GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

General & Licensing

What happens when my license expires?

Understand which Gridinsoft Anti-Malware functions become limited after license expiration, what remains accessible, and how to renew safely.

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When a paid Gridinsoft Anti-Malware license expires, the application remains installed, but licensed cleanup, updates, and real-time protection become limited. The exact status is shown on the **Info** page.

01 What becomes limited

- Current Threat List and program updates may no longer be available.
- Real-time modules such as **Internet Security**, **Suspicious Activity Shield**, and **USB Device Control** can be disabled.
- The app may allow a scan or review but require renewal before removing newly detected threats.
- Scheduled protection that depends on an active license will no longer provide the same coverage.

02 What you can still review

You can open the app to check its license status and may still be able to review existing scan logs and quarantined objects. Do not restore a quarantined item merely because the license expired.

03 Renew the license

1. Open **Info** and confirm the email address or key associated with the expired license.
2. Follow How to renew a Gridinsoft Anti-Malware license.
3. After payment, activate the renewed key if the status does not refresh automatically.
4. Open **Update**, download the current Threat List, and run a scan.

Turning off automatic renewal is different from immediately cancelling access: a paid license normally remains active through the end of its term. If the displayed expiration date is wrong, contact Support with the purchase email and order number. Do not send a full payment-card number.

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