

How do I send Support the info you need?

Gridinsoft Help Center

After a scan, open Show Details and click Save to file to export the report, then attach that file to your Support message. In the message, add a short description of the problem, your Windows version, whether you use the Portable or Installed app, and if a VPN/Proxy/EDR is running. If attachments are blocked, zip the report or paste its contents into the ticket; for large files you can share a cloud link. For license/activation issues, include your order email plus a screenshot of the License / Activation window so we can help faster.