General & Licensing

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

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...

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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:

1. **Re-activate with your existing key:** Open Gridinsoft Anti-Malware → License/Activation → enter the same key.
2. **Check basics:** Confirm correct date/time, stable internet, and that VPN/proxy is off.
3. **Temporarily pause other security tools:** Disable third-party antivirus/firewalls just for activation, then add Gridinsoft to their allowlist/exclusions and re-enable them.

4. **Run as administrator:** Right-click the app → “Run as administrator,” then activate.
5. **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.

If the problem persists, please contact our Support Team.

> **NEED MORE HELP?**
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> ## 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**