General Information

Managing Quarantined Items

Quarantine is your safety net. Instead of deleting suspicious files on the spot, Gridinsoft moves them to a locked box where they cannot run. From here you decide: keep, restore, or remove for good. Product page...

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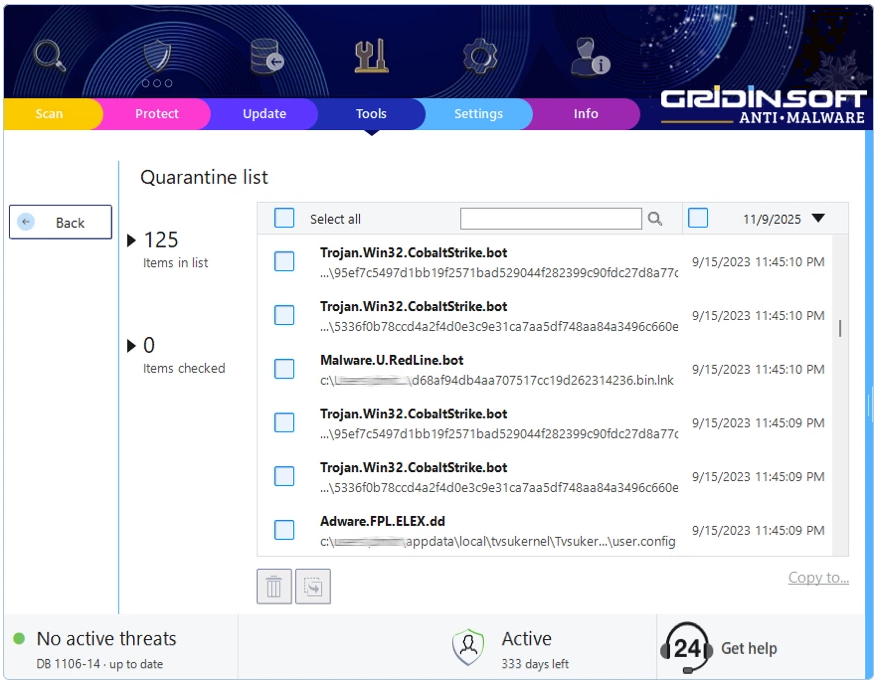
READ TIME
4 min

CONTENTS

In this guide

01 Quarantine basics
02 How something lands in Quarantine
03 What happens:
04 Available actions
05 Open the Quarantine list
06 What you can do with quarantined items
07 Handling false positives
08 Best practices for Quarantine management
09 Quick FAQ

Quarantine is your safety net. Instead of deleting suspicious files on the spot, Gridinsoft moves them to a locked box where they cannot run. From here you decide: keep, restore, or remove for good.

- Product page: https://gridinsoft.com/antimalware
- Ignore List: Managing Ignore List
- Scan Results explainer: What you're seeing and what to do next
- 

01 Quarantine basics

- **Safe isolation** – items cannot execute or spread while quarantined.
- **Reversible** – if something was flagged by mistake, you can restore it.
- **In your control** – you choose what happens next.

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Quick rule: if you are not sure, quarantine first. Decide later.

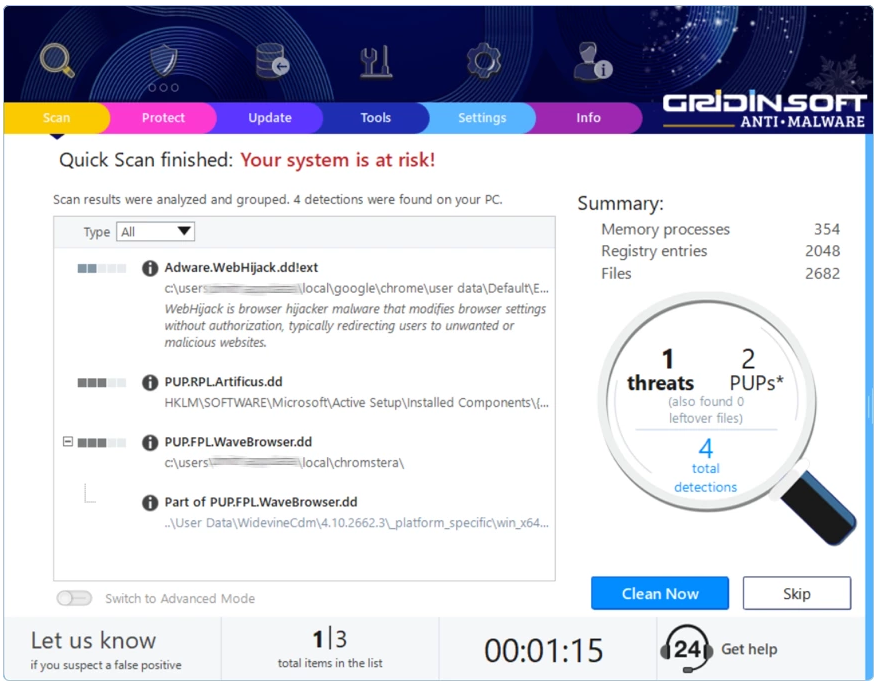
02

How something lands in Quarantine

When a scan finishes, you can let Gridinsoft handle everything with smart defaults or take the wheel and choose actions yourself.

Clean Now – one click

When **Advanced mode** is off, the Results screen shows **Clean Now**. Click it to move all detections to quarantine with safe defaults.



03 What happens:

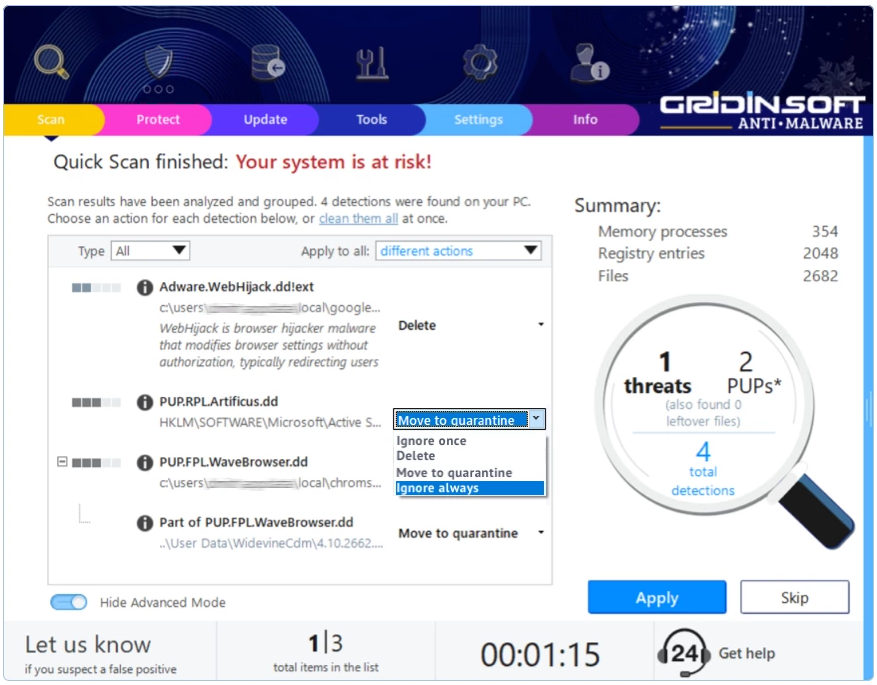
- Files are removed from their original locations.
- Copies are stored securely in Quarantine.
- You can restore or delete them later if needed.

Why quarantine instead of delete?

It lets you undo a mistake and keeps your PC protected while you check.

Advanced mode – you choose actions

Toggle **Advanced mode** at the bottom of the Results screen to pick an action for each line.



04 Available actions

- **Move to quarantine** – recommended in most cases.
- **Delete** – permanent removal. Use only when you are sure.
- **Ignore once** – skip this time only.
- **Ignore always** – add to your Ignore List to stop future flags.

ⓘ

Note: choices you make in Advanced mode are kept even if you switch it off. Review before you click **Apply**.

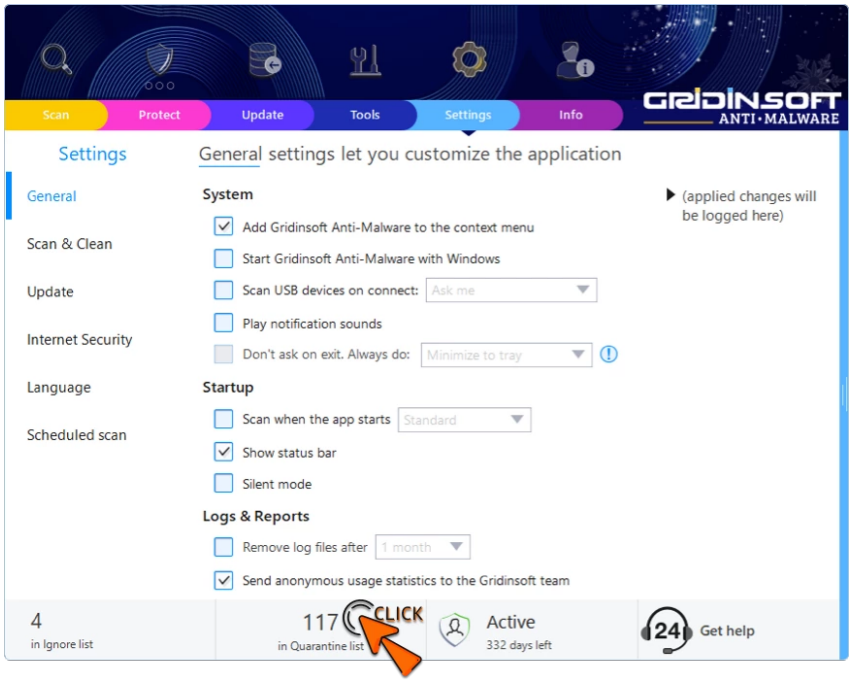
05

Open the Quarantine list

Pick whatever’s quickest for you—there are three easy ways.Tools tab route

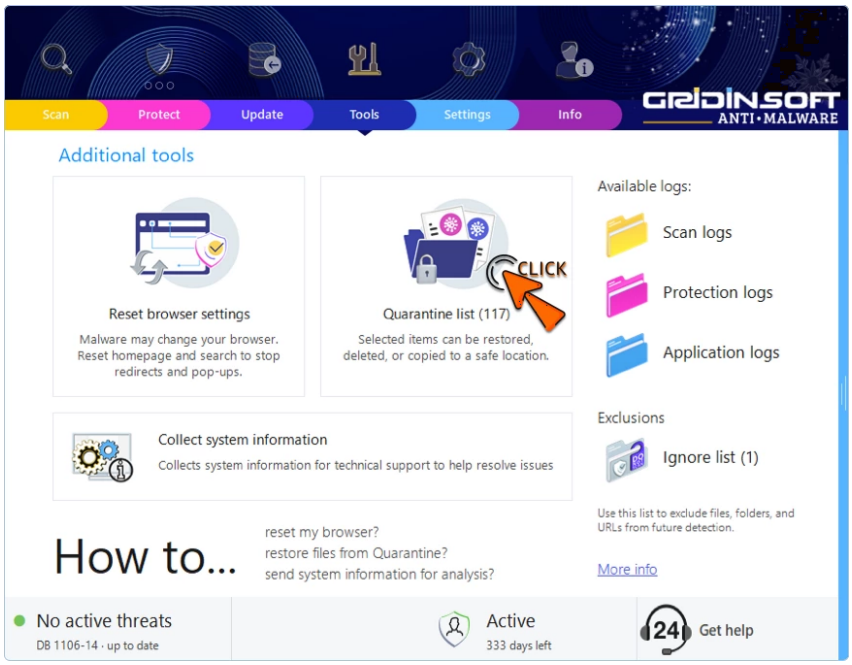
1. ## Option 1 – from the Settings tab

    1. Go to **Settings**.
    2. Look at the Statusbar area for N items in Quarantine List.
    3. Click the link to open the manager.



Option 2 – from the Tools tab

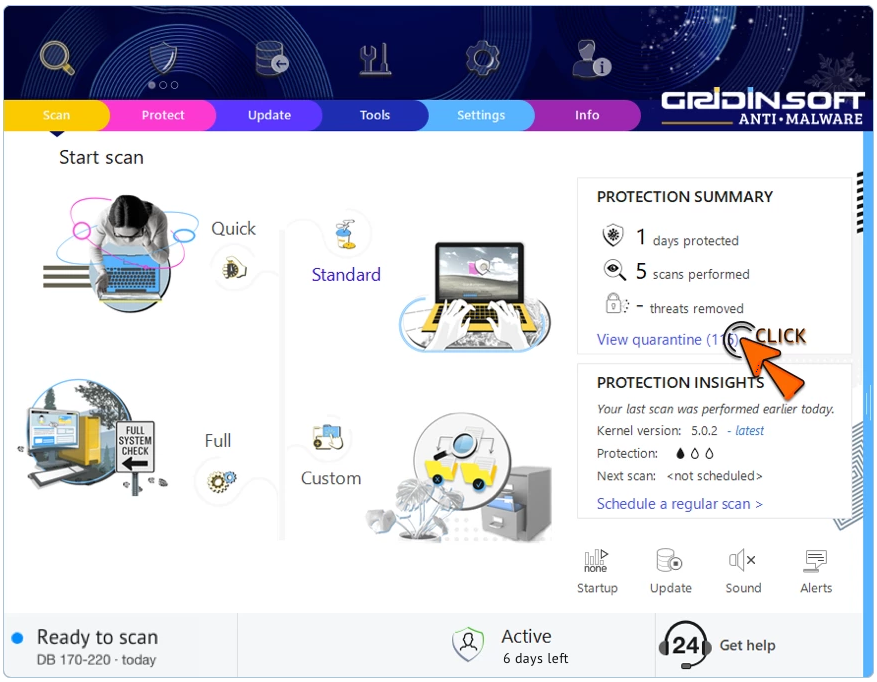
1. Open **Tools**.
2. Find **Quarantine list**.
3. Click it to view all isolated items.



Option 3 – from the Scan tab (start screen)

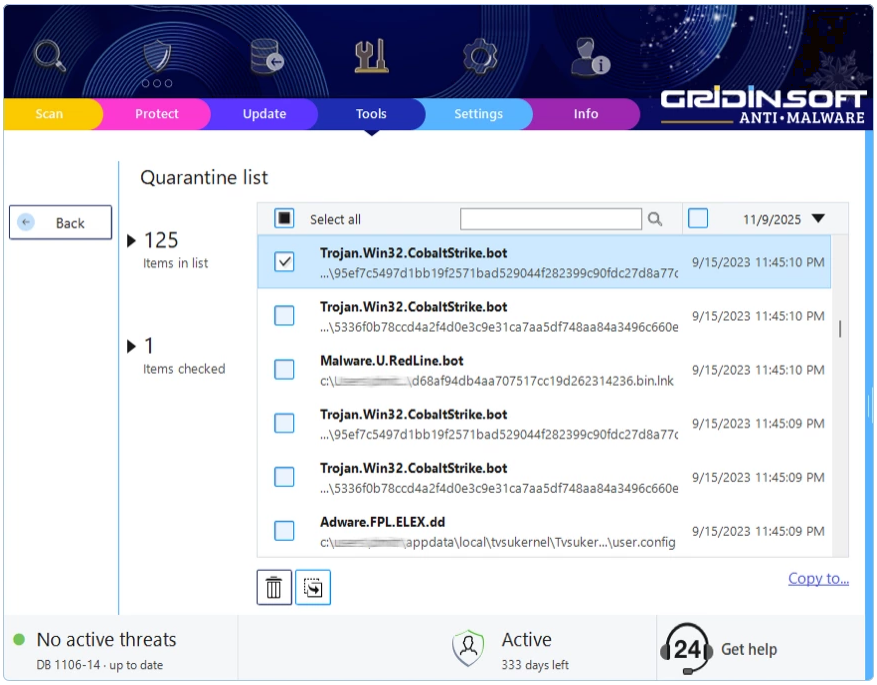
On the **Scan** start page, look at the right-side **Protection summary** card and click **View quarantine (N)**.

N shows how many items are currently in Quarantine.



06

What you can do with quarantined items



Select first

- Each row has a **checkbox**.
- The counters on the left show **Items in list** and **Items checked**.
- The **Restore** and **Remove** buttons at the bottom stay **disabled** until you check one or more items.

Restore (after selecting items)

Puts the file back to its **original location**.
Use only if you're confident it's safe. After restoring, consider adding it to the **Ignore List** so it won't be flagged again.

Remove (after selecting items)

Deletes the file from **Quarantine and your PC**.
Choose this when you're sure it's malicious or no longer needed.

4) Copy to... (for advanced users)

On the right side, click **Copy to...** to save a **copy** of the quarantined file to a folder you choose (for example, to analyze it yourself).

- The **original stays in Quarantine** for safety.
- Handle the copied file **at your own risk**—do not run it unless you know what you're doing.

07

Handling false positives

Sometimes good files get flagged. If you believe that happened:

1. **Restore** the file from Quarantine at your own risk.
2. Add it to the **Ignore List** so it will not be flagged again.
3. **Report it** to Support with a short note so we can improve detection.

08

Best practices for Quarantine management

- **Review monthly** – clear out old items you no longer need.
- **Be cautious with restore** – return only files you are confident are safe.
- **Prefer quarantine over delete** – safe and reversible beats permanent.
- **Document special cases** – if you manage a family or school PC, note why something was restored.
- **Report suspicious flags** – it helps everyone.

09

Quick FAQ

Does quarantine stop the file from running?

Yes. Quarantined items cannot execute.

Can I undo a quarantine?

Yes. Open the Quarantine list and click **Restore**.

What if I restore the wrong thing?

Re-scan and quarantine it again, or remove it if you are sure.

Is delete better than quarantine?

Only when you are 100% sure. Otherwise quarantine first.

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