



Clones creation fails with the error "[E 0B/0000001B] 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**:

[E 0C/00000034] Failed to submit 1 control to guest XXXXXXXX-XXXX -XXXX -XXXX-XXXXXXXX (giving up after 3 retries)

[E 0B/0000001B] 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.
