GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Network & Internet Security

Internet Security toggle is off or unavailable.

Restore an unavailable Internet Security switch by checking the license, Windows compatibility, updates, conflicting filters, and app installation.

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CONTENTS

In this guide

01 1. Confirm the license

02 2. Update the app and Threat List

03 3. Check Windows compatibility

04 4. Check conflicts and repair the filter

05 Before contacting Support

An unavailable **Internet Security** switch usually means that the license, operating system, update state, or network-filter component is not ready. Work through these checks in order.

01 1. Confirm the license

Open **Info** and confirm that the app reports an active license or eligible trial. If the license recently changed, restart the app and Windows. Follow the activation guide if the status is inactive.

02 2. Update the app and Threat List

Open **Update**, check for both application and Threat List updates, and restart when prompted. Real-time web protection should not be enabled with stale protection data.

03 3. Check Windows compatibility

The current product requires a supported Windows installation. Windows XP and Vista are not supported, and legacy Windows releases can lack the components or security updates required by the network filter. Review the current system requirements.

04 4. Check conflicts and repair the filter

1. Restart Windows after installation or a major app update.
2. Check whether another antivirus, web filter, VPN, company policy, or network-control product is blocking the Gridinsoft component.
3. Do not remove a corporate filter without administrator approval.
4. If the switch remains unavailable, run the current official installer as administrator to repair the installation, then restart.

05 Before contacting Support

Collect the Windows version, Gridinsoft version, license status, update status, and a screenshot of the disabled switch. Then send a support request. Keep another supported web-protection layer active while Internet Security is unavailable.

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