

During installation, message "Storage Sense must be turned off while installing this software" appears

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Symptom

Below pop up is displayed from the installer if the Storage Sense feature is enabled:

"Storage Sense must be turned off while installing this software. Turn the feature off from Settings > Storage > Storage Sense and retry the installation. You may re-enable Storage Sense after the installation is completed.:" (Sample Snapshot below)



Resolution

OnGuard installer detects the Windows Storage Sense feature: 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 may remove files that are required later. If you encounter this issue during a modified installation, you should uninstall OnGuard, turn these settings off, and then reinstall OnGuard with the desired features.

Applies To

OnGuard 7.6 Update 4 (7.6.382.723 or above) and 8.0 Update 2 (8.0.458.271 or above, both Updates not Released yet) and above

Additional Information

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