FAQ

# Why does the app ask me to reboot after cleanup?

Understand why cleanup may require a Windows restart, how to prepare safely, and what to do when the same reboot request or detection returns.

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A restart is required when Windows or another process is using a file, service, driver, registry setting, or startup component that cannot be changed safely while the system is running. The app schedules the remaining cleanup for startup, before the blocked item becomes active again.

## 01 Before restarting

1. Save documents and close applications.
2. Keep the laptop connected to power.
3. Record or export the scan result if the case may require Support.
4. Allow Windows to restart normally; do not force the power off during cleanup.

## 02 After Windows starts

Open the app, confirm that the Threat List and protection status are current, and review the result. Run the recommended verification scan when the original detection involved startup, memory, a driver, or another persistent component.

## 03 If the request repeats

A second request can occur when several locked components are processed in stages, but an endless loop is not normal. Preserve the latest application and scan logs, note every restart time, and contact Support. Do not repeatedly interrupt startup or manually delete system files based only on a detection name.

**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**