GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Detections, Quarantine, False Positives

How do I restore a file from Quarantine?

Restore a quarantined file only after verification, update the Threat List first, and avoid creating a broad permanent exclusion.

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Quarantine isolates a detected object so it cannot run from its original location. Restore an item only when you have verified that it is legitimate or Gridinsoft Support has confirmed a false positive.

01 Before restoring

- Update the Threat List and confirm the detection name and original file path.
- Check the file’s source and digital signature.
- Keep unknown, unsigned, or unexpectedly modified files quarantined.

02 Restore the selected item

1. Open Gridinsoft Anti-Malware and select **Tools**.
2. Open **Quarantine**.
3. Select only the item you intend to recover.
4. Choose **Restore** and approve the destination or administrator prompt if shown.
5. Confirm that the file returned to the expected location.

03 If it is detected again

Do not immediately add the entire folder to the Ignore list. Submit the detection through the in-app feedback option or contact Support with the detection name, path, publisher, and relevant log. If the item is confirmed safe and still needs an exception, exclude only that exact file. A restored real threat can run again and should be quarantined immediately.

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