

Troubleshooting

Some files were skipped or could not be scanned

Understand skipped, Access denied, locked, or password-protected scan entries and retry only the affected location safely.

PUBLISHER

Gridinsoft Support

UPDATED

Jul 18, 2026

READ TIME

2 min

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A skipped item does not automatically mean that it is infected or that the entire scan failed. Windows can keep a file in use, permissions can deny access, and a password-protected archive cannot be inspected unless it can be opened with the correct password.

01 Check the exact scan status

1. Open the latest Scan Log using the [log files guide](#).
2. Record the exact object path and status, such as **Skipped**, **Access denied**, **In use**, or **Password protected**.
3. Confirm whether the scan completed and whether the object appears under skipped items rather than detections.

02 Retry only the affected location

1. Update Gridinsoft Anti-Malware and the Threat List, then restart Windows.
2. Run one Custom scan of the affected folder or drive.
3. If it is your trusted password-protected archive, scan its extracted contents only after verifying the source. Do not extract an unknown or suspicious archive merely to force a scan.

Do not change file ownership, weaken Windows permissions, disable protection, or delete the object only because the scanner could not open it.

03 If the same object is skipped again

Save the Scan Log and [contact Support](#) with the scan time, exact status and path, and whether the object is on the system drive, an external drive, or a network location. If the app is available, also [collect system information](#).

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)