AppSamvid

Frequently Asked Questions (FAQs) and Troubleshooting

Caution

The AppSamvid software may break/freeze/crash the Microsoft Windows Operating system and your 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 it on a production system.

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 a whitelist?

To create a whitelist, users have two options:

a. Select each executable/file one by one and add them to the whitelist.
b. Click the **Select All** option from the **Edit** menu (Be careful when using this option as it will whitelist all the files).

When there is a problem in Enabling Whitelist Enforcement?

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

Windows Update failed: How to recover?

In case the Windows Updates installation fails at system reboot and is 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 the system boot-up stage.
2. Open AppSamvid GUI by double-clicking the shortcut from the desktop.
3. Select the 'Disable Whitelist Enforcement' option.
4. Click the 'Apply' button.
5. Then restart the system.
6. The system boots up and the AppSamvid's whitelist enforcement will be disabled.
7. The user can now perform the complete system scan and then try to enable the whitelist enforcement.

©2024, Centre for Development for Advanced Computing - Hyderabad

Doing forceful Uninstallation of AppSamvid software?

If the user wants to uninstall the AppSamvid software but is 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 the Registry Key, delete the files from the "**Program Files".** The files of the AppSamvid will be under the folder named "**C-DAC Hyderabad"**.

C-DAC Hyderabad

©2024, Centre for Development for Advanced Computing - Hyderabad