FAQ

The Portable Edition asks me to activate again.

Troubleshoot repeated Trojan Killer Portable activation after a USB, folder, hardware, clock, connection, or device-assignment change.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 10, 2026

READ TIME
1 min

CONTENTS

In this guide

01 Check the portable copy

02 Activate again when appropriate

03 If activation keeps returning

Trojan Killer Portable may request activation again when its local data changes, the portable folder is replaced, the USB drive is reformatted, the system clock is wrong, or the license sees the current device as a new activation.

01 Check the portable copy

1. Use the same trusted USB drive and the complete original portable folder.
2. Do not run a single executable copied out of that folder.
3. Confirm that the drive is writable and that security software has not quarantined part of the package.
4. Synchronize the Windows date, time, and time zone.

02 Activate again when appropriate

Connect through a trusted network, open the activation screen, and paste the key from the purchase email or Member Area. Confirm that the license covers the product and that its device limit has not been reached. Do not post or email the full key in an ordinary message.

03 If activation keeps returning

Stop downloading new copies or moving the folder between drives while troubleshooting. Send Support the purchase email, product, last four key characters, exact error, USB-drive changes, and application log. Support can check whether an old device assignment or damaged portable data needs attention.

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