

# Error Mounting Installation Media (ISO)

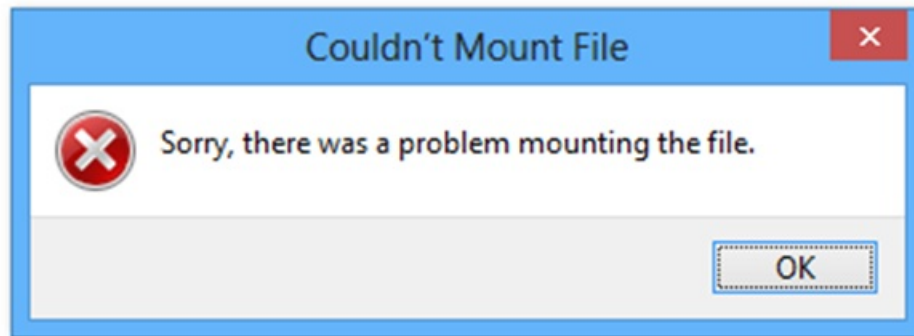
Last Modified on 05/09/2025 12:40 pm EDT

## Symptom

The OnGuard installation media, such as an ISO file, fails to mount or files seem to be missing.

The following error displays:

"Sorry, there was a problem mounting the file."



## Resolution

In Windows, verify the MD5 checksum of the ISO file:

1. Open an elevated command prompt.
2. Change the directory (cd) to the file's path.
3. Run the command:

```
certutil -hashfile <filename> MD5
```

Example of command and result:

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.19042.964]
(c) Microsoft Corporation. All rights reserved.

C:\Users\hmmz1>cd Documents

C:\Users\hmmz1\Documents>certutil -hashfile Example.txt MD5
MD5 hash of Example.txt:
a5d0173a59d8b5728c655af1d45c803a
CertUtil: -hashfile command completed successfully.

C:\Users\hmmz1\Documents>
```

4. Check the reference MD5 checksum located in the LenelS2 Connect™ portal at

[connect.lenels2.com](https://connect.lenels2.com) against the one you're testing. Here is an example for OnGuard 8.2:

connect.lenels2.com/s/downloads

RallyChatGPTHome | Microsoft 3...LenelS2 Partner Extr...Carrier Travel HubConfluenceDaptivElements Doc OutputAll Bookmarks

LENEL S2

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OnGuard

OnGuard 8.2

Software

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All (7)

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Disk image (ISO) Tips

ISO SHA256 Checksums

6B608A0D8050AB6392D6AE8A45EC3B7BAF9FCB5972B928CA182B48136A06411B OG\_8\_2\_524.ISO

AC1706D3BD106044C4A7DA5AC04B4E8D0D12B99FB0C9538B6FA91C641F66B95B OG\_SDK\_8\_2\_524.ISO

10b4d50864b4bd62fc1f062c1122d320dfcb9ebbc0706c9b827eff7e05730dbd Supplemental\_Disc\_28.iso

Name	Date Updated	File Size	Actions
Installation Packages			
OnGuard 8.2 (8.2.524)	2023-10-16	4.3 GB	Download

5. If the reference checksum (included on the software download page) does not match, try downloading the ISO file again.

## Applies To

OnGuard 7.3 and later

## Additional Information