GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Trojan Scanner

Manage detections, removal, Exclusions and Quarantine

Review each finding, confirm app or file removal, and understand Exclusions and Quarantine in Trojan Scanner.

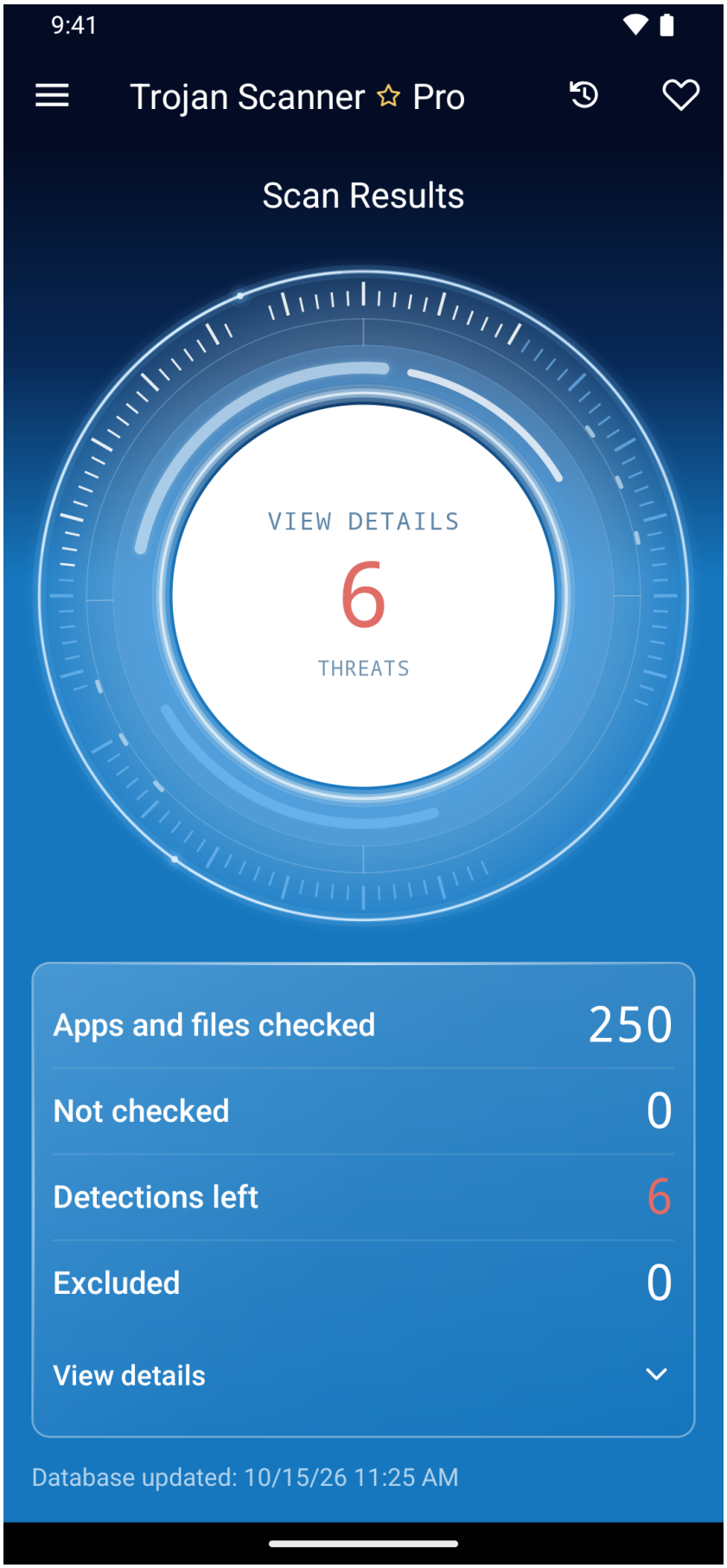
PUBLISHER	UPDATED	READ TIME
Gridinsoft Support	Oct 15, 2026	4 min

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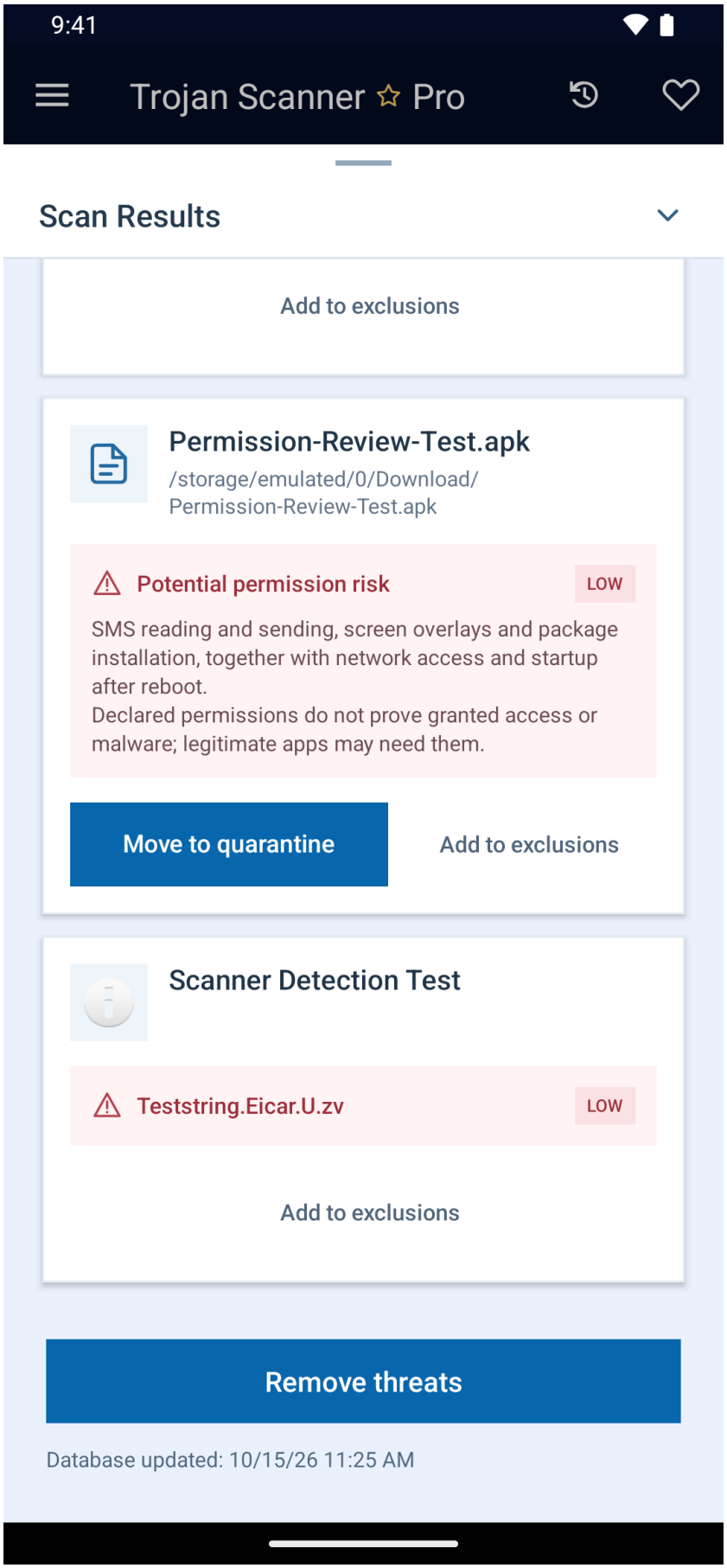
A detection needs a decision, not a rushed tap. Open the item details, check the finding type and choose an action that fits the app or file. Removal tools are available in Free as well as Pro.


9:41
Trojan Scanner Pro
Scan Results
VIEW DETAILS
6
THREATS
Apps and files checked 250
Not checked 0
Detections left 6
Excluded 0
View details
Database updated: 10/15/26 11:25 AM

Demonstration on a test device using harmless test samples. Review the finding type and item details before choosing an action.

01 Review the finding first

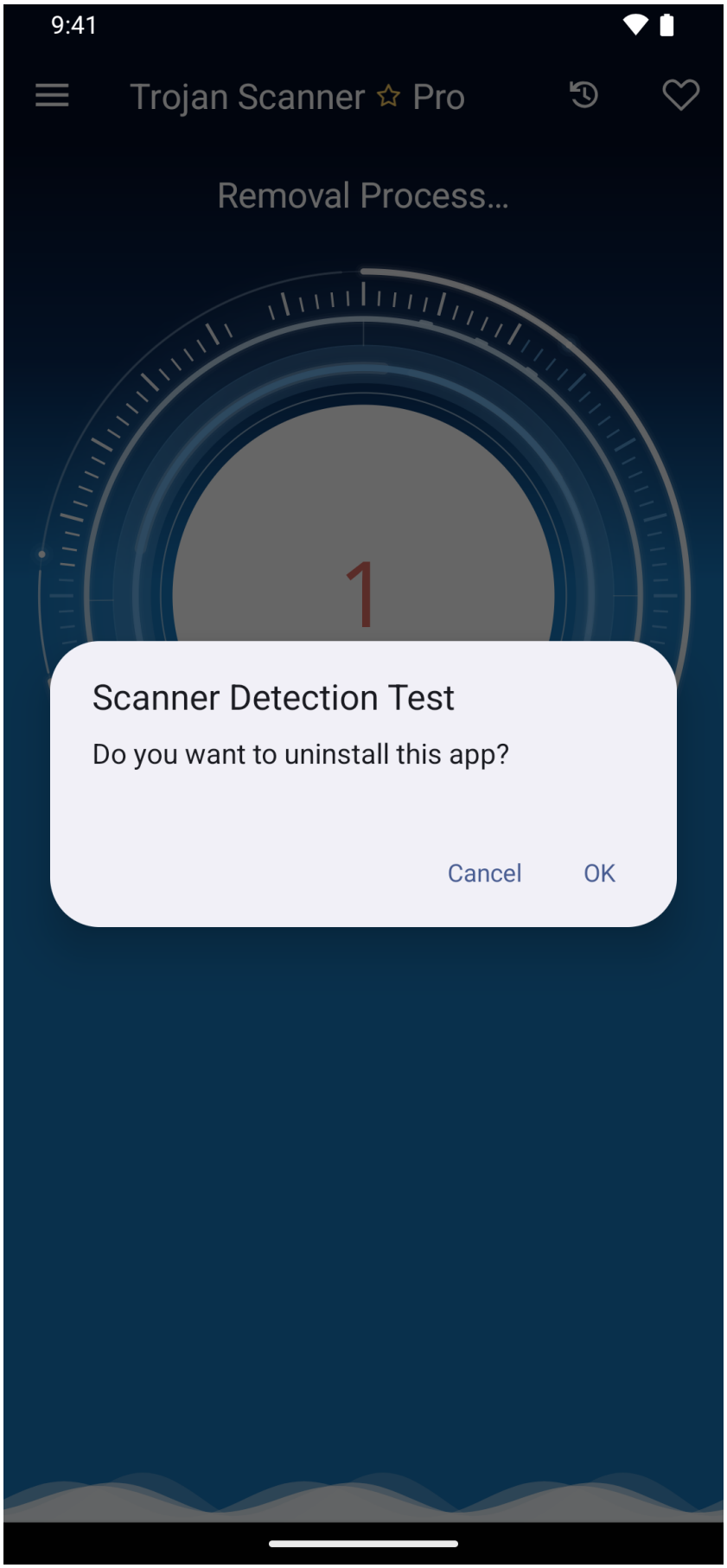
Check the app name, package or file path and the detection reason. A permission or Anti Spy warning is a potential risk, not proof that an app is malicious. Use **App info** or the app-settings action to inspect an installed app and its access.


9:41
Trojan Scanner ☆ Pro
Scan Results
Add to exclusions
Permission-Review-Test.apk
/storage/emulated/0/Download/
Permission-Review-Test.apk
Potential permission risk
LOW
SMS reading and sending, screen overlays and package installation, together with network access and startup after reboot.
Declared permissions do not prove granted access or malware; legitimate apps may need them.
Move to quarantine
Add to exclusions
Scanner Detection Test
Teststring.Eicar.U.zv
LOW
Add to exclusions
Remove threats
Database updated: 10/15/26 11:25 AM

Expand a finding to see why it needs attention. A permission or surveillance warning is a risk signal, not proof of spying.

02 Remove an installed app

1. Select the finding you want to treat and use the removal action.
2. Confirm the uninstall in Android’s system prompt. Cancel it if you want to investigate first.
3. Return to Trojan Scanner and check whether removal succeeded. If it was canceled or failed, the item remains in the results.

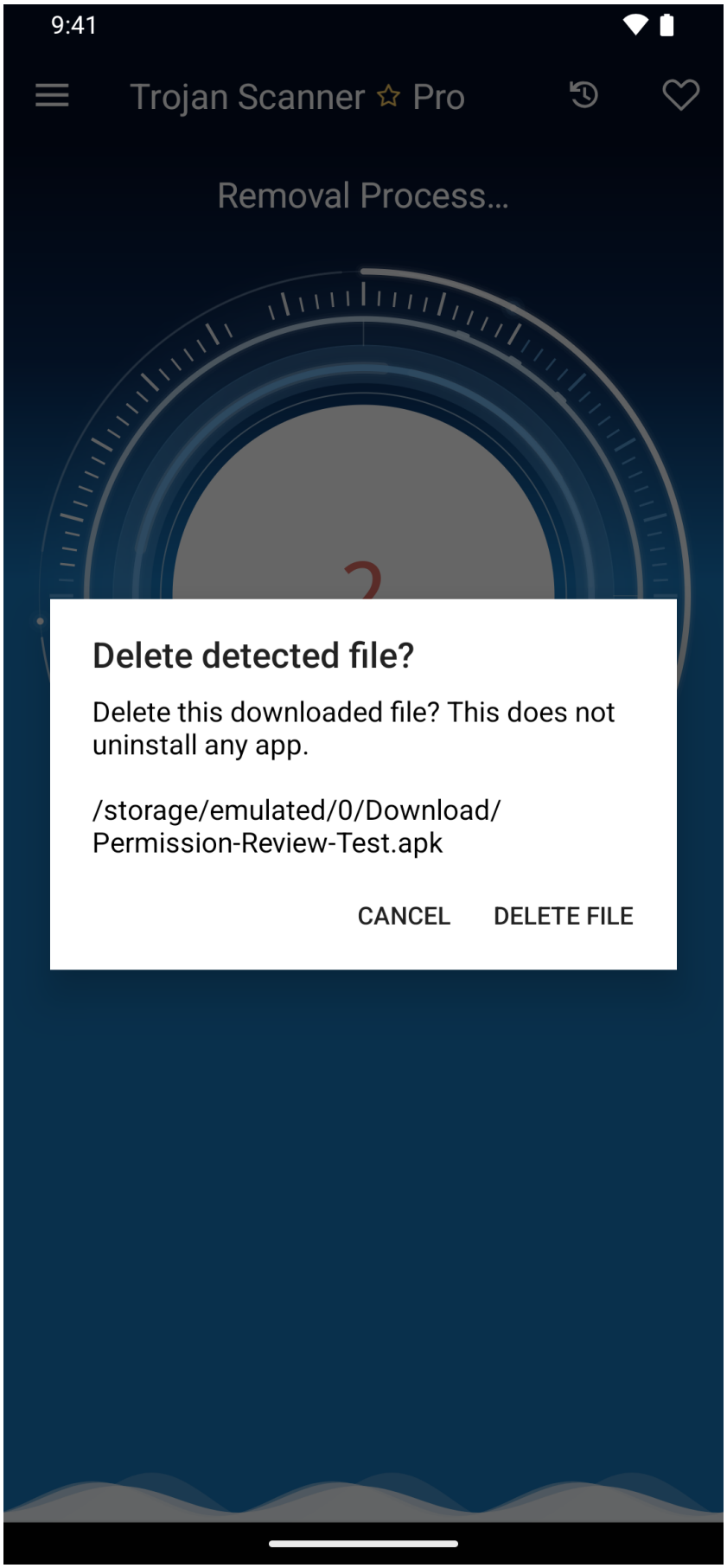

9:41
Trojan Scanner ☆ Pro
Removal Process...
1
Scanner Detection Test
Do you want to uninstall this app?
Cancel
OK

Android asks you to confirm removal of an installed app. Canceling this prompt leaves the app installed.

A system app may not support ordinary uninstallation. An active device administrator may need that access revoked first. Use the offered Android settings action; do not assume a failed removal succeeded.

03 Delete a downloaded file

A finding from the device scan may offer deletion of the downloaded file. Confirm the displayed path before deleting. Deleting an APK installer does not uninstall an already installed app. If the finding is inside an archive, review the action’s target: removal concerns the downloaded container, not an app installed from it.


9:41
Trojan Scanner ☆ Pro
Removal Process...
Delete detected file?
Delete this downloaded file? This does not uninstall any app.
/storage/emulated/0/Download/
Permission-Review-Test.apk
CANCEL
DELETE FILE

File deletion needs confirmation and does not uninstall an installed app. This example uses a harmless test sample.

The separate **Check a file** screen only checks a selected file. It does not delete it; use your file manager if you decide to remove that download.

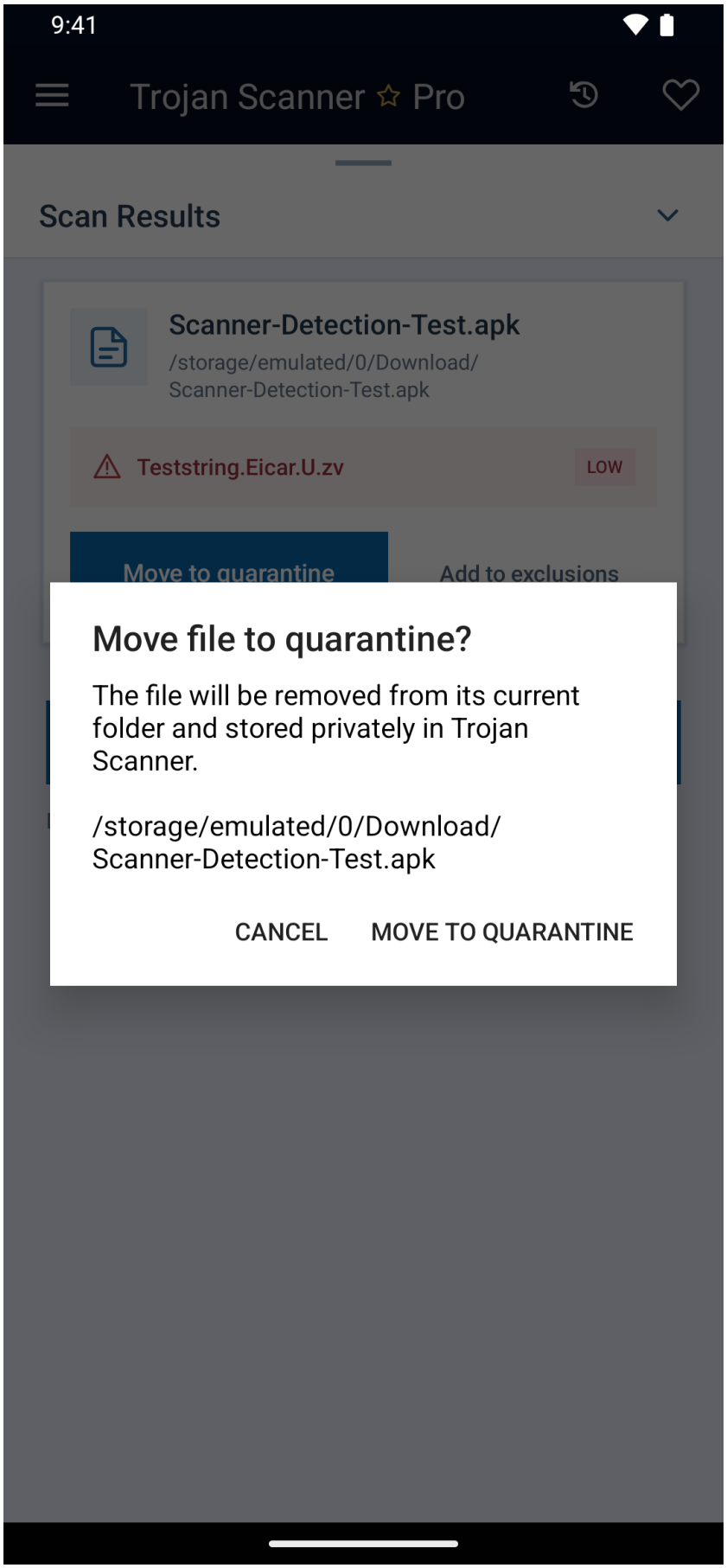
04 Skip once or add an exclusion

Skipping a finding leaves the item in place. **Add to exclusions** also skips it in future device scans. Excluding an app or file does not establish its safety.

1. Open **Menu → Settings → Detection management → Exclusions**.
2. Use the add control to choose an installed app, or review exclusions added from findings.
3. To check an excluded item again, swipe its entry right and remove the exclusion, then run a new device scan.

05 Move a detected file to Quarantine

In a device-scan file finding, open its details and choose **Move to quarantine**, then confirm. The original is removed from its shared folder and a verified copy is stored privately by Trojan Scanner. For a finding inside an archive, this action applies to the entire downloaded archive. It does not uninstall an app.


9:41
Trojan Scanner Pro
Scan Results
Scanner-Detection-Test.apk
/storage/emulated/0/Download/
Scanner-Detection-Test.apk
Teststring.Eicar.U.zv
LOW
Move to quarantine
Add to exclusions
Move file to quarantine?
The file will be removed from its current folder and stored privately in Trojan Scanner.
/storage/emulated/0/Download/
Scanner-Detection-Test.apk
CANCEL
MOVE TO QUARANTINE

Check the file path before confirming. This example uses a harmless test sample.

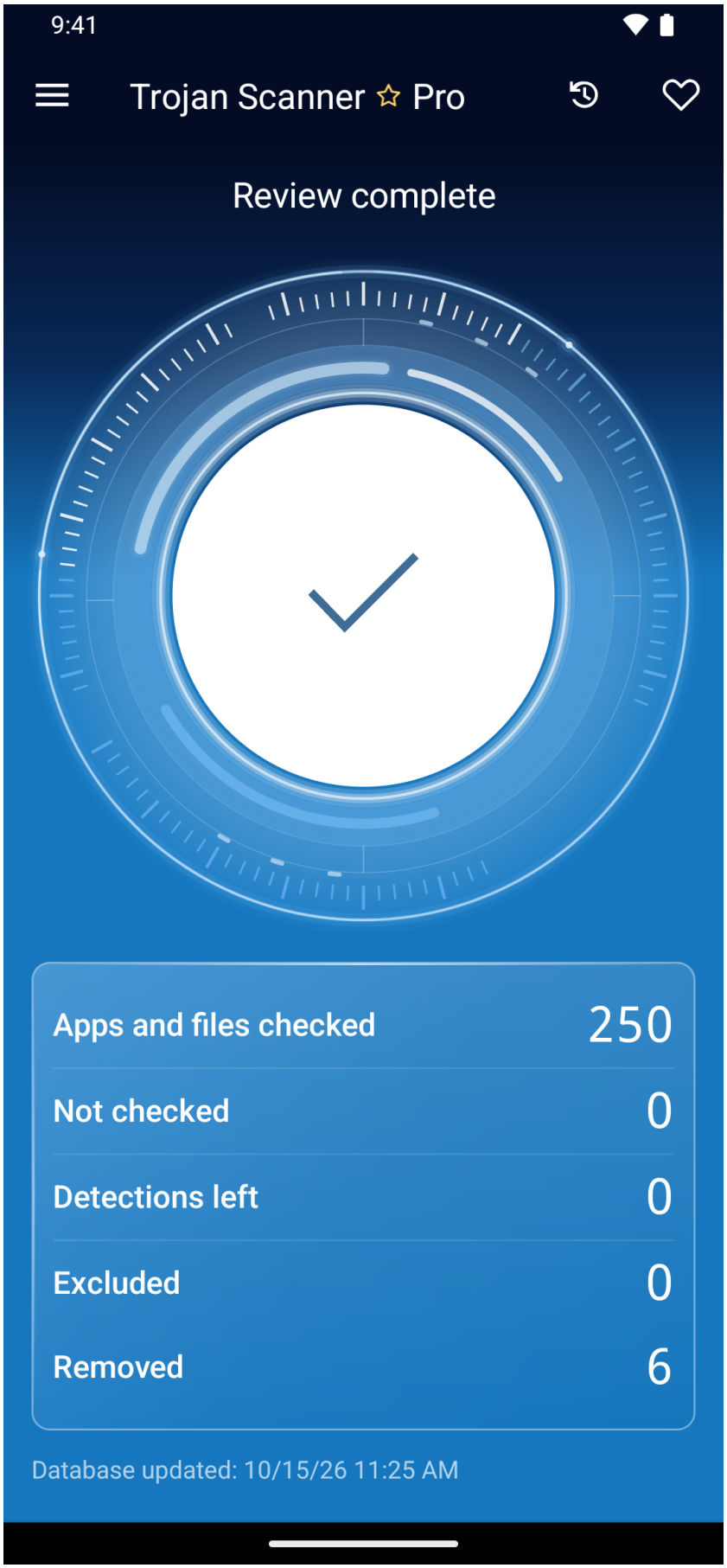
06 Understand Quarantine

Open **Menu → Settings → Detection management → Quarantine**. Search or filter by date to review isolated-file entries and removal records. For installed apps, Quarantine keeps a record of completed removal.

Clean quarantine list after sets how long quarantine items are kept. Cleanup removes expired records and retained file copies.

07 Confirm the outcome

Check the remaining detections and removed count, then run a new scan when you are ready. The example below shows a completed cleanup of harmless test samples; it does not describe a malware infection on a customer device.


9:41
Trojan Scanner ☆ Pro
Review complete
Apps and files checked 250
Not checked 0
Detections left 0
Excluded 0
Removed 6
Database updated: 10/15/26 11:25 AM

The test-device result after confirmed app and file treatment. Your counts and findings will differ.

08 If a finding looks wrong

Keep the app or file unopened while reviewing it. Contact Support with the detection name and a screenshot of the relevant details. Avoid adding an exclusion simply to make a warning disappear. After treatment, run another scan to review the current state.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com