

Virus False Positives

PROBLEM

A message is being tagged as virus, but is clearly a false positive, how can I whitelist sender or avoid such a problem?

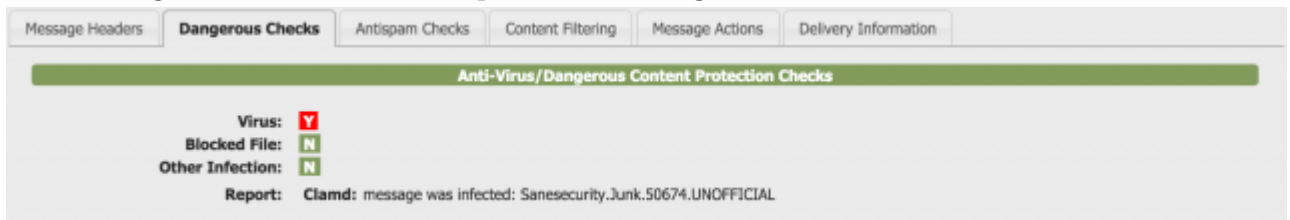
RESOLUTION

Libra Esva does not allow virus senders whitelisting. You can release blocked messages using the **Dangerous Content Release** override function described here:

Dangerous content release override

Correct steps to identify the problem are:

1. Check the **Message Details** report, opening the **Dangerous Checks Tab**, and read the AV engine that is causing the problem. Esva can use up to three AV engines: Clamd, Avira and Bit Defender, plus additional malware and phishing signatures for Clamd by SaneSecurity.
2. If the Dangerous Check detail reports something like:



Clamd:*message was infected: Sanesecurity.Junk.50674.UNOFFICIAL*

that means SaneSecurity Signatures are involved and you may consider changing Libra Esva use of such a feature as these are not real viruses at: ClamAV Antivirus

3. Once identified the AV engine, **submit a False Positive notice** to the vendor, as follows:
 - **Clamd:** <http://www.clamav.net/reports/fp>
 - **Avira:** <https://analysis.avira.com/en/submit>
 - **BitDefender:** <http://www.bitdefender.com/submit/>

×**NOTE:** Libra Esva does not follow up on AV vendors false positive or false negatives.