

[V7] ISSUE: "Access is denied" error when restoring files/folders using Granular Restore

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Product Version:

AhsayOBM / AhsayOBR: 7.13.0.0 to 7.x

OS: Windows

ATTENTION 1st January, 2022: v7 officially End-of-Life [[details](#)]

Description

When performing a granular restore of selected files/folders from Hyper-V or VMware ESXi/vCenter guest VM. The following error message is shown in the AhsayOBM restore log when trying to restore files from the mounted virtual disk "**Access is denied**".