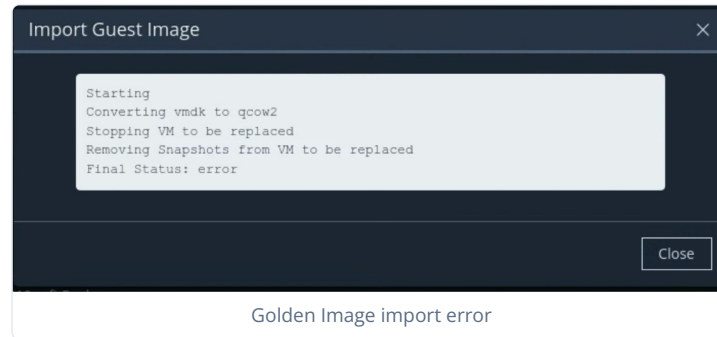


TROUBLESHOOT A PROTECTED THEATER IMAGE IMPORT ERROR

In some cases, your Protected Theater snapshots can get stuck in an outdated state. As a result, attempting to reimport a new golden image may fail. This is because QCOW2 images cannot contain existing snapshots upon reimport.



Follow these steps if you receive an error while trying to import the **golden image** (<https://www.techtarget.com/searchitoperations/definition/golden-image>) to an existing setup:

1. **Remove snapshots for QCOW2 Windows Guest images**
2. Reimport the image using one of the following procedures:
 - **Reimport the original golden image**
 - **Reimport the converted QCOW2 image**

Remove snapshots for QCOW2 Windows Guest images

For QCOW2 images, snapshots cannot exist before you attempt the import. To remove snapshots, run one of the following commands, depending on whether your Protected Theater environment uses non-UEFI (legacy) or UEFI firmware.

Remove all snapshots for non-UEFI firmware images

1. Connect to the Protected Theater shell using SSH.
2. Switch to the root user:

```
sudo bash
```

3. Run the following commands, where *DOMAIN_ID* is the domain name for your Protected Actor Windows guest:

```
virsh destroy --domain DOMAIN_ID  
virsh snapshot-list --domain DOMAIN_ID --name | xargs -n1 virsch snapshot-delete --domain DOMAIN_ID
```

Remove all snapshots for UEFI firmware images

1. Connect to the Protected Theater shell using SSH.
2. Switch to the root user:

```
sudo bash
```

3. Run the following commands, where *DOMAIN_ID* is the domain name for your Protected Actor Windows guest:

```
virsh destroy --domain DOMAIN_ID  
virsh snapshot-list --domain DOMAIN_ID --name | xargs -n1 virsch snapshot-delete --domain DOMAIN_ID --metad  
ata
```

Reimport the original golden image

To reimport the original (non-QCOW2) golden image, any existing QCOW2 image generated from the golden image must be removed.

1. Remove the existing image file in this folder:

```
cd /opt/apps/verodin/node/images  
rm *.qcow2
```

2. Run this command and verify that only the golden image file remains:

```
ls
```

The golden image has one of these extensions:



- OVA
- VMDK
- VHD
- VDI

3. Import the image using the steps outlined in [Import and Install the Gold Image to the PT](https://docs.mandiant.com/home/pt-import-and-install-the-gold-image) (<https://docs.mandiant.com/home/pt-import-and-install-the-gold-image>).

Reimport the converted QCOW2 image

- If the golden image is already a QCOW2 image format, then proceed to import the QCOW2 using the steps outlined in [Import and Install the Gold Image to the PT](https://docs.mandiant.com/home/pt-import-and-install-the-gold-image) (<https://docs.mandiant.com/home/pt-import-and-install-the-gold-image>).