Installation & Activation

# The installer is blocked by SmartScreen or another AV. What should I do?

Verify a Gridinsoft installer before responding to SmartScreen or antivirus warnings and report a suspected false positive without unsafe bypasses.

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READ TIME
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Do not bypass an installer warning until you have verified the source and publisher. A warning can be caused by reputation, policy, a damaged download, or a genuine detection.

## 01 Verify the installer

1. Delete copies obtained from ads, file-sharing sites, email attachments, or unofficial mirrors.
2. Download a fresh installer through the official Gridinsoft website.
3. Right-click the file, open **Properties → Digital Signatures**, and confirm that Windows reports a valid Gridinsoft publisher signature.
4. Record the exact SmartScreen or antivirus message and detection name.

## 02 Respond to the warning safely

If the signature is missing, invalid, or the source is uncertain, do not run the file. Update Windows and the other antivirus, then scan the new copy. On a company computer, ask the administrator because SmartScreen or application-control policy may intentionally prevent unapproved software.

## 03 Report a suspected false positive

Do not permanently disable antivirus protection or exclude the Downloads folder. Contact Support with the official download address, filename, signature status, detection name, security-product version, and screenshot. Support can verify the current installer and coordinate a false-positive review.

**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**