

ISSUE: "VHD Mounter - Operating System (Platform Not Support)" error when performing a granular restore on a Hyper-V guest VM

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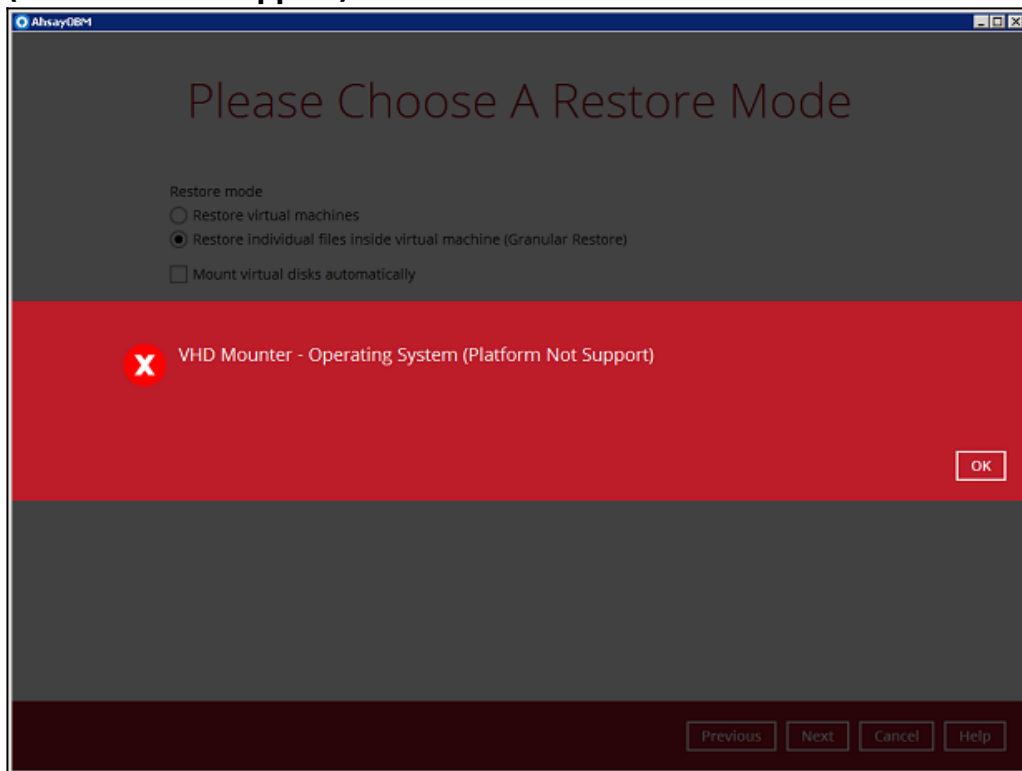
Product Version:

AhsayOBM / AhsayOBR: 7.13.0.0 or above

OS: Windows

Description

When performing a granular restore of a Hyper-V guest VM on Windows 2008 R2 or Windows 7 machine the following error message is shown by AhsayOBM "**VHD Mounter - Operating System (Platform Not Support)**".



Cause

Granular restore of Hyper-V guest VMs is not supported on the current Windows operating system.

Resolution

To resolve this problem install AhsayOBM/AhsayOBR on a supported Windows operating system to perform the granular restore for the Hyper-V guest VM.

Please refer to the following KB article for further details:

FAQ: Ahsay Software Compatibility List (SCL) for Granular and OpenDirect Restore (5250)

http://wiki.ahsay.com/doku.php?id=public:5250_faq:ahsay_software_compatibility_list_scl_for_granular_and_opendirect_restore

Keywords

Hyper-V, guest VM, granular restore, supported platform, supported operating system

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