Failed to convert guest [VM_NAME]. XenServer tools are not installed

- Parallels Remote Application Server

Symptoms

- Unable to create RAS Template. After following the wizard and hitting **Finish** the VM is not occuring 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:

```
xe vm-param-get param-name=PV-drivers-version uuid=XXXXXXXXXXXX
```

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

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

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