

Troubleshooting

Installation fails or the installer won't open

Fix a Gridinsoft installer that does not open, stops with an error, or cannot complete installation.

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READ TIME

1 min

CONTENTS

In this guide

- 01 Prepare one clean installation attempt
- 02 If Windows blocks the file
- 03 If setup still cannot finish

Use only the current Gridinsoft installer from the official website. If its digital signature is missing or invalid, stop and download a fresh copy before continuing.

01 Prepare one clean installation attempt

1. Confirm that Windows meets the current [system requirements](#) and the system drive has free space.
2. Complete pending Windows updates and restart the PC.
3. Download a fresh installer through the [official guide](#).
4. Run the signed installer from an administrator account and record any exact error code.

02 If Windows blocks the file

Preserve the warning and follow [the SmartScreen or antivirus block guide](#). Do not disable the firewall or all antivirus protection as a generic installation step.

03 If setup still cannot finish

If an older Gridinsoft copy still opens, [collect system information](#). Otherwise, continue without it. [Contact Support](#) with the installer version, Windows version, exact stage, error text, screenshot, and whether an older Gridinsoft installation is present. Support will request an alternative collector if it is needed.

Do not use registry cleaners or third-party uninstall tools.

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](https://support.gridinsoft.com)