



Guest VM creation fails with a particular Domain Administrator account

- Parallels Remote Application Server

Symptoms

Guest VM is not created intermittently and the following errors are observed in *controller.log* with extended logging enabled:

```
[E 06/00000060/T1B24/P1E04] 11-03-19 10:44:50 - Failed to call
NetProvisionComputerAccount for VDI-AB-0022 [8557].
[I 06/00000058/T1B24/P1E04] 11-03-19 10:44:50 - Update guest VM info: Guest
name (VDI-AB-0022 to VDI-AB-0022) Guest ID
(51B84513-9AC4-46E6-8A2C-D61CD9270BB6 to
51B84513-9AC4-46E6-8A2C-D61CD9270BB6) DB ID (55)
[D 06/00000060/T1B24/P1E04] 11-03-19 10:44:50 - Clearing guest agent version
for guest VDI-AB-0022 with DB ID 55.
[W 06/00000049/T1B24/P1E04] 11-03-19 10:44:50 - Failed to create pre created
guest, Template VDI-AB-01 (11).
```

Cause

Code **8557** means the following:

"Your computer could not be joined to the domain. You have exceeded the maximum number of computer accounts you are allowed to create in this domain. Contact your system administrator to have this limit reset or increased."

In this case function *NetProvisionComputerAccount* fails to return any data and produces error.

Resolution

Use a different Domain Admin account in template VM configuration or clear the corresponding counter for the current account.
