OnGuard installer detects the Windows Storage Sense feature

Last Modified on 10/06/2022 4:17 am EDT

Symptom

When installing or upgrading OnGuard 8.1 and earlier, you see the following error message:

Before installing OnGuard, in Windows go to Settings > System > Storage > Storage Sense and turn off the "Storage Sense" and uncheck the "temporary files" setting that cleans/deletes temporary files. Leave these settings off to allow for later modifications.

Note: This symptom will be corrected in the release of OnGuard 8.2

Resolution

The OnGuard installer detects if the Microsoft Windows Storage Sense feature is enabled, and requires you to disable the following Windows settings before installing OnGuard:

- "Storage Sense" (all supported Windows versions)
- "Keep Windows running smoothly by automatically cleaning up temporary system and app files" (Windows 11 and later)
- "Delete temporary files that my apps aren't using" (Windows Server 2019 and Windows 10)

You must turn off these settings from **Settings > System > Storage > Storage Sense** , then retry the installation. Re-enabling these settings after the installation is complete can cause issues with subsequent installation modifications as they might remove files that are needed later. If you encounter this issue during a modified installation, you should uninstall OnGuard, turn these settings off, then reinstall OnGuard with the desired features.

Applies To

OnGuard 8.1 and earlier

Additional Information