

Cloning a template fails with statuses Deployment failed and Cloning failed

• Parallels Remote Application Server

Symptoms

Cloning a tem	plate fails with	statuses Denle	oyment failed	and Cloning	failed:
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guestagent.log on the Template VM has records like these:

Cause

VDI Providers from different farms (e.g., tenants) are connected to the same VDI cluster where the Template VM is running.

Resolution

There are two possible solutions here:

1. Create different resource pools on the VDI cluster and reconfigure VDI Providers to use those pools respectively;

Or

2. Apply the solution from this KB article to the Template VM. Its clones will inherit the setting and will keep communicating with the correct VDI provider.

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