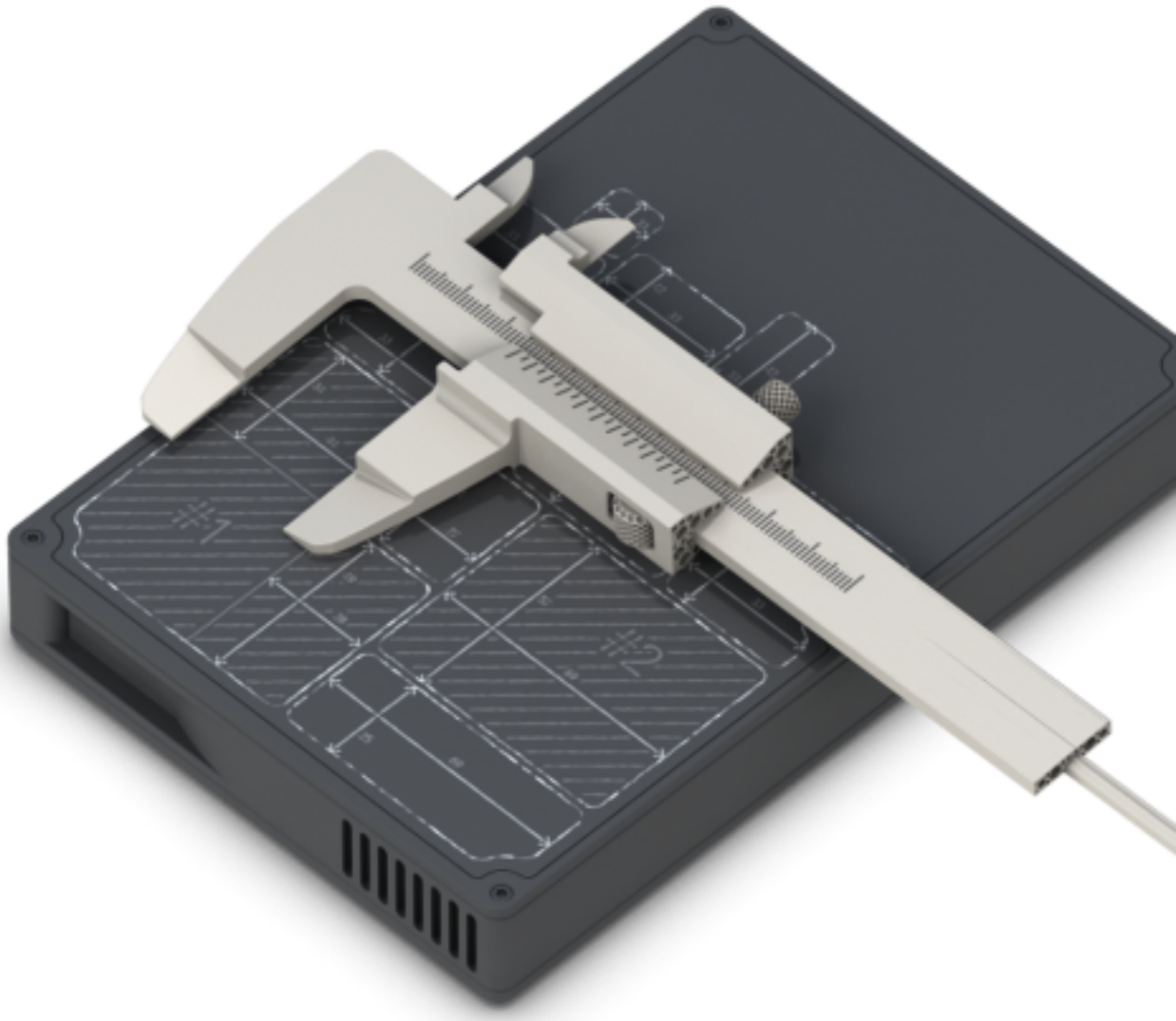


O&O software

O&O DiskCommander 5

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Introduction

O&O DiskCommander 5 shows in lists and charts which files and folders take up space on your drives – on your computer, on network drives and in virtual disks. It finds large files and duplicates, so that you can delete, move or archive them. O&O DiskCommander is the successor of O&O DiskStat.

Where to start

You want to	Start here
Get to know the program	About O&O DiskCommander 5
Install the program	Install, update and uninstall
Analyze a drive and find large files	Analyze a drive
Free up space taken by duplicates	Find duplicate files
Solve a problem	Troubleshooting
Get help	Support and more from O&O

About O&O DiskCommander 5

O&O DiskCommander (formerly O&O DiskStat) is a comprehensive disk space analysis and management tool designed for Windows 10 and Windows 11. This professional-grade application helps you efficiently monitor, analyze, and manage disk space across your systems, making it an essential tool for both home users and IT professionals.

Key features for Windows users

Intuitive Disk Space Analysis Quickly identify which files and folders are consuming space on your drives. O&O DiskCommander provides detailed insights into your storage usage, helping you optimize and reclaim valuable disk space.

Easy Cleanup Tools Remove unnecessary files and manage disk content effortlessly with integrated file operations and management capabilities.

Real-Time Monitoring Keep an eye on changes in disk usage to avoid unexpected space shortages. The application provides live statistics during analysis and supports incremental updates.

Visual File Structure Representation Understand your storage layout at a glance with multiple visualization options:

- Tree map visualization for hierarchical space usage
- Pie charts for drive overview
- Multiple view modes (Details, Tiles, Icons) similar to Windows Explorer

Multi-Drive Support Manage multiple drives with ease from a single interface. O&O DiskCommander supports:

- Local drives (HDD, SSD)
- Network drives
- Virtual disk formats (VHD, VHDX)
- O&O DiskImage files

Export and Reporting Generate reports for documentation or further analysis in various formats including CSV and text files.

Who should use O&O DiskCommander?

Home Users:

- Find and remove large files consuming disk space
- Identify and eliminate duplicate files
- Visualize disk usage patterns
- Track storage changes over time

IT Professionals:

- Analyze disk usage across multiple systems
- Perform historical tracking and auditing
- Generate professional reports
- Automate disk space management tasks

Small Businesses:

- Optimize storage on business servers
- Track disk usage trends
- Identify storage waste
- Reduce costs through efficient space usage

System requirements

- **Operating System:** Windows 10 or Windows 11
- **Framework:** .NET 8 Runtime (included with installation)
- **Processor:** Modern x86/x64 processor
- **Memory:** 2 GB RAM minimum, 4 GB recommended
- **Disk Space:** 100 MB for installation
- **Display:** 1280×720 minimum resolution
- **Permissions:** Standard user permissions (administrator rights are not required for most operations)

Install, update and uninstall

System preparation

Before installing O&O DiskCommander, ensure your system meets the minimum requirements listed above. Close any applications that might interfere with the installation process.

Installation steps

1. **Download the Installer**

- Download the latest version of O&O DiskCommander from the official O&O Software website
- Verify the digital signature to ensure authenticity

2. **Run the Installer**

- Double-click the downloaded installer file (OODiskStat.exe or setup.exe)
- If prompted by User Account Control (UAC), click **Yes** to allow the installation

3. **Follow the Installation Wizard**

- Choose your preferred language (English, German, or French)
- Read and accept the license agreement
- Select the installation directory (default: `C:\Program Files\OO Software\OO DiskCommander`)
- Choose additional options:
- Desktop shortcut
- Start menu entry
- Shell context menu integration

4. **Complete Installation**

- Click **Install** to begin the installation process
- Wait for the installation to complete
- Click **Finish** to exit the installer

First launch

When you launch O&O DiskCommander for the first time:

1. **Welcome Screen**

- You'll be greeted with a welcome screen introducing key features
- You can choose to show or hide this screen on future launches

2. **License Activation** (if applicable)

- Enter your license key if you have purchased the Professional Edition

- Click **Activate** to validate your license
- The Free Edition launches without requiring a license key

3. **Initial Configuration**

- Choose your preferred settings:
- Interface language
- Default analysis options
- Thumbnail preview preferences
- Update check settings

Updates

O&O DiskCommander can check for updates automatically:

- **Automatic Updates:** Enable in Settings to receive notifications about new versions
- **Manual Updates:** Check for updates via **Help > Check for Updates**
- **Update Installation:** Download and run the latest installer to upgrade

Uninstallation

To remove O&O DiskCommander from your system:

1. Open **Windows Settings > Apps > Installed Apps**
2. Find **O&O DiskCommander** in the list
3. Click the three-dot menu and select **Uninstall**
4. Follow the uninstallation wizard prompts
5. Choose whether to remove user settings and data

Analyze a drive

Your first analysis

Follow these steps to perform your first disk analysis:

Step 1: Select a drive

1. In the left navigation panel, you'll see a list of all available drives
2. Click on the drive you want to analyze (e.g., C:, D:, etc.)
3. The drive information panel will update to show basic drive details

Step 2: Start the analysis

1. Click **Analyze** in the toolbar (or press **F5**)
2. The analysis will begin immediately
3. A progress indicator shows:

- Folders scanned
- Files processed
- Current file being analyzed
- Estimated time remaining

Step 3: View results

As the analysis progresses, results appear in real time:

1. **File List View:** Largest files become visible immediately
2. **Folder View:** Identify which folders consume the most space
3. **Statistics:** File type distribution and category breakdowns
4. **Tree Map:** Visual representation of space usage (available after analysis completes)

Step 4: Take action

Once you've identified files or folders to manage:

1. **Right-click** any file or folder to access options:

- Open in Windows Explorer
- Open file with default application
- Copy path to clipboard
- Delete (move to Recycle Bin)
- Properties

2. Use the **View** menu to change how data is displayed:

- Details view for comprehensive information
- Tiles view for visual browsing
- Icons view with thumbnail previews (for images)

Common tasks

Finding large files

1. After analysis, go to the **Largest Files** tab
2. The list is automatically sorted by size (largest first)
3. Review files and identify candidates for deletion or archival

Identifying space-consuming folders

1. Go to the **Largest Folders** tab
2. Expand folders to see their contents
3. Use the tree view to drill down into subfolder structures

Analyzing file types

1. Open the **File Types** tab
2. See which file extensions are using the most space
3. Click a file type to see all files of that type

Viewing visual representation

1. Switch to the **Tree Map** tab
2. Each rectangle represents a file or folder
3. Rectangle size = amount of space used
4. Hover over rectangles to see details
5. Click to navigate into folders

User interface

Understanding the interface

When you first open O&O DiskCommander, you'll see the main window divided into several key areas:

Main navigation panel (left)

- **Drives Tree View:** Shows all available drives and their folder structure
- **Quick Actions:** Common operations like Analyze, Stop, and Refresh
- **Drive Information:** Quick overview of selected drive status

Main content area (center/right)

- **Analysis Results:** Displays files, folders, and statistics
- **View Tabs:** Switch between different analysis views
- **Toolbar:** Quick access to common functions

Status bar (bottom)

- **Progress Indicator:** Shows current operation status
- **Statistics:** Quick stats like file count, total size
- **Analysis Queue:** Indicates queued analysis operations

Navigating analysis results

Switching Between Views O&O DiskCommander offers multiple specialized views, accessible via tabs:

- **Largest Files:** Sorted list of the biggest files on the drive
- **Largest Folders:** Folders consuming the most space
- **File Types:** Group files by extension (e.g., .docx, .mp4, .jpg)
- **File Categories:** Organize by content type (Documents, Images, Videos, etc.)
- **Used Space:** Detailed breakdown of space allocation
- **Disk Statistics:** Comprehensive metrics and charts
- **Tree Map:** Interactive hierarchical visualization
- **Duplicates:** Find and manage duplicate files

Sorting and filtering

- Click column headers to sort by that criterion (size, name, date, etc.)
- Click again to reverse the sort order
- Right-click column headers to choose which columns to display
- Use the search box to filter results by name or path

Disk space analysis

Deep Scan Engine The scan engine of O&O DiskCommander offers:

- **Recursive directory scan:** Scans all folders and subfolders
- **Detailed metadata:** Size, date, attributes and more
- **Optimized performance:** Efficient scanning even with millions of files
- **Cancel at any time:** Stop the analysis at any time without losing partial results
- **Incremental statistics:** Results are visible immediately during the scan

Analysis Options Configure what is scanned:

- **Full drive analysis:** Scan from the root
- **Folder analysis:** Analyze specific folders only
- **Include system files:** Hidden and system files optional
- **Follow symbolic links:** Follow or skip symlinks and junctions

Analysis Performance For optimal performance:

- **Close unnecessary applications** during the analysis
- **Pause the antivirus scan** (if it is safe to do so)
- **Use SSDs** for faster results
- **Analyze during off-peak hours** for large drives

Views and thumbnails

Visualization modes

Tree Map Visualization The tree map gives an intuitive view of space usage:

Features:

- **Hierarchical display:** Nested rectangles show the folder structure
- **Size proportions:** The area corresponds to the file or folder size
- **Color coding:** Different colors for file types or categories
- **Interactive navigation:** Click to zoom in, right-click to navigate up
- **Tooltips:** Hovering shows detailed information

Using the tree map:

1. After the analysis has finished, select the **Tree Map** tab
2. Large rectangles = large files or folders
3. Click a folder rectangle to zoom into its contents
4. Right-click > **Up** to go back
5. Use the toolbar to adjust the zoom and options

Multiple View Modes O&O DiskCommander supports views similar to Windows Explorer:

Details:

- Classic list with columns
- Comprehensive information (name, size, date, type, path)
- Sortable by column
- Ideal for analysis and sorting

Small tiles:

- Compact tiles with icon and basic information
- A good balance between information density and appearance

Medium tiles:

- Larger tiles with more information
- Thumbnails for images
- Additional metadata

Large tiles:

- Large tiles with a prominent thumbnail
- Ideal for image collections

Icons:

- Large icons with file names
- Optimal for browsing images and videos visually
- Thumbnails (if enabled)

Changing the view:

- **View menu** > view mode
- **View mode button** in the toolbar
- Right-click in the content area > view mode

Thumbnail previews

O&O DiskCommander can show preview images for image files:

Supported File Types All image formats supported by Windows:

- JPEG (.jpg, .jpeg)
- PNG (.png)
- BMP (.bmp)
- GIF (.gif)
- TIFF (.tif, .tiff)
- and other formats recognized by Windows

Thumbnail sizes

- **Small:** 48×48 px (small tiles)
- **Medium:** 96×96 px (medium tiles, icons)
- **Large:** 256×256 px (large tiles)

Enabling or disabling thumbnails

1. **Settings** > **Display Options**
2. Toggle **Show thumbnail previews**
3. Restart the application for the change to take effect

Performance note: Creating thumbnails uses resources. If you notice a slowdown (many images), consider disabling thumbnails.

Cache management

- **Automatic caching**
- **LRU cache:** Removes rarely used thumbnails when the cache is full
- **Cache size:** Up to 500 thumbnails in memory
- **Clear the cache:** Restart the application

Search and filter

Search Function Find files and folders quickly:

1. **Search box** in the toolbar
2. Results are filtered as you type
3. Searches file names and paths
4. Clear the search with the X icon

Search tips:

- Wildcards: `*.txt` finds all text files
- Partial terms: `report` finds "report.docx", "monthly_report.xlsx" and so on
- Not case-sensitive

Column Filters Filter by criteria:

1. Click the filter icon in a column header (if available)
2. Choose filter options: greater than, less than, equal to and so on
3. Combine filters
4. Clear the filters to see everything again

Statistics and drive information

Statistics and charts

File type statistics

File Types tab:

- **Grouped by extension**
- **Total size**
- **Number of files**
- **Percentage**
- **Chart** (pie or bar)

Common file types:

- Documents (.docx, .pdf, .xlsx)
- Images (.jpg, .png, .gif)
- Videos (.mp4, .avi, .mkv)
- Audio (.mp3, .wav, .flac)
- Archives (.zip, .rar, .7z)
- Executables (.exe, .dll)

File Category Statistics Automatic categories:

- **Documents**
- **Images**
- **Videos**
- **Audio**
- **Archives**
- **Applications**
- **System files**
- **Other**

Disk statistics

- **Total capacity**
- **Used space**
- **Free space**
- **Number of files**
- **Number of folders**
- **Average file size**

- **Largest file**

Drive information panel

The information panel provides comprehensive drive data:

Status overview

- **Pie chart:** Used vs. free
- **Key figures:** Size, free space, number of files and folders
- **Analysis status:** Number of analyzed files and folders

File system information

- **File system type:** NTFS, FAT32, exFAT and so on
- **Volume name**
- **Serial number**
- **Cluster information**
- **MFT information** (for NTFS)

Hardware Information Determined via WMI:

- **Model**
- **Manufacturer**
- **Serial number**
- **Firmware version**
- **Interface:** IDE, SATA, NVMe, USB and so on
- **Media type:** SSD, HDD or removable media
- **Bus type:** SATA, NVMe, SCSI, USB
- **Status**

Compare analyses

Compare analyses over time (Professional Edition):

Saving an analysis

1. Complete the analysis
2. **File** > **Save Analysis**
3. Choose a location and name
4. The analysis is saved with its results and statistics

Loading an analysis

1. **File** > **Load Analysis**
2. Select a saved analysis
3. The results are displayed

Comparing analyses

1. Two analyses of the same drive at different times
2. **Analysis** > **Compare Analyses**
3. Select the base analysis (older)
4. Select the comparison analysis (newer)
5. Show the differences:

- **Files added**
- **Files removed**
- **Files changed**
- **Changes in space**

Comparison results

- **Change indicators** (icons)
- **Size differences**
- **Visual highlighting**
- **Summary** of the net change

Practical use

- Track project growth
- Identify "space leaks"

- Audit changes after installations
- Plan capacity based on trends

Analyze virtual disks

O&O DiskCommander supports virtual disks:

Supported formats

- **VHD**
- **VHDX**
- **O&O DiskImage**

Analyzing virtual disks

Method 1: Direct file analysis

1. **File** > **Open Virtual Disk**
2. Select the VHD or VHDX file
3. Click **Open**
4. The virtual disk appears as a drive in the tree
5. Analyze it like a normal drive

Method 2: Mounted disks

If the disk is already mounted in Windows:

1. It appears automatically in the drive list
2. Analyze it as usual

Use cases

- **VM management**
- **Backup analysis**
- **Development**
- **Test environments**

Limitations

- The disk must be accessible (not damaged)
- Read-only access (file operations may be limited)
- May be slower than physical drives

Analyze network drives

Analyze network shares and remote drives:

Connecting a network drive

Method 1: Mapped network drives

1. Map the network drive in Windows (drive letter)
2. It appears automatically in O&O DiskCommander
3. Analyze it as usual

Method 2: UNC path

1. **File** > **Analyze Network Path**
2. Enter the UNC path (for example `\\server\share`)
3. Enter credentials if required
4. Click **Analyze**

Performance Notes Slower due to:

- Bandwidth
- Server response time
- Latency

Optimization:

- Use off-peak hours
- Use a wired connection if possible
- Analyze only relevant folders instead of the complete share
- Close bandwidth-intensive applications

Best practices

- Check the **permissions**
- Be patient with large shares
- Results may be delayed
- Disconnect from the VPN for local analyses if necessary

File and folder operations

Basic Operations File actions directly in O&O DiskCommander:

Open:

- **Open:** Start the file with the default application
- **Open with:** Choose an application
- **Open containing folder:** Open in Explorer
- **Open command prompt here:** Start CMD in the folder

File management:

- **Copy**
- **Move**
- **Delete:** To the Recycle Bin
- **Delete permanently:** Without the Recycle Bin (use with care)
- **Rename**

Information:

- **Properties**
- **Copy path**
- **Copy name**

Multiple Selection Working with several files:

- **Ctrl + click:** Add individual items
- **Shift + click:** Select a range
- **Ctrl + A:** Select all
- **Bulk actions:** Apply actions to the entire selection

Context Menu Integration If the shell integration was enabled:

- **Right-click a folder** in Explorer
- Select **Analyze with O&O DiskCommander**
- The application starts and analyzes the folder directly

Find duplicate files

Finding and managing duplicates can free up a lot of space:

Opening duplicate detection

1. Complete the analysis of the drive or folder
2. Switch to the **Duplicates** tab
3. The scan finds duplicates automatically based on their content

Understanding the Duplicate Results Duplicates are detected by:

- **File content:** Identical binary content (not just the name)
- **File size:** Must be the same
- **Hash comparison:** The file hash ensures an exact match

Display:

- **Grouped view**
- **Number of copies**
- **Wasted space**
- **Original marker** per group

Managing duplicates

Check before deleting:

1. Expand the group
2. Check the locations and dates
3. Decide which copy to keep

Delete options:

- **Select and delete**
- **Keep newest:** Delete older copies automatically
- **Keep in a specific folder**
- **Move to the Recycle Bin**

Best practices:

- Check groups one by one instead of "delete all"
- Consider the locations
- Check the dates ("original")
- Verify critical files

Export and reports

Create reports for documentation and analysis:

Export formats

CSV:

- Import into Excel or other spreadsheet tools
- Processing with scripts and automation
- Good for data analysis

TXT:

- Simple text format
- Readable in any editor
- Quick overview

HTML (Professional Edition):

- Formatted web page
- With charts and formatting
- Easy to share

PDF (Professional Edition):

- Professional document
- The layout is preserved
- Ideal for archiving and sharing

Exporting data

1. Complete the analysis
2. **File** > **Export**
3. Choose the export format
4. Choose what to export:

- Complete file list
- Largest files only
- Statistics summary
- Charts (if supported)

5. Choose the destination and file name
6. Click **Export**

Customizing Reports (Professional Edition)

- Header (title, date, drive)
- Summary at the top
- Level of detail
- Show or hide charts
- Column selection
- Filters: export only filtered results

Report Templates (Professional Edition)

1. Configure the report layout
2. **Reports** > **Save Template**
3. Name the template
4. Reuse it

Schedule and automate analyses

Automate regular analyses (Professional Edition):

Scheduled analysis

1. **Tools** > **Scheduled Tasks**
2. Click **New Schedule**
3. Configure the schedule:

- **Frequency:** daily, weekly, monthly
- **Time**
- **Drive**
- **Save results** (optional)

4. **Options:**

- Only when idle
- Skip on battery power
- Notification when finished

Command-Line Interface For automation (Professional Edition):

```
OODiskStat.exe /analyze C:\ /output "C:\Reports\analysis.csv" /silent
```

Common parameters:

- `/analyze [path]` – Analyze a path
- `/output [file]` – Export file
- `/silent` – Without user interface
- `/format [csv|txt|html]` – Format
- `/duplicates` – Include a duplicate scan

Scripting examples

PowerShell – daily analysis:

```
$date = Get-Date -Format "yyyy-MM-dd"
& "C:\Program Files\OO Software\OO DiskCommander\OODiskStat.exe" `
 /analyze C:\ `
 /output "C:\Reports\DiskAnalysis_$date.csv" `
 /silent
```

Batch – weekly report:

```
@echo off
"C:\Program Files\OO Software\OO DiskCommander\OODiskStat.exe" /analyze C:\ /output "C:\Re
echo Analysis completed. See C:\Reports\weekly.csv
```

Tips for everyday use

Best practices

Regular analyses

- **Weekly scans:** Analyze the system drive every week
- **Track trends:** Save and compare results
- **Before major actions:** Analyze before installations or backups
- **After a cleanup:** Analyze again after deleting

Efficient workflow

1. **Start with the largest files**
2. **Check for duplicates**
3. **Sort old files by date**
4. **Use categories**

Maintenance plan

Weekly:

- Quick analysis of the system drive
- Check the largest files
- Check the free space

Monthly:

- Full analysis of all drives
- Duplicate scan
- Archive old data to external media

Quarterly:

- Historical comparison (if available)
- Optimize categories
- Clean up temporary files and caches

Storage optimization strategies

Identifying space hogs

Large files:

- Look for unexpectedly large files in the **Largest Files** tab

- Check old backup files (`*.bak` , `*.old`)
- Archive or delete large log files
- Find forgotten downloads

Duplicates:

- Use the **Duplicates** tab
- Common: photos, documents, downloads
- Before deleting, make sure you remove the right copy

Old and unused files:

- Sort by "Last modified" or "Last accessed"
- Identify files unused for more than 6 months
- Archive or delete them

Temporary files:

- Typical folders:
- `C:\Users\[Username]\AppData\Local\Temp`
- `C:\Windows\Temp`
- Browser caches
- Often safe to clean up

Freeing up space

Quick wins:

1. **Downloads**
2. **Desktop**
3. **Videos**
4. **Old installation files**

Safe candidates for deletion:

- Duplicates (keep one copy)
- Outdated backups
- Installers of software that is already installed
- Temporary files and caches
- Old log files
- Unwanted media

Candidates for archiving:

- Old documents with reference value
- Photos and videos from past years
- Completed projects

- Historical data

Workflow optimization

Keyboard shortcuts

- **F5:** Start or refresh the analysis
- **Ctrl + F:** Focus the search box
- **Ctrl + A:** Select all
- **Del:** Move to the Recycle Bin
- **Shift + Del:** Delete permanently (with confirmation)
- **Enter:** Open the selected item
- **F2:** Rename
- **Alt + Enter:** Properties
- **Ctrl + C:** Copy
- **Ctrl + V:** Paste

Custom views

1. Arrange columns by drag and drop
2. Adjust the column width
3. Show or hide columns by right-clicking
4. The sort order is remembered

Multiple analyses

1. Add several drives to the queue
2. Switch between tabs
3. Compare results
4. Prioritize drives with little free space

Safety and privacy

Before deleting

1. Check the contents
2. Use the Recycle Bin (do not delete permanently)
3. Back up important data first
4. After deleting, check that the system and applications still work

Protected system files

- Do not delete Windows system files

- Do not remove Program Files
- Be careful with hidden files
- Avoid AppData folders (application data)

Safe Areas for Deleting Usually safe:

- Your own folders (Documents, Downloads, Pictures and so on)
- Temp folders (when applications are closed)
- Old backups that you have checked
- Files you created yourself and no longer need

Quick reference

Common tasks – quick overview

Task	Steps
Analyze a drive	Select the drive → Analyze (F5)
Find the largest files	After the analysis → **Largest Files** tab
Find duplicates	After the analysis → **Duplicates** tab
Delete a file	Right-click → Delete → Confirm
Open the location	Right-click → Open containing folder
Change the view mode	View menu → choose a view mode
Export results	File → Export → choose a format
Search for files	Use the search box in the toolbar
Stop the analysis	Stop button (Esc)

Keyboard shortcuts – quick overview

Shortcut	Action
F5	Start or refresh the analysis
Esc	Stop the current analysis
Ctrl + F	Focus the search box
Ctrl + A	Select all
Del	Move to the Recycle Bin
Shift + Del	Delete permanently
Enter	Open the selected item
F2	Rename
Alt + Enter	Properties
Ctrl + C	Copy
Ctrl + V	Paste

File types by category

Documents: .doc, .docx, .pdf, .txt, .rtf, .odt, .xls, .xlsx, .ppt, .pptx, .csv

Images: .jpg, .jpeg, .png, .gif, .bmp, .tiff, .tif, .webp, .svg, .ico

Videos: .mp4, .avi, .mkv, .mov, .wmv, .flv, .webm, .m4v, .mpg, .mpeg

Audio: .mp3, .wav, .flac, .aac, .ogg, .wma, .m4a, .aiff

Archives: .zip, .rar, .7z, .tar, .gz, .bz2, .iso

Applications: .exe, .dll, .msi, .bat, .cmd, .ps1

System: .sys, .ini, .cfg, .log, .tmp

Glossary

Analysis The process of scanning a drive or folder to collect information about files, folders and space usage.

Cluster The smallest unit of space allocation in a file system. Depending on their size, files occupy one or more clusters.

Cluster size The size of each cluster, typically 4096 bytes (4 KB) on NTFS. It determines the minimum space a file occupies.

Duplicate files (duplicates) Files with identical content but possibly different names or locations. They are identified by file hashes.

File hash A unique fingerprint calculated from the file content. Identical hashes mean identical content.

File system The method of organizing and storing files on a drive. Common ones are NTFS, FAT32 and exFAT.

Fragmentation When a file is stored in non-contiguous clusters. It can reduce read and write performance.

LRU cache "Least recently used" cache: removes the items that have not been used for the longest time when the cache is full.

Master File Table (MFT) The database of the NTFS file system with information about every file and directory. It is located in a reserved area.

NTFS New Technology File System – the primary file system of modern Windows versions.

Sector The smallest physical storage unit of a drive, typically 512 or 4096 bytes.

Symbolic link (symlink) A special file that points to another file or directory – similar to a shortcut at the file system level.

Thumbnail A small preview image that represents a larger image.

Tree map A visualization method for hierarchical data with nested rectangles; the size represents a value (for example the space used).

UNC path Universal Naming Convention – the path format for network resources: `\\server\share\folder`.

Virtual disk A file that represents a complete drive (for example VHD, VHDX).

VHD/VHDX Virtual hard disk formats from Microsoft; VHDX is the newer, improved format.

Volume A logical storage area with its own file system. One physical drive can contain several volumes.

WMI Windows Management Instrumentation – Windows technology for management information about hardware and software.

Troubleshooting

Common problems and solutions

The analysis is very slow

Possible causes:

- A very large number of files (millions)
- A slow drive (HDD, network drive)
- Interference from the antivirus software
- High system load from background processes

Solutions:

1. Add an antivirus exception for O&O DiskCommander or disable the antivirus software for a test
2. Close other applications
3. Analyze smaller areas instead of the entire drive
4. Check the condition of the drive
5. Consider a hardware upgrade (SSD)

The application crashes or freezes

Solutions:

1. Update to the latest version
2. Check the system requirements
3. Check the drive for errors (chkdsk)
4. Disable thumbnails (for large image folders)
5. Reinstall (clean installation)
6. Check the Event Viewer

Files or folders are missing from the results

Possible causes:

- Missing permissions
- Hidden or system files not included
- Files locked or in use
- Symbolic links are not followed

Solutions:

1. Start as administrator
2. Check the analysis options ("Hidden files")

3. Check the permissions (read access)
4. Reset the filters
5. Refresh the analysis

The duplicate search finds no duplicates

Possible causes:

- There are no real duplicates
- The files are similar but not identical
- The feature is not available in your edition

Solutions:

1. Check the file content (really identical?)
2. Compare the file sizes
3. Wait for the complete analysis
4. Test with a folder that certainly contains duplicates

Files cannot be deleted

Possible causes:

- The file is in use
- Missing permissions
- Read-only or protected
- The path is too long (Windows limit)

Solutions:

1. Close applications
2. Run as administrator
3. Remove the read-only attribute
4. Try deleting in Explorer
5. Restart the computer

Thumbnails are not displayed

Possible causes:

- Thumbnails are disabled
- No image files
- Damaged image files
- Problems with the Windows thumbnail cache

Solutions:

1. Enable them in the settings

2. Check the file type
3. Clear the Windows thumbnail cache
4. Restart the application
5. Check the file integrity

Error messages

"Access denied" / "Permission error"

Meaning: No permission to read certain files or folders.

Solutions:

- Start as administrator
- Check the folder permissions
- Make sure you have ownership or read access
- Some system folders are protected on purpose

"Drive not ready" / "Drive not found"

Meaning: The drive cannot be reached.

Solutions:

- Check the connection (external drive)
- Is the drive mounted?
- For virtual disks: does the file exist and is it intact?
- Refresh the drive list

"Analysis failed" / "Scan error"

Meaning: The analysis could not be completed.

Solutions:

- Run chkdsk
- Make sure there is enough RAM
- Test with a small folder
- Check the logs
- Restart the application

"Not enough memory"

Meaning: The system has too little RAM.

Solutions:

- Close other applications

- Analyze smaller areas
- Restart the computer
- Upgrade the RAM
- Restart the application regularly (for very large analyses)

"File in use" / "Cannot delete"

Meaning: The file is locked.

Solutions:

- Close applications
- Task Manager: identify the process
- Restart (releases locks)
- Try again later

Getting more help

If the problem cannot be solved this way, contact O&O Software support. Please include:

- The version of O&O DiskCommander
- The Windows version
- A description of the problem
- The steps to reproduce it
- Screenshots (if possible)
- Error messages (exact wording)

Log files

- **Path:** `%APPDATA%\OO Software\OO DiskCommander\Logs`
- **Contents:** Events, errors, diagnostics
- **Attach them to support requests** for a faster diagnosis

Frequently asked questions

General questions

Is O&O DiskCommander safe?

Yes. By default, O&O DiskCommander is an analysis tool in read mode. Files are only changed when you deliberately perform actions such as deleting or moving. By default, files are moved to the Recycle Bin, so they can be restored.

Can I restore files if I delete them by mistake?

Yes, after a normal deletion the files are in the Recycle Bin and can be restored in Windows. A permanent deletion (Shift+Del) cannot be undone with the application.

Is any data collected or transferred?

O&O DiskCommander analyzes files locally. No file contents are transferred. Optional telemetry can collect anonymous usage statistics if enabled.

Can I use O&O DiskCommander on several computers?

That depends on the edition and the license terms. The Free Edition can be used on private computers. Professional editions are licensed per computer. Details are in your license agreement.

What is the difference between O&O DiskCommander and O&O DiskStat?

O&O DiskCommander is the new name of O&O DiskStat. Version 5 and later use the name DiskCommander. The functionality is retained and continues to be improved.

Technical questions

Why does Windows show different values for used space than O&O DiskCommander?

Small differences are normal, for example due to:

- MFT and system reservations
- Changes during the analysis
- Rounding differences
- Different inclusion or exclusion of system areas

How accurate is the analysis?

Very accurate, because the metadata is read directly from the file system. Differences are usually caused by files that change during the analysis or by permissions.

Can I analyze non-Windows file systems?

It works best with Windows file systems (NTFS, FAT32, exFAT). Other file systems (ext4, HFS+ and so on) may be limited, even if they are mounted in Windows.

Does it work with RAID?

Yes, if the RAID appears in Windows as a drive (drive letter), it can be analyzed as usual.

Can I analyze external drives?

Yes, any drive accessible in Windows (USB, external HDD or SSD, SD cards).

Performance questions

How long does the analysis take?

It depends on:

- The number of files (typically about 100,000 files per minute on an SSD)
- The drive speed (SSD faster than HDD)
- Fragmentation
- The available system resources

Does the analysis affect the performance of the computer?

The analysis uses I/O and CPU. Slight slowdowns are possible, but the application is designed to minimize the impact. You can continue working during the analysis.

Can I pause and resume the analysis?

You can stop it; partial results remain visible. A real pause and resume is currently not supported. Restarting begins a new analysis.

How much RAM does O&O DiskCommander use?

It scales with the number of files:

- 100,000 files: about 200–300 MB
- 1,000,000 files: about 1–2 GB
- Very large drives may need more

Feature questions

Can I compare two different drives?

The historical comparison refers to the same drive at different times. For two drives: view them in separate tabs and compare the statistics manually.

Does it detect all kinds of duplicates?

It finds identical content (binary duplicates) by hash comparison. Similar but not identical files are not detected.

Can it clean up temporary files automatically?

O&O DiskCommander is primarily an analysis tool. For automatic cleanup, use Windows Disk Cleanup or separate tools.

Does it defragment drives?

No. Use the Windows defragmentation or tools such as O&O Defrag.

Can it recover deleted files?

No. It is not a recovery tool. However, it helps to avoid deletions (checking before acting) and uses the Recycle Bin by default.

What's new

Version 5.0 (2024)

- Product renamed to O&O DiskCommander
- Support for virtual disks (VHD, VHDX, DiskImage)
- Multiple view modes (tiles, icons) added
- Thumbnail preview for images added
- Incremental statistics during the analysis introduced
- Analysis queue added
- Historical comparison improved
- Drive information panel extended with hardware details
- Performance optimizations

Earlier versions

O&O DiskStat versions 1.0 to 4.x provided the core features for disk space analysis with continuous improvements in performance, user interface and features.

Support and more from O&O

O&O Software support helps with questions and problems concerning O&O DiskCommander 5.

Contact support

Open O&O Software support. Include:

- The version of O&O DiskCommander.
- The Windows version of your computer.
- The drive you analyzed and its size.
- The complete error message, if any.

Never send passwords or license keys. O&O support does not need them.

Licensing

Information on the editions and licenses is available on the O&O DiskCommander product page.

More from O&O

Product	Purpose
O&O DiskImage	Backup and recovery of drives and complete systems
O&O SafeErase	Secure deletion of files, drives and entire computers
O&O Defrag	Storage optimization for PCs and servers
O&O DiskRecovery	Recovery of deleted files

See all O&O products.