

I purchased and activated the license, but the program asks me to buy another key. What should I do?

Gridinsoft Help Center

Don't buy a new key. Activation data can be lost after system changes (Windows updates, profile cleanup, disk cleaners), security software interference, or network settings. Try these steps:

- Re-activate with your existing key: Open Gridinsoft Anti-Malware -> License/Activation -> enter the same key.
- Check basics: Confirm correct date/time, stable internet, and that VPN/proxy is off.
- Temporarily pause other security tools: Disable third-party antivirus/firewalls just for activation, then add Gridinsoft to their allowlist/exclusions and re-enable them.
- Run as administrator: Right-click the app -> "Run as administrator," then activate.
- Device limit reached? If the key is already in use on other PCs, deactivate it there first, then activate on this device.

If it still fails, contact support with the exact error message/code, your order email, and the last 4 characters of your license key. We'll help restore your activation.