

## <u>Failed to convert guest [VM\_NAME]. XenServer tools are not installed</u>

• Parallels Remote Application Server

## **Symptoms**

- Unable to create RAS Template. After following the wizard and hitting **Finish** the VM is not occurring in **RAS Templates** list.
- VDI Agent log shows the following:

```
[E 0C/00001009/TB5005B70] Failed to convert guest [wcedr09gi01 for Parallels]. XenServer tools a [E 0C/00001009/TB5005B70] CitrixXENServer error occured. (Generic error code = 0x000000B7)
```

• However in VM itself you can see that **XenServer Tools** are listed in installed applications list.

## Cause

XenServer Tools are corrupted/not functioning properly. As a proof you may check if you are able to check the XenServer Tools version by using the XenCenter console:

Execute the command:

xe vm-list

Copy the UUID of the affected VM and execute the command:

It should show you the Tools version in the output.

Another way to check if Tools are working properly:

In XenCenter, highlight the VM > switch to **General** tab.

Normally the **Virtualization state** filed should show you the version of installed Tools and you should be able to use **Shut Down/Reboot/Suspend** buttons:

If XenServer Tools are not installed/ not functioning properly, the **Shut Down/Reboot/Suspend** buttons will be greyed out:

## Resolution

<u>Reinstall Citrix XenServer Tools</u>, make sure that they are listed properly in XenCenter. After that try to create RAS Template once again.

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