

Error Mounting Installation Media (ISO)

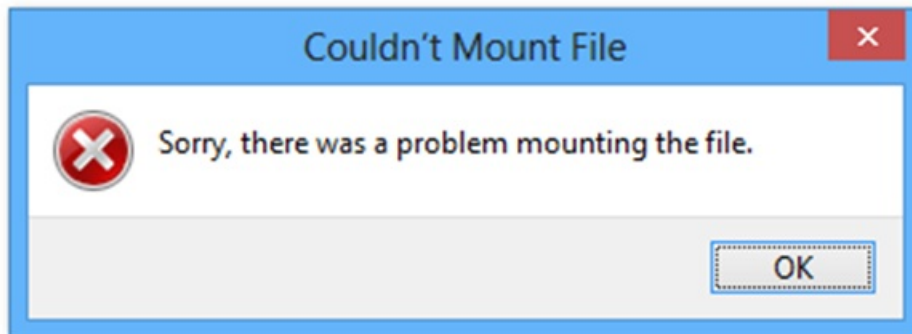
Last Modified on 12/01/2023 8:45 am EST

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 against the one you're testing. Here is an example for OnGuard 8.2:

The screenshot shows the LENE: S2 web interface. The navigation bar includes 'Dashboard', 'My Company', 'My Customers', 'Case Management', and 'Resources'. The main content area is titled 'Downloads' and features a filter section with dropdowns for 'Choose Product or Service' (OnGuard), 'Choose Version' (OnGuard 8.2), and 'Choose Type of Download' (Software). Below the filters is a sidebar with categories: 'All (7)', 'Installation Packages (1)', 'OAAP SDK (2)', 'Release Notes (1)', and 'Supplemental Materials (3)'. The main content area displays 'Disk image (ISO) Tips' and 'ISO SHA256 Checksums' with a list of file hashes. A table below shows the download details for 'OnGuard 8.2 (8.2.524)' with a date of '2023-10-16' and a file size of '4.3 GB'.

Name	Date Updated	File Size	Actions
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

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