AppSamvid

FAQs and Troubleshooting Guide

CDAC Hyderabad

Version: 2.0.1

Frequently Asked Questions (FAQs) and Troubleshooting

Prerequisites

AppSamvid software require the computer user to have significant knowledge on using the Microsoft Windows operating system as well as how security software's (such as antivirus) work. The user should have clear understanding of whitelisting and the consequences of whitelisting on the operating system. The user is informed that once whitelisting is enforced, any file which is not whitelisted will be denied execution. This affects the updating, installation and un-installation of software on the operating system and the user has to go through the defined procedures defined within AppSamvid software for doing these works after installation of this software.

What is Application Whitelisting?

Application whitelisting is a technique where only a limited set of approved programs are allowed to run on a host machine.

How to create whitelist?

In order to create a whitelist user have two options:
   a. Select each executables/files one by one and add them into the whitelist.
   b. Click **Select All** option from **Edit** menu (Be careful when using this option as it will whitelist all the files).

When there is problem in Enabling Whitelist Enforcement?

If Whitelist Enforcement is not being enabled (i.e. turned ON) there may be a case that user didn't yet created a whitelist which has to be enforced by the AppSamvid software. In order to so, user needs to perform the 'Initial Scan' and create a whitelist.

Windows Update failed: How to recover?

In case Windows Updates installation failed at system reboot and unable to boot properly, perform the following steps to recover from system start up failure:
1. Boot your system in a **Safe Mode** (commonly by pressing the F8 key) during system boot-up stage.
2. Open AppSamvid GUI by double clicking shortcut from desktop.
3. Select the 'Disable Whitelist Enforcement' option.
4. Click 'Apply' button.
5. Then restart the system.
6. System boots up and the AppSamvids's whitelist enforcement will be in disabled state.
7. User can now perform the complete system scan and then try to enable the whitelist enforcement.

Doing forceful Un-Installation of AppSamvid software (for expert users only)?

Note: Take a backup of registry before performing the below steps.

If user wants to uninstall the AppSamvid software but unable to uninstall it successfully using the prescribed methods, then he can follow the manually uninstall procedure which is as follows.

Steps of manual Un-Installation:

1. Re-boot your system in a Safe Mode.
2. Right Click on cmd.exe and choose Run as Administrator option.
3. Stop the software kernel driver with the following commands.
   a. sc stop appcdrv
   b. sc delete appcdrv

4. Stop the software service with the following commands.
   a. sc stop appcsrv
   b. sc delete appcsrv
5. Reboot your system into Normal Mode and log-in with user who has Administrator privileges.
6. Delete the Registry Key as follows:
   a. Go to Start Menu | Run.
   b. Launch regedit.exe from Run.
   c. GoTo: **"HKLM \ Software \ Microsoft \Windows \ CurrentVersion \ Uninstall"**.
   d. Search for key that has **Display Name** equals **AppSamvid**. If found then delete the key.
7. After successful deletion of Registry Key, delete the files from the "**Program Files".** The files of the AppSamvid will be under the folder named "**C-DAC Hyderabad"**.

Caution

The AppSamvid software may break/freeze/crash Microsoft Windows Operating system and you application programs installed on the system. C-DAC Hyderabad is not responsible for any damage of such kind to the system. Use this software at your own risk. Please read all the documentation carefully before using the software and make sure that you understand what you are doing. It is recommended to first try this software on a non-production/spare system before deploying on a production system.