FAQ

How do I send Support the info you need?

Prepare a focused Gridinsoft Support request with the right report, timestamps, environment details, and safely redacted account information.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 10, 2026

READ TIME
1 min

CONTENTS

In this guide

01 Export the relevant report

02 Include useful context

03 Protect sensitive information

A focused report helps Support reproduce the issue without collecting unrelated personal information. Describe one problem per request and include the exact error rather than only saying that the app does not work.

01 Export the relevant report

After a scan, open the result details and use **Save to file**. For protection, update, or startup issues, open **Tools** and choose the relevant scan, protection, or application log. Select the record whose time matches the problem.

02 Include useful context

- What you expected and what happened instead.
- The date and approximate time, exact error text, and steps that reproduce it.
- Windows edition, app type, and whether a VPN, proxy, other antivirus, or company EDR is active.
- For a detection, its name, object path, and whether it is quarantined.

03 Protect sensitive information

Attach the exported report to a Support request. Redact passwords, access tokens, private URLs, unrelated filenames, payment-card details, and the full license key. For billing issues, the purchase email and order number are normally enough. Do not upload a live malware sample unless Support provides an approved secure method.

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