

Threat database updates fail. What should I do?

Gridinsoft Help Center

Start with the basics: click Update -> Check now and try again after a restart of the app (or Windows).

If it still fails, check:

- Internet/VPN/Proxy: Make sure you're online. Temporarily turn off VPN/proxy, or enter proxy details in Settings -> Update->Proxy.
- Date & time: Incorrect system time breaks certificate checks-sync your clock.
- Firewall/AV rules: Allow the Gridinsoft app and updater through your firewall/endpoint security.
- Admin rights: Run the app as administrator for the update attempt.

Still no luck? Please contact our Support Team and include the update error text (or a screenshot) and the latest log-this helps us pinpoint the cause quickly.