

Cloning a template fails with statuses Deployment failed and Cloning failed

- Parallels Remote Application Server

Symptoms

Cloning a template fails with statuses **Deployment failed** and **Cloning failed**:

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.

