

# Send system information to Gridinsoft Support

Gridinsoft Help Center

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.

## Collect system information

- Open Gridinsoft Anti-Malware.
- Go to Tools.
- Click Collect system information.
- 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.

## 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.

## 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.

## 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.