

Troubleshooting

How to repair or reinstall Gridinsoft Anti-Malware safely

Repair or reinstall Gridinsoft Anti-Malware while preserving the diagnostics and license information Support may need.

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READ TIME

1 min

CONTENTS

In this guide

- 01 Before changing the installation
- 02 Repair first
- 03 Perform a clean reinstall only if needed

Use a repair installation first when application files may be missing or damaged. Uninstall only when repair does not resolve the problem or Support asks for a clean reinstall.

01 Before changing the installation

1. Save the relevant Scan and Application Logs if the app still opens.
2. Note the purchase email and keep the activation key available privately. Do not place the full key in a public screenshot.
3. Preserve any quarantined item needed for restoration or false-positive review. Local quarantine and logs may not remain available after uninstall.

02 Repair first

Download the current signed installer through the [official download guide](#) and run it over the installed copy. Restart Windows, update the Threat List, and retry the original action once.

03 Perform a clean reinstall only if needed

1. Use **Settings → Apps → Installed apps** to uninstall Gridinsoft Anti-Malware.
2. Restart Windows when requested.
3. Install the current official build and activate the existing entitlement.

If Windows reports an activation limit after a hardware or installation change, do not purchase another license. Follow [the activation-limit guide](#) or [contact Support](#).

Do not manually delete Gridinsoft program folders, drivers, services, or registry entries and do not use an unofficial removal utility.

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](https://support.gridinsoft.com)