FAQ

Does Trojan Killer work with other antivirus apps?

Use Trojan Killer alongside another security product while avoiding duplicate real-time filters, simultaneous scans, and unsafe exclusions.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 10, 2026

READ TIME
1 min

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Trojan Killer can be used as an additional on-demand scanner on many systems that already have antivirus protection. Compatibility depends on the other product, its policy, and which real-time components are enabled.

01 Avoid overlapping work

- Do not run two full scans at the same time; both products can compete for disk and CPU resources.
- Keep the primary antivirus active unless a documented troubleshooting step requires a brief test.
- Do not enable duplicate web or network filters if they block each other or cause a measurable slowdown.

02 If one product blocks the other

Confirm that Trojan Killer was downloaded from an official Gridinsoft source and verify its digital signature. Update both products and retry. If an exclusion is required, use the narrowest vendor-documented path or process and remove it when it is no longer needed. Never exclude the entire Downloads folder, user profile, or system drive.

03 Managed computers

On a company device, do not pause endpoint protection or change allowlists without administrator approval. Security policy may block additional scanners intentionally. Send Support the other product’s name, exact warning, and relevant log if the conflict continues.

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