FAQ

Do I need internet to use the app?

Learn which Trojan Killer tasks work offline and when activation, Threat List updates, website checks, or Support features need a connection.

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Trojan Killer can scan with the Threat List already stored on the device, so a constant internet connection is not required for every on-demand scan. A connection is still important for current detection and several account or support functions.

01 What can work offline

- Starting an on-demand scan with the locally available Threat List.
- Reviewing existing scan results and quarantine.
- Applying some cleanup actions that do not require a download or online verification.

02 What normally needs internet access

- Activating or revalidating a license.
- Downloading Threat List and application updates.
- Checking online reputation or web-protection data.
- Opening the Member Area or sending a Support request and diagnostics.

03 Before scanning an offline computer

Update while connected if possible, then confirm the update time before going offline. A scan with an older Threat List can miss newer threats. When the computer reconnects, update again and repeat the relevant scan if the system was exposed to untrusted files while offline.

If updates fail on a working connection, check the Windows clock, proxy, VPN, firewall, and network policy rather than permanently disabling security controls.

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