

Troubleshooting

The app freezes, crashes, or shows “Not Responding”

Capture the exact Gridinsoft crash or freeze, retry once, and send focused application diagnostics if it happens again.

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READ TIME

1 min

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A one-time delay during a large scan is different from a repeatable freeze or crash. Record what the app was doing and the exact time before restarting it.

01 Try one clean restart

1. Wait briefly to confirm that the window is not processing a large object.
2. If Windows continues to show **Not Responding**, close the app once through Task Manager.

3. Restart Windows, update Gridinsoft Anti-Malware, and repeat only the action that triggered the problem.
4. Note whether the freeze occurs at startup, during Update, during a particular scan, or while reviewing results.

02 If it happens again

Open **Tools → Application logs** if the app remains accessible, save the entries around the incident, and [collect system information](#). [Send Support](#) the incident time, app and Windows versions, action being performed, exact error, and relevant Application Log.

Do not add broad exclusions, change Windows compatibility settings, or disable security controls without evidence that one of them is involved in this specific crash.

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)