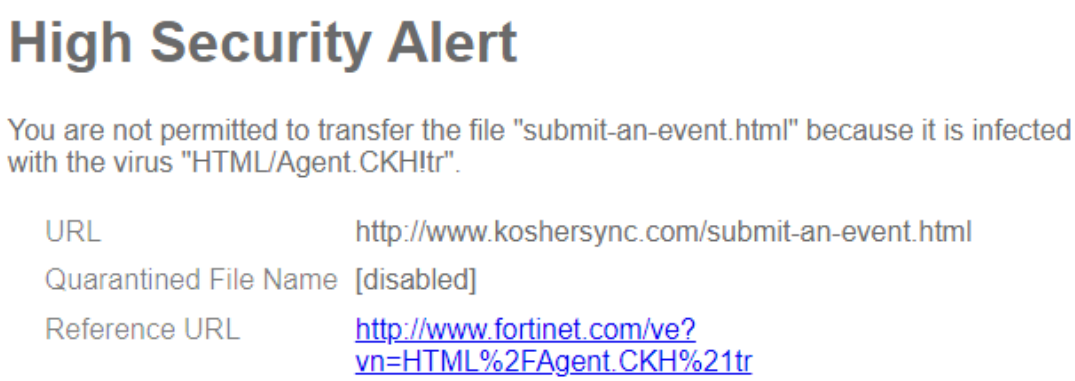
Article Title:	Scenario on Fortigate AV's false positive virus alert.
External [x] Internal Only [_]	
Applicable Product(s), Firmware(s):	Above FortiOs 5.4
Question / Description of problem	Web URL is blocked false positively by Fortigate AV. Web browser show the message that Fortigate is not permitting to open the page because it is infected with the virus.  Other way to get more information on the blocking is to check the 'AV logs' under 'logs & report'. For example, below log entry on Fortigate AV blocking the URL <http://www.koshersync.com/submit-an-event.html> date=2022-06-24 time=15:30:39 eventtime=1656099039399965078 tz="-0400" logid="0211008192" type="utm" subtype="virus" eventtype="infected" level="warning" vd="root" policyid=2 poluuid="0017c7ea-f3ef-51ec-3c82-03c70b9d5e13" policytype="policy" msg="File is infected." action="blocked" service="HTTP" sessionid=1096562 srcip=10.10.10.2 dstip=199.34.228.100 srcport=50090 dstport=80 srccountry="Reserved" dstcountry="United States" srcintf="port3" srcintfrole="undefined" dstintf="port2" dstintfrole="undefined" srcuuid="e158a4da-f0b2-51ec-4cbe-d5f15428a24f" dstuuid="e158a4da-f0b2-51ec-4cbe-d5f15428a24f" proto=6 direction="incoming" filename="submit-an-event.html" quarskip="File-was-not-quarantined" virus="HTML/Agent.CKH!tr" viruscat="Virus" ref="http://www.fortinet.com/ve?vn=HTML%2FAgent.CKH%21tr" virusid=10088653 url="http://www.koshersync.com/submit-an-event.html" profile="default" agent="Chrome/102.0.0.0" analyticssubmit="false" crscore=50 craction=2 crlevel="critical" This website was identified as false positive. To identify whether a url is infected is by checking the url in virustotal.com, https://www.virustotal.com/gui/url/db14bea5cf8571ff9eac5b5a35196fff5f2c295269c201c3

	175d46eb5e8d1006. Here Fortinet states that this URL is clean but still it was blocked by Fortigate.
Solution	The reason could be Fortigate's web cache, because cache may have saved the data of previous infected version of web page. To clear the web cache, Enter # **diagnose test application urlfilter 2** or reboot Fortigate device.
Internal Notes (optional)	Ticket Number: 7341946
Related KB articles/BUGs (optional)	