

[V7] ISSUE:"Failed to restore "New Virtual Machine". Reason = "Fail to set entity permission. Error=Unknown error from class "com.vmware.vim25.UserNotFound" when restoring a guest VM to another VMware ESXi host

Article ID: 5265

Reviewed: 2017-08-07

Product Version:

AhsayOBM: 7.5.0.0 to 7.x

OS: All

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

Problem Description

When performing a restore (Run Direct or traditional restore) to another VMware ESXi host the following error message is shown: