

Troubleshooting

Gridinsoft Anti-Malware disappears after restart or shutdown

Check whether the app was removed or only lost its shortcut, reinstall once safely, and collect the right evidence if it disappears again.

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READ TIME

2 min

CONTENTS

In this guide

01 Confirm what disappeared**02** Reinstall once from the official source**03** If it disappears again

Gridinsoft Anti-Malware should not remove itself after a normal restart or shutdown. First confirm whether the application is actually gone or only its shortcut is missing.

01 Confirm what disappeared

1. Open **Settings → Apps → Installed apps** and look for Gridinsoft Anti-Malware.
2. If it is listed, start it from the Windows Start menu. A missing desktop shortcut does not mean the application was uninstalled.
3. If it is not listed, note when it last worked and whether a scan or cleanup ran before shutdown.

02 Reinstall once from the official source

Install the current signed build using the [official installation guide](#). If the app opens, save the relevant Scan Log and [collect system information](#) before the first restart. Then restart Windows once and check Installed apps again. Do not use a third-party installer or manually recreate missing program files.

03 If it disappears again

Stop repeating the reinstall. [Contact Support](#) with the saved diagnostics, shutdown or restart time, and a screenshot showing whether Gridinsoft remains in Installed apps. If no copy opens and the diagnostics were not saved, send the other evidence first; do not reinstall repeatedly only to create a log.

Do not add Defender, antivirus, folder, or process exclusions without evidence that the current case involves a specific block.

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](https://support.gridinsoft.com)