GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Updates & Scans

Can I scan external drives or USBs?

Scan a USB stick, external hard drive, or selected folder with Custom scan, and configure USB Device Control for newly connected storage.

PUBLISHER	UPDATED	READ TIME
Gridinsoft Support	Jul 10, 2026	2 min

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Yes. Gridinsoft Anti-Malware can scan USB sticks, memory cards, and external hard drives. Use a **Custom** scan when you want to check a connected device without scanning the entire PC.

01 Scan a connected drive

1. Connect the device and wait for Windows to assign it a drive letter.

2. Open Gridinsoft Anti-Malware and select **Scan → Custom**.
3. Add the external drive or the specific folder you want to inspect.
4. Start the scan and keep the device connected until it finishes.
5. Review every detection before choosing Quarantine, Remove, or Ignore.

Quarantine is the safest initial action when you are unsure. Do not open suspicious files to test them, and do not permanently exclude an entire removable drive.

02 Monitor newly connected USB devices

Open **Protect** and enable **USB Device Control**. This is the current name for the protection previously called Removable Device protection. It monitors supported storage when it is connected; it does not replace a Full or Custom scan when you need a complete review.

03 If the drive is missing

- Confirm that it appears in Windows File Explorer and Disk Management.
- Reconnect it directly rather than through an unpowered hub.
- Unlock an encrypted drive before selecting it.
- Run the app as administrator if Windows access permissions prevent reading the device.

If Windows cannot read the device, resolve that hardware, encryption, or file-system problem first. For scan errors, contact Support with the drive type, file system, app version, and exact message.

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