Compatibility & Performance

Why can’t I enable the Internet Security option on Windows XP?

Internet Security cannot be enabled on Windows XP because the operating system and current Gridinsoft product are no longer supported.

PUBLISHER
Gridinsoft Support

UPDATED
Jul 10, 2026

READ TIME
2 min

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You cannot enable the current Gridinsoft **Internet Security** module on Windows XP. The operating system does not provide the supported security and network-filter environment required by the current product.

01 Why reinstalling will not fix it

This is an operating-system compatibility limit, not a damaged setting or license error. Reinstalling the app, changing the browser, or disabling Windows security settings cannot add the missing platform support.

02 Why Windows XP is unsafe for regular use

Windows XP no longer receives normal Microsoft security updates. Modern browsers and security products also no longer support it. Even if an older scanner can run, it cannot repair vulnerabilities in the operating system or provide the protection expected from a current Windows environment.

03 Recommended next step

1. Do not use the XP computer for email, banking, purchases, passwords, or untrusted downloads.
2. Back up personal documents without copying unknown executables or scripts.
3. Move to a device running a supported and updated Windows version.
4. Install the current Gridinsoft Anti-Malware build and update its Threat List on the supported device.

If the XP system controls irreplaceable hardware, isolate it from the internet and ask the equipment vendor or an IT professional for a supported migration plan. Contact Support if you need help transferring a Gridinsoft license to the replacement PC.

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