

# OnGuard installer detects the Windows Storage Sense feature

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## 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

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