Troubleshooting

The app won’t start

Fix a Gridinsoft Anti-Malware window that does not open, closes immediately, or shows a startup error without disabling security controls.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 18, 2026

READ TIME
2 min

CONTENTS

In this guide

01 Start with a clean launch

02 Repair the installed copy

03 If the app still does not open

If Gridinsoft Anti-Malware does not open, first identify whether no window appears, the app closes immediately, or Windows displays an error. Use the steps below once in order; repeated restarts and broad security exclusions can hide the useful evidence.

01 Start with a clean launch

1. Restart Windows, then open Gridinsoft Anti-Malware from the Start menu.

2. Open Task Manager and check whether Gridinsoft is already running without a visible window. End that task once, then try again.
3. If Windows displays an error, record the exact text and time. Do not dismiss or paraphrase it before taking a screenshot.
4. Confirm that the PC meets the current system requirements and has pending Windows restarts completed.

02 Repair the installed copy

Download the current signed installer through the official download guide and run it over the installed copy. This replaces missing application files without using a registry cleaner or an unofficial removal utility.

Do not disable the firewall or another antivirus as a general test. If Windows or another security product shows a specific block, preserve that warning and follow the matching vendor guidance or send it to Support.

03 If the app still does not open

If the app opens after repair, collect system information before retrying the original action. If it still cannot open, contact Support with the startup time, Windows version, exact error, screenshot, and whether the Gridinsoft process or window appeared briefly. Support will request an alternative collector if more diagnostics are needed.

Do not add exclusions unless the current evidence identifies a specific signed Gridinsoft component being blocked.

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