

Troubleshooting

Protection is off or unavailable

Restore an unavailable Gridinsoft protection module by checking license, updates, restart state, and focused application diagnostics.

PUBLISHER

Gridinsoft Support

UPDATED

Jul 18, 2026

READ TIME

1 min

CONTENTS

In this guide

01 Restore the expected state**02** If the switch turns off again

A protection module may be unavailable when the license is inactive, an update or restart is pending, or a required application component did not load. Check the visible status before changing Windows security settings.

01 Restore the expected state

1. Open **Info** and confirm that the intended license is active.
2. Open **Update** and install current app and Threat List updates.

3. Restart Windows if the app or cleanup requested it.
4. Open **Protect** and enable the affected module once.

For Internet Security specifically, use [Internet Security toggle is off or unavailable](#).

02 If the switch turns off again

Record the exact module, time, and message. Save the Application Log around the attempt and [collect system information](#). [Contact Support](#) with those diagnostics and the app and Windows versions.

Do not disable Defender, another antivirus, a firewall, or company policy controls unless the current evidence identifies a specific conflict and the responsible administrator approves the test.

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)