Updates & Scans

Threat database updates fail. What should I do?

Fix a failed Gridinsoft Threat List update by checking connectivity, system time, proxy and firewall rules, permissions, disk space, and logs.

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A Threat List update can fail because the connection is interrupted, Windows cannot validate a secure certificate, a proxy or security product blocks the updater, or the local installation needs repair. Do not rely on a stale Threat List for a high-risk scan.

01 Start with a clean retry

1. Open **Update** and note the exact error.
2. Confirm that normal HTTPS websites open in the browser.
3. Restart Gridinsoft Anti-Malware and select **Check now**.
4. If it still fails, restart Windows and try once more.

02 Check Windows and the connection

- **Date and time:** enable automatic time and time-zone settings, then synchronize the clock.
- **VPN or proxy:** verify the settings in **Settings → Update**. Temporarily test without a personal VPN or proxy, but do not bypass a company network policy.
- **Firewall or antivirus:** allow the signed Gridinsoft application and updater. Do not disable all protection permanently.
- **Network:** try another trusted connection if the current network uses filtering or a captive portal.
- **Storage:** make sure the Windows system drive has free space.

03 Repair the application

Run the current official installer as administrator to repair missing or damaged update components, then restart Windows. Download it only through the official installation guide.

04 Send the right diagnostics

If the update still fails, open **Tools → Application logs** and contact Support. Include the error text, time of failure, app and Windows versions, network type, proxy or VPN use, and the relevant log. Redact credentials and private proxy passwords.

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