GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation & Activation

Can I activate offline?

Understand why activation needs an internet connection, what continues to work offline, and how to configure a restricted network safely.

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Standard activation requires an internet connection so Gridinsoft can validate the license and associate it with the allowed device. The first Threat List update also needs connectivity. There is no activation code that should be generated by an unofficial offline-key website or tool.

01 Activate with temporary connectivity

1. Connect the PC to a trusted network by Ethernet, Wi-Fi, or a personal hotspot.

2. Open **Info** and enter the existing license key.
3. Open **Update** and confirm that the Threat List is current.
4. Disconnect only after activation and the initial update complete.

02 What works offline

On-demand scans can use the Threat List already installed on the PC. However, new threat definitions, license revalidation, web reputation checks, software updates, and some support functions require a connection. An offline computer becomes less able to identify newly discovered threats over time.

03 Restricted business networks

Ask the network administrator to permit the signed Gridinsoft application and required HTTPS destinations rather than disabling the firewall. If a proxy is required, configure it in the app's update settings. Contact Support for the current allowlist and include the exact activation error, network type, and proxy use—never send proxy passwords or the full license key.

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