GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

General Information

Send system information to Gridinsoft Support

Sometimes the fastest way to solve an issue is to share a technical snapshot of your PC (Windows build, drivers, services, Gridinsoft Anti-Malware version). Gridinsoft collects and shows this info on screen first - you decide whether to...

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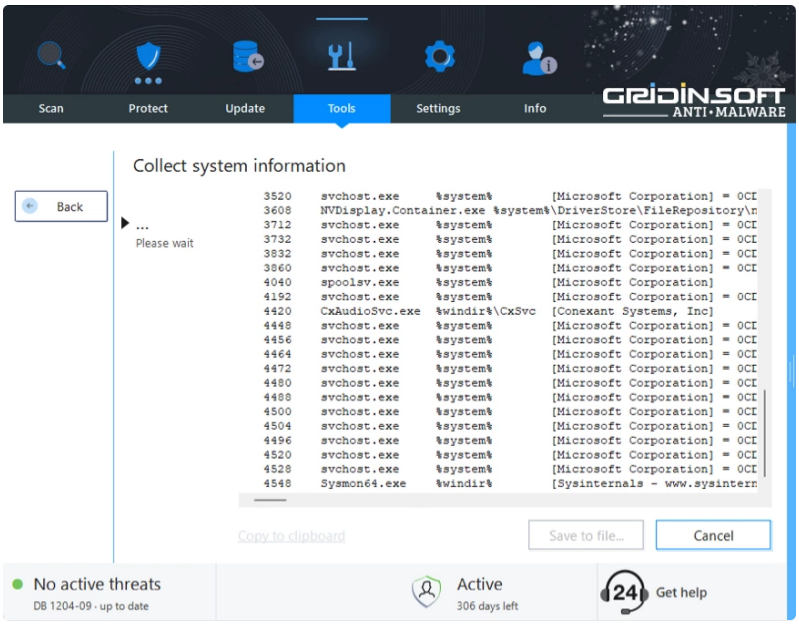
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Sometimes the fastest way to solve an issue is to share a technical snapshot of your PC (Windows build, drivers, services, Gridinsoft Anti-Malware version). Gridinsoft **collects and shows this info on screen first -** you decide whether to copy it, save it, or close it.

01 Collect system information

1. Open **Gridinsoft Anti-Malware**.
2. Go to **Tools**.
3. Click **Collect system information**.
4. Wait a few seconds while the list populates. You'll see readable lines (no hidden upload).



Choose what to do with the data

- **Copy to clipboard** – paste it straight into your support ticket or email.
- **Save to file…** – save a **.log** file, then attach it to your ticket.
- **Cancel** – close the window without saving anything.

> Recommended: click **Save to file…** and attach the .log to your ticket here.

The clearer the context you add (what happened, when it started, any error text), the faster we can help.

02 What’s included (and what isn’t)

Included (technical only): Windows version/build, installed drivers, running processes/services, startup entries, network adapter details, Gridinsoft Anti-Malware version and logs info, security software list.

Not included: your personal documents, saved passwords, browser history, chat/email content, financial data.

You **see everything** on screen before you copy or save it.

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03 What to write in the ticket

- **Problem:** what you see (error text, slowdowns, unexpected pop-up, suspicious detection).
- **When it began:** after Windows update / app install / hardware change, etc.
- **What you tried:** reboot/reinstall/different scan type.
- **Order ID or license email:** helps us find your account.

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04 Troubleshooting the collector

- **Collector seems stuck:** close heavy apps and try again, or reboot once and repeat.
- **File too large to attach:** submit the ticket first, we’ll reply with a secure upload link.
- **No internet on that PC:** save the file, copy it to a USB stick, and attach from another device.

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