GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Detections, Quarantine, False Positives

How do I exclude a file or folder from scans?

Add a narrow file or folder exception to the Gridinsoft Ignore list only after verification, and remove exclusions that are no longer needed.

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An exclusion tells Gridinsoft Anti-Malware not to process a selected object in the usual way. This reduces protection for that file or folder, so verify the item before adding it and prefer the narrowest possible path.

01 Add an exclusion

1. Open Gridinsoft Anti-Malware and select **Tools**.
2. Open **Ignore list**.
3. Choose the system section for files and folders.
4. Select the add control and choose the exact file or folder you trust.
5. Confirm the entry appears in the list, then run the intended application again.

02 Choose the scope carefully

- Exclude one signed application file instead of an entire Downloads folder.
- Do not exclude Windows, the user profile, a whole disk, or a temporary folder.
- Do not create an exception for a file that is unsigned, unexpectedly changed, or from an unofficial source.

03 Review and remove exclusions

Use the list search or filter to find an entry. Remove it when the software is updated, the false positive is corrected, or the exception is no longer necessary. If a trusted file is detected, keep it quarantined and follow the false-positive procedure before excluding it.

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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