

PT NOT RESPONSIVE

After the Protected Actor reverts to a snapshot, it checks in. If after 8 minutes it hasn't checked in, the platform will attempt to reboot the Windows image. If PT is still not responsive, complete the following steps.

1. Click **Environment > Protected Theaters**.
2. Click **Edit** next to the Protected Theater and choose **Image Details**
3. Verify **Virtual Network Status** and **Windows Status** both display **Running**.
 - a. If either is identified as Running, but the Windows system is not responsive in the Web/VNC Console, or Jobs are unable to run, click **Restart** for the Windows Status. If that does not resolve the issue, restart the Virtual Networking.
 - b. If either is identified as Stopped, click **Restart** to start it.
 - c. If neither of the above situations are true or if they don't resolve the issue, contact **Support** (<https://docs.mandiant.com/home/mandiant-support-cases>).