



John Liccione &lt;jliccione@gmail.com&gt;

**Re: ExpressVPN [ExpressVPN Support] Re: Support request from jliccione@gmail.com**

1 message

**John Liccione** <jliccione@gmail.com>

Tue, May 12, 2020 at 6:48 PM

To: ExpressVPN Support &lt;support+id12922890@expressvpn.zendesk.com&gt;

Attached are the two screenshots of the McAfee antimalware identifying the ExpressVPN files as malware.

Please advise next steps. Can you confirm the thumbprints for the files I sent match the known good files for your install packages?

Thanks, John

On Tue, May 12, 2020 at 4:28 PM ExpressVPN Support <support@expressvpn.zendesk.com> wrote:

## Please do not write below this line ##

**Ticket #12922890: Support request from jliccione@gmail.com**

Your request (#12922890) to ExpressVPN has been updated.

To review the status of the request and add additional comments, follow the link below:

<https://expressvpn.zendesk.com/hc/requests/12922890>

You can also add a comment by replying to this email.

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**otzi, May 13, 2020, 4:28:37 AM GMT+8:**

Hi John,

Thanks for writing us back.

I understand where you are coming from. I know how important it is for you to be protected all the time. Will it be fine if we ask for a screenshot of your scan results?

We look forward to hearing from you.

Regards,

Otzi

ExpressVPN Support

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**Jliccione, May 13, 2020, 3:48:15 AM GMT+8:**

Your answer assumes that the software flagged is a false positive yet you haven't even asked me what the MD5 hash is on the files that were flagged. How can you possibly know it isn't malware if you don't know whether the MD5 hash matches your known good file? Your good file could have been replaced with malware after I installed the update. Below are the two digital signature thumbprints on the files on my machine that were flagged. Please compare these file thumbprints against your known-good files and inform me whether they match or not. Thank you. John

ExpressVPN.MSI File Thumbprint: bb0304c1ff6dc0384701dd88363c2f1a1d5c8aeb  
1c300.msi File Thumbprint: bb0304c1ff6dc0384701dd88363c2f1a1d5c8aeb

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**otzi, May 13, 2020, 3:08:56 AM GMT+8:**

Hi John,

Thanks for contacting ExpressVPN Support.

I understand you're encountering a message from your antivirus software about our app. I'd like to let you know that the ExpressVPN app has been made to ensure security. Our software is 100% safe and has been evaluated by leading security and antivirus companies.

However, you may encounter an occasional alert from an internet security/antivirus app about our software when we introduce a new app version, as those companies have not yet had the chance to whitelist the latest app version. That is normal and expected behavior.

To prevent these false alerts you can create an exception rule for ExpressVPN in the internet security/antivirus app. The steps for creating an exception can be found on the support pages of your antivirus provider.

We have reported this issue and are currently working with **McAfee** to whitelist our software to prevent any false alerts from happening going forward.

Thank you for your understanding.

If you still need further assistance, you can reach Live Chat Support by clicking this link: <https://www.expressvpn.com/support/special-livechat/#open-chat>. Please quote ticket number 12922890 when you start your chat session with us so that we can assist you better. Our chat support is available from 1:30 AM to 12:00 PM GMT daily.

Regards,

Otzi  
ExpressVPN Support

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**Jliccione, May 13, 2020, 2:45:43 AM GMT+8:**

Email Request:

Dear ExpressVPN, I just downloaded and installed the update to ExpressVPN, Version 7.9.0 (1210) and I just ran a malware scan with McAfee Total Protection and it has identified two of your files as being malware and has quarantined them. The paths and files found are as follows:

1. C:\ProgramData\Package Cache\{E5B9C3E5-889C-4FCC-A959-F4B8465D7CEB}\V7.9.0.1210\ExpressVPN.MSI

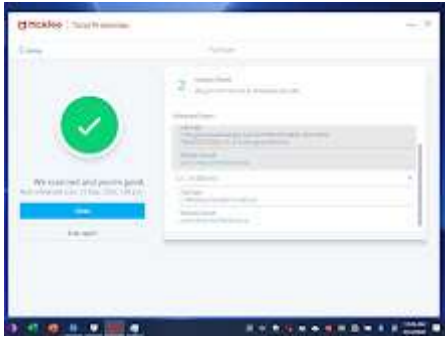
Threat found: GenericRXKj-XD!FF986D0D6418

2. Windows\Installer\1c300.msi

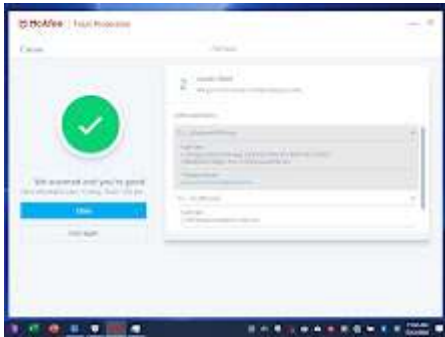
Threat found: GenericRXKj-XD!FF986D0D6418 Please contact me to troubleshoot this problem.

This email is a service from ExpressVPN Support.

2 attachments



MalwareScreenShot2\_051220.JPG  
102K



MalwareScreenShot1\_051220.JPG  
99K