

# The app won't start.

Gridinsoft Help Center

Try these steps in order:

- Restart Windows, then launch from the Start menu.
- Make sure it isn't already running in the tray (end the task in Task Manager -> Processes, then try again).
- Run as administrator (right-click -> Run as administrator).
- Temporarily pause other antivirus/firewall, then start the app. If it works, add mutual allowlists and re-enable your AV.
- If Windows shows a block: for SmartScreen click More info -> Run anyway; if the file is "blocked" (Right-click -> Properties), tick Unblock and apply.
- Install the latest installer over your current copy (no need to uninstall).
- Apply pending Windows updates and reboot.
- Try Safe Mode (with Networking) and launch once from there; then reboot normally and try again.

If it still won't launch, please send us details so we can pinpoint the cause: click Get help (or Let us know on the Scan Result screen) and include the Windows version, Gridinsoft version, any error message/screenshot, and diagnostic logs. We'll investigate and provide next steps.