196612!4f49776bb467	
Skype package	GenericRXEL-QN!FA5555644483	
Tierpension package	JTI/Suspect.196612!31a3a19d8ee2	
TKKG package	JTI/Suspect.196612!80233c34803f	
TotalRecorder package	JTI/Suspect.196612!97295fd52148	
WinWart package	JTI/Suspect.196612!b9820356dca7	

McAfee had 35 false alarms.



Quick Heal

False alarm found in some parts of	Detected as	Supposed prevalence
Acer package	Suspicious	
Aclive package	Trojan.ICGENERIC	
AutoIt package	Trojan.ICGENERIC	
CDDVDburner package	Trojan.Generic	
Codeblocks package	Trojan.Scan	
ComfortUpdater package	EE:Malwr.Heur.Ursu.220013	
Cresoeas package	Trojan.Fuery	
DpWiper package	EE:Malwr.Heur.GZ.dmW	
EasyExif package	Suspicious	
EFcommander package	Suspicious	
Elsword package	Trojanspy.Agent.19229	
FEAR package	Trojan.Azden	
FileWorks package	Suspicious	
Firefox package	Trojan.Ditertag	
FreeRideGames package	Trojan.CGeneric	
Gero package	Suspicious	
Herold package	EE:Malwr.Heur.Ursu.147178	
IeTester package	EE:Malwr.Heur.Ursu.231296	
JewelQuest package	Suspicious	
MediaServer package	Ransom.Ryzerlo.S4	
Merant package	Suspicious	
MyPhoneExplorer package	EE:Malwr.Heur.Ursu.281421	
N64 package	Trojan.Fuerboos	
NotepadPlus package	Trojan.UGeneric	
PerfectMenu package	Trojan.Malagent.20271	
Performance package	Suspicious	
Qualimail package	EE:Malware.Generic.SMH	
SeekFreak package	Trojan.Azden	
SpywareBlaster package	Trojan.VBCrypt.MF.7448	
StartOffice package	Trojan.GenericPMF.S2873074	
Tickmeter package	Suspicious	
Tiscali package	Suspicious	
ToolbarCop package	Trojan.VBCryptVMF.S2729126	
Wildtangent package	Trojan.IGENERIC	
Yabe package	EE:Generic.MSIL.DownloaderB.420228B4	

Quick Heal had 35 false alarms.

Trend Micro

False alarm found in some parts of	Detected as	Supposed prevalence
AddTime package	Suspicious	
AntiDuplicate package	Suspicious	
AVCutty package	Suspicious	
AxBx package	Suspicious	



Bitdefender package	Suspicious	
BMKbuddy package	Suspicious	
ComfortUpdater package	Suspicious	
ConnectionManager package	Suspicious	
Databecker package	Suspicious	
DropUpload package	Suspicious	
DVDregion package	Suspicious	
Easybuch package	Suspicious	
EmailValidator package	Suspicious	
Encryption package	Suspicious	
FEAR package	Suspicious	
Fractalus package	Suspicious	
Gero package	Suspicious	
GranParadiso package	Suspicious	
Herold package	Suspicious	
HotChime package	Suspicious	
Jose package	Suspicious	
Logik package	Suspicious	
Macomfort package	Suspicious	
MakeMulti package	Suspicious	
Mingw package	Suspicious	
NetClientManager package	Suspicious	
OpenOffice package	Suspicious	
Perfekt package	Suspicious	
PowerVideo package	Suspicious	
Quiz package	Suspicious	
StartTime package	Suspicious	
StartTime package	Suspicious	
SubmitTwo package	Suspicious	
Syslog package	Suspicious	
TakeABreak package	Suspicious	
TextScan package	Suspicious	
Tickmeter package	Suspicious	
Videowave package	Suspicious	
WinTBS package	Suspicious	
Zdataburn package	Suspicious	

Trend Micro had 40 false alarms.

Symantec Norton

False alarm found in some parts of	Detected as	Supposed prevalence
AddTime package	Heur.AdvML.C	
AntiDuplicate package	Heur.AdvML.C	
AnVir package	Trojan.Gen.2	
Avira package	Trojan Horse	
Bastian package	Heur.AdvML.C	
ComfortUpdater package	Heur.AdvML.C	
Dexpot package	Heur.AdvML.C	



DivX package	Backdoor.Graybird	_
DVDregion package	Suspicious.Epi.3	
Easybuch package	Suspicious.Epi.3	
Encryption package	Heur.AdvML.A	
FEAR package	Suspicious.Epi.3	
FileWorks package	Trojan.Gen.2	
FileZilla package	Suspicious.Epi.3	
FineReader package	Suspicious.Epi.3	
Forte package	Trojan.Gen.2	
iNetTimer package	Suspicious.Epi.3	
Jose package	Trojan.Gen.9	
Logik package	Suspicious.Epi.3	
Macomfort package	Download Insight	
MagicSkin package	Heur.AdvML.B	
MaxPasswords package	Heur.AdvML.C	
Mediacoder package	Suspicious.Epi.3	
MODupRemover package	Trojan.Gen.9	
NetClientManager package	Heur.AdvML.C	
00Software package	Heur.AdvML.B	
PaperOffice package	Heur.AdvML.C	
PEbuilder package	Suspicious.Epi.3	
Perfekt package	Suspicious.Epi.3	
PowerVideo package	Suspicious.Epi.3	
Quiz package	Heur.AdvML.C	
RegDefrag package	Download Insight	
Spryzip package	Trojan.Gen.2	
StartTime package	Suspicious.Epi.3	
Stormcloud package	Suspicious.Epi.3	
SubmitTwo package	Download Insight	_
Syslog package	Heur.AdvML.B	
SysReport package	Trojan.Gen.6	
TakeABreak package	Download Insight	
TextScan package	Heur.AdvML.C	
TKKG package	Download Insight	
TrueCafe package	Download Insight	
UpdateHelper package	Trojan Horse	
Webcam package	Heur.AdvML.C	
WinAmp package	Heur.AdvML.B	
XTreme package	Heur.AdvML.C	
Zoner package	Trojan.Dropper	

Symantec Norton had 47 false alarms.



K7

False alarm found in some parts of	Detected as	Supposed prevalence
3DMark package	Trojan (0046628d1)	_
3DTTT package	NetWorm (700000151)	
Abbrevation package	Riskware (0040eff71)	
AddTime package	Trojan (0001140e1)	
Adobe package	Backdoor (004a942a1)	
Alzip package	Riskware (0040eff71)	
AntiCheat package	Riskware (0040eff71)	_
Avanquest package	Trojan (004ce0ea1)	_
AVCutty package	Riskware (0040eff71)	
Bigiba package	Trojan (004ffa261)	
Bitdefender package	Trojan (7000000f1)	
BlueTooth package	Trojan (001a5abb1)	
Borland package	Trojan (7000000f1)	
Camou package	Trojan-Downloader (004f2a781)	
CDDVDburning package	Trojan (005257651)	
CSE package	Riskware (0040eff71)	
Delphi package	Trojan (7000000f1	
Deskhedron package	Riskware (0040eff71)	
Dino package	Riskware (0040eff71)	
EM package	Riskware (0040eff71)	
Emco package	Trojan (7000000f1)	
F1 package	Riskware (0040eff71)	
Global package	Trojan (004906d41)	
GranParadiso package	Riskware (0040eff71)	
GXTranscoder package	Riskware (0040eff71)	
HDDLife package	Riskware (0040eff71)	
HP package	Riskware (0040eff71)	
HTML package	Riskware (0040eff71	
IcyTower package	Riskware (0040eff71)	
iDump package	Riskware (00000a851)	_
IuWork package	Trojan (004d22751)	
Lenovo package	Riskware (f15000051)	
Lezioni package	Riskware (0040eff71)	
Logger package	Virus (7000000b1)	
Macomfort package	Riskware (0040eff71)	
Macromedia package	Trojan-Downloader (0017bc961)	
MakeInstantPlayer package	Trojan (004d394f1)	
MakeMulti package	Trojan (004de92c1	
Mixxx package	Riskware (0040eff71)	_
MouseOMeter package	Riskware (f15000051)	
MultiBrowser package	Riskware (0040eff71)	_
Need4Speed package	Trojan (0047648f1)	
Opanda package	Riskware (0040eff71)	
OpenOffice package	Trojan (003b1b581)	
PCWizard package	Trojan (003cca981)	
PEiD package	Riskware (0040eff71)	
PhotoUpz package	Trojan (0053b4521)	



Trojan (0053b4521)	
Riskware (0040eff71)	
Riskware (0040eff71)	
Riskware (0040eff71)	
Trojan (7000000f1)	
Riskware (0040eff71)	
Trojan (003d23081)	
Riskware (0040eff71)	
Trojan (004bc6de1)	
Riskware (0040eff71)	
Riskware (0040eff71)	
Riskware (0040eff71)	
	Riskware (0040eff71) Riskware (0040eff71) Riskware (0040eff71) Trojan (7000000f1) Riskware (0040eff71) Trojan (003d23081) Riskware (0040eff71) Trojan (004bc6de1) Riskware (0040eff71) Riskware (0040eff71)

K7 had 59 false alarms.



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AV-Comparatives (October 2018)

