GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Compatibility & Performance

Does it work in Safe Mode?

Use Gridinsoft Anti-Malware in Windows Safe Mode when normal startup is blocked, then return to normal Windows for updates and verification.

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Gridinsoft Anti-Malware can be used in Windows Safe Mode for troubleshooting, especially when malware or a damaged startup item prevents a normal scan. Safe Mode loads fewer drivers and services, so some app features may be unavailable.

01 Choose the appropriate Safe Mode

Use ordinary Safe Mode when the network itself may be compromised. Use **Safe Mode with Networking** only when you need to download a current Threat List or contact Support and the connection is trusted. Web filtering and other real-time components may not operate normally in this environment.

02 Scan without losing evidence

1. If possible, update the app before entering Safe Mode.
2. Start Gridinsoft Anti-Malware and run the scan appropriate for the symptoms.
3. Quarantine uncertain detections instead of deleting them immediately.
4. Save the result if cleanup fails or the same item returns.

03 Verify in normal Windows

Restart normally after cleanup, update the Threat List, and scan again. Confirm that protection modules return to **Active**. If Windows cannot start normally or detections return, stop repeated removal attempts and send Support the scan result and startup symptoms.

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