Troubleshooting

A detection returns after cleanup or reboot

Verify whether the same object returned, complete pending reboot cleanup, and preserve evidence of a recurring detection.

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In this guide

A warning after reboot does not always mean the same threat returned. Compare the detection name and object path before taking another action.

01 Verify the result

1. Open the latest Scan Log and compare the detection name, path, and cleanup action with the previous result.
2. If cleanup requested a restart, allow Windows to restart normally before scanning again.
3. Update the Threat List and run the scan appropriate to the original location.
4. Quarantine an uncertain object instead of repeatedly deleting it or adding an exclusion.

02 If the exact object returns

Do not manually delete registry entries or system files. Save both Scan Logs and note the time between cleanup and reappearance. If the path is inside a browser profile, archive, synchronized folder, or removable drive, include that detail because another source may be restoring the object.

03 Ask Support to isolate persistence

Collect system information and contact Support with the two Scan Logs, exact path, action taken, and restart time. If another antivirus already removed or quarantined the object, report that outcome; do not create an exclusion to force both products to ignore it.

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