GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Network & Internet Security

How do I configure a proxy?

Configure the proxy used by Gridinsoft updates and activation, test it safely, and collect useful diagnostics without exposing credentials.

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Use a proxy only when your network requires it. Obtain the server address, port, authentication method, and any allowed destinations from the network administrator before changing the app.

01 Enter the proxy settings

1. Open Gridinsoft Anti-Malware and select **Settings**.
2. Open the update or network settings and locate the proxy controls.

3. Enter the proxy hostname or IP address and port exactly as supplied.
4. Enter a username only if authentication is required. Do not reuse a personal password unless the organization directs you to do so.
5. Save the settings, open **Update**, and select **Check now**.

02 If activation or updates fail

- Confirm the Windows date, time, and time zone.
- Check that the proxy permits outbound HTTPS and does not replace certificates with an untrusted one.
- Verify the username, password, and whether the account is locked.
- Ask the administrator to allow the current Gridinsoft update and licensing destinations.

03 Send diagnostics safely

Open **Tools → Application logs** and contact Support with the error, time, proxy type, and relevant log. Redact proxy passwords, authentication tokens, private internal hostnames, and unrelated network information.

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