GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Installation

Install Gridinsoft Anti-Malware

Installation Method 1: Setup Wizard (Recommended) The Setup Wizard provides a streamlined installation experience with automatic configuration and immediate protection activation: Step-by-Step Installation Process 1. Download the Setup...

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01 Installation Method 1: Setup Wizard (Recommended)

The Setup Wizard provides a streamlined installation experience with automatic configuration and immediate protection activation:

Step-by-Step Installation Process

1. Download the Setup File
   - Visit the official download page
   - Click the Download button to get the latest version
   - Save the file to a location you can easily find (typically Downloads folder)

2. Locate the Downloaded File
   - Open your Downloads folder or the location where you saved the file
   - Look for the file named **gsam-en-install.exe**
   - If you can't find your downloaded files, refer to Microsoft's guide for locating downloads

3. Run the Installer
   - Find the installer in your Downloads folder. Right-click it and open **Properties → Digital Signatures**. Select the Gridinsoft publisher entry and open **Details** to check that Windows reports a valid signature. Open the verified installer. If SmartScreen or another security product displays a warning, pause setup and follow the installer warning guide.

4. Grant Administrator Permissions
   - When the User Account Control (UAC) prompt appears, click **Yes**
   - This permission is required for proper installation and security functionality
   - If you don't have administrator rights, contact your system administrator

5. Complete the Installation
   - The wizard will automatically download and install the latest program files

- Progress will be displayed during the installation process
- If prompted to restart your computer, save all work and click **Restart Now**
- The installer will automatically resume after the restart

6. Setup Wizard Benefits

- **Automatic Updates:** Downloads the most current version during installation
- **Optimized Settings:** Configures default settings for immediate protection
- **Minimal User Input:** Requires fewer decisions during installation
- **Quick Setup:** Faster installation process for most users

Setup Wizard Benefits

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02 Installation Method 2: Full Installation Package

The full installation package provides more control over the installation process and works better in environments with limited internet connectivity:

Full Installer Process

1. Download the Full Package

- Navigate to the full installer download page
- Download the complete installation package
- This file contains all necessary components for offline installation

2. Launch the Installation

- Double-click the downloaded installation file

- Grant administrator permissions when prompted
- Wait for the installer to start

3. Select Installation Language
   - Choose your preferred language from the dropdown menu
   - This will be used for the installation process and software interface
   - Click **Next** to continue

4. Review Welcome Information
   - Read the welcome message and installation notes
   - Click **Next** to proceed to the license agreement

5. Accept License Agreement
   - Carefully read the End User License Agreement (EULA)
   - Click **I Agree** to accept the terms and continue
   - You must accept the agreement to proceed with installation

6. Choose Installation Location
   - Select the destination folder for Gridinsoft Anti-Malware
   - The default location (C:\Program Files\Gridinsoft Anti-Malware) is recommended
   - Click **Browse** to choose a different location if needed
   - Ensure the selected drive has sufficient free space

7. Begin Installation
   - Review your installation choices
   - Click **Install** to start copying files
   - Monitor the progress bar during file installation

8. Complete the Process
   - Wait for all files to be installed and configured
   - Click **Finish** when installation completes

- Choose whether to launch the program immediately

Full Installer Advantages

- **Offline Installation:** Can be installed without internet connection
- **Custom Location:** Allows selection of installation directory
- **Network Deployment:** Suitable for installing on multiple computers
- **Complete Package:** Includes all components in a single download

If you encounter problems during installation, try these solutions:

Common Installation Problems

Download Issues

- **Slow Download:** Check your internet connection speed and retry
- **Incomplete Download:** Clear browser cache and download again
- **Blocked download.** Keep browser protection enabled. Record the exact warning and the address you were downloading from. Use the blocked installer checklist to check the source and decide whether to contact Support.
- **Corrupted File:** Re-download from the official website

Installation Failures

- **Permission Errors:** Ensure you're logged in as an administrator
- **Antivirus detected the installer.** Leave the file blocked or quarantined. Note the detection name, the security product that reported it and the download URL. Contact Gridinsoft Support with those details. On a managed PC, ask your IT administrator to review the alert.
- **Insufficient Space:** Free up disk space and retry installation
- **Windows Updates:** Install pending Windows updates before trying again

Compatibility Issues

- **Older Windows:** Verify your OS version meets minimum requirements

- **32-bit Systems:** Ensure you downloaded the correct architecture version
- **Virtual Machines:** Some features may require additional configuration
- **Corporate Networks:** Check with IT department about installation policies

Advanced Troubleshooting:
If installation problems persist, try running the installer in compatibility mode for an older Windows version, or contact Gridinsoft support with details about the error messages you're receiving.

03 Best Practices for New Installations

To get the most from your Gridinsoft Anti-Malware installation:

Immediate Actions

- **Full System Scan:** Run a comprehensive scan after installation
- **Update Everything:** Ensure both the program and virus definitions are current
- **Configure Settings:** Adjust protection levels and scan preferences
- **Test Functionality:** Verify all features work correctly on your system

Ongoing Maintenance

- **Regular Updates:** Keep the software current with automatic updates
- **Scheduled Scans:** Set up routine security checks
- **Monitor Logs:** Review protection logs periodically
- **Backup Settings:** Export your configuration for future use

Security Considerations

- **Firewall Compatibility:** Ensure Windows Firewall allows Gridinsoft communications
- **Other Security Software:** Configure compatibility with existing security tools
- **User Account Control:** Maintain UAC settings for optimal protection

- **Regular Monitoring:** Check protection status regularly

Support Resources:
If you need assistance during or after installation, visit the Gridinsoft support portal or consult the comprehensive help documentation included with your software installation.

Proper installation and configuration of Gridinsoft Anti-Malware provides robust protection against modern security threats. Following this guide ensures you receive optimal performance and security from your anti-malware solution. Remember to keep your software updated and configured appropriately for your specific computing environment.

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