

[Troubleshooting & privacy](#)

Fix Web Protection connection and activation problems

Troubleshoot protection that stays off, interrupted DNS connections, background stops, and websites that fail to load.

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READ TIME

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CONTENTS

In this guide

- | | |
|--|---|
| 01 Your account is connected, but protection is off | 02 The connection is interrupted or websites will not load |
| 03 Protection stopped while the phone was idle | 04 Information for Support |

Start with the exact status on the **Protection** tab. **Off**, **Connecting** and **Connection interrupted** describe different situations. A website loading error alone is not proof of a threat block.

01 Your account is connected, but protection is off

Tap **Turn on protection** and finish both the in-app disclosure and Android VPN permission. If you dismissed either prompt, start again. Check access expiry in Settings. Resolve any [VPN or custom Private DNS conflict](#) shown by the app.

02 The connection is interrupted or websites will not load

1. Check Wi-Fi or mobile data. If the network requires a hotel or public-Wi-Fi login, complete that sign-in first.
2. Wait for the app's reconnection attempt after a network change. Reopen Protection and check whether it returns to ON.
3. Use **Settings → Refresh status**. If the app asks to reconnect the account, complete that flow.
4. If ordinary sites still fail, turn protection off briefly and test a known benign page. Avoid visiting the blocked site during this test.
5. If connectivity works only with protection off, note the time, network type and app error, then contact Support. If it also fails with protection off, investigate the underlying network.
6. Turn protection back on after the problem is resolved and verify ON.

A resolver failure is a connection failure, not a malware verdict. The app does not silently switch failed protected lookups to an unrelated public DNS provider.

03 Protection stopped while the phone was idle

Check whether another VPN took over, Android stopped the app, or the phone restarted. Reopen Web Protection and enable it if necessary. Do not assume boot auto-start or always-on behavior. If stops repeat, check your phone's per-app battery/background restrictions and discuss any required setting with Support; menu names and behavior vary by manufacturer.

04 Information for Support

Include Android version, phone model, app version, Google Play versus website installation, exact error and approximate time. In website builds, **Settings → Protection diagnostics** lets you review and optionally share a report. Use [Submit a request](#). Never include passwords, connection tokens or full DNS browsing logs.

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](https://support.gridinsoft.com)