FAQ

What scan should I start with?

Choose Quick, Standard, Full, or Custom scanning based on symptoms, exposure, available time, and the location you need to check.

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READ TIME
1 min

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Start with the scan that matches the reason for checking the computer. A longer scan is not automatically the best first step, and a narrow scan is not enough when symptoms affect the whole system.

01 Choose by situation

- **Quick:** a fast check of active and high-risk areas after a suspicious event.
- **Standard:** a practical first scan for routine checks and common persistence locations.
- **Full:** a thorough review after a confirmed infection, long period without scanning, or symptoms that remain after a smaller scan.
- **Custom:** one folder, disk, archive, USB device, or another known location.

02 Prepare and review

Update the Threat List before scanning. Close or save important work, especially before a Full scan or cleanup that may require a restart. Review the detection name, path, and proposed action. Quarantine is safer than immediate deletion when you are unsure.

03 If the problem returns

Run a Full scan, restart when requested, and check browser extensions and settings when the symptom is browser-specific. Do not repeatedly delete the same item without preserving the result. Send Support the scan time, exported report, and exact recurring symptom so the persistence source can be investigated.

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