GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Troubleshooting

I still have symptoms after a clean scan.

Troubleshoot pop-ups, redirects, slowdowns, or settings that return after a clean scan without deleting trusted data or resetting unnecessary options.

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A clean result means the scan did not find a known threat in the areas it checked. It does not prove that every symptom is caused by malware. Browser extensions, damaged settings, failing hardware, low storage, and legitimate background software can produce similar behavior.

01 1. Update and run a deeper scan

1. Open **Update** and confirm that both the app and Threat List are current.
2. Restart Windows.
3. Run a **Full** scan and review its results carefully.
4. Use Quarantine for uncertain detections instead of deleting or excluding them immediately.

02 2. Match the next check to the symptom

- **Browser redirects or changed search:** remove unknown extensions first. If changes persist, use the current Reset Browser Settings guide and select only the affected browsers and settings.
- **Network or site problems:** review proxy, DNS, Hosts file, and Internet zone options before resetting them. A company or school may intentionally manage these settings.
- **Slow PC:** check Task Manager, free disk space, Windows Update, startup applications, temperature, and disk health.
- **Pop-ups outside the browser:** inspect recently installed applications and Windows notification permissions.

03 3. Check persistence safely

Run a scan in Windows Safe Mode with Networking only if normal mode prevents the app or protection service from running. Avoid random registry fixes and unverified cleanup tools; they can remove evidence or damage Windows.

04 4. Send useful diagnostics

Open **Tools** and gather the relevant scan, protection, and application logs. Contact Support with the exact symptom, when it occurs, app and Windows versions, scan time, screenshots, and the affected URL or file path. Do not send passwords or unrelated personal documents.

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