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Clones creation fails with the error "[E 0B/000001B] Failed to switch on guest. Error[0]"

• Parallels Remote Application Server

Symptoms

• Clones creation fails on Hyper-V with the following errors in controller.log:

up after 3 retries)

[E 0B/000001B] Failed to switch on guest. Error[0]

- Guest VM is created in hypervisor, but remains in "Off" state. In RAS Console, guest creation stuck in "Cloning" and then times out.
- The issue occurs only on Hyper-V.

Cause

ISO file is mounted to RAS Template VM and causing the conflict in Hyper-V:

Resolution

Prior to converting a VM to RAS Template, please remove any links to ISO file in Hyper-V settings.

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