

Troubleshooting

Scan is stuck or never finishes

Troubleshoot a Gridinsoft scan that stops progressing, repeats the same object, or never completes without deleting evidence.

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READ TIME

2 min

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A large archive, slow disk, unreadable object, or application problem can make a scan appear stuck. Check whether the object counter, current path, or progress indicator is still changing before stopping it.

01 Retry the scan safely

1. Note the scan type, progress, current object path, and time.
2. If the percentage, object counter, and current path all remain unchanged for at least 10 minutes, stop the scan once. Let it continue if the path or counter is still changing; one large archive can take longer than expected.
3. Restart Windows, open **Update**, and confirm that the app and Threat List are current.
4. Run the same scan again. Do not run another antivirus scan, backup, or large file transfer at the same time.

02 If the scan stops on the same object

Do not delete the file, archive, or disk entry manually. Record the visible path and use a Custom scan only to confirm whether the same location reproduces the problem. Avoid repeatedly scanning a failing external drive if Windows also reports read errors.

If the scan finishes but reports **Skipped**, **Access denied**, or a password-protected object, follow [the skipped-files guide](#) instead.

03 Send the evidence Support needs

Save the relevant Scan Log, [collect system information](#), and [contact Support](#) with the scan type, start time, last visible path, and whether Stop worked. Keep the ticket active until the cause is isolated.

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)