

I still have symptoms after a clean scan.

Gridinsoft Help Center

Start with a fresh pass to rule out missed items:

- Update the threat database and app, then run a Full scan and reboot.
- Use Reset Browser Settings: In the app go to Tools -> Reset browser settings. Select your browsers and the items to reset (home page, search engines, add-ons, policies, history/cache). Under Additional options, you can also reset HOSTS, Proxy, DNS cache, and Internet zone settings. Click Reset (browsers will close) and then reboot.
- Run a Safe Mode scan: if symptoms persist or protections are blocked, boot to Safe Mode with Networking and scan again.
- Enable protection layers: turn on On-Run protection and Internet Security (if licensed/supported) to catch live threats.

Still seeing pop-ups, redirects, or settings reverting? Click Get help and send the scan log plus a short description of the symptoms. We'll guide you through a targeted cleanup.