

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

Gridinsoft Help Center

- Confirm the source: Only run the installer if you downloaded it from gridinsoft.com. Check the publisher on the prompt (should show our signed publisher).
- SmartScreen (Windows protected your PC): Click More info -> Run anyway.
- Blocked by another antivirus: Temporarily pause its real-time protection, install, then re-enable it and add allowlist entries for the installer and the installed app folder (e.g., C:\Program Files\Gridinsoft Anti-Malware).
- If it still won't run: Re-download the installer, right-click -> Run as administrator, ensure date/time and internet are correct, and make sure VPN/proxy isn't interfering.

If the problem persists, please contact our Support Team with the product/version, your AV name, and a screenshot of the block message.