Cyber Policy Unable to Scan Virtual Machines on Datastore with VMware Snapshot

Issue Description

Cyber policy cannot scan virtual machines stored on a datastore that contains a VMware snapshot.

Symptoms

- Scanning fails for virtual machines stored on datastores containing VMware snapshots.

- Error messages may appear in the job logs related to unsupported operations.

Environment

- VMWare vSphere ESXi 6.x or lower

Cause

The virtual machine snapshot attachment process is not supported in the current environment.

Resolution

To resolve this issue:

- Upgrade your VMware environment to ESXi 7.0 or later.

Additional Notes

- Ensure compatibility of your infrastructure with ESXi 7.0 before upgrading.

- Consult VMware documentation for upgrade procedures and best practices.

If you require further assistance, please feel free to submit a support ticket here.