PROKON Support Portal

Virus reported for PROKON DVD-ROM, LiveUpdate or Service Pack

Stephen Pienaar - 2020-10-01 - 0 Comments - in Updating PROKON

When installing from the PROKON DVD-ROM, when using PROKON LiveUpdate or downloading the PROKON Service Pack, my anti-virus program reports that a downloaded update is infected with a virus. How can this be?

Files distributed on the PROKON DVD-ROM and files available for download from the PROKON website are free of viruses.

Since about 2008, we have received several reports from users that files on the PROKON CD-Rom or files downloaded from our website may be infected with viruses. These are false positives, i.e. anti-virus programs identifying viruses when there are none. The likely cause seems to be our use of a run-time packer to reduce the size of program files and improve their execution speed over networks. Unfortunately some virus writers also use run-time packers to hide their viruses, and some anti-virus programs confuse the run-time packer used by PROKON as a possible virus.

A related issue emerged early in 2012 when some anti-virus programs began to incorrectly flag our executable license key files as virus. We addressed this issue by changing our Intenet activation procedure; see the following article for more information.

If in doubt about the status of a file downloaded from the PROKON website, we recommend the following steps:

1. To ensure that your computer is not infected with a virus that is modifying files that you download from the PROKON website, compare the size of the downloaded file with the file sizes reported on our website. PROKON LiveUpdate saves downloaded files in the \Prokon\Bin\Download folder. The sizes of all files in our online repository is given at www.prokon.com/current-program-versions.
2. Scan the files suspected of virus infection using another anti-virus program. If you do not have another computer with a different anti-virus prorgam available, consider using **www.virustotal.com**, a free online service for scanning files with several anti-virus programs. Note that (in our expeirence at least) some of the programs on that site (most notably the free or opensource projects like Antivir, ClamAV and Comodo) tend to give many false positves.
3. Submit the suspect file to your anti-virus vendor for inspection. Doing so will give you peace of mind that the file is indeed not infected by a virus, and it will also help the vendor improve their product.

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