

SentinelOne Removes Unzipped Files

Sometimes, there are cases where unzipped files are removed by SentinelOne. It has been identified that the presence of Intel Optane on systems as the root cause. To address this issue, there are proven workarounds that have been successful for our partners:

1. Perform a complete uninstallation of Intel Optane, including its services, and then reboot the device.
2. Enable the launch folder feature by following the instructions provided at this link: <https://www.elevenforum.com/t/enable-or-disable-launch-folder-windows-in-a-separate-process-in-windows-11.10080/>
3. Some partners have found success by signing out the primary user, logging in as a local admin, log out and back in as the primary user.
4. Install and set 7-Zip as the default program for handling .zip files.
5. Test unzipping a file.

If you encounter any further issues, please contact our Global SOC.